
Qualification Specification

TQTA Level 2 Award in Barista Skills

JANUARY 2025

1. Introduction

Overview

The objective of this Qualification Specification is to provide an overview of the TQTA Barista Skills Certification. This document outlines the purpose, scope, structure, and content of the certification, detailing the learning outcomes and assessment criteria for each unit. Additionally, it includes a sample assessment process.

This document also contains information regarding the training practices and assessment procedures of DMA and the international institutions collaborating with TQTA.

Further details regarding the certification process can be found in the TQTA Training and Assessment Guide.

Purpose of the Qualification

The purpose of this certification is to provide a training program that meets the following objectives:

- To develop the professional competencies of individuals who are working or aspiring to work as baristas in the hospitality and food & beverage sector.
- To provide a practical certification that complements industry experience.
- To offer a vocational qualification that provides credits towards higher-level educational programs.
- To create an effective academic progression pathway, offering career development opportunities for learners.
- To enable learners to develop barista skills in a vocational context, facilitating employment in the sector.
- To support career advancement within the hospitality and food & beverage industry.

Access and Entry Requirements

The following entry requirements are intended as a guideline, as applicants may come from a variety of backgrounds and qualifications.

TQTA and the institutions it collaborates with are responsible for verifying that learners meet the recommended admission requirements as determined by partner organizations. Learners must be assessed to determine their ability to meet course expectations and successfully complete the certification program.

Additionally, TQTA conducts a preliminary assessment of learners before they begin the program and provides committee member support for candidates referred by DMA.

Furthermore, TQTA provides computers with internet access for students to participate in online assessments, in accordance with the requirements of internationally affiliated educational institutions. Prior notification is given to DMA to facilitate monitoring and to ensure their participation in examination committees.

Requirements		Recommended Admission Requirements
All Learners	✓ Minimum Age	Learners must be at least 16 years old at the time of enrolment.
	✓ English Language	<p>Learners whose first language is not English must provide evidence of English proficiency, such as IELTS 4.5 or equivalent.</p> <p>The course is taught in English and assessed by practical and written examinations in the English language.</p>
	✓ Education	<p>This certification program has open access, with admission determined by TQTA in accordance with the requests of its international partners.</p> <p>However, learners should have completed full-time secondary education up to the age of 16. Most applicants are expected to have achieved a Level 2 qualification (or an equivalent secondary qualification in their country).</p>
	✓ Technology	TQTA provides computers with internet access for students to participate in online assessments as per the requirements of internationally affiliated institutions. Learners must consent to being recorded during online assessments for verification purposes.

Qualification or Membership Registration

- Learners must be registered as TQTA Certification Candidates at the beginning of the course.
- TQTA registers students in accordance with the requests of its international partners and ensures compliance with the admission and registration procedures.
- Institutions must ensure all learners are enrolled following TQTA's admission and registration procedures as outlined in the TQTA Handbook and Procedural Guidelines.

2. Turan Gastro Tourism Academy (TQTA)

Establishment and Vision

Turan Gastro Tourism Academy is the leading gastronomy and tourism education center in Azerbaijan. It was established through a strategic initiative by the Azerbaijan Health and Thermal Tourism Support Association, DK Agency, and Turan Restaurant Network.

Mission and Objectives

Core Aims

1. Solution to Youth Unemployment
 - Providing internationally valid professional skills to Azerbaijan's young population
 - Increasing employment opportunities
2. Sectoral Development
 - Elevating the professional image of the service sector
 - Improving quality standards
3. Social Responsibility
 - Actively contributing to the socio-economic development of the city

Strategic Partners

- TIKA (Turkish Cooperation and Coordination Agency)
- State Employment Agency
- Leading Hotel and Restaurant Chains
- International Gastronomy Schools
- Turkish Universities:
 - 18 March University
 - Konya Selçuk University

Educational Infrastructure and Equipment

Physical Facilities

- Educational Areas: Two application classrooms (80 people each)
- Modern equipped kitchen training areas
- Bar and barista training center
- Library
- Social areas and relaxation spaces
- Storage rooms

Training Equipment

- Kitchen Equipment: Fully equipped, suitable for all types of practice
 - Special Training Areas: Döner and pide lahmacun training facility (First in Azerbaijan)
 - Bar and kitchen equipment

Instructor Staff

- Competent educators from Turkey and Azerbaijan
- International standard education quality

Distinctive Features

- First educational programs in Azerbaijan
- Fully equipped practical training areas
- International collaborations
- Current and needs-oriented educational programs

Note: Our center is in continuous development to improve the quality of vocational education and contribute to students' preparation for the business world.

