



Maldives National Skills Development Authority



National Competency Standard for Barista

Standard Code: TOU07S17V2

**Qualification Name: National Certificate III in Barista
Qualification Code: TOU07SQ1L317**

KEY FOR CODING

Coding Competency Standards and Related Materials

DESCRIPTION	REPRESENTED BY
Industry Sector as per ESC (Three letters)	Construction Sector (CON) Fisheries and Agriculture Sector (FNA) Transport sector (TRN) Tourism Sector (TOU) Social Sector (SOC) Foundation (FOU)
Competency Standard	S
Occupation with in a industry Sector	Two digits 01-99
Unit	U
Common Competency	1
Core Competency	2
Optional/ Elective Competency	3
Assessment Resources Materials	A
Learning Resources Materials	L
Curricula	C
Qualification	Q1, Q2 etc.
MNQF level of Qualification	L1, L2 etc.
Version Number	V1, V2 etc.
Year of endorsement of standard, qualification	By two digits Example- 07

1. Endorsement Application for Qualification 01**2. NATIONAL CERTIFICATE III IN BARISTA****3. Qualification code:** TOU07SQ1L317**Total Number of Credits: 52****4. Purpose of the qualification**

Holder of this qualification is to be recognized as a quality individual, possessing coffee knowledge, functional and people skills, an effective member of a team, who will be employed in a café, coffee franchise, F&B outlets in a hotel or a resort.

5. Regulations for the qualification

National Certificate III in Barista will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13

6. Schedule of Units

Unit No.	Unit Title	Code
1.	Observe personal and work place hygiene practices	TOU02S1U01V2
2.	Practice health, safety and security Practices	TOU02S1U02V2
3.	Provide effective customer care	TOU02S1U03V2
4.	Practice effective workplace communication	TOU07S1U04V2
5.	Perform computer operations	TOU07S1U05V2
6.	Develop Customer Service Fundamentals	TOU07S1U06V2
7.	Develop and Upkeep Industry Knowledge	TOU07S1U07V2
8.	Develop Coffee Knowledge	TOU07S1U08V2
9.	Prepare and serve coffee beverage	TOU07S1U09V2
10.	Perform basic maintenance of machine equipment	TOU07S1U010V2
11.	Perform basic cashiering and general control procedures	TOU07S1U11v2
12.	Practice Good Work Ethics	TOU07S1U12V2
13.	Working in a Team Environment	TOU07S1U13V2

6. Accreditation requirements

The training provider should have an operating café' or similar training facility to provide the trainees the hands-on experience related to this qualification

7. Recommended sequencing of units

As appearing under the section 06

1. Endorsement Application for Qualification 02

2. NATIONAL CERTIFICATE IV IN BARISTA		
3. Qualification code: TOU07SQ2L417		Total Number of Credits :184
4. Purpose of the qualification Holder of this qualification is to be recognized as a quality individual, possessing coffee knowledge, functional and people skills, an effective member of a team, who will be employed in a café, coffee franchise, F&B outlets in a hotel or a resort.		
5. Regulations for the qualification	National Certificate IV in Barista will be awarded to those who are competent in units 1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20+21+22	
6. Schedule of Units		
Unit No.	Unit Title	Code
1.	Observe personal and work place hygiene practices	TOU02S1U01V2
2.	Practice health, safety and security Practices	TOU02S1U02V2
3.	Provide effective customer care	TOU02S1U03V2
4.	Practice effective workplace communication	TOU07S1U04V2
5.	Perform computer operations	TOU07S1U05V2
6.	Develop Customer Service Fundamentals	TOU07S1U06V2
7.	Develop and Upkeep Industry Knowledge	TOU07S1U07V2
8.	Develop Coffee Knowledge	TOU07S1U08V2
9.	Prepare and serve coffee beverage	TOU07S1U09V2
10.	Perform basic maintenance of machine equipment	TOU07S1U10V2
11.	Perform basic cashiering and general control procedures	TOU07S1U11V2
12.	Practice Good Work Ethics	TOU07S1U12V2
13.	Working in a Team Environment	TOU07S1U13V2
14.	Perform Espresso Fundamentals	TOU07S2U01V2
15.	Perform Milk Steaming Fundamentals	TOU07S2U02V2
16.	Perform Manual Brew Fundamentals	TOU07S2U03V2
17.	Prepare Café Tea	TOU07S2U04V2
18.	Prepare and Serve Common Café Menu Beverages	TOU07S2U05V2
19.	Develop Espresso Bar Efficiency and Workflow	TOU07S2U06V2
20.	Practice preventive maintenance of machine and	TOU07S2U07V2
21.	Enhance customer services experiences	TOU07S2U08V2
22.	Lead and manage people	TOU07S2U09V2
7. Accreditation Requirements	The training provider should have an operating cafe or similar training facility to provide the trainees with hands-on experience related to this qualification	
8. Recommended Sequencing	As appearing under the section 06	

