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# Q PROCESSING INSTRUCTOR REQUIREMENTS

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Prepared by the Coffee Quality Institute

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COFFEE QUALITY  
INSTITUTE

## Purpose

This document describes the requirements, policies and procedures to become and maintain credentials as a CQI Q Processing Instructor, and to conduct the sanctioned courses.

## Instructor Competencies

Q Processing Instructors are evaluated on a continual basis using the following criteria and CQI reserves the right to suspend teaching credentials if proficiency in any of the areas comes into question. If a suspension does occur, CQI will fully outline and explain its evaluation procedure to the Instructor at that time, who will have the right to appeal to the Instructor Reviewer Group. Q Processing Instructors are expected to demonstrate competence in each of the following areas:

### *I. Mastery of Subject Matter*

- a. Demonstrate a thorough, solid and accurate knowledge of coffee processing, using different methods.
- b. Provide at least three letters of recommendation attesting to their experience in processing and teaching.

### *II. Teaching Performance*

- a. Be available to set-up, teach, and evaluate course in 2-week travel increments.
- b. Follow prescribed course curriculum in the way it has been written and developed.
- c. Employ appropriate teaching and learning strategies to communicate subject matter in a way that effectively meets student needs.
- d. Employ available instructional technology, i.e. laptop, projector, PowerPoints, coffee processing tools and instruments, and coffee cupping laboratory tools and instruments.
- e. Conduct cuppings and explain flavor variables.
- f. Demonstrate and encourage communication and professional interaction between students, teams, and staff.
- g. Be flexible and organized in coordinating and communicating with course liaison and facility staff.
- h. Maintain confidentiality of all course materials and student information.

### *III. Evaluation of Student Learning*

- a. Evaluate student performance fairly and consistently using course scoring guides.
- b. Effectively communicate methods that measure student progress toward course objectives.
- c. Maintain accurate records of student progress and achievement and submit those according to course protocol.
- d. Demonstrate sensitivity to student needs and circumstances.

### *IV. Support CQI's Mission and Professional Standards*

- a. Exercise stewardship of course materials and coffee facilities.
- b. Perform professional responsibilities in accordance with course objectives, goals, and program instructional design.
- c. Participate in CQI marketing campaigns and the recruitment and retention of students as needed.

## How to Become a CQI Q Processing Instructor |

The process by which an individual becomes an approved CQI Q Processing Instructor builds on the competencies necessary to not only teach CQI's advanced processing curriculum, but also maintain the integrity, professionalism and intellectual property of CQI's program. Ultimately, CQI controls the pace and progress of training. The series of training and practical requirements to become a fully approved Instructor are outlined below. In order to become an Instructor, an individual must be personally responsible for the progress of their training, including taking on the financial responsibility of this achievement. They must achieve positive evaluations and recommendations at each step along the way and may be asked to repeat certain practical assignments several times. CQI reserves the right, at its discretion, to terminate progression due to lack of lack of skills or competencies.

### **General Requirements:**

#### **First, Demonstrate processing mastery**

Mastery of coffee processing is an absolute requirement to become a Q Processing Instructor. For Levels 1 and 2, there are three requirements to demonstrate mastery:

- a. A Q Processing certification in good standing one level ahead of the level intended to be taught: for individuals intending to teach Level 1, a Q Processing Professional Certificate in good standing is required. For individuals intending to teach Level 2, a Q Processing Expert Certificate in good standing is required<sup>1</sup>.
- b. A Curriculum Vitae. The Curriculum Vitae should specifically mention (i) educational background related to coffee processing if any; (ii) years of experience in coffee processing, and (iii) level of experience with each of the main processing methods. The Curriculum Vitae will be analyzed by CQI to confirm that the minimum requirements are met.
- c. Three professional letters of recommendation.

