
Qualification Specification

TQTA Level 2 Certificate in
Professional Bartending Skills

JANUARY 2025

QAN: 603/6692/8

1. Introduction

The objective of this Qualification Specification is to provide an overview of the TQTA **Level 2 Certificate in Professional Bartending Skills** qualification.

Overview

This document includes the aim, size, level, structure and content including learning outcomes and assessment criteria for each unit, together with sample assessment/s.

There is guidance relating to the centre approval requirements, and delivery and assessment for this qualification, and details of grading criteria and the grading of units.

Further details regarding this qualification are available from CTH and contained within the more comprehensive Delivery & Assessment Handbook available to approved centres.

Purpose of the Qualification

The purpose is to provide a qualification that:

- meets the needs of candidates who work or want to work as bar staff in the hospitality sector.
- provides learners with an understanding of the professional bartending work.
- enables learners to develop bartending skills that can be applied in a vocational context and may be required for employment.
- enables learners to progress within the hospitality industry.
- provides a practical award that complements candidates' industry experience.
- enables learners to gain credits towards higher education.
- provides for an effective academic progression route.

Access and Entry Requirements

Approved TQTA Centres are responsible for checking applications against the following admission requirements and ensuring learners can fulfil the demands of, and successfully complete the qualification, prior to admission and enrolment. TQTA would also expect approved Centres to undertake an initial assessment of each learner prior to the start of their programmes to ensure they are able to provide the learner with any necessary additional support.

Requirements	Recommended Admission Requirements
All Learners	✓ Minimum Age 18 at enrolment.
	✓ English Language All learners without English as a first language must hold at least IELTS 4.5 or other evidence of competence in English at this level. The course is taught in English and assessed by a multiple-choice examination in the English language.
	✓ Education This is a vocational skills qualification. There are no previous educational requirements.
	✓ Technology All learners must have access to a device with internet access for the final qualification exam. Learners must have IT equipment with the Chrome browser. Learners must have access to a suitable environment where they can take the online exam under appropriate exam conditions. Learners must agree to being recorded whilst taking the exam.

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. Centre Approval Requirements

Centre Approval Application & Approval Meeting

Prospective Centres should apply to become an approved TQTA Centre in order to deliver this qualification. The TQTA Approval Committee will consider applications from centres against a set of criteria, including:

- Experience of delivering qualifications at a similar level
- Evidence of expertise in hospitality vocational training
- Ability to plan the delivery of courses leading to regulated qualifications
- Capacity to create high-quality resources and delivery materials
- Robust quality assurance processes
- Mechanisms for preventing malpractice and maladministration

An online video conversation with TQTA academic and quality staff will form part of the initial approval application process.

Teaching Facilities

- Suitable teaching rooms and IT facilities must be available to learners
- Accommodation and equipment used for the qualification delivery must comply with relevant Health & Safety legislation
- Centres should provide an appropriate area and facilities for student relaxation and recreation

Centre Staffing

Staff delivering this qualification must demonstrate:

- Occupational competence or technical knowledge in the specific teaching area
- Recent relevant experience in the area of assessment or verification
- Recognized teaching qualifications

TQTA will review the CVs of all teaching staff during the Centre approval process.

Instructor Competency

- All instructors must hold degrees in relevant fields
- Each instructor should possess international professional certificates
- Average work experience of 7+ years in the sector
- Active sector work within the last 3 years
- Continuous professional development to update current sector knowledge

Quality Assurance

- One quality assurance coordinator will be assigned
- Detailed performance review after each training
- Ongoing monitoring and improvement of training standards

Note: Detailed requirements are outlined in the TQTA Centre Approval Handbook and Training Guidelines.

4. Qualification Size and Level

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

- Total Qualification Time (TQT): 130 hours
- Guided Learning Hours (GLH): 70 hours

Definitions

Guided Learning Hours (GLH)

- The amount of time the average learner is expected to spend in structured learning and practice
- May vary depending on individual learner capabilities

TQT comprises:

- Guided Learning Hours
- Independent and unsupervised learning or research
- Unsupervised coursework or directed activity
- Watching pre-recorded webinars or podcasts
- Work placement, self-study, visits to bars in various hospitality outlets
- Review of course materials and revision for examination

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 bar and mixology 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.

TQTA qualifications comply with level descriptors established by 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:

The holder...

- 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
- Can interpret relevant information and ideas
- Is aware of a range of information relevant to the area of study or work

Level 2 Skills descriptor:

The holder can...