UNITS DETAILS

Unit Title	Unit Title	Code	Level	No of credits
1.	Observe personal and work place hygiene practices	TOU02S1U01V2	03	3
2.	Practice health, safety and security Practices	TOU02S1U02V2	03	3
3.	Provide effective customer care	TOU02S1U03V2	03	3
4.	Practice effective workplace communication	TOU07S1U04V2	03	3
5.	Perform computer operations	TOU07S1U05V2	03	3
6.	Develop Customer Service Fundamentals	TOU07S1U06V2	03	3
7.	Develop and Upkeep Industry Knowledge	TOU07S1U07V2	03	3
8.	Develop Coffee Knowledge	TOU07S1U08V2	03	3
9.	Prepare and serve coffee beverage	TOU07S1U09V2	03	8
10.	Perform basic maintenance of machine equipment	TOU07S1U10V2	03	5
11.	Perform basic cashiering and general control procedures	TOU07S1U11V2	03	3
12.	Practice Good Work Ethics	TOU07S1U12V2	03	6
13.	Working in a Team Environment	TOU07S1U13V2	03	6
14.	Perform Espresso Fundamentals	TOU07S2U01V2	04	18
15.	Perform Milk Steaming Fundamentals	TOU07S2U02V2	04	21
16.	Perform Manual Brew Fundamentals	TOU07S2U03V2	04	21
17.	Prepare Café Tea	TOU07S2U04V2	04	6
18.	Prepare and Serve Common Café Menu Beverages	TOU07S2U05V2	04	12
19.	Develop Espresso Bar Efficiency and Workflow	TOU07S2U06V2	04	12
20.	Practice preventive maintenance of machine and equipment	TOU07S2U07V2	04	18
21.	Enhance customer services experiences	TOU07S2U08V2	04	6
22.	Lead and manage people	TOU07S2U09V2	04	9

Packaging of National Qualifications:

National Certificate III in Barista will be awarded to those who are competent in units
1+2+3+4+5+6+7+8+9+10+11+12+13

Qualification Code: TOU07SQ1L317

National Certificate IV in Barista will be awarded to those who are competent in units
1+2+3+4+5+6+7+8+9+10+11+12+13+14+15+16+17+18+19+20+21+22

Qualification Code: TOU07SQ2L417

Competency Standard for

BARISTA

Unit No	Unit Title
1.	Observe personal and work place hygiene practices
2.	Practice health, safety and security Practices
3.	Provide effective customer care
4.	Practice effective workplace communication
5.	Perform computer operations
6.	Develop Customer Service Fundamentals
7.	Develop and Upkeep Industry Knowledge
8.	Develop Coffee Knowledge
9.	Prepare and serve coffee beverage
10.	Perform basic maintenance of machine equipment
11.	Perform basic cashiering and general control procedures
12.	Practice Good Work Ethics
13.	Working in a Team Environment
14.	Perform Espresso Fundamentals
15.	Perform Milk Steaming Fundamentals
16.	Perform Manual Brew Fundamentals
17.	Prepare Café Tea
18.	Prepare and Serve Common Café Menu Beverages
19.	Develop Espresso Bar Efficiency and Workflow
20.	Practice preventive maintenance of machine and equipment
21.	Enhance customer services experiences
22.	Lead and manage people

Description of a Barista

A barista is part of a F&B beverage team who prepares and, if situation calls for, serves coffee beverages. These beverages could be prepared automatically through filter methods or with an espresso machine according to international specialty coffee industry standards. He or she would be the team expert in all things coffee to answer customers/ guests' coffee related questions.

Competency Standard Development Process

The competencies were determined based on the expectation of tasks to be performed by a barista in the Maldives. The skill analysis was based global specialty coffee industry standards with moderate adjustments, pertaining to the industry trend relating to Maldives.

Competency standards used for similar type of training in other countries were also examined.

Further considerations were also given with special care, to not only develop deliverable skill sets, but to also lay a foundation in character building. This is in line with wholistic development philosophy, values, and practices common to the commercial coffee industry globally.

Final considerations were made to factor in the general demographic profile of vocational trainees and efforts were also made to communicate the objectives and criteria in simple English, in order to achieve a higher rate of success to this training module.