



MONASH STUDENT ASSOCIATION
Training and Professional
Development

Information Booklet

SITSS00080 Espresso Machine Operation



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MSA Training and Professional Development

MSA Training and Professional Development works in collaboration with industry and training specialists to develop programs that are flexible and relevant to industry needs. Our courses are delivered as either classroom-based training or real-time remote training via Zoom. They are taught in a supportive and engaging environment. Throughout your learning journey you will gain a variety of knowledge and skills and be given activities and assessments to complete within the classroom, at home or in your workplace.

The opportunity to study at MSA Training and Professional Development is open to everyone. We encourage people with a disability and people from diverse backgrounds to apply. This booklet will guide you through a range of information relevant to this particular qualification. It is designed to be read in conjunction with the Student Information Handbook so please ensure you read and understand all aspects of both documents prior to enrolling.



msa-monashtraining@monash.edu



9905 3180

msatraining.edu.au



Why choose MSA Training and Professional Development?

Continuous Improvement

At MSA Training and Professional Development, we pride ourselves on our dedication to providing high quality training to the public, Monash staff and students and to our private groups. We gain feedback from our students and trainers to ensure we are continuously improving our services and enhancing the learning process for our students.

Trainers and Assessors

Trainers and Assessors at MSA Training and Professional Development are carefully selected based on their qualifications, experience and knowledge, but also based on their individual teaching style and dedication towards their students. We have built an amazing team of trainers and assessors, and we are very fortunate to have them as part of MSA Training and Professional Development.

Administration

Our administrative staff are committed to working alongside our students to ensure they are confidently working through their assessments and receiving all the support they need. As we are a smaller RTO, we have the opportunity to get to know our students and can provide individualised support. MSATPD is part of MSA – a non-profit organisation located at Monash University in Clayton, Victoria. Meaning our aim is to provide a high-quality service, not to make money. The course fees are implemented to cover costs and improve services.

Support

Support services are available at MSATPD, including one on one tutoring in English and Computer skills, discounted counselling, Disability support, useful study guides, along with a number of other services. The MSA culture focuses on inclusivity, supporting the LGBTQI+ Community, acknowledging the traditional land owners.



SITSS00080 Espresso Machine Operation

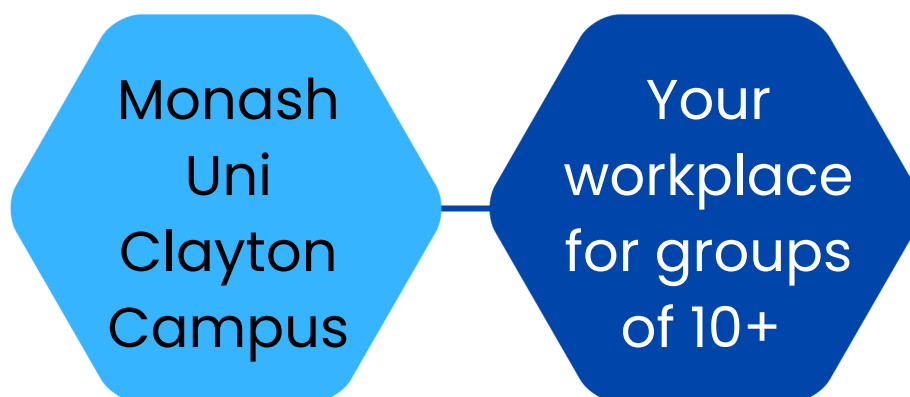
The SITSS00080 Espresso Machine Operation course equips individuals with the essential skills to prepare and serve high-quality espresso coffee. Ideal for those entering the hospitality industry or looking to refine their barista techniques, this course covers grinding, dosing, extraction, milk texturing, and coffee presentation. Gain hands-on experience with professional equipment and learn industry best practices to craft exceptional coffee beverages.



