



Qualification Specification for:

**OCN NI Level 1 Award in Barista Skills and
Counter Service**

➤ **Qualification No: 603/4988/8**

Qualification Regulation Information

OCN NI Level 1 Award in Barista Skills and Counter Service

Qualification Number: 603/4988/8

Operational start date: 15 August 2019

Operational end date: 31 July 2029

Certification end date: 31 July 2030

Qualification operational start and end dates indicate the lifecycle of a regulated qualification. The operational end date is the last date by which learners can be registered on a qualification and the certification end date is the last date by which learners can claim their certificate.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

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Foreword

This document explains OCN NI's requirements for the delivery and assessment of the following regulated qualification:

→ **OCN NI Level 1 Award in Barista Skills and Counter Service**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- Unit details
- Assessment requirements for the qualification
- OCN NI's quality assurance arrangements for the qualification
- Administration

OCN NI will notify centres in writing of any major changes to this specification. We will also publish changes on our website at www.ocnni.org.uk

This specification is provided online, so the version available on our website is the most up to date publication. It is important to note that copies of the specification that have been downloaded and printed may be different from this authoritative online version.

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About Regulation

OCN NI

Open College Network Northern Ireland (OCN NI) is a regulated Awarding Organisation based in Northern Ireland. OCN NI is regulated by CCEA Regulation to develop and award professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is regulated by Ofqual to award similar qualification types in England.

The Regulated Qualifications Framework: an overview

The Regulated Qualifications Framework (RQF) was introduced on 1st October 2015: the RQF provides a single framework for all regulated qualifications.

Qualification Level

The level indicates the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels (Levels 1-8) supported by three 'entry' levels (Entry 1-3).

Qualification Size

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in terms of Total Qualification Time (TQT), and the part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours (GLH).

Qualification Features

Sector Subject Area

7.4 Hospitality and catering

Qualification Aim

The increasing number of establishments serving quality coffee and other beverages has led to the requirement for skills in this area. The OCN NI Level 1 Award in Barista Skills and Counter Service qualification has been designed to provide the learner with an introduction to counter service and barista skills.

Qualification Objectives

The objectives of the qualification are to enable learners to:

- be aware of the features and duties for beverage counter service
- be able to serve beverages effectively and safely
- be able to use a commercial espresso machine
- be able to prepare and serve food and/or beverages
- be able to use an organisation's food and beverage ordering system and process payments for beverages and other items

Grading

Grading for this qualification is pass/fail.

Qualification Target Group

The qualification is targeted at learners who have an interest in working in the hospitality industry.

Progression Opportunities

The OCN NI Level 1 Award in Barista Skills and Counter Service will allow learners to progress to the OCN NI Level 2 Award in Barista Skills and Counter Service and from there to other qualifications within the hospitality industry.

Entry Requirements

There are no specific entry requirements for this qualification however learners should be at least 14 years old.

Qualification Support

A Qualification Support pack is available for OCN NI centres within the login area of the OCN NI website (<https://www.ocnni.org.uk/my-account/>), which includes additional support for teachers, eg planning and assessment templates, guides to best practice, etc.

Delivery Languages

This qualification is available in English only at this time. If you wish to offer this qualification in Welsh or Irish (Gaeilge) then please contact OCN NI who will review demand and provide as appropriate.

Centre Requirements for Delivering the Qualification

Centre Recognition and Qualification Approval

New and existing OCN NI recognised centres must apply for and be granted approval to deliver the qualification prior to the commencement of delivery.

Centre Staffing

Centres are required to have the following roles in place as a minimum, although a member of staff may hold more than one role*:

- Centre contact
- Programme Co-ordinator
- Tutor
- Assessor
- Internal Verifier

*Note: A person cannot be an internal verifier for their own assessments.

Tutors

Tutors delivering the qualifications should be occupationally competent in the area of barista skills and counter service and have relevant industry experience using commercial espresso machines.

NB. In delivering this qualification the learner must have access to a manually operated commercial espresso machine.

Assessors

The qualification is assessed within the centre and is subject to OCN NI's quality assurance processes. Units are achieved through internally set, internally assessed, and internally verified evidence.

Assessors must:

- be occupationally competent in the area of barista skills and counter service
- have a minimum of one year's experience in the area they are assessing
- have direct or related relevant experience in assessment
- assess all assessment tasks and activities

Internal Verification

OCN NI qualifications must be scrutinised through the centre's internal quality assurance processes as part of the recognised centre agreement with OCN NI. The centre must appoint an experienced and trained centre internal verifier whose responsibility is to act as the internal quality monitor for the verification of the delivery and assessment of the qualifications.

The centre must agree a working model for internal verification with OCN NI prior to delivery of the qualifications.