Equipment Summary	
Baristas Kit for Centres	<ul style="list-style-type: none"> • Espresso Machine. • Grinder. • Filter Machine. • Aeropress, Moka Pot. • Percolator. • Cafetiere. • Whipped Cream Dispenser. • Thermometers. • Fridge. • Freezer. • Cerve (ibrik).
Barista Equipment	<ul style="list-style-type: none"> • Digital scales (capable of measuring 0.1g increments). • Latte jug (two sizes, e.g. 600ml and 1 litre size). • Bell jug (two sizes, e.g. 600ml and 1l size). • 30ml shot glasses (x3). • Tamper. • Shot timer. • Tamping mat. • Grinder brush / paintbrush. • Group head brush (x3). • Backflush tablets / powder. • Blanking disk / blind filter. • Milk jug thermometers.
Service Equipment for Serving a Range of Coffee Based Drinks	<ul style="list-style-type: none"> • Coffee cups. • Demi-tasse cups. • Glass- Cappuccino. • Conic. • Oslo Geo Tall coffee. • Tazzine Oslo. • Irish coffee. • Double walled. • Spoons, saucers, milk jugs, sugar bowls.

TQTA Instructor Competency Report

General Competency Report

The Turan Gastro Tourism Academy (TQTA) instructor staff is fully approved by DMA (Verification and Professional Assignment) and meets the highest standards.

Instructor Qualifications

Academic Profile

- Bachelor's Degree: All instructors hold degrees in relevant fields
- International Certificates: Each instructor possesses international professional certificates

Professional Experience

- Work Experience: Average 7+ years of sector experience
- Current Work Status: Active sector work within the last 3 years

Quality Assurance

- Quality Assurance Coordinator: 1 quality assurance coordinator
- Performance Evaluation: Detailed performance review by DMA after each training

Note: All our instructors are part of a continuous professional development program and continuously update their current sector knowledge.

3. Qualification Size & Level

In Azerbaijan, qualifications are regulated by the Professional Verification and Assignment Agency (DMA). The Barista Skills Qualification adheres to international standards and is designed to meet global educational requirements.

Qualification Framework

- Regulatory Body: Professional Verification and Assignment Agency (DMA)
- Scope: Meets international vocational education standards
- Recognition: Trusted by employers and educational institutions globally

Qualification Size

Time Allocation

- Total Qualification Time (TQT): 40 hours
- Guided Learning Hours (GLH): 25 hours

Definitions

Guided Learning Hours (GLH)

- The time an average learner spends in supervised learning and practice
- May vary depending on individual learner capabilities

Comprises:

- Guided Learning Hours
- Preparation time
- Independent study
- Other forms of educational participation

Activities Included in TQT

- Supervised Learning: Classes, seminars, controlled assessments
- Independent Learning: Research, self-study, work experience, written assignments

Learning Outcomes

Students will:

- Demonstrate independent learning skills
- Develop professional competencies
- Acquire practical industry-relevant knowledge
- Be able to apply skills in real-world contexts

Note: The qualification ensures comprehensive skill and knowledge development in the barista profession, in line with local and international standards.

Qualification Level

This qualification is at Level 2 within the framework of International Collaborating Institutions and the Regulated Qualifications Framework (RQF) in England.

CTH qualifications comply with level descriptors established by Ofqual and the State Employment Agency (DMA) and are divided into two categories:

- Knowledge and understanding.
- Skills.

The descriptors below define the general knowledge and skills associated with a typical holder of a qualification at this level.

Level 2 Knowledge descriptor:	Level 2 Skills descriptor:
The holder...	The holder can...
<ul style="list-style-type: none">• Possesses knowledge and understanding of facts, procedures, and ideas in an area of study or work field, enabling them to complete well-defined tasks and address straightforward problems.<ul style="list-style-type: none">• Can interpret relevant information and ideas.• Is aware of a range of information relevant to the area of study or work.	<ul style="list-style-type: none">• Can select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems.<ul style="list-style-type: none">• Can identify, gather, and use relevant information to guide actions.• Can identify how effective their actions have been.