*The purpose of the requested resume and professional letters of recommendation are to validate that you, as a candidate, have significant experience processing coffee and therefore meet the above criteria. Any individual parts of this application can be waived at the discretion of CQI.*

#### **Second, Learn the program with the intent to teach**

Candidate participates in a Q Processing Course (Level 1 or Level 2, depending on intent) as an **Observer**, and receives a satisfactory evaluation from the Instructor along with a recommendation to move forward. In the Observer step, the candidate observes the complete course and assists with logistics and grading only. In most cases, all expenses of this activity (travel, accommodation, meals and incidentals) are the responsibility of the candidate. They may repeat observing courses until they are deemed ready to move on with the instructor process.

#### **Third, Teach part of the program as an assistant instructor**

Candidate participates in a Q Processing Course (of their intended level) as an **Assistant Instructor**, while being reviewed by a CQI Instructor selected from the list of approved "Reviewers", teaching at least 40% of the level intended to teach, and receives a satisfactory evaluation from the Reviewer along with a recommendation to become instructor. The Assistant Instructor candidate is free to repeat this step if they deem it convenient. Again, all of the travel, accommodation meals and incidental expenses will be, in most cases, the exclusive responsibility of the assistant instructor. At the conclusion of this stage, and after the course has been marked completed, the Reviewer will

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<sup>1</sup> Q Processing Expert Certificate will be required for instructors once that it is available. Current Level 2 Instructors are expected to become certified as Q Processing Level 3 – Experts within 36 months of becoming Level 2 instructors.

make the recommendation to CQI if the individual is now qualified and ready to become an approved Instructor.

## **Steps to become a Q Processing Instructor:**

### **Level 1 (Generalist) Instructor**

1. Take the Q Processing Generalist Course and pass
2. Take the Q Processing Professional Course and pass
3. Have certificates from both Level 1 and Level 2 courses in good standing
4. Email CQI at [esage@coffeeinstitute.org](mailto:esage@coffeeinstitute.org) in order to express your interest in becoming a Level 1 instructor.
5. Send in your CV and letters of recommendation, as outlined above. This step serves as the formal “application” from the candidate: an email to [esage@coffeeinstitute.org](mailto:esage@coffeeinstitute.org) is required to name the letters of reference, send the Curriculum Vitae, state the intention to become a **Level 1** Q Processing Instructor.
6. **CQI will review the above evidences and will notify candidates via email if they will be eligible to begin the instructor training. Candidates must be approved by CQI in order to begin their assistant instructor development process.**
7. If approved, candidates will be asked to sign a CQI non-disclosure agreement pertaining to the Q Processing Program.
8. Once approved, candidates observe Level 1 courses until deemed ready, as measured by the lead instructor evaluation.
9. Finally, candidates move to Assistant Instruct QP1 classes under a Q Processing Reviewer where they must teach at least 40% of the course until they pass the evaluation by the Reviewer.
10. That approval completes the QP1 instructor training and candidates can be approved as a Level 1 Q processing Instructor

### *Note on Level 1 and 2 Instructor Equivalencies*

A Q Processing Professional (L2) or a Level 2 Instructor who wishes to teach Level 1 will be considered as having demonstrated processing mastery. They will be required to start the above process by expressing interest, followed by completion of steps 7-10 above, which includes the observation and assistant instructing steps, before they can earn the approval to be a Level 1 instructor. Please contact [esage@coffeeinstitute.org](mailto:esage@coffeeinstitute.org) for specific questions regarding this issue.

### **Level 2 (Professional) Instructor**

1. Take the Q Processing Professional Course and pass.
2. Take the Q Processing Expert Course and pass (see the footnote on page 3)
3. Have certificates from both Level 2 and Level 3 courses in good standing (see the footnote on page 3)
4. Email CQI at [esage@coffeeinstitute.org](mailto:esage@coffeeinstitute.org) in order to express your interest in becoming a Level 2 instructor.
5. Send in your CV and letters of recommendation, as outlined above. This step serves as the formal “application” from the candidate: an email to [esage@coffeeinstitute.org](mailto:esage@coffeeinstitute.org) is required to name the letters of reference, send the Curriculum Vitae, state the intention to become a Level 2 Q Processing Instructor.
6. CQI will review the above evidences and will notify candidates via email if they will be eligible to begin the instructor training. Candidates must be approved by CQI in order to begin their instructor development process.
7. If approved, candidates will be asked to sign a CQI non-disclosure agreement pertaining to the Q Processing Program.
8. Once approved, candidates observe Level 2 courses until deemed ready, as measured by an

