



REGISTERED NATIONAL STANDARD

UNIT OF COMPETENCY

Title:	Prepare and present espresso beverages NS015-03 NOTE: Adapted from registered unit standards in NZ and Australia: <ol style="list-style-type: none"> 1) NZQA registered standard 17288 version 7 – <i>Prepare and present espresso beverages for service</i> (credits 5)¹ 2) Australia Industry Skills Council (ISC) SITHFAB204 registered standard <i>Prepare and serve espresso coffee.</i>² 				
TQF Level:	3	Credits:	15	Version:	1
National standard code:	NS015-03				
Associated qualification (and code):	National Certificate in Food and Beverage Service Level 3 (QR-03-NQ-018-05-0903-19-01)				
Approval date:	11 June 2019		Review date:	11 June 2024	
Purpose:	People credited with this unit will be able to prepare and provide a whole range of espresso beverages for customers				

¹ New Zealand Qualifications Authority. (2019). NZQA registered standard 17288 version 7: Prepare and present espresso beverages for service.

² Service Skills Australia. (2013). SITHFAB204 Prepare and serve espresso coffee.

Learning Outcome 1 (LO1)	Provide advice to customers on espresso coffee beverages.
Performance standards	<p>1.1 Provide information about different kinds of coffee and coffee beverages and make recommendations to customers:</p> <p> 1.1.1 Historical backgrounds and information;</p> <p> 1.1.2 Display multicultural awareness and sensitivity</p> <p>1.2 Identify customer preferences and take orders.</p>
Learning Outcome 2 (LO2)	Prepare espresso equipment and ingredients
Performance Standards	<p>2.1 Appropriate equipment and utensils are selected. <i>[Range of equipment may include but not limited to espresso equipment, grinder, cups and saucers, spoons, stirrers.]</i></p> <p>2.2 Equipment service items are kept at the correct temperature, clean, free from damage, and ready for use within the time-frame for service, in accordance with establishment requirements.</p> <p>2.3 Clean, filtered water is available in sufficient amount for service in accordance with establishment requirements;</p> <p>2.4 High-quality, fresh ingredients are made available in sufficient quantity for service in accordance with establishment requirements;</p> <p>2.5 Coffee beans used are appropriate for service, freshly ground, and the correct grind and consistency for extraction and equipment used, in accordance with establishment requirements.</p>
Learning Outcome 3 (LO3)	Extract espresso, and explain potential problems with espresso and espresso equipment.
Performance standards	<p>3.1 Portafilter is cleaned, dosed, and tamped in accordance with establishment requirements;</p> <p>3.2 Espresso is extracted in accordance with establishment requirements;</p> <p>3.3 Potential problems with espresso and espresso equipment are explained in accordance with establishment requirements; <i>[Range potential problems may include but not limited to:</i></p>

	<p><i>quality of crema formation, over- or under-extraction, pump pressure issues, etc.].</i></p> <p>3.4 Monitor quality of extraction during service period and make adjustments;</p> <p>3.5 Monitor the efficiency of the espresso machine during service, resolve or report issues.</p>
Learning Outcome 4 (LO4)	Prepare milk, and explain potential problems with preparing milk, for espresso beverages.
Performance standards	<p>4.1 <i>Steaming milk</i> is explained in terms of the importance of two phases:</p> <p>4.1.1 <i>Aerating</i> (also known as <i>stretching</i>) and;</p> <p>4.1.2 <i>Emulsifying</i> (also known as <i>texturing</i>).</p> <p>4.2 Milk is aerated to correct texture, temperature, and volume for beverage being served in accordance with establishment requirements;</p> <p>4.3 Potential problems related to the preparation of milk for espresso beverages are explained in accordance with establishment requirements.</p>
Learning Outcome 5 (LO5)	Present espresso beverages for service.
Performance standards	<p>5.1 Espresso beverages are served in correct, pre-heated vessel for beverage being served in accordance with customer expectations and establishment requirements;</p> <p>5.2 Espresso beverages are contained completely within clean and damage-free service vessel, with no drips or spillage;</p> <p>5.3 Espresso beverages are served to customers using service methods that maintain its quality in accordance with establishment requirements;</p> <p>5.4 Presentation of multiple servings of espresso beverages is coordinated to ensure group customer orders are satisfied in accordance with establishment requirements;</p> <p>5.5 Correct and sufficient accompaniments are served with espresso beverages in accordance with establishment requirements.</p>
Learning Outcome 6 (LO6)	Clean and maintain equipment and utensils

Performance standards	<p>6.1 Serving utensils, equipment and machine parts are thoroughly and safely cleaned up according to establishment requirements;</p> <p>6.2 Water filtration system are maintained according to establishment requirements;</p> <p>6.3 Faults and maintenance issues requiring technical specialists are referred to the supervisor as soon as possible;</p> <p>6.4 Energy and water resources used for preparing coffee beverages and cleaning equipment and utensils are efficiently used.</p>
Pre-requisites	N/A
Co-requisites	NS014-03
Underpinning skill and knowledge	<p>General human health and diseases; Human foods and nutrition; Hazards and safety; Personal grooming and presentation; Effective time management; Communication including writing (Tongan and English); Environmental awareness; General geographical knowledge of the (map) location of tourists home countries, Cultural awareness and sensitivity; Interpersonal communication skills; Workplace security; Intoxication and the law; Metric measurements (volume, length, time, etc.); Strong mathematical skills; Basic money handling skills; Attention to details.</p>
Suggested assessment methods	<p>1) Written theory examination (40%)</p> <p>2) Coursework (60%)</p> <p>a) Written Assignments</p> <p>b) Practical assessments</p> <p>c) Role play in a simulated workplace environment</p> <p>Note: This is a competency-based unit. Refer to the section on <i>Requirements to complete</i> for more information.</p>
Resource requirements	<p>1 Commercial kitchen</p> <p>2 Coffee beans;</p> <p>3 Coffee grinder;</p> <p>4 Coffee-making machine;</p> <p>5 Computer for students and staff;</p> <p>6 Relevant readings at the discretion of trainer/lecturer;</p> <p>7 Unit outline</p>
Moderation arrangements	Use Provider's approved moderation processes, OR TNQAB Moderation processes.

<p>Requirements to complete this unit</p>	<p>Learners must be assessed as 'Competent' to complete this unit. Competency for this unit is at least 100% of the Performance standards. Learners who fail to be competent after 3 attempts will be advised to re-enrol in this unit</p>
<p>Public comments on unit</p>	<p>Please contact TNQAB National Qualifications Unit (email EnquireNQ@tnqab.to or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.</p>