4. Qualification Structure

TQTA Level 2 Award in Barista Skills

This qualification is at Level 2 within the framework of Other International Organizations and the State Employment Agency (DMA) and the Regulated Qualifications Framework (RQF) in England.

DMA Level 2 Award in Barista Skills					
Learners must achieve one unit, providing 4 credits at level 2.					
Credit Value (CV): 4			QAN: 610/0242/2		
Guided Learning Hours (GLH) for Qualification: 25			Total Qualification Time (TQT) for Qualification: 40		
Mandatory Unit					
Unit Code	Unit Title	L	CV	GLH	Assessment Method
2BSK	Barista Skills	2	4	25	One practical assessment, plus one multiple choice test
Award Total (1 unit)			4	25	

This qualification provides for progression to other qualifications, particularly to CTH's qualifications at Level 3. Further details can be obtained via the CTH website at:
<http://www.cthawards.com>.

5. Qualification Grading Criteria

The qualification is graded as "Fail," "Pass," "Merit," or "Distinction." Learners will receive a transcript of results indicating the grade for the unit they successfully completed. The overall grade for the qualification will be based solely on the grade achieved in the Practical Assessment, and learners will receive an e-Certificate indicating "Pass," "Merit," or "Distinction."

CTH operates the following grading scheme in respect of this qualification:

1. Assessments undertaken through **multiple choice test**:

Level 2	
FAIL 0% to 74%	PASS 75% +
Learners who fail: <ul style="list-style-type: none">do not meet the requirements of the assessment criteria and learning outcomes of the unit.	To achieve a Pass grade, learners must: <ul style="list-style-type: none">meet the requirements of the assessment criteria and learning outcomes.demonstrate a level of understanding of key issues in the area of study.

2. Assessments undertaken through the **practical assessment**:

FAIL	PASS	MERIT	DISTINCTION
Insufficient for performance requirements.	Is adequate for effective performance.	Is more than adequate for effective performance and consistently demonstrated better than average level of performance.	Ensures extremely effective performance and surpassed expectations.

Practical Examinations: The practical units of this qualification are assessed through two practical examinations. All units are graded as "Fail," "Pass," "Merit," or "Distinction."

Assessment protocols prepared and approved by TQTA are monitored and approved by the State Employment Agency (DMA).

Qualification Grading:

While individual units are graded as "Fail," "Pass," "Merit," or "Distinction," the overall qualification is simply recorded as "Achieved" or "Not Achieved." Learners will receive a "Transcript of Achievement" reflecting their results for each unit, along with a final qualification certificate.

6. Qualification Assessment

Assessment Opportunities

Students' work will be evaluated through a multiple-choice test and practical assessment, coordinated by DMA and International Partners. Assessments will be conducted in line with the specified learning outcomes and assessment criteria for each unit.

Assessment Responsibilities

Assessment Planning and Coordination

- Practical and theoretical exams are jointly planned by DMA and International Partners
- DMA sends members to the examination commission
- Notification to DMA and other international partners will be made at least 3 weeks before the exams

Assessment Standards

- The assessment system is implemented in accordance with the "TQTA Examination and Assessment Procedure"
- Assessment criteria are detailed in the relevant procedure
- A fair and transparent assessment approach aligned with international standards is fundamental

Technological Infrastructure

- Online exams are conducted using a reliable remote proctoring system meeting the requirements of DMA and International Partners
- In accordance with International Partners' requirements, sound and video of learners are recorded during online assessments
- A support mechanism is established to provide technical assistance to students

Feedback and Complaint Mechanism

- Students are provided with feedback and right of appeal within the scope of the "TQTA Complaint and Appeal Procedure"
- Exam results are shared transparently

Continuous Improvement

- Continuous improvement activities are carried out within the framework of the "TQTA Internal and External Audit Procedure"
- Assessment processes are reviewed after each examination period
- Student and instructor feedback is regularly collected and analyzed

Note: All assessment processes will be conducted in accordance with TQTA's relevant procedures.

