
Qualification Specification

**CTH Level 2 Certificate in Professional
Bartending Skills**

July 2021

QAN: 603/6692/8



CONTENTS

1. Introduction	2
2. Centre Approval Requirements	4
Centre Approval	4
Centre Staffing	4
Continuing Professional Development	4
3. CTH Support	5
4. Qualification Level, Size and Structure	7
5. Qualification Grading Criteria	10
6. Assessment Methodology	10
7. Qualification Units	11
Beverage Production	11
Customer Service Skills	13
Legislation in Licensed Premises	15
8. Sample Assessment	16
9. About CTH	17

1. Introduction

Overview

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

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 Qualification Handbook available to approved centres.

Purpose of the Qualification

The purpose is to provide a qualification that:

- Meets the needs of candidates who work and want to work as bar staff in the hospitality sector.
- Provides learners with an understanding of the professional bartending work
- Provides a practical award that complements candidates' industry experience.
- Enables learners to gain credits towards higher education.
- Provides for an effective academic progression route.
- 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.

Access and Entry Requirements

Approved CTH 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.

CTH 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	16 at enrolment.
	English Language	<p>All learners without English as a first language must show competence in English at this level.</p> <p>The course is taught in English and assessed by a multiple choice examination in the English language.</p> <p>Centres with other language requirements should first contact CTH.</p>
	Education	This is a vocational skills qualification. There are no previous educational requirements.
	Technology	<p>All learners must have access to a device with internet access for the final qualification exam. If studying the qualification online, learners must have IT equipment with internet access with the Chrome browser for studying the qualification as well as the assessment.</p> <p>Learners must have access to a suitable environment where they can take the online exam under appropriate exam conditions.</p> <p>Learners must agree to being recorded whilst taking the exam.</p>

2. Centre Approval Requirements

Centre Approval

Prospective Centres should apply to become an approved CTH Centre in order to deliver this qualification. Please see the 'About CTH' page at the end of this specification for advice on the CTH approval process or if you wish to discuss your curriculum requirements.

The CTH Approval Committee will consider applications from centres against a set of criteria, including the experience of delivering qualifications at a similar level, and evidence of expertise in hospitality vocational training, including planning the delivery of courses leading to regulated qualifications, creating high quality resources and delivery materials, quality assurance and preventing malpractice and maladministration. An online video conversation with CTH academic and quality staff will form part of the initial approval application process.

Centre Staffing

Staff delivering this qualification must be able to demonstrate that they meet the following requirements:

- Be occupationally competent or technically knowledgeable in the area for which they are teaching.
- Have recent relevant experience in the specific area that they will be assessing or verifying.
- Hold a recognised teaching qualification.

CTH will review the CV's of all teaching staff when a potential Centre seeks approval to deliver the qualification.

Continuing Professional Development

Centres must support their staff to ensure that they have current knowledge of the occupational area, and that delivery is in line with current good practice and takes into consideration relevant international regulatory principles.

3. CTH Support

CTH Qualification Handbook

Centres approved to deliver this qualification will be provided with a Qualification Handbook designed for the qualification delivery team, quality assurance staff and administrators. The handbook includes more details on the syllabus or the unit content that needs to be covered during the course, and detailed instructions for the centres on the online exam process.

CTH Training

New CTH centres are offered a short induction session (delivered online in most cases) to help them prepare, then deliver their courses leading to CTH qualifications.

CTH Members Website and Resources

The CTH Members website resource is available for both Centre teaching staff and learners and contains a wealth of general tourism and hospitality resources. Learners can access our online resource library including relevant e-books and journals from EBSCO.

Assessment Opportunities

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

Assessment Responsibilities

Centres:

- Centres must register all learners with CTH prior to their commencement of delivery. All CTH registration and qualification fees must be paid in full prior to starting the course.
- Centres must ensure that all learners have government issued photographic identity documents including their date of birth such as passport, driving licence or identity card. This must be available for verification at the start of the online exam.

CTH:

- CTH processes registrations and payments prior to issuing individual learner access details.



- CTH will provide to all learners detailed instructions and requirements for sitting the examination, this includes details of the remote invigilation system in place. The web-based system will monitor the learners whilst taking the online exams.
- This qualification is assessed by a single online examination made up of 100 Multiple Choice Questions (MCQs) and made available by a secure web-based system. CTH writes the examination questions which will cover all Learning Outcomes, and are comparable.
- The CTH system generates randomized question papers so no two exam papers are identical.
- After the exam, the system automatically generates provisional test results, using marking specifications from CTH. These provisional results are made available to learners immediately after completion of the assessment.
- The CTH system records both the sound and video of learners whilst taking the exam.
- CTH carries out post-exam moderation, and as a consequence may adjust results.
- CTH Exam Board will review 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 for each centre. This includes checks on student identity, and investigation of any suspected malpractice or other academic dishonesty.

