**CATHSSETA Accredited**

# BARISTA

## IN-HOUSE GROUP TRAINING

| | |
|---|---|
| Title: | Barista |
| CATHSSETA ID: | HSP/Barst/2/0059 |
| NQF Level: | 2 |
| Credits: | 19 |
| Type: | Skills Programme |
| Duration: | 4 Weeks |
| Enrolments: | Start anytime. Enrolments open until 11 June 2027 |

## COURSE **OVERVIEW**

Develop professional barista skills through practical training in coffee preparation, equipment handling, and customer-focused service

The Barista Skills Programme equips learners with the essential knowledge and practical skills needed to work confidently in a hospitality beverage service environment. The programme combines customer service, communication, hygiene and payment-point skills with hands-on barista service, including preparing service areas, caring for drinks equipment and delivering professional beverage service. Learners gain a strong foundation for entry-level barista and café service roles.

## COURSE **PURPOSE**

The Barista Skills Programme is designed to empower successful candidates with the knowledge and skills required for a professional barista in the food and beverage services industry.

This course will help learners to grow in their careers by improving their skills, enhance employability, give better customer service, and exceed expectations within the drinks service industry.

Training baristas benefits a business by improving both product quality and the overall customer experience. Well-trained baristas work more consistently, handle equipment correctly, maintain hygiene standards and deliver drinks efficiently and professionally.

## LEARNING **OUTCOMES**

The following Unit Standards (US) are covered in the course and upon completion the learner will be able to:

- Clean and restock drinks machine/equipment (US 7738).
- Prepare and clear areas for drinks service (US 7740).
- Provide a drinks service (US 7744).
- Describe layout, services and facilities of the organisation (US 7793).
- Communicate verbally (US 7794).
- Maintain health, hygiene, and professional appearance (US 7800).
- Operate a payment point and process payments (US 7820).

## COURSE **MODULES**

Module 1: Essential Knowledge

This module introduces learners to essential workplace and customer service skills used in a hospitality environment. Learners will become familiar with the organisation's layout, services and facilities, maintain professional health and hygiene standards, communicate effectively with customers and colleagues, and confidently operate a payment point to process customer payments accurately and professionally.

Module 2: Barista Service

This module introduces learners to the practical foundations of professional beverage service in a hospitality environment. Learners will develop the skills to prepare and clear service areas, correctly clean and restock drinks machines and equipment, and provide efficient, professional drink service (barista). The programme focuses on maintaining high standards of cleanliness, organisation, equipment care and customer service.

## DELIVERY **METHOD**

In-house (onsite) training at your establishment for a group of learners. Learners will receive hardcopies of their course material and supporting documents (assessment guide, learner guides, workbooks, logbook). The learner's Portfolio of Evidence will be completed partially in class with some assignments to be completed in the workplace.

- Week 1: Face-to-face contact sessions.
- Week 2 – 4: Workplace practical (under guidance of workplace mentor).

## WORKPLACE **EXPERIENCE**

While onsite at the workplace, learners will be expected to be exposed to day-to-day tasks relating to the duties of a barista. They will have to complete a logbook, along with their workplace supervisor/coach, to record their practical experience. For this skills programme they will have to complete a minimum of 17 days (3 weeks) of practical.

## ENTRY **REQUIREMENTS**

- Able to read, write, and understand English.
- Valid identification (ID or Passport).

## COMPETENCY **REQUIREMENTS**

The following assessments will be required to be completed by the learner:

- Assignments / workbooks (theory).
- Logbook (workplace practical).

## CERTIFICATION

- CATHSSETA Skills Programme Certificate.
- Drum Beat Academy Certificate.

## COURSE **DATES**

Please contact us to discuss availability. We'll work with you to choose a suitable date for your group training.

## GROUP **TRAINING PRICE**

| | |
|---|---|
| Per Person: | Please contact us for group pricing. Combo specials are available. The more you do the cheaper it is! |
| Group Size: | Minimum of 8 people. If you have a smaller group, please contact us. |

## WHAT'S **INCLUDED**

- Training material.
- Assessments and moderation.
- Certification.
- Learner support.

## WHY **CHOOSE US?**

- CATHSSETA Accredited Training Provider.
- 32 years of experience in education and training.
- Industry-experienced facilitators.
- Flexible study options.
- National footprint.
- Learner support.
- Industry-relevant training.
- Proven graduate success.

## QUALIFICATION **ARTICULATION**

This skills programme forms part of:

| | |
|---|---|
| Title: | National Certificate: Food and Beverage Services |
| SAQA ID: | 14113 |
| NQF Level: | 2 |
| Credits: | 133 (minimum) |
| Type: | Qualification |

Learners who complete this skills programme may receive credit towards the National Certificate, provided they meet the entry requirements and choose to enrol.

## CONTACT **US**


| | |
|---|---|
| Email: | info@drumbeatacademy.co.za |
| Phone: | 012 460 9585 |
| Website: | drumbeatacademy.co.za |
| Address: | 7 Van Wouw Street, Groenkloof, Pretoria |


**AVAILABLE FOR INDIVIDUALS VIA DISTANCE LEARNING & CONTACT SESSIONS**