- evaluation from the lead instructor.
9. Finally, candidates move to Assistant Instruct Level 2 classes under a Q Processing Reviewer where they must teach at least 40% of the course until they pass the evaluation by the Reviewer.
  10. Candidates to become QP2 instructors should either take or observe QP1 prior to approval.
  11. That approval completes the QP2 instructor training and candidates can be approved as a Level 2 Q processing Instructor.

#### Level 2 instructors are coffee professionals who

- Have had significant hands-on coffee processing experience through multiple harvests.
- Have demonstrated a thorough, solid, and accurate knowledge of coffee processing to a Master's degree level or having at least five years of experience in producing and processing coffee using different methods.
- Understand best practices to create consistent product.
- Intentionally use different processing methods to achieve distinct flavor profiles.
- Have demonstrated a thorough and accurate knowledge of coffee processing.
- Possess adequate teaching skills and deliver the program contents with high quality.

### **Instructor Reviewer Group|**

CQI maintains a pool of highly experienced Instructors who volunteer their time to assist with Q Processing course development, as well as new Instructor professional development and instruction. To inquire about becoming an Instructor Reviewer, please contact [esage@coffeeinstitute.org](mailto:esage@coffeeinstitute.org). This group is responsible for Final Assistant Instructor evaluations, Quality Audits to current instructors, and appeals from suspended/terminated instructors.

### **Assistant Instructor Selection and Evaluations|**

- Candidates must successfully be admitted into the CQI's Instructor development process by CQI. They cannot be appointed by an independent Instructor, though Instructors can recommend candidates to CQI. Everyone must complete steps listed above under *How to Become a CQI Q Processing Instructor*.
- Candidates who have been approved as Observers by CQI may approach an independent Instructor to act as Observers under the Instructor's mentorship. In CQI-organized courses, CQI will normally appoint the Observers. An Instructor has the right to refuse mentoring a specific candidate as Observer.
- Observer evaluations must be completed by the Instructor leading the course. This is required. Without a positive evaluation, the individual cannot continue training to become an Assistant Instructor.
- CQI must choose and assign an Instructor from the Reviewer Group to oversee the Assistant Instructor's final Assistant teaching experience.
- Assistant Instructor evaluations must be completed by the Instructor leading the course. This is required.

### **Requirements & Procedures for Maintaining Q Processing Instructor Credentials|**

- 1) An Instructor is required to solicit student evaluations (Instructor evaluations) at the end of each course. The evaluations must be completed by the students, in pen, and turned into CQI with the scanned copies of student test forms, or online through the CQI database while logged into their profile.

- 2) An Instructor must deliver a minimum of one class per year to maintain their certification as an Instructor.
- 3) An Instructor must know how to use all the equipment required in the course.
- 4) An Instructor must know how to cup coffee using the SCA Protocol. Instructors are expected to become Q Graders or at least take the Q Grader course within 36 months of becoming instructors, in order to have their license renewed.
- 5) All Instructors must maintain current certification by demonstrating they are staying current in recent processing advances. See corresponding section below for more information.
- 6) An Instructor must be computer savvy and apt to navigating the CQI website, accessing the Instructor files, registering students, inputting data to grade books, etc.
- 7) An Instructor is directly responsible towards the students and towards CQI to verify student eligibility BEFORE the beginning of each course – for any unusual situations CQI needs to be contacted, in writing, beforehand.
- 8) An Instructor is required to undergo a Quality Audit if required. See corresponding section below.

## **Instructor Update Policy |**

All Q Processing Instructors must maintain current certification by demonstrating every 36 months that they keep current and updated about the advancements in coffee processing. This is done by attending a “Q Processing Instructor Camp” (at least once within a 36-month period), which will be organized by CQI, usually in conjunction with a Q Processing Level 3 course.

