

Brewed Together: How Coffee Connects Us Across Generations and Cultures - Complete Hospitality Training

Canonical: <https://cht.edu.au/news/brewed-together-how-coffee-connects-us-across-generations-and-cultures/>

Details:

Coffee in Australia is a social ritual before it is a drink. The flat white, the regular order, the barista who starts making it before you reach the counter — these are small pieces of daily social infrastructure, and they are why cafe work is service work rather than production work.

This is a piece of general commentary rather than a regulatory page, so it is worth saying plainly what is grounded and what is not. The reflections on culture and connection below are observations about the industry. The parts that are checkable — the units that actually train and assess this, and the obligations that sit underneath a cafe shift — are set out with their codes so you can verify them.

The people and rituals in our original coffee story

Our original piece looks at coffee as a shared ritual through different generations. Its sketches move from a familiar cup and conversation, through coffee as a pause in a busy workday, to the interest in origin, preparation and presentation that younger customers may bring. These are illustrations, not rules about anyone's age or order. The useful service lesson is to ask what each guest wants rather than assume it.

The story also travels beyond Australia: a quick espresso at an Italian bar, the social pause of Swedish fika, Turkish coffee prepared and shared, an Ethiopian coffee ceremony, and coffee served among family in parts of Latin America. Each example has its own history; none can be reduced to one recipe or used to guess an individual guest's preference. Together they explain the title: a drink can make room for conversation across generations and cultures. The practical hospitality work that follows is to listen, prepare the requested drink well and welcome the person who ordered it.

Why the cafe is a meeting place

Australian espresso culture, and Melbourne's in particular, is widely understood to owe its shape to postwar migration, especially Italian and Greek, which brought both the machines and the habit of standing at a bar to drink. That inheritance is why Australian coffee vocabulary is part Italian, and why the cafe became a place people go to be among others rather than only to buy something.

The result is a room where a regular can be alone in company. For some people the barista is the only person they speak to on a given morning, which is worth remembering on a busy shift.

Where generations meet

Cafes are one of the few commercial spaces with no age segregation. A pensioner reading a paper, a parent with a pram, a table of students and someone taking a work call can all occupy the same room at the same time, on equal terms.

The drinks differ and the transaction does not. That range is written into the accredited standard: SITHFAB025 Prepare and serve espresso coffee requires a barista to prepare ten named beverages, each on three separate occasions , within commercial timeframes.

Beverage	Beverage
Caffe latte	Piccolo latte
Cappuccino	Mocha
Espresso (short black)	Ristretto
Flat white	Short macchiato
Long black	Long macchiato

Ten different drinks is ten different people. A long black and a piccolo latte are not the same order from the same customer, and the unit is explicit that a competent barista makes all of them properly rather than being good at the popular three.

Seven of those ten take textured milk — only espresso, long black and ristretto do not — so 21 of the 30 assessed preparations involve a jug. That is the technical reason alternative milks changed cafe service so completely: milk is not a garnish on the job, it is most of it.

The companion unit widens the room further. SITHFAB024 Prepare and serve non-alcoholic beverages covers carbonated drinks, non-espresso coffees, frappés, freshly squeezed juices, hot chocolate, iced chocolate or coffee, milkshakes, mocktails, smoothies and teas . Its performance evidence requires at least six different beverages on three occasions each , across three different service periods including at least one peak period . That unit is, in effect, the qualification for serving everyone who did not come in for espresso — including children, people avoiding caffeine, and people whose drink of choice was never coffee.

Where cultures meet

Australian coffee is a composite: Italian espresso method, local milk technique, and a menu that has absorbed influences continuously. Alternative milks changed cafe service permanently, and every wave of migration adds something to what sits alongside the coffee.

The accredited standard recognises this more directly than you might expect. SITHFAB025's knowledge evidence requires a barista to understand the options available to meet specific customer preferences relating to:

Accompaniments

Blends

Service-ware

Strength

Sweeteners

Types of beans

Types of milk

That list is a description of accommodating difference. It is the technical face of hospitality: a customer's preference is not an inconvenience to be worked around, it is content the unit expects you to have mastered.

The unit also requires knowledge of different types of milk and their characteristics for different coffee beverages , which is the assessed version of the practical reality that a venue serving a genuinely diverse room has to texture more than one product well. See milk texturing 101 .