Assessment Responsibilities

TQTA

- TQTA ensures that all assessment registration fees are paid by students in accordance with the requirements of International Partners before the examination session.
- Government-issued photographic identification documents containing the date of birth (passport, driving license, or identity card) of all students are verified before enrollment.
- Identity verification is performed at the beginning of each assessment in accordance with the requirements of DMA and International Partners.
- Students are prepared for examinations through sample questions and mock exams.
- Coordination with DMA and International Partners is established to arrange practical assessments and theoretical tests.
- Assessment evidence is submitted electronically through the designated secure platform.
- Practical assessments are marked and internally verified using the approved assessment scheme.

Internal Verification

- The Quality Assurance Responsible at TQTA assumes the role of Internal Verifier (IV).
- The Internal Verifier is responsible for verifying assessment outcomes and providing feedback to assessors.
- They must have a comprehensive understanding of the qualifications being assessed.
- They ensure quality assessment processes within the Center.

Internal verification includes:

- Sampling assessment decisions according to a risk-based sampling plan
- Observing center examiners during practical assessments
- Providing constructive feedback to new examiners
- Documenting all verification activities in accordance with the "Complaint and Appeal Procedure"

External Moderation

- DMA and International Partners conduct post-examination moderation.
- Moderation includes reviewing samples of exam recordings for each center.

The process includes:

- Verification of student identity
- Investigation of any suspected academic misconduct in accordance with the "Malpractice Procedure"
- Review and potential adjustment of marks

Examination Board

- The Examination Board reviews all results, including adjustments following moderation, within the framework of the "Internal and External Audit Procedure".
- Final marks are agreed upon and issued in the form of official certificates.

Continuous Improvement

- All assessment processes are regularly reviewed within the framework of TQTA's "Continuous Improvement Procedure".
- Student and instructor feedback is used to improve the system.
- After each examination period, training and assessment methods are optimized.

This document reflects TQTA's quality standards and assessment approach. All processes described are conducted in accordance with the requirements of DMA and International Partners.

7. Qualification Unit

Barista Skills		2BSK
Unit Purpose and Aim(s)	The aim of this unit is to provide learners with the knowledge and practical skills required for a barista. The learner will learn about the main ingredients used to produce a range of coffee. The learner will be able to explain the importance of customer service skills in the service of drinks.	
Unit Level: 2	Guided Learning Hours (GLH): 25 Hours	Credit Value: 4 Credits
Unit Assessment is by:	One practical assessment, plus one multiple choice test.	
Learning Outcome 1	Understand the history of coffee; production brewing methods of coffee and food compatibility.	
Assessment Criteria 1.1 Describe the types of popular coffee available and the country of origin. 1.2 Describe the history and the production methods of coffee. 1.3 Explain the common descriptions that can be used to describe coffee to customers. 1.4 Describe complimentary food items to serve with coffee and the factors determining coffee and food compatibility. 1.5 Describe the main brewing methods for coffee. 1.6 Describe the importance of water in the brewing process. 1.7 Explain storage methods for the optimum quality of coffee.		
Learning Outcome 2	Understand how to organise the coffee workstation including preparing, using and cleaning equipment and maximising the use of ingredients.	
Assessment Criteria 2.1 Identify the features of an espresso machine and how it is used to make different types of coffee. 2.2 Demonstrate the correct use of equipment required to make different types of coffee and check equipment before use. 2.3 Demonstrate the process of calibration of the grinder to obtain the optimum coffee grind. 2.4 Prepare ingredients to create a range of coffee using a variety of equipment. 2.5 Prepare service equipment ready to present coffee in the correct way. 2.6 State common equipment faults. 2.7 Demonstrate the cleaning process of espresso machine after use.		