## **Quality Audits of Q Processing Instructors Policy |**

CQI reserves the right to carry out a quality audit to any Q Processing Instructor. The procedure for a quality audit is as follows:

1. A member of the Instructor Reviewer Group will be appointed by CQI to audit a Q Processing course published in CQI’s Database. The Reviewer’s expenses will be covered by CQI.
2. The Instructor subject to the quality audit may or may not be notified by CQI prior to the course start.
3. The Reviewer will observe the course, and delivery will be evaluated against the required standards (see the section on Instructor Competencies).
4. The Reviewer will issue a report, stating observations, recommendations, and a pass/fail result.
5. In case of a fail result, the audited instructor will be given 12 months to pass an audit at their own expense, including a fee of \$500/day plus travel expenses for the reviewer.
6. The audited instructor will lose the credential if a second audit is failed in a 12-month period.

## **Q Processing Certificates**

It is essential that a student register on CQI’s website as a student, in the specific course created by the Instructor, in order to view their individual profile, their gradebook and their Q Processing Certificate. Student must pass all course exams to successfully obtain their Certificate.

Once a student has completed exams and the Instructor has entered test scores on the database, a student can log onto the website to view their test score results. **It is mandatory that Instructors enter all final grades into the database Gradebook within 5 business days of the end of Course to ensure that a student has access to their test results/Certificate.**

It is the responsibility of the Q Instructor to refer students to their online profiles in order to view their status and relevant certificates.

## Course Minimum and Maximum Enrollment |

For a Q Processing course to be valid:

- 1) Level 1: a minimum of 3 full time students. Level 2: a minimum of 6 full time students. In both cases, retake students are NOT included and students must be enrolled and active in the course.
- 2) The maximum of students allowed per course depends on the venue limitations. Courses for more than 30 full time students are not allowed at any case.

## CQI Course Supplies |

- Q Processing Courses Level 1 must use the **CQI Q Processing Coffee Library at “Café y Procesos”**, unless logistically inviable due to customs restraints. In the latter case, it will be Instructors’ responsibility to demonstrate to CQI, at least 30 days prior to the course, that the required samples (following the specified processing and roasting protocols) will be available for the course.
- Instructors of Q Processing Level 2 courses may choose to use the Library samples or process their own samples, though samples must be completed prior to the course. As a minimum, a natural, a honey and a washed sample from the same raw material must be prepared. Please email [mfernandez@coffeeinstitute.org](mailto:mfernandez@coffeeinstitute.org) for more information.
- For Level 1: Instructors are strongly encouraged to carry out courses in a SCA Premium Campus. Equipment and supplies for all courses held outside of Implementing Partners’ venues will be solely the Instructor’s responsibility.
- For Level 2: Instructors are strongly encouraged to carry out courses in CQI-approved venues (CQI Implementing Partners). Equipment and supplies for all courses held outside of Implementing Partners’ venues will be solely the Instructor’s responsibility.

## Requirements to Host a CQI Sanctioned Q Processing Course |

- 1) Instructors are strongly encouraged to carry out the courses in certified venues (SCA Campuses for Level 1; CQI Implementing Partners for Level 2)
- 2) If the course is held in a country or location without a certified venue, it must be held in a venue that meets *CQI QP1 Venue Requirements* for Level 1 and/or *Processing Professional (QP2) Venue Requirements* for Level 2.
- 3) A copy of these documents can be found on the CQI database website. For more information contact [esage@coffeeinstitute.org](mailto:esage@coffeeinstitute.org). Based on the requirements listed on these files, instructors must submit to CQI the complete checklist, pictures, videos, recommendation of number of students and any relevant information; CQI must confirm in writing that the venue is approved before hosting a course.
- 3) Before the course is published on the CQI website, an Instructor must get approval from CQI for any venue that is not certified.

## Course Reporting and Post-Course Requirements |

Instructors must be able to communicate effectively via email with CQI and be capable of all of the below reporting using English as the primary language.