The unit that makes this a skill rather than a personality trait

Here is the part most articles about hospitality and culture leave out. Cultural competence is not only a disposition. It is a core unit of a nationally recognised qualification.

SITXCOM007 Show social and cultural sensitivity is one of the six core units of SIT30622 Certificate III in Hospitality , and one of the nine core units of SIT30722 Certificate III in Hospitality (Restaurant Front of House) . Core, not elective. You cannot complete either qualification without it. It applies across all tourism, travel, hospitality and event sectors and to all personnel at all levels , and it is current on our scope at extent "Deliver and assess" to 30 June 2032 .

What that unit actually asks you to know

This is the detail that makes the unit more than a statement of good intentions, and it is unusually specific for a subject usually left vague. Two of its knowledge requirements name whole bodies of content:

The cultural and religious protocols of the major social and cultural groups in Australian society, including Australian Indigenous peoples

The cultural and religious protocols of the main inbound tourist markets to Australia

Those are two distinct lists, and the distinction is exactly the one this page is about. The first is the room you actually serve — the community the cafe sits in, and the people working behind the counter. The second is the person who walked in from a tour bus. A venue that has thought about one and not the other has done half of it.

The explicit naming of Australian Indigenous peoples in the first list is worth pausing on, because "cultural diversity" in hospitality is often read as being about arrivals. The unit does not permit that reading.

It also names what to do when words run out. The techniques it expects for a language barrier are gestures and signs , simple words in English or in the other person's language , simple directions and instructions , interpreter services , and assistive technology for people with particular communication needs. Four of those five cost nothing and need no arrangement, which matters because most language-barrier failures at a counter are not resource failures — they are a staff member freezing because nobody told them that gestures and simple words are a professional response rather than an admission of defeat.

And it names where help comes from: government agencies, diplomatic services, disability advocacy groups, interpreter services and local cultural organisations . Diplomatic services is the one nobody anticipates until a distressed visitor with a lost passport is standing at the counter.

The unit's second element covers cross-cultural misunderstanding, and its most useful criterion requires a worker to consider social and cultural differences when difficulties or misunderstandings occur — that is, to treat cultural difference as a possible cause before concluding somebody was being rude. Its performance evidence requires communication with at least three different colleagues or customers, including representatives of different social groups and different cultural groups , and assessment must give access to current organisational anti-discrimination policies and to plain English regulator documents on the law.

One caution the unit is explicit about, and a cafe invites it constantly: the duty is not to discriminate, show partiality or grant special favours based on social or cultural attributes. Going out of your way because of someone's background is a named failure on the same footing as withholding service. The point is to serve them as a customer.

That sits alongside the other service core units:

Unit	Title	Where it is core
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SITXCOM007	Show social and cultural sensitivity	SIT30622, SIT30722
SITXCCS014	Provide service to customers	SIT30622, SIT30722
SITHIND008	Work effectively in hospitality service	SIT30622, SIT30722, SIT40422
SITHIND006	Source and use information on the hospitality industry	SIT30622, SIT30722
SITXHRM007	Coach others in job skills	SIT30622, SIT30722, SIT40422

At the supervisory level the emphasis shifts again. SIT40422 Certificate IV in Hospitality makes SITXCCS015 Enhance customer service experiences and SITXCOM010 Manage conflict core, and three of its nine core units are human resources units . The qualification structure is telling you something true: the higher you go in hospitality, the more the job is about people and the less it is about the machine.

The conflict unit makes the link to this page explicit. SITXCOM010 requires a candidate to resolve escalated complaints or disputes in relation to at least three of eight named matters , and the first of the eight is cultural misunderstanding , with a misunderstanding of a customer request or a communication barrier also on the list. Two of the eight standard conflict scenarios in Australian hospitality are communication or cultural ones, which is a fair indication of how often a mixed room produces them.

SIT30722 also offers SIRXCEG008 Manage disrespectful, aggressive or abusive customers as an elective, which is an honest acknowledgement that a room open to everyone is occasionally open to someone difficult. See the importance of cultural competence in hospitality , understanding cultural awareness in hospitality and dealing with difficult guests .

