



SITSS00048

Espresso Machine Operation



1300 555 748

courses@serveitup.com.au

39 / 617 - 643 Spencer St, West Melbourne Vic 3003

RTO: 22542

Course overview

Looking for work in some of Melbourne's best cafes? Or maybe you want to learn to make high quality barista coffee at home. No matter what your goals are, our Espresso Machine Operation Skill Set is perfect to give you the skills and confidence you need to excel within the industry.

Where you can Work

This course will enable participants to gain the skills and knowledge to work in the areas of coffee service within:

- Cafes
- Restaurants
- Bars
- Bakeries

Outcomes

This course will give students the skills and knowledge to:

- Food handlers certificate (Food Handlers Level 1)
- How to make and serve espresso coffee's
- Coffee machine set-up and cleaning, using the grinder and extraction techniques
- Using the Point of Sale (POS), processing payments and competing reconciliation
- Providing quality customer service to internal and external customers, tips to exceed customer expectations handling complaints

Delivery and duration

On average this course will take students 1 month to complete. This course is delivered via online self-paced learning and 3 consecutive face-to-face practical sessions.

This course covers the following;

- SITXFSA001 Use hygienic practices for food safety - Food Handlers certificate
- SITXCCC006 Provide service to customers
- SITHFAB005 Prepare and serve espresso coffee - * Pre-requisite SITXFSA001 Use hygienic practices for food safety
- SITXFIN001 Process financial transactions

The assessment model is a combination of:

- Observation of performance and simulated service
- Oral questioning
- Theory questions; including short answers, matching questions, multiple choice and case studies.

Tuition Fees

Job Trainer Initiative	\$0
Skills First Funding Concession	\$30
Skills First Funding	\$150
Fee for Service	\$450



Entry requirements & pathways

To complete this skill set students will need:

- Access to a computer and the internet
- Digital skills to complete online assessments, upload, use a point of sale
- Complete a language, literacy and numeracy assessment as part of enrolment to ensure they are capable of completing course requirements, ability to read and comprehend policies and procedures and menus

After completing this skill set students may wish to undertake a Certificate IV in Hospitality.

Further Information

Student Handbook

View our student handbook on our website for information about; your rights & obligations, fees, payment terms, cancellations, refunds, complaints and appeals, support services and much more.

Recognition of Prior Learning (RPL)

You can ask for your relevant existing skills, qualifications and experience to be assessed and taken into account when your level of competency is being assessed. There will be a cost associated, refer to our statement of fees and charges. RPL is not covered by government funding.

Credit Transfer (CT)

If you have previously completed any of the units that feature in your Serve It Up course, we can give you credit and you will not have to repeat the unit. There is no associated cost but you will need to complete a credit transfer application.

Support Services

We have educational support services available to meet the needs of many different students. This includes specialists that can provide one-on-one support. If you think you require additional support please let us know at enrolment. Or, if during the course you find you need extra help, please talk to your trainer or the office and we will work with you to find the best support options.

Referrals

Third parties may be used to refer students to this course. Registered third parties include Hospo HR, Job Start Australia Recruitment. Third parties cannot confirm enrolment or pre-training reviews or conduct any training or assessment; this is always completed by Serve It Up. If you would like to check their credentials or make a complaint please call the head office on 1300 555 748.