The CTH Exam Board will review the results including marks adjusted following moderation. The Exam Board will consider reports, and further adjustments may be made before final marks are agreed and issued, in the form of e-certificates.

4. Qualification Level, Size and Structure

The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments in England. The CTH Level 2 Certificate in Professional Bartending Skills is a vocationally related qualification on the Ofqual Regulated Qualification Framework (RQF), and adheres to the regulations set out in the Ofqual Handbook. Ofqual regulated qualifications are recognised and trusted by parents, employers and educational establishments globally due to the stringent controls and quality assurance requirements Ofqual places on awarding organisations, qualifications and approved delivery centres.

Qualification Size

The qualification is designed to be delivered in 130 hours of TQT (Total Qualification Time) of which 70 are Guided Learning Hours (GLH). TQT is the total amount of time, in hours, expected to be spent by a learner to achieve a qualification.

Definitions

- **Guided Learning Hours – GLH**
This is the amount of time the average learner is expected to spend in structured learning and practice.
- **Total Qualification Time – TQT**
TQT is made up of Guided Learning Hours plus all other time taken in preparation, study or any form of participation in education and training but not under the direct supervision of a lecturer or centre marker.

The following activities are indicative of those included in TQT:

- Guided Learning Hours (GLH).
- 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 a variety of hospitality outlets.
- Review of course materials and revision for the examination.

Learners completing this qualification should be able to demonstrate their ability as independent learners by carrying out course-related activities outside formal classes.

Qualification Level

This qualification is at

- Level 2 on the Regulated Qualifications Framework in England (RQF).

CTH qualifications comply with level descriptors set by Ofqual, which are divided into two categories:

- Knowledge and Understanding.
- Skills.

The descriptors below set out the generic knowledge and skills associated with the typical holder of a qualification at that level.

Level 2 Knowledge descriptor:

The holder...

- Has knowledge and understanding of facts, procedures and ideas in an area of study or field of work to complete well-defined tasks and address straightforward problems.
- Can interpret relevant information and ideas.
- Is aware of a range of information that is 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 inform actions.
 - Identify how effective actions have been.
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Qualification Structure

The qualification, units and sizing information for the CTH Level 2 Certificate in Professional Bartending Skills are set out in the following table. Further details of each unit are included later in this specification.

CTH Level 2 Certificate in Professional Bartending Skills						
Learners must achieve all 3 mandatory units, providing 13 credits, all at level 2.						
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	URN.	Assessment Method
BP	Beverage Production	2	7	40	T/618/4981	One single on-demand, online multiple choice question examination covering the 3 units.
CSS	Customer Service Skills	2	4	20	A/618/4982	
LLP	Legislation in Licensed Premises	2	2	10	F/618/4983	
Certificate Total (3 units)			13	70		

The CTH Level 2 Certificate in Professional Bartending Skills provides an ideal starting point for learners starting out in the Food and Beverage sector, either after leaving school or as a returner to work or when switching careers. On completion of this qualification, candidates may progress into employment or further study on the CTH Level 3 Diploma in Professional Bartending Management.

5. Qualification Grading Criteria

The qualification is graded as either Fail, Pass, Merit or Distinction. All units must be passed to be awarded. Learners will receive an e-Certificate that recognises their level of achievement.

CTH operates the following grading scheme for this qualification:

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

6. Assessment Methodology

The Level 2 Certificate in Professional Bartending Skills qualification is assessed by a multiple choice question exam via a secure online assessment platform. One multiple choice exam is used to assess all three units within the qualification.

The features of the MCQ exam are:

- MCQs are determined by the learning outcomes, assessment criteria and content of each unit (knowledge, understanding, and application).
- The MCQ exam has 100 questions; and the learner will have a maximum of 75 minutes to complete the exam.
- The electronic assessment will be on-demand which allows learners to elect to take the MCQ paper at a time and place suitable to their learning needs and in accordance with their Centre's policies.
- Provisional results of the MCQ assessment will be made available to learners immediately after completion of the assessment.
- Learners must achieve a minimum of 60% of correct answers for each unit of the programme within the exam to pass the qualification.

See Section 8 for sample examination questions applicable to this qualification.

