

CITY & GUILDS LEVEL 2

Course Details

This three day course is a fascinating insight into the World of Coffee and of course the World of the Barista and will prove invaluable to any budding coffee enthusiast.

This course is an introduction to coffee, espresso based drinks, tea, juices, chocolate, filter coffee, smoothies and customer service. A recognized qualification in Barista Skills

What is a Barista?

The literal translation of 'barista' from the Italian is 'bartender' but as it is the Italian bartenders who are experts on the espresso machine, the term is now used to describe an expert in espresso based drinks.

Expectations of the course

The modern café not only serves a range of espresso based drinks such as cappuccino and latte, but often serves teas, filter coffee, hot chocolate, juices and smoothies as well. The City & Guilds Level 2 encompasses all these drinks.

Students are expected to produce a range of such drinks, have general background knowledge on the ingredients that make them and should be able to calibrate, use and maintain the equipment.

As well as this knowledge students are expected to demonstrate and understand the importance of customer service.

- To this aim the Award:**
- i. Demonstrates product knowledge
 - ii. Display equipment maintenance skills
 - iii. Display drink building techniques
 - iv. Demonstrate an understanding of customer service

Duration of the course

The course requires 20 hours guided learning hours such as outline in the course itinerary below. It is also expected that students, especially those new to making espresso based drinks spend time outside these hours practicing their skills under supervision.

Assessment

The Award is assessed through a practical task that should take no longer than 30 minutes.

Students are required to calibrate a coffee grinder and make a range of drinks including espresso, cappuccino, café latte, filter coffee, tea, hot chocolate and smoothies.

Students will also be given 20 short answer questions to assess knowledge. No time limit is set for these questions.

Re-sitting Assessment

Should a student fail to pass the practical assessment, it is for the assessor to judge if a re-sit can be taken that same day. The assessor may consider further practice is required before a re-sit. Also logistic constraints may require a re-sit is only possible on a following day.

There may be a further cost for re-sitting an assessment.

Certification

At a successful completion of this course students will receive a VRQ Level 2 certificate.

Course Content Day 1

- Welcome & Introduction to Course
- Coffee – A World of Flavour (An introduction to coffees’ history and an explanation of the different varieties and flavours in coffee)
- Cupping of key varieties and origins
- Essentials for perfect espresso (freshness, grinder calibration, gram throw and texture, and water quantities)
- Practical Grinder setting and perfect extraction
- Introduction to milk techniques (Why milk foams, Foaming, Texturing)
- Practical – milk technique practice
- Daily maintenance and care of your machine

Course Content Day 2

- Practical Consolidation of learning from Day1
- An introduction to tea (Outline of key types and production methods, Brewing the perfect cup, Cupping of key types.
- An introduction to filter coffee (Obtaining the perfect cup, Care & maintenance of equipment)
- Introduction to chocolate (A brief history and insight into different varieties and origins of chocolate)
- Production methods for chocolate
- Chocolate tasting
- Preparation methods for hot chocolate
- Care of equipment
- Practical construction of smoothies
- Care & maintenance of equipment
- Review of the day and outline of the assessment

Course Content Day 3

- Review of Day 2
- Customer Service (Why is good customer service vital? Personal appearance, presentation and image)
- Steps to service
- Dealing with customer complaints
- Practical Preparation for assessment
- Assignment 201 – Knowledge Test & Students practical assignment