The skill set built for a room with visitors in it

If a venue's trade genuinely includes international visitors rather than only a diverse local community, there is a coded option, and the comparison between the two relevant skill sets is the informative part:

Skill set	Units it contains	Who it is for
SITSS00078 Customer Service	SITXCCS014 Provide service to customers; SITXCOM007 Show social and cultural sensitivity	Frontline personnel dealing directly with customers daily
SITSS00091 Service for International Visitors	SITXCCS014 ; SITXCOM007 ; plus SITXLAN007 Conduct basic oral communication in a language other than English	Frontline personnel dealing with visitors from international markets daily

So the international version is the ordinary one plus a language unit, and SITXCOM007 is in both. That is the register making the same point this page makes: language without cultural understanding is not the goal. SITXLAN007 is itself current on our scope at deliver and assess.

And a coffee unit that asks you to promote appreciation

One more code belongs on a page about coffee culture, because the register uses the phrase itself. SITHFAB038 Plan and monitor espresso coffee service , the senior espresso unit on our scope to 30 June 2032, has as its second element Provide specialist advice on espresso coffee beverages — and among its performance criteria is to promote coffee appreciation , alongside developing and updating your own knowledge, answering customer questions and giving accurate information to staff.

Its third element is the tasting side: identifying the desirable characteristics of superior espresso coffee , evaluating bean freshness , and monitoring grind and dose consistency. Its performance evidence requires coordinating an outlet's coffee operation across at least six service periods while monitoring eight named characteristics — appearance including opacity or transparency, aroma, colour, flavour, freshness, presentation, taste and volume.

That is the accredited vocabulary for talking about coffee with someone rather than just handing it over, and it has no prerequisite units at all , not even SITHFAB025 . For a long-serving barista who is the reason regulars come in, it is the unit that describes what they actually do.

Culture inside the training room, not only in the cafe

If a cafe is a room that has to work for everybody, so is a classroom, and since 2025 the standards that govern Australian RTOs say so in more detail than they used to. Three obligations are worth naming, because they describe what a learner is entitled to expect rather than what a provider promises.

A culturally safe environment is a standard, not a sentiment. Outcome Standard 2.5 requires a safe and inclusive training environment that is culturally safe for First Nations people. The regulator's stated expectation is real engagement with local First Nations communities — a policy statement on a website does not discharge it.

Support is assessed against the content being taught. Outcome Standard 2.6 requires wellbeing needs to be identified by reference to the training product content , which is a more demanding test than a generic welfare policy. An RTO teaching responsible service of alcohol and licensed-venue content has a different wellbeing profile from one teaching business administration, and the standard expects the difference to be recognised. Named failure modes include assessing wellbeing only at enrolment, strategies staff have never been told about, and failing to assess third-party environments such as work placements.

Reasonable adjustment has a boundary, and it is honest about it. Standard 2.3 requires channels to disclose a disability at enrolment and throughout the course, and an environment where asking for an adjustment is comfortable. It also states the limit: an adjustment must not jeopardise the integrity of the training product or the industry standard . A barista who cannot yet make the ten beverages has not met the unit, and no adjustment changes that; what adjustment changes is how they are supported to get there.

Underneath all three sits the pre-training review , required under Standard 2.2 of the Outcome Standards for RTOs — a pre-enrolment review of whether a training product suits the person, taking their existing skills and competencies into account. (That number needs care: the National Code 2018 also has a Standard 2.2, covering overseas students' course entry, and it is a different obligation.) Our own version of this review includes a language, literacy and numeracy assessment to determine the learner's level against the Australian Core Skills Framework , identify support needs and shape the training strategy. Across multiple qualifications we offer, including at Certificate III and Certificate IV level in hospitality, business and leadership and management, learners are expected to have LLN skills at around ACSF Level 3 — broadly senior secondary school level. The review is also where recognition of prior learning (Standard 1.6) and credit transfer (Standard 1.7) are raised, which matters most for the people who arrive with the most experience and the least paperwork.

Who is allowed in the room: age, and where training starts

Generational mixing is not only about customers. Cafe and bar work is many people's first job and many other people's second career, and the rules about entry differ at each end.

At the young end , we apply a minimum age of 16 at commencement , with additional documentation for anyone under 17, split on whether Year 10 is complete. Where a person under 17 is not a

school-based apprentice or trainee and has not completed Year 12 or equivalent, an exemption from school attendance is required, and the exemption route depends on schooling history: a Regional Director signs where Year 10 is not complete or the person was never enrolled in a Victorian school, and either a school principal or a Regional Director signs where Year 10 is complete. An exemption also requires full-time training — at least 25 hours a week, excluding travel, term and public holidays — or training combined with employment. The provider must sight and retain the document, and must notify the Department of Education Regional Office if an exemption student stops attending or completes while still under 17.