7. Qualification Units

Beverage Production				
Ofqual Unit Ref No.	T/618/4981	CTH Unit Ref:	BP	
Unit Purpose and Aim(s)	This unit aims to introduce learners to a range of alcoholic and non-alcoholic drinks and how alcohol affects the human brain and body. Learners will understand how a range of drinks are manufactured. They will understand the key concepts of the importance of food and drink harmony and will gain an understanding of the importance of sustainability practices within hospitality operations.			
Unit Level	2			
Unit Size	Guided Learning Hours (GLH)	40 Hours	Credit Value: (1 credit is 10 hours total study/TQT)	7 Credits
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				
1.1 Explain what alcohol is and how it affects the body. 1.2 Describe the process for fermentation & distillation.				
Learning Outcome 2	Understand the production methods and base ingredients that produce a range of alcoholic drinks.			
Assessment Criteria				
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.				
Learning Outcome 3	Understand the methods of production and base ingredients for a range of non-alcoholic beverages.			
Assessment Criteria				
3.1 Describe a range of low and non-alcoholic drinks.				



Learning Outcome 4

Understand the importance of food and drink harmony.

Assessment Criteria

- 4.1 Explain the role flavours, taste and smell have in the production and sales of drinks.
- 4.2 Describe food pairings to go with a selection of drinks.

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

- 5.1 Describe the principles of sustainable practices.
- 5.2 Describe responsible sourcing of ingredients.
- 5.3 Explain how to reduce waste throughout the business.

**Customer Service Skills**

Ofqual Unit Ref No.	A/618/4982	CTH Unit Ref:	CSS
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Unit Purpose and Aim(s)	This unit aims to introduce the learners to the skills required to look after guests in licenced premises, how to open and close the bar areas, how to meet and greet guests, how to take an order, how to prepare and serve a range of alcoholic and non-alcoholic beverages and how to take payments and look after customers well.
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Unit Level	2
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Unit Size	Guided Learning Hours (GLH)	20 Hours	Credit Value: (1 credit is 10 hours total study/TQT)	4 Credits
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Unit Assessment is by:	One online multiple-choice questions examination.
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Learning Outcome 1	Understand the importance of good customer service.
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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.
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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.
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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

- 4.1 Describe the methods used to serve a range of low alcohol and non-alcoholic cold drinks.
- 4.2 Describe the methods used to serve a range of non-alcoholic hot drinks.

Learning Outcome 5

Understand how to deal with incidents with customers.

Assessment Criteria

- 5.1 Describe the process for handling complaints.
- 5.2 Describe how to deal with customers under the influence of alcohol or drugs.

Learning Outcome 6

Understand the procedures for closing the bar areas after service.

Assessment Criteria

- 6.1 Explain the bar area close down routine.

Learning Outcome 7

Understand the importance of responsible serving.

Assessment Criteria

- 7.1 Describe the process of responsible service.
- 7.2 Describe the ways a venue promotes responsible service within its environment.

**Legislation in Licensed Premises**

Ofqual Unit Ref No.	F/618/4983	CTH Unit Ref:	LLP
Unit Purpose and Aim(s)	This unit aims to introduce learners to Health & 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 of beverage service, food hygiene, Selling goods by description, avoiding discrimination, customer property and debt and GDPR (General Data Protection Regulations).		
Unit Level	2		
Unit Size	Guided Learning Hours (GLH)	10 Hours	Credit Value: (1 credit is 10 hours total study/TQT) 2 Credits
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.			

8. Sample Assessment

Assessment Example

Units being Assessed	T/618/4981 Beverage Production A/618/4982 Customer Service Skills F/618/4983 Legislation in Licensed Premises
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"/>	
	d. Austria	<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"/>	
	d. Venue management	<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 CTH

CTH, the Confederation of Tourism & Hospitality, is an Ofqual recognised Awarding Organisation established in 1982 specialising in gold standard qualifications for the hospitality, culinary, travel and tourism sectors.

CTH employs specialist staff with experience in these industries and links to current industry partners, as well as education or training experience. They are available to discuss your curriculum requirements or queries concerning this qualification.

In addition to our existing portfolio of qualifications currently available (included in Ofqual's Register of Regulated Qualifications), we can also offer individual unit qualifications, or discuss requirements for new qualifications suitable for local needs.

Policies

CTH policies are available to Approved Centres and learners to refer to in the administration and the delivery of the programme.

Location

CTH's offices are located in central London, United Kingdom, within easy walking distance of underground and bus stops. We always welcome visits from Centres and encourage this wherever possible.

Website

www.cthawards.com

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