# Open Awards Qualification Unit

This unit forms part of a regulated qualification. Click **here** to view qualifications.

## 1 Unit Details

| | |
|---|---|
| Unit Title: | Barista Skills |
| Unit Reference Number: | F/616/0375 |
| Level: | 2 |
| Credit Value: | 3 |
| Minimum GLH: | 24 |

## 2 Learning Outcomes and Criteria

| Learning Outcome (The Learner will): | Assessment Criterion (The Learner can): |
|---|---|
| 1. Understand the products and ingredients related to a barisa role | 1.1 Describe different products related to a barista role |
| | 1.2 Outline the ingredients required to produce the required products |
| | 1.3 Assess the importance of using high quality ingredients |
| | 1.4 Outline the importance of correct presentation of barista products |
| | 1.4 Describe how to store and handle products and ingredients |
| 2. Be able to make products for customers | 2.1 Demonstrate checks to equipment before use |
| | 2.2 Demonstrate cleaning equipment before and after use |
| | 2.3 Demonstrate the brewing/production process relevant for a minimum of 3 different products |
| | 2.4 Demonstrate the correct way to present and serve the 3 different products |
| | 2.4 Demonstrate disposing of waste safely and hygienically |

The intellectual property rights remain with Open Awards

| | |
|---|---|
| | 2.5 Describe the main responsibilities relating to health and safety and food hygiene for<br>a) Employers<br>b) Employees |
| 3. Understand the importance of customer service in the barista role | 3.1 Describe the benefits to organisations of providing excellent customer service |
| | 3.2 Describe ways to provide excellent customer service |
| | 3.3 Demonstrate providing excellent customer service in a barista role |

The intellectual property rights remain with Open Awards