- 1) Before a course is conducted, an Instructor must:
  - a. Enter the Course in the CQI database
  - b. Course must be approved and published by CQI administration
  - c. See “*Database Tutorial on How to Create a Course*” found under the *Files* section of the database for detailed instructions
  - d. All students must be registered and enroll in the class by the first day of class
- 2) Instructor must enter all student scores into the database within **5 business days** of the end of the course. Failure to do so may result in a suspension to host a Course.
  - a. This includes inputting both regular and retake student test scores
- 3) Instructors must email a Dropbox link to a folder containing all coursework documents within **5 business days** of the end of the Course to the database administration at [esage@coffeeinstitute.org](mailto:esage@coffeeinstitute.org). Failure to do so will result in a suspension to host subsequent courses. The documents to be submitted are listed in the Q Instructor Checklist.
- 4) Failure to report information according to CQI policies and/or incomplete data submission, as specified by CQI, will result in a suspension. This includes:
  - a. Having all students register for courses online.
  - b. Inputting student grades into Database.
  - c. “Q Processing Master Template”, “Matrix” that contains a recap with ALL final (regular and retake) student scores.
  - d. Uploading of the original exam scans to the appropriately labeled folder to Dropbox and sharing a Dropbox link to coursework folder to designated CQI admin, Emma Sage, at [esage@coffeeinstitute.org](mailto:esage@coffeeinstitute.org).
  - e. Assistant Instructor Evaluations

## Private Course Invoice & Payment to CQI |

- 1) A course invoice is automatically generated in the database once course is added in the database by Instructor and in accordance with course enrollments. Once a course has been marked complete you have 15 days from the invoice date to complete course payment. Past due balances may result in suspension of future courses.
- 2) CQI course fees: please see current “CQI Q Course Fees” document available under the *Files* section on the database or email [info@coffeeinstitute.org](mailto:info@coffeeinstitute.org) for additional information on Course fees.

## Code of Conduct |

The courses and/or examinations developed by CQI are designed to help participants recognize, develop and promote high quality standards in the specialty coffee industry. Q Processing Instructors are a key part of maintaining the integrity and validity of CQI programs. All certified Q Processing Instructors agree to:

1. At all times protect the integrity, validity, and reputation of the education and certification programs of CQI;
2. Maintain professional level of conduct both within and without the classroom and manifest ethical level of communication, with truth, accuracy, fairness, and responsibility to all students, colleagues, the specialty coffee industry and the community in which all work is

- undertaken on CQI's behalf;
3. Safeguard the confidentiality of test results and other information received from students, credential candidates and others involved in the judging, examination and administration of classes and certifications.
  4. Not disclose the contents of any test form or offer private test coaching, and to keep all examiner deliberations in the strictest confidence.
  5. Not intentionally communicate false or misleading information that may compromise the integrity or reputation of CQI or its education and certification programs.
  6. Not represent conflicting or competing interests, nor be placed in such a position where the instructor's personal, professional, or business interest may be in conflict, or appear to be in conflict, with the purposes and fair, unbiased administration of the education and certification programs of the CQI.
  7. Without limiting the preceding sentence, not serve as the Instructor of any of the following:
    - o Members of the instructor's own company;
    - o A company in which the instructor has a financial interest
    - o Members of one's own family or other personal associates

## **Suspension/Termination**

- 1) Instructor must follow all CQI Q Processing Instructor requirements, policies and procedures, as described in this document and as specified in the Q Processing Instructor License. CQI reserves the right to suspend Instructors – temporarily or permanently - at any time for failure to do so.
- 2) If complaints are submitted about the Instructor regarding his / her teaching, following CQI Standards or Test Protocols or any other, the instructor will be notified. If this becomes a recurring situation, the Instructor will be suspended temporarily, followed by a probationary period where the Instructor must pass a Quality Audit with a Reviewer prior to teaching a Course as an Instructor again.
- 3) **CQI reserves the right to use its discretion to suspend or terminate an Instructor on a case-by-case basis.**
- 4) Suspended instructors have the right to appeal to the Instructor Reviewer Group, who will act as a committee and decide the pathway for the instructor to be reinstated, if any. The decisions of the Instructor Reviewer Group about an Instructor's termination or suspension are final.