In addition to mastering espresso preparation, this skill set also covers food safety protocols to ensure hygienic handling of coffee and related ingredients, maintaining compliance with industry standards. Participants will also develop customer service skills, learning how to engage with customers, take orders efficiently, and provide a positive café experience. The course further includes basic financial transaction training, teaching students how to process payments accurately and manage sales transactions in a fast-paced hospitality environment.

This course will be delivered at Sir John's Bar, Monash University in Clayton, where participants will have the opportunity to practice on a professional coffee machine and use an EFTPOS system in a real café environment, gaining valuable hands-on experience.

Where can I study this course?



Entry Requirements

Students will require a sound understanding of how to navigate computers along with software (Word, PowerPoint), opening and closing documents, saving documents, formatting documents, typing and using the internet for searching and emails. Students must also have access to stable internet for the class duration. Students who are not confident using computers are welcome to enrol in one of the short computer courses provided by MSA Training and Professional Development.

Students are required to fill out a Language Literacy and Numeracy assessment during the enrolment process. During enrolment students will also undergo a pre-training review which will help make sure this course is right for you and identify any additional support you may need.



Pathways

This qualification can be used as a stepping stone into further study and supports career progression. After achieving this qualification candidates may apply to undertake:

✓
**Cocktail
Making &
Responsible
Service of
Alcohol**

✓
**Certificates
in
Hospitality**

✓
**Certificates in
Leadership
and
Management**

Potential Job Prospects

There are a number of job prospects that students will be qualified to apply for upon successful completion of the SITSS00080 Espresso Machine Operation.

Some of these may include:

Barista

Cafe attendant

Front of house

Cafe server

Café All-Rounder

Class and Study Estimated Times

Please use these hours as a guide only, times will vary depending on your learning style, skills and prior knowledge. Those with some experience in training may find they take less time, similarly those who are new to the industry may find the higher end of the times listed will apply.

You have 2 weeks after each unit to submit your final assessment. Extensions may be granted for special circumstances via application only.

Hours	
SITXFSA005 Use hygienic practices for food safety	6 hours
SITXCCS014 Provide service to customers	3 hours
SITXFIN007 Process financial transactions	2.5 hours
SITHFAB025 Prepare and serve espresso coffee	6 hours
Completion of assessments	10-20 Hours

Timetable

The nationally recognised course is delivered in the classroom over 3 sessions running from 10:00am – 4:00/4:30pm. The timetable and the order of units is subject to change.

Assessments

Assessment will include trainers conducting observations while students conduct activities along with written knowledge questions. Wherever possible, the focus is on working with tasks and templates that are used in real-world situations in the workplace. For example, providing a customer with a receipt. A timetable will be given out on the first day of class which will include assessment due dates. Please refer to the student handbook regarding assessment and extension processes.

Knowledge questions are to be submitted to your trainer within 2 weeks of the unit.



Materials and requirements

Students may need access to a computer with Microsoft Word, internet access and a printer for the purposes of research and completing assessments. If you do not have access to a computer, please talk to us about accessing a computer on campus.

Students will need to bring their own:

**Pens & pencils, paper or notebook, or laptop.
Closed toe shoes**

Students will be provided:

**Assessment Workbook & Learner Guide.
Access to coffee machine and equipment.
Access to a venue which serves food and drinks.**

Course Syllabus

Unit of Competency	What you will learn
SITHFAB025 Prepare and serve espresso coffee	<ul style="list-style-type: none">• Prepare espresso machine and grinder for service• Present coffee beverages attractively and without drips and spills.
SITXCCS014 Provide service to customers	<ul style="list-style-type: none">• Establish rapport with customer to promote goodwill and trust during service delivery.• Resolve complaints according to own level of responsibility and organisational policy.
SITXFIN007 Process financial transactions	<ul style="list-style-type: none">• Complete transactions using appropriate software applications• Secure cash floats, cash and other payments according to organisational security procedures.
SITXFSA005 Use hygienic practices for food safety	<ul style="list-style-type: none">• Identify food hazards that may affect the health and safety of customers, colleagues and self.• Use hygienic cleaning and sanitising practices that prevent food-borne illnesses.