A separate point often confused with that one: a person enrolled in any school, government or non-government, is not eligible for a Skills First subsidy unless they are a school-based apprentice or trainee. They are not barred from enrolling — they simply pay fee-for-service. Our RSA offering, for example, accepts enrolments from age 15, and a 15-year-old is almost certainly school-enrolled, so fee-for-service is the realistic route.

At the other end, the barrier is usually the subsidy rather than the door. Victorian Skills First eligibility requires Australian citizenship, a permanent visa or New Zealand citizenship; enrolment and commencement between the commencement date and 31 December 2026 inclusive; and all training and assessment undertaken while physically present in Victoria or in a listed border-region postcode. A person aged 20 or over at the reference date must generally not already hold a qualification higher than Certificate I, which excludes a great many career changers from subsidy while leaving them entirely free to enrol and pay. Volume caps also bite: a maximum of two subsidised programs at a time, two AQF qualifications per calendar year and two skill sets per calendar year, counted on commencements rather than completions. Stacking short licensing-linked courses — RSA, food safety supervision, food handling, espresso machine operation — reaches the two-skill-set ceiling quickly. The Victorian Government's own eligibility indicator is the authority on all of this; no page can be.

Where a subsidy does apply, two protections are worth knowing. Providers must offer concessions, and a concession fee is capped at no more than 20% of the standard tuition fee — a mandatory reduction, not a discretionary discount. Fee waivers must be offered to Aboriginal and Torres Strait Islander students, Youth Access Initiative students, students from the Judy Lazarus Transition Centre, and young people on community-based orders. And prospective students should obtain the total cost in writing. For a Skills First place, the 2026 rules require a clear refund policy before enrolment and, before training starts, written documentation showing that the program is subsidised and the total cost to you, including tuition after the government contribution and any concession or waiver, plus any other applicable fees for services, amenities, goods or materials.

Learners from overseas

A page about coffee and cultures should be straight about who can study here. We hold CRICOS 04242E, but CRICOS registration is course by course, not provider-wide, and only three of our courses are CRICOS-registered:

Qualification	CRICOS code
SIT40422 Certificate IV in Hospitality	116358F
SIT50322 Diploma of Event Management	118427D
SIT50422 Diploma of Hospitality Management	115534C

Neither dedicated cookery qualification is CRICOS-registered, so an overseas student cannot enrol in them on a student visa through us.

For those three, the ESOS framework and the National Code 2018 require a written agreement entered into concurrently with, or before, accepting payment. It must set out all tuition fees and the periods they relate to, the payment options, whether the student may pay more than 50% of tuition before

commencement, and all non-tuition fees — reassessment, deferral, late payment and any others. It must state what is and is not repayable, how to claim a refund and who may receive one, and must explain in plain English what happens if the course is not delivered, including the Tuition Protection Service . It must carry the Australian Consumer Law statement. Written agreements and receipts are retained for two years after the person ceases to be an accepted student.

What the same coffee job pays in two different rooms

Here is a fact that surprises people who move between venues with the same skills and the same certificate: the award that covers you is decided by the premises, not by your job title. Four modern awards divide the industry between them, each covering its industry to the exclusion of the others.

Award	Code	Premises
Hospitality Industry (General) Award 2020	MA000009	Hotels, pubs, taverns, motels, resorts, casinos, caterers, accommodation
Registered and Licensed Clubs Award 2020	MA000058	Not-for-profit registered clubs — RSL, bowls, golf, sporting, community
Restaurant Industry Award 2020	MA000119	Standalone restaurants, cafes, night clubs, reception centres, roadhouses
Fast Food Industry Award 2010	MA000003	Takeaway, food courts, food sold mainly to be eaten away from the counter

Two traps are worth stating plainly. Registered clubs are not covered by MA000009 — clause 4.4(d)(i) of that award expressly excludes clubs registered or recognised under State or Territory legislation, and MA000058 clause 4.3 requires a club to be both registered under a liquor, gaming, associations or corporations statute and operating not-for-profit for members and the community. And night clubs are not in the clubs award — a night club is commercial, so it sits in MA000119.