Internal Verifiers must:

- have at least one year's occupational experience in the areas they are internally verifying
- attend OCN NI's internal verifier training if not already completed

Internal verifiers are required to:

- support tutors and assessors
- sample assessments according to the centre's sampling strategy
- ensure tasks are appropriate to the level being assessed
- maintain up-to-date records supporting the verification of assessment and learner achievement

Structure and Content

OCN NI Level 1 Award in Barista Skills and Counter Service

In order to achieve the qualification learners must complete the one unit – 3 credits.

Total Qualification Time (TQT) for this qualification: 30 hours
 Guided Learning Hours (GLH) for this qualification: 27 hours

Unit Reference Number	OCN NI Unit Code	Unit Title	Credit Value	GLH	Level
Y/617/7487	CBE620	Barista Skills and Counter Service	3	27	One

Unit Details

Title	Barista Skills and Counter Service
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBE620
Unit Reference No	Y/617/7487
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the features and requirements of beverage counter service and be able to perform the functions of a barista.	
Learning Outcomes	Assessment Criteria
1. Be aware of the features and duties for beverage counter service.	1.1. Outline at least five types of teas and coffees and their country of origin. 1.2. Outline the main features to customers of at least five types of teas and coffees. 1.3. Outline how to store tea and coffee to maximise shelf life including: a) temperature requirements b) protection and wrapping c) stock rotation and display 1.4 State beverage counter service duties.
2. Be able to serve beverages effectively and safely.	2.1. Demonstrate how to ascertain individual customer requirements. 2.2. Serve at least five types of beverages using appropriate tools and equipment safely. 2.3. Demonstrate how to comply with the following counter service requirements: a) cleaning schedules b) personal hygiene c) personal protective clothing and equipment d) stock rotation
3. Be able to use a commercial espresso machine.	3.1. Identify the features of a commercial coffee espresso machine and how it can be used to produce different types of coffee. 3.2. State the possible health and safety issues associated with using a commercial coffee machine. 3.3. Demonstrate the use of a coffee grinder. 3.4. Demonstrate the use of a commercial espresso machine to produce at least five different types of coffee and at least one other type of beverage 3.5. Demonstrate the use of a commercial espresso machine to produce at least three different types of coffee and other beverages concurrently. 3.6. Demonstrate the routine cleaning and maintenance of a commercial coffee machine.
4. Be able to prepare and serve food and/or beverages.	4.1. Identify possible food items to serve with tea, coffee and at least one other type of beverage. 4.2. Demonstrate how to select and present cakes and pastries for serving with beverages.

<p>5. Be able to use an organisation's food and beverage ordering system and process payments for beverages and other items.</p>	<p>5.1. Demonstrate how to use an organisation's food and beverage ordering system to order, collect and serve food and beverages to customers. 5.2. Demonstrate how to use a till and/or electronic payment systems to take customers payments and give correct change.</p>
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Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	<p>A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course</p>	<p>Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion</p>
Practical demonstration/assignment	<p>A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge</p>	<p>Record of observation Learner notes/written work Learner log</p>
Coursework	<p>Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course</p>	<p>Record of observation Learner notes/written work Tutor notes/record Learner log/diary</p>

Quality Assurance of Centre Performance

External Verification

All OCN NI recognised centres are subject to External Verification. External verification visits and monitoring activities will be conducted annually to confirm continued compliance with the conditions of recognition, review the centre's risk rating for the qualifications and to assure OCN NI of the maintenance of the integrity of the qualifications.

The External Verifier will review the delivery and assessment of the qualifications. This will include the review of a sample of assessment evidence and evidence of the internal verification of assessment and assessment decisions. This will form the basis of the EV report and will inform OCN NI's annual assessment of centre compliance and risk. The External Verifier is appointed by OCN NI.

Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and application of standards. Standardisation events:

- make qualified statements about the level of consistency in assessment across centres delivering a qualification
- make statements on the standard of evidence that is required to meet the assessment criteria for units in a qualification
- make recommendations on assessment practice
- produce advice and guidance for the assessment of units
- identify good practice in assessment and internal verification

Centres offering units of an OCN NI qualification must attend and contribute assessment materials and learner evidence for standardisation events if requested.

OCN NI will notify centres of the nature of sample evidence required for standardisation events (this will include assessment materials, learner evidence and relevant assessor and internal verifier documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

Administration

Registration

A centre must register learners within 20 working days of commencement of a qualification.

Certification

Certificates will be issued to centres within 20 working days of receipt of correctly completed results marksheets. It is the responsibility of the centre to ensure that certificates received from OCN NI are held securely and distributed to learners promptly and securely.

Charges

OCN NI publishes all up to date qualification fees in its Fees and Invoicing Policy document. Further information can be found on the centre login area of the OCN NI website.

Equality, Fairness and Inclusion

OCN NI has considered the requirements of equalities legislation in developing the specification for these qualifications. For further information and guidance relating to access to fair assessment and the OCN NI Reasonable Adjustments and Special Considerations policies, centres should refer to the OCN NI website.

Retention of Evidence

OCN NI has published guidance for centres on the retention of evidence. Details are provided in the OCN NI Centre Handbook and can be accessed via the OCN NI website.

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