Learning Outcome 3	Demonstrate how to make and serve different types of coffee-based drinks.
Assessment Criteria	
	<p>3.1 Demonstrate how to operate the equipment to produce different types of coffee.</p> <p>3.2 Demonstrate correct brewing process for different types of coffee.</p> <p>3.3 Choose the correct service equipment to present different types of coffee.</p> <p>3.4 Demonstrate how to use ingredients to create different types of coffee.</p> <p>3.5 Demonstrate how to correctly texture milk for hot drinks.</p> <p>3.6 Present different types of coffee to the expected standard using the correct service equipment.</p> <p>3.7 Demonstrate how to comply with counter service requirements.</p> <p>3.8 Dispose of waste safely and hygienically as required.</p>
Learning Outcome 4	Understand the importance of excellent customer service in the service of coffee-based drinks.
Assessment Criteria	
	<p>4.1 Explain the importance of excellent customer service for the business and the customer.</p> <p>4.2 Describe the key characteristics required by service staff in order to provide excellent customer service.</p> <p>4.3 Explain how excellent communication skills are demonstrated.</p> <p>4.4 Describe why good teamwork is important to excellent customer service.</p> <p>4.5 Explain how to deal with customer issues and unexpected situations.</p>

8. Sample Assessment

MCQ Test

Question 1	Coffee beans grow quickly, how long does it take from planting the coffee in the nursery into production? a. 1 – 3 months. 3 b. – 6 months. 6 – c. 12 months. 12 – d. 18 months.	1 mark
Question 2	The spread of coffee drinks is believed to have reached Europe in? a. 1500. b. 1600. c. 1700. d. 1800.	1 mark
Question 3	One of the main drivers to increase sales used by modern coffee companies is the focus on? a. Where the coffee comes from. b. Serving coffee for breakfast. c. Introducing coffee to young people. d. The brewing methods coffee.	1 mark
Question 4	Which one of the following is the term used to describe the amount of liquid to a fixed weight of coffee? a. Brew ration. b. Dialling in. c. Overextraction. d. Underextraction.	1 mark

9. About TQTA & Our Certification Partners

About Turan Gastro Tourism Academy (TQTA)

Turan Gastro Tourism Academy (TQTA) is a leading professional training institution specializing in culinary arts, gastronomy, hospitality, and tourism education. Established to elevate the standards of vocational training in Azerbaijan, TQTA collaborates with industry professionals, international partners, and governmental agencies to provide students with globally recognized certifications. At TQTA, our curriculum is designed to meet both national and international industry requirements, ensuring that graduates are well-prepared for careers in hospitality, culinary arts, and tourism management. Our training programs integrate practical experience, theoretical knowledge, and industry partnerships, making our graduates highly competitive in the job market. As part of our commitment to excellence, we work closely with renowned awarding organizations and accreditation bodies to provide globally recognized qualifications for our students.

Our Certification Partners

Confederation of Tourism & Hospitality (CTH)

CTH, the Confederation of Tourism & Hospitality, is a UK-based awarding organization that has been setting the gold standard in hospitality, culinary, travel, and tourism qualifications since 1982. Recognized by Ofqual (UK's official regulatory body), CTH collaborates with education providers and industry professionals worldwide to ensure high-quality vocational training.

CTH offers a range of regulated qualifications listed in Ofqual's Register of Regulated Qualifications. In addition, they support customized unit qualifications to meet the specific needs of different regions and training institutions.

 Location: CTH headquarters is located in central London, United Kingdom, and maintains strong ties with hospitality and tourism professionals worldwide.

Other International Certification Provider

TQTA also collaborates with various recognized certification bodies to ensure our students receive reputable certifications in the fields of gastronomy, hospitality, and tourism. Our partnering organizations include:

- Çanakkale Onsekiz Mart University - Culinary Certificate Program
- Selçuk University - Academic consultancy, curriculum and educational support
- Azerbaijan State Employment Agency (DMA) - Azerbaijan Vocational Certification Program

Our collaboration with the State Employment Agency is conducted in accordance with the laws of the Republic of Azerbaijan "On Education" and "On Vocational Education." Under this legislation, vocational training is provided to job seekers and unemployed individuals in courses lasting up to six months. Students who complete vocational training and successfully pass their examinations are awarded sealed diplomas, certificates, or other documents appropriate to the educational content.

Policies & Accreditation Standards

All certification providers working with TQTA adhere to quality assurance policies that comply with DMA regulations, HACCP food safety standards, and international accreditation frameworks. These policies govern:

- The administration and delivery of training programs.
- Assessment and examination procedures to ensure fair and transparent evaluation.
- Recognition of prior learning (RPL) for experienced professionals seeking formal qualifications.