- Select and use relevant cognitive and practical skills to complete well-defined, generally routine tasks and address straightforward problems
- Identify, gather, and use relevant information to guide actions
- Identify how effective their actions have been

5. Qualification Structure

The qualification, units and sizing information for the TQTA Level 2 Certificate in Professional Bartending Skills are set out in the following table.

DMA Level 2 Certificate in Professional Bartending Skills					
Learners must achieve both Mandatory units, providing 11 credits, plus one unit, providing 2 credits at level 2, from either Optional Group A or Optional Group B.					
Credit Value (CV): 13	QAN: 603/6692/8				
Guided Learning hours (GLH) for Qualification: 70	Total Qualification Time (TQT) for Qualification: 130				
Mandatory Units					
Unit Code	Unit Title	L	CV	GLH	Assessment Method
2BP	Beverage Production	2	7	40	One single on-demand, online multiple-choice question examination covering the 3 units.
2CS	Customer Service Skills	2	4	20	
Optional Unit A					
2LP	Legislation in Licensed Premises	2	2	10	
Optional Unit B					
2ILP	International Legislation in Licensed Premises	2	2	10	
Certificate Total (3 units)			13	70	

Note: This qualification provides an ideal starting point for learners entering the Food and Beverage sector, whether after leaving school, returning to work, or switching careers. Upon gaining this qualification, learners might be eligible to progress to advanced hospitality programs.

6. Qualification Grading Criteria

The qualification is graded as either Fail, Pass, Merit or Distinction. Learners will receive an e-Certificate that recognises their level of achievement.

TQTA operates the following grading scheme for this qualification:

FAIL	PASS	MERIT	DISTINCTION
0% to 69%	70% to 79%	80% to 89%	90% +

7. Qualification Assessment

Assessment Opportunities

This qualification is assessed online and on demand subject to certain criteria. The assessment opportunities are not linked to the standard TQTA assessment timetable.

Assessment Methods

The Level 2 Certificate in Professional Bartending Skills qualification is assessed by a multiple-choice question exam via a secure online assessment platform.

The features of the MCQ exam are:

- - One multiple-choice exam assesses all three units within the qualification
 - MCQs are determined by the learning outcomes, assessment criteria, and content of each unit
 - The exam consists of 100 questions
 - Maximum exam duration: 75 minutes
 - TQTA system generates randomized question papers, ensuring no two exam papers are identical
 - Electronic assessment is on-demand, allowing learners to take the exam at a time and place suitable to their learning needs and in accordance with their Centre's policies
 - The TQTA system records both sound and video of learners during the exam

TQTA Level 2 Bartender Skills Certification - Assessment Process

Assessment Opportunities

After the exam, the system automatically generates provisional test results, using TQTA's marking specifications. These provisional results are made available to learners immediately after completion of the assessment.

- Learners must achieve a minimum of 70% of correct answers for each unit of the programme within the exam to pass the qualification.
- See Section 9 for sample examination questions applicable to this qualification.

Assessment Responsibilities

TQTA is responsible for:

- Ensuring all TQTA assessment registration fees are paid in full prior to the exam session.
- Ensuring that all students are registered in the DMA system. Students who are not registered cannot participate in the classes.
- Ensuring that all learners have government-issued photographic identity documents including their date of birth (such as a passport, driving licence, or identity card), and that these documents are available for verification at the start of the online exam in accordance with the requirements of our international partners.

CTH and International Partners are responsible for:

- Processing registrations and payments prior to issuing individual learner access details.
- Providing all learners with detailed instructions and requirements for sitting the examination; this includes details of the remote invigilation system in place. The web-based system will monitor learners during online exams.
- Writing examination questions that cover all Learning Outcomes and are comparable.
- Carrying out post-exam moderation and, as a result, adjusting results if necessary.

DMA and CTH International Partners Examination Board:

- DMA is a permanent member of the examination commission and participates in every exam. The CTH Examination Board reviews all results and moderation before final results are issued in the form of e-certificates.

External Moderation

CTH carries out post-exam moderation and checks by reviewing a sample of exam recordings from each centre. This includes verifying student identities and investigating any suspected malpractice or academic dishonesty.

The CTH Examination Board reviews the results, including marks adjusted following moderation. The Board considers reports, and further adjustments may be made before final marks are agreed upon and issued as e-certificates.

Other international partners also have the right to participate in the exams and review the results before and after the examination, in accordance with the agreements.

