

Why Choose a Barista Course for Team Building? - Complete Hospitality Training

Canonical: <https://cht.edu.au/news/why-choose-a-barista-course-for-team-building/>

Details:

A barista class works as a team activity for a straightforward reason: it produces something, quickly, that everyone can judge. Most corporate team building asks people to perform enthusiasm. This asks them to make a coffee, and either the milk is textured properly or it is not.

That single property — an honest, immediate result — is what makes it useful, and it is also what makes the accredited version of the same subject a serious piece of training rather than an afternoon out. This page covers both, and is explicit about which is which, because the two are sold with very similar language and are not the same product.

Why it works better than most alternatives

Immediate, honest feedback. You pour, you taste, you can tell. There is no ambiguity to manage.

Everyone starts level. Seniority does not help. A director and a graduate are equally bad at texturing milk on the first attempt, which flattens a room faster than any icebreaker.

Small failures are safe. Overheating the milk is a low-stakes mistake to make in front of colleagues, and that is the point. It makes people willing to try in front of each other.

It is genuinely useful. Participants leave able to do something they will use, which is more than most team days produce.

It suits mixed groups. No physical demands, no personality-test discomfort, and it works across languages.

It has a real skill ceiling. The accredited unit behind espresso work is not trivial, which means a good session can show a room that a job they thought was simple is not. That is a useful thing for a team to learn about anyone's work.

It leaves evidence in the room, not on a form. Nobody has to be asked whether the session went well. Twelve cups on a bench answer the question.

Two different buyers, two different products

Before comparing providers it is worth working out which of these you are.

| | A team wanting an experience | A venue wanting capability | | --- | --- | --- | | Goal | Morale, shared activity, a level playing field | Staff who can hold the machine through a rush | | Right product | Non-accredited session | SITHFAB025 , or the SITSS00080 skill set | | Output | A shared afternoon, at most a certificate of attendance | A Statement of Attainment against the person's USI | | Assessed | No | Yes, against the unit's evidence requirements | | Administration | None | USI collection, enrolment, pre-training review | | Counts toward a qualification | No | Yes, by credit transfer | | Sensible group size | As many as the machines allow | As many as can be genuinely assessed |

Mixing the two in one booking is common and sensible: the whole team gets the experience, and the four or five people who will actually work the machine are enrolled in the accredited units. What causes

disappointment is buying one and expecting the other.

What the underlying craft actually is

It helps to know what you are dipping into. The nationally recognised unit for espresso work, SITHFAB025 Prepare and serve espresso coffee, requires a candidate to prepare ten named beverages, each on three separate occasions, within commercial timeframes, adjusting and correcting extraction when quality drifts.

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

Thirty competent preparations as a minimum. The unit's knowledge evidence also covers bean, blend and roast characteristics, different milks and their behaviour, mise en place, quality indicators for extraction, extraction rates for different beverages, the factors relevant to quality — ambient humidity, crema, espresso flow, steam pressure and taste — the adjustments available to dose, grind, tamping technique, water flow and water pressure, and equipment maintenance and cleaning.

A team session will not cover all of that. It will give people the first two or three hours of it, which is usually enough for the penny to drop.

The thing worth noticing in that list is the adjustments. The unit does not assess a single good cup. It assesses whether the candidate can see a shot going wrong and name the variable to move. That is diagnosis, and it is the part a room of beginners finds genuinely surprising.

A venue that also sells milkshakes, smoothies, iced coffee, juices or teas has a second unit in view. SITHFAB024 Prepare and serve non-alcoholic beverages requires service across at least three different service periods including one peak, and at least six different beverages from a defined list — carbonated drinks, non-espresso coffees, frappés, freshly squeezed juices, hot chocolate, iced chocolate or coffee, milkshakes, mocktails, smoothies and teas — each on three occasions. Between SITHFAB024 and SITHFAB025 you have most of what a counter sells.

What to look for in a session

Machine access, above everything. This is the difference between a real class and a demonstration. If one machine is shared across a large group, most of the group watches. Ask the provider what the machine-to-participant ratio will be for your booking rather than relying on a published figure, because it depends on the group and the room.

It is worth knowing what the accredited standard does and does not settle on this, because people assume it settles more than it does. SITHFAB025's assessment conditions require access to a workstation with an industry-current commercial-grade espresso machine and coffee grinders, along with tampers and tamp mats, a flat edge for levelling a dosed basket, a blind or blank filter basket, milk foaming jugs, measuring equipment, cleaning brushes and cloths, and service-ware for every type of beverage. Stock must include a commercial range of beans and ground coffee, and the provider must supply the equipment manufacturer's instructions, the cleaning and maintenance procedures for the machines and grinders, standard recipes currently used by the hospitality industry, and safety data sheets for the cleaning chemicals or plain English documents interpreting them.

What the unit does not set is a machine-to-participant ratio. What it requires instead is an industry-realistic ratio of staff to customers during assessment — a test of service pressure, not of equipment sharing. So there is no published standard for a provider to point at on this question, which is exactly why the number has to come from the provider for your own booking.

Hands-on time, not a talk. The learning is in the repetitions. The accredited system agrees with that more explicitly than you might expect: insufficient opportunity to practise is one of the five causes of a failed coaching session that SITXHRM007 names by name, alongside a breakdown in communication,

inappropriate circumstances for coaching, language or cultural barriers, and shyness or lack of confidence. Four of those five are things a session's design decides in advance.

A trainer who can teach beginners. A skilled barista is not automatically a good teacher of people who have never held a portafilter. This is a real distinction, and the training system recognises it — SITXHRM007 Coach others in job skills is a separate unit of competency, and a core unit of SIT30622, SIT30722 and SIT40422. Being able to do a job and being able to teach it are assessed separately for a reason.

That unit is more concrete than its title suggests, and it is worth knowing what it actually asks, because it doubles as a checklist for judging a session. It carries no prerequisite. Its performance evidence requires the candidate to coach