Recognition of Prior Learning (RPL)

RPL is an assessment process that can give you an opportunity to gain formal recognition—i.e. a qualification or statement of attainment—for knowledge and skills you have attained through informal learning, work and life experiences. If you think you may be able to gain RPL for any of these units, please speak to us to request an RPL Information Handout. Note that RPL is a rigorous, evidence-based form of assessment so you will need to be able to supply evidence for any units for which you are applying for RPL.

Credit Transfers (CT)

Credit Transfer is a process used to recognise qualifications and Statements of Attainment issued by another RTO or TAFE. If you have successfully completed any of the units in the course in which you are enrolling, or their equivalent, you may be eligible for credit transfer. Where credit transfer is granted you will be considered to have already successfully completed the unit(s), and will not have to participate in training or assessment activities for that unit(s).

In determining where credit transfer may be granted, MSA Training and Professional Development must be confident of the currency of the applicant's knowledge. In fields where practice/technology is changing rapidly, credit transfer may not be granted where knowledge of unit(s) has dated. MSA Training and Professional Development will recognise AQF qualifications and Statements of Attainment issued by any RTO.

Fees

Full Fee – \$350

We will not, in any circumstances, share your personal information with other individuals or organisations without your permission, including public organisations, corporations or individuals, except when applicable by law. We do not sell, communicate or divulge your information to any mailing lists.

Please read the Refund and Transfers Policy here: www.msatraining.edu.au/refundsand-transfers/ prior to enrolment.

Unique Student Identifier

A USI is your individual education number for life. It also gives you an online record of your vocational education and training (VET) undertaken in Australia. You will to create your USI before you train with us and provide it to us on enrolment. Store this number somewhere safe and each time you do training with us or another organisation that offers nationally accredited training you will need to supply this USI each time you register.

If you do wish to enrol with us you can find more information and create a USI at the following website. www.usi.gov.au

Sir John's Bar – Monash University, Clayton

Fully licensed bar offering a wide range of drinks (including tap beer), and pub-style food such as burgers and wedges. Great for your next function.

Established in 1997 Sir Johns has been a major part of many student's experience at Monash. Whether it's a halls party, trivia night, group assignments, catching up with friends or just having a drink after a long day this is the student bar for Monash.





How to Enrol

All enrolments are to be done online.

- **Make sure you have read and understood all the information in the student handbook and in this course information booklet and ensure you meet the pre-requisites or other conditions of enrolment (Student Handbook is located on our website)**
- **Create a USI (Unique Student Identifier) through www.usi.gov.au**
- **Complete the enrolment form via our website Once the enrolment form has been completed, you will be sent an email to create an account on our student portal to complete a language, literacy and numeracy assessment, pre-training review**
- **If you are applying for a Concession rate; submit any relevant concession cards such as healthcare cards or pension cards.**
- **Once you have submitted the required documents, our team will be in touch to discuss your application and finalise your enrolment.**

Notable programs and departments within MSA:



Period positivity – providing free feminine hygiene products



MSA's Indigenous department – providing support to all Aboriginals and Torres Strait Islanders throughout their studies.



MSA Women's department – creating a safe campus where you feel a sense of belonging.



MSA Disabilities and Carers Department – advocating for the needs of students with disabilities and student carers at Monash Clayton



MSA Queer department – Supporting all queer identifying and questioning individuals at Monash



Gender Affirmation at MSA – In 2022, MSA introduced Establishing Gender Affirmation leave where specific leave options are available for any MSA staff considering gender transition.



MSATPD Mental Health Resources – Free resources to assist anyone struggling with mental health conditions.



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RTO Number: 21526

Find us online at:

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@msa.tpd



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