8. Qualification Units

Beverage Production		2BP
Unit Purpose and Aim(s)	This unit aims to introduce learners to various alcoholic and non-alcoholic beverage production processes, helping them understand how alcohol affects the human brain and body. Additionally, it covers the importance of food and drink harmony and sustainability practices within hospitality operations. Local Regulations and Legislative Additions: <ul style="list-style-type: none"> Azerbaijan Food Safety Agency (AQTA): All raw materials used in beverage production must comply with national food safety and hygiene standards. 	
Unit Level: 2	Guided Learning Hours (GLH): 40 Hours	Credit Value: 7 Credits (1 credit is 10 hours total study/TQT)
Unit Assessment is by:	One online multiple-choice questions examination.	
Learning Outcome 1	Understand what alcohol is, safe levels of consumption and the fermentation and distillation process.	
Assessment Criteria <p>1.1 Explain what alcohol is and how it affects the body. 1.2 Describe the process for fermentation & distillation.</p>		
Learning Outcome 2	Understand the production methods and base ingredients that produce a range of alcoholic drinks.	
Assessment Criteria <p>2.1 Explain the categories of alcohol. 2.2 Describe distilled drinks. 2.3 Describe fermented drinks. 2.4 Describe flavoured spirits. 2.5 Describe blended drinks.</p>		
Learning Outcome 3	Understand the methods of production and base ingredients for a range of non-alcoholic beverages.	
Assessment Criterion <p>3.1 Describe a range of low and non-alcoholic drinks.</p>		

Learning Outcome 4	Understand the importance of food and drink harmony.
Assessment Criteria	
	<p>4.1 Explain the role flavours, taste and smell have in the production and sales of drinks.</p> <p>4.2 Describe food pairings to go with a selection of drinks.</p>
Learning Outcome 5	Understand sustainability practices within hospitality operations, reduce waste and use resources carefully in a bar and the wider hospitality environment.
Assessment Criteria	
	<p>5.1 Describe the principles of sustainable practices.</p> <p>5.2 Describe responsible sourcing of ingredients.</p> <p>5.3 Explain how to reduce waste throughout the business.</p>

Customer Service Skills**2CS**

Unit Purpose and Aim(s)	This unit aims to introduce learners to the skills required to look after guests in licensed premises, how to open and close bar areas, how to meet and greet guests, how to take orders, how to prepare and serve a range of alcoholic and non-alcoholic beverages, and how to take payments and provide excellent customer service.	
Unit Level: 2	Guided Learning Hours (GLH): 20 Hours	Credit Value: 4 Credits (1 credit is 10 hours total study/TQT)
Unit Assessment is by:	One online multiple-choice questions examination.	
Learning Outcome 1	Understand the importance of good customer service.	

Assessment Criteria

- 1.1 Describe the personal factors for success in beverage service.
- 1.2 Describe the characteristics and benefits of customer service.
- 1.3 Describe the types of customers and their needs.

Learning Outcome 2

Understand the procedures for setting up the bar areas for service for a range of alcoholic and non-alcoholic beverages.

Assessment Criteria

- 2.1 Explain the bar area set-up routine.
- 2.2 Describe the importance of glassware to create the perfect pour.
- 2.3 Describe the equipment & techniques used in the bar for making cocktails.
- 2.4 Describe additional equipment used in the bar for drink service.
- 2.5 Describe the method for taking payments in the bar.

Learning Outcome 3

Understand the methods for preparing a range of alcoholic drinks.

Assessment Criteria

- 3.1 Describe the main methods for making mixed alcoholic drinks.
- 3.2 Describe the main methods for serving beer, cider and wine.
- 3.3 Describe the cellar management principles.

Learning Outcome 4	Understand the method of preparing and serving a range of non-alcoholic drinks.
Assessment Criteria	
	<p>4.1 Describe the methods used to serve a range of low alcohol and non-alcoholic cold drinks.</p> <p>4.2 Describe the methods used to serve a range of non-alcoholic hot drinks.</p>
Learning Outcome 5	Understand how to deal with incidents with customers.
Assessment Criteria	
	<p>5.1 Describe the process for handling complaints.</p> <p>5.2 Describe how to deal with customers under the influence of alcohol or drugs.</p>
Learning Outcome 6	Understand the procedures for closing the bar areas after service.
Assessment Criterion	
	<p>6.1 Explain the bar area close down routine.</p>
Learning Outcome 7	Understand the importance of responsible serving.
Assessment Criteria	
	<p>7.1 Describe the process of responsible service.</p> <p>7.2 Describe the ways a venue promotes responsible service within its environment.</p>