For a barista the consequence is concrete. A sit-down cafe is MA000119. A food-court counter is MA000003. The test between them is sit-down service, not the menu .

That distinction reaches your classification, not just the cover page. A relevant AQF Certificate III or higher, used at work , sets a minimum classification of Level 4 under MA000009 (clause 18.1) , MA000119 (clause 18.1) and MA000058 (clause 18.3) . MA000003 has no equivalent provision. MA000009 and MA000119 both require the employee to make use of the skills and knowledge derived from those Certificate III competencies, so it is not automatic on completion; MA000058 states the floor without the words "or higher" and allows the Fair Work Commission to require the employee to demonstrate that they use the relevant skills. Under MA000119 Schedule A, Level 4 is not a generic pay point either: it is named "Food and beverage attendant grade 4 (tradesperson)" and "Cook grade 3 (tradesperson)" , and that award's standard rate is the Level 4 rate — the benchmark the rest of the award calculates from.

Same person, same certificate, two rooms, two different floors. No dollar figures appear on this page, because award rates re-set every 1 July and a stale rate is worse than none. The Fair Work Ombudsman's Pay and Conditions Tool is the authority. See superannuation, tax and payslips and working hours, rosters and public holidays .

What this means if you work in one

The craft matters — grind, extraction, milk texture — and none of it lands if the service does not. Regulars return for the person as often as the coffee.

The practical version of that:

Learn the regulars' orders. It costs nothing and it is much of the product.

Read the room. Some people want conversation, some want to be left alone.

Handle the rush without losing the person in front of you. This is what the unit's "within commercial timeframes" requirement feels like from the inside.

Take the quiet moments seriously. They are when the connection gets made.

Make all ten drinks properly , not just the three that sell most, because the tenth one belongs to someone.

Try the simple things on a language barrier — gestures, simple words, simple directions. They are in the unit, and freezing is not.

Consider a cultural difference before concluding someone was rude. That is criterion 2.3, and it is the single habit that prevents most avoidable incidents.

The accredited skill set built around espresso work makes the same point structurally. SITSS00080 Espresso Machine Operation is four units and only one is about coffee: SITHFAB025, plus SITXCCS014 Provide service to customers, SITXFIN007 Process financial transactions and SITXFSA005 Use hygienic practices for food safety. Its target group is espresso machine operators in cafes, restaurants, bars, clubs, and function and event venues; achievement provides credit towards SIT Training Package qualifications ; and its own documentation records that no occupational licensing, certification or legislative requirement applies to the skill set — so the credential is about capability and credit, not permission.

The unglamorous foundation

None of this works if the coffee is inconsistent, which is why technique is not separate from hospitality. See how long does it take to become a good barista and making great coffee at home .

Two obligations sit underneath cafe work, and they are legal rather than cultural.

Food handler training. A cafe that makes and serves unpackaged food that is both potentially hazardous and ready to eat is a category one business under Standard 3.2.2A , in force since 8 December 2023 . A food handler must complete food handler training, or possess skills and knowledge commensurate with the activity , before carrying out a prescribed activity. That training does not have to be nationally accredited, mandates no refresher period, and the business is not required to keep records of it. The accredited unit, SITXFSA005, buys portability and proof — and is the prerequisite for SITHFAB025, and for further units in the same stream, including SITHFAB022 Clean and tidy bar areas, SITHFAB023 Operate a bar, SITHFAB024, SITHFAB027 and SITHFAB034. SITHFAB038 , unusually, requires none of them. See food handling .

Category one is the activity-based test, and it is widely misread. It means processing unpackaged potentially hazardous food into food that is both potentially hazardous and ready to eat. If the premises has a kitchen and it cooks, it is category one. Category two is retail sale of ready-to-eat food the business did not make, where slicing, weighing, repacking, reheating and hot-holding do not count as making it. Only category one carries the three-month substantiation records duty.

On allergens and milk substitutes, which a page about accommodating everybody might be expected to answer: no legal duty is stated here, because the material behind this page does not address allergen obligations for coffee service, and a guessed rule would be worse than the gap. Separate jugs and proper cleaning where a dairy allergy rather than an intolerance is involved is sound practice; the obligation itself is a question for your state or territory food regulator.

