

Program Name: BARISTA COURSE

Host School: Glenunga International High School



National Qualification: Certificate III in Hospitality (Food & Beverage) (Partial)

Code: SIT30616

RTO Code: MADEC 3957

Program Description: Students will learn how to make a wide range of coffee types using commercial espresso coffee machines, hygienically and in accordance with customer requirements. Students will learn to provide quality service to customers in a service industry workplace. They will develop the ability to determine and address diverse customer needs and expectations, deal with complaints and difficult service situations, apply knowledge of protocol and ritual, and systematically manage a clientele. This course will also provide students with the skills and knowledge to safely store, handle and prepare food in a manner which will ensure it is safe for consumption by patrons.

Pathway: The hospitality industry is one of Australia's largest and fastest growing sectors. Run by a qualified trainer the aim is for students to be able to gain knowledge, skills and experience in preparing and serving espresso coffee, providing quality customer service and following workplace hygiene procedures. Personal hygiene practices apply to all personnel operating at all levels within industries, such as kitchen hands, cooks, chefs, catering staff, café and fast food outlets. This is a mandatory requirement in all states for people in these positions. The course will help prepare students for part-time/casual café work or lead into further food and beverage courses.

SACE Credits: Stage 2, 10 credits

Course Length: 4 weeks

Training Day & Time: Day varies, 3:30 – 5:30pm

Commencement Date: Week 3, Term 1; Week 3, Term 2; Week 3, Term 3; Week 2, Term 4. Additional courses may run each term if there are enough students for them.

Special Requirements: Nil

Program Cost (per student): \$315

GST: N/A

Total Cost (per student): \$315

Location: Glenunga International High School, L'Estrange Street, Glenunga SA 5153
Take Bus 100 Circle Line along Portrush Road to Stop 13, then walk west down Queen Street (approx. 500m) to the school. If travelling along Glen Osmond Road (Bus 161, 166 and others), get off at Stop 8 and walk along Conyngham Street (approx. 200m) to the school.

Program Provider Contact: Mr Alex Turnbull Ph: (08) 8379 5629

Program Content:

Code	Name	Nominal Hours
SITHFAB005	Prepare and serve espresso coffee	30
SITXCCS007	Enhance customer service experiences	40
SITXFSA001	Use hygienic practices for food safety	15
Total Nominal Hours		85

Work Placement Requirements: Nil

Class Size: 10 – 15

PLEASE NOTE – Courses are subject to change without notice. Parents, Students and VET Coordinators are strongly advised to confirm course details with host schools.