OPTIONAL UNIT A - Legislation in Licensed Premises (Azerbaijan)**2LP**

Unit Purpose and Aim(s)	This unit introduces learners to Azerbaijan's health and safety standards, beverage service regulations, and business management legal requirements. Local Regulations and Legislative Additions: <ul style="list-style-type: none">• Alcohol Licensing Laws in Azerbaijan: Regulations regarding the sale and service of alcoholic beverages in licensed venues.• Food Safety and Hygiene: Businesses must adhere to food hygiene standards set by AQTA.	
Unit Level: 2	Guided Learning Hours (GLH): 10 Hours	Credit Value: 2 Credits (1 credit is 10 hours total study/TQT)
Unit Assessment is by:	One online multiple-choice questions examination.	
Learning Outcome 1	Understand the personal responsibilities and actions for compliance with Health & Safety and Food Hygiene legislation.	

Assessment Criteria

- 1.1 Explain your Health & Safety responsibilities.
- 1.2 Describe risks and how to prevent them.
- 1.3 Describe safe and hygienic working practices for preparing service areas and equipment for table and tray service.
- 1.4 Explain correct use of safety equipment and how to keep both the premises and people safe.
- 1.5 Describe how to deal with security incidents.

Learning Outcome 2

Understand how Licensing Laws are applied to licensed premises.

Assessment Criteria

- 2.1 Describe relevant UK Licensing Law applicable to Licensed premises.
- 2.2 Explain the personal consequences of not following Licensing law and related legislation.

Learning Outcome 3

Understand customer service legislation and how it applies to licensed premises.

Assessment Criteria

- 3.1 Describe the law as it relates to licensing and the sale of alcohol.
- 3.2 Describe relevant UK Customer Service Legislation applicable to Licensed premises.

Optional Unit B - International Legislation in Licensed Premises

2ILP

Unit Purpose and Aim(s)	This unit aims to introduce learners to health and safety standards & food safety within different types of hospitality operations, to introduce learners to basic health & safety principles, how to reduce risks and safely prepare a bar for service, as well as the legal requirements and best practice for beverage service, food hygiene, selling goods by description, avoiding discrimination, customer property and debt and data protection.	
Unit Level: 2	Guided Learning Hours (GLH): 10 Hours	Credit Value: 2 Credits (1 credit is 10 hours total study/TQT)
Unit Assessment is by:	One online multiple-choice questions examination covering all three units within the qualification.	
Learning Outcome 1	Understand the personal responsibilities and actions for compliance with health & safety and food hygiene legislation and best practice.	

Assessment Criteria

- 1.1 Explain your Health & Safety responsibilities.
- 1.2 Describe risks and how to prevent them.
- 1.3 Describe safe and hygienic working practices for preparing service areas and equipment for table and tray service.
- 1.4 Explain correct use of safety equipment and how to keep both the premises and people safe.
- 1.5 Describe how to deal with security incidents.

Learning Outcome 2

Understand the importance of following licensing laws in your market.

Assessment Criterion

- 2.1 Describe how licensing laws apply to you when working in licensed premises.

Learning Outcome 3

Understand customer service legislation and best practice in licensed venues.

Assessment Criterion

- 3.1 Describe your responsibilities as a bartender regarding the legal sale of alcohol and dealing with customers.

9. Sample Assessment

Assessment Example	
Units being Assessed	Beverage Production Customer Service Skills Legislation in Licensed Premises (UK or International)
Assessment Type	Online examination (with MCQs)
Time Allowed	75 minutes
Number of Questions	100 questions

Sample Exam Questions

Please note: All questions are compulsory and one mark is awarded for each correct answer.

Question 1	Which country produces Cava using the Traditional Method?	Select one X	1 Mark
	a. Italy.	<input type="checkbox"/>	
	b. Germany.	<input type="checkbox"/>	
	c. Spain.	<input type="checkbox"/>	
Question 2	Who is responsible for health & safety within your venue?	Select one X	1 Mark
	a. The premises licence holder.	<input type="checkbox"/>	
	b. The business owner.	<input type="checkbox"/>	
	c. All staff in your venue.	<input type="checkbox"/>	
Question 3	Where should all card payments be processed?	Select one X	1 Mark
	a. In a secure office.	<input type="checkbox"/>	
	b. Outside the venue.	<input type="checkbox"/>	
	c. Where a third party can see the transaction.	<input type="checkbox"/>	
	d. In full view of the customer.	<input type="checkbox"/>	

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.