RSA , if the cafe is licensed. One unit, SITHFAB021 , operating under eight jurisdictions' rules, which differ considerably. See /rsa .

Where to learn it

Offering	What it is
Barista coffee course	The core barista offering
Barista master class	A delivery format, not a credential
Coffee appreciation	An interest course, not an accredited unit
Latte art	An interest course; not separately assessed anywhere
SIT30622 Certificate III in Hospitality	Where SITXCOM007 is core

If you want the training to count toward a qualification, ask whether it carries a unit code such as SITHFAB025, or the SITSS00080 skill set. Those produce a Statement of Attainment; a certificate of attendance does not credit-transfer. For the cultural side specifically, SITSS00078 and SITSS00091 both contain SITXCOM007 .

About us

We are Complete Hospitality Training , RTO 3722, CRICOS 04242E. Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010. Contact melbourne@cht.edu.au or +61 3 9654 1554 .

The provider's own history runs through much of the change described above. Legal entity COMPLETE HOSPITALITY TRAINING (VIC.) PTY. LTD. , ABN 27 006 947 262 , ACN 006 947 262 , holder of RTO code 3722 since 1 June 1994 — first registered by the Victorian regulator, then transferred to the national regulator, ASQA , on 8 September 2017 , with a current registration period running to 30 June 2032 . Across our scope we hold 17 current qualifications, 81 current skill sets and 579 current units .

On names, two registers say slightly different things and it is worth knowing which is which. The training.gov.au organisation record lists six trading names, five current: Victorian Bar School, Complete Hospitality Training, Ready Serve Achieve Melbourne, Coffee School by CHT (from 20 May 2021) and Alchemy Institute of Australia. The sixth, Complete Healthcare Training , ran from 24 October 2023 to 19 April 2025 — so a certificate in that name is still an RTO 3722 credential. The Australian Business Register separately records seven current registered business names for the same legal entity, adding THE COFFEE SCHOOL (from 25 November 2020) and Melbourne Barista (from 14 June 2017) to that list. Either way the code to verify is 3722 , and those dates are facts about name registration rather than about when coffee training began.

We link to the relevant course and regulatory sources in this guide. Check those sources for current requirements, and confirm course availability, delivery, fees and entry requirements with us before enrolling.

Source records and further guidance

We link the unit records and regulator guidance relevant to this page below. Check the current source before making an enrolment, licensing or employment decision.

SIT30722 Certificate III in Hospitality (Restaurant Front of House)

SITXCOM007 Show social and cultural sensitivity

SIT30622 Certificate III in Hospitality

SITHFAB025 Prepare and serve espresso coffee

SIT40422 Certificate IV in Hospitality

Food Standards Code — Standards 3.2.2 and 3.2.2A (food safety practices and food safety management tools)

Hospitality Industry (General) Award 2020 (MA000009)

Restaurant Industry Award 2020 (MA000119)

Skills First (Victoria) — VET Funding Contract obligations

National Code of Practice for Providers of Education and Training to Overseas Students 2018 — Standards 1 to 11

Outcome Standards for Registered Training Organisations 2025 (full text)

Is cultural sensitivity actually taught in hospitality qualifications?

Yes, and it is assessed. SITXCOM007 Show social and cultural sensitivity is a core unit of both SIT30622 and SIT30722. It cannot be skipped by choosing different electives.

What does that unit actually require someone to know?

Among other things, the cultural and religious protocols of the major social and cultural groups in Australian society, including Australian Indigenous peoples, and separately those of the main inbound tourist markets to Australia. They are two different lists and the unit expects both.

What am I supposed to do if I cannot understand a customer?

The unit names five techniques: gestures and signs, simple words in English or the other person's language, simple directions and instructions, interpreter services, and assistive technology. Four of the five need no arrangement at all.

Who can a venue call for help?

Five sources are named: government agencies, diplomatic services, disability advocacy groups, interpreter services and local cultural organisations.

How much of it is assessed?

Communication with at least three different colleagues or customers, including representatives of different social groups and different cultural groups, plus attempts to overcome language barriers and knowing when to seek assistance.

Should we go out of our way for customers from a particular community?

Not on that basis. The unit names the duty not to discriminate, show partiality or grant special favours based on social or cultural attributes. Serve them well because they are customers.

Which unit covers serving customers well?

SITXCCS014 Provide service to customers is core in both Certificate III qualifications and is also one of the four units in the SITSS00080 espresso skill set. At Certificate IV level, SITXCCS015 Enhance customer service experiences is core.

Does the espresso unit deal with customer preferences at all?

Yes, explicitly. Its knowledge evidence includes the options available to meet customer preferences relating to accompaniments, blends, service-ware, strength, sweeteners, and types of beans and milk.

How many different coffees does a competent barista have to make?

Ten named beverages, each on three separate occasions, within commercial timeframes, under SITHFAB025. Seven of the ten take textured milk.

Is there an accredited unit that involves promoting coffee appreciation?

Yes. SITHFAB038 Plan and monitor espresso coffee service, whose second element includes promoting coffee appreciation and giving accurate information to staff, and whose third covers identifying the characteristics of superior espresso and evaluating bean freshness. It is assessed across at least six service periods and has no prerequisites.

What about customers who do not drink coffee?

That is SITHFAB024 Prepare and serve non-alcoholic beverages — teas, juices, smoothies, milkshakes, mocktails, hot and iced chocolate, frappés, carbonated drinks and non-espresso coffees. At least six of them, on three occasions each, across three service periods including a peak.

Is a babyccino covered by an accredited unit?

The unit lists do not name it. The relevant assessed skills are milk texturing, under SITHFAB025, and the non-alcoholic beverage range under SITHFAB024.

Is there a skill set for venues with a lot of international visitors?

SITSS00091 Service for International Visitors, which is SITXCCS014 plus SITXCOM007 plus SITXLAN007 Conduct basic oral communication in a language other than English. SITSS00078 Customer Service is the same set without the language unit.

Is cultural misunderstanding treated as a conflict matter?

Yes, and it is first on the list. SITXCOM010 Manage conflict requires resolution of at least three of eight named customer matters, and cultural misunderstanding is the first of them, with a communication barrier also among the eight.

How young can someone start hospitality training?

We apply a minimum age of 16 at commencement, with extra documentation under 17 and, in some cases, an exemption from school attendance. The RSA offering accepts enrolments from 15, though a school-enrolled student is not eligible for a Victorian subsidy and would enrol fee-for-service.

I am changing careers later in life. Will training be subsidised?

Often not. A person aged 20 or over at the reference date generally must not already hold a qualification higher than Certificate I to be eligible for Skills First, which excludes many career changers from the subsidy — but not from enrolling and paying. Check the Victorian Government's own eligibility indicator.

Can an overseas student study with you?

In three courses only: SIT40422 (CRICOS 116358F), SIT50322 (118427D) and SIT50422 (115534C). Neither dedicated cookery qualification is CRICOS-registered.

Does the same barista certificate pay the same everywhere?

No, and the reason is the premises rather than the person. A sit-down cafe is covered by MA000119 and a food-court counter by MA000003 — and only the first of those two carries the Certificate III Level 4 classification floor. Use the Fair Work Ombudsman's Pay and Conditions Tool for current rates.

Which qualification suits someone who wants to run a room, not just a machine?

SIT40422 Certificate IV in Hospitality. Three of its nine core units are human resources units, and it makes managing conflict core. See Certificate IV in Hospitality ([/courses/certificate-iv-in-hospitality/](#)).

Is there a unit for handling difficult customers?

SIRXCEG008 Manage disrespectful, aggressive or abusive customers is available as an elective in SIT30722, and SITXCOM010 Manage conflict is core at Certificate IV level.

Do cafe staff need a food handling certificate?

Food handler training, or commensurate skills and knowledge, is required before carrying out a prescribed activity. It does not have to be accredited, and there is no mandated refresher period.

Do I need RSA to work in a cafe?

Only if the venue is licensed and you will serve alcohol. The rules differ markedly between states, so confirm the position where you work.

Does latte art matter for connecting with customers?

It is a pleasant flourish and it is not assessed anywhere in the accredited system. Getting a regular's order right every time carries more weight with the person on the other side of the counter.

Do you publish a fee for these courses?

Not on this page. Fees change and a stale figure is worse than none — confirm the current fee directly. Ask for the total cost in writing. For a Skills First place, the 2026 rules require a clear refund policy before enrolment and, before training starts, written documentation showing that the program is subsidised and the total cost to you, including tuition after the government contribution and any

concession or waiver, plus any other applicable fees for services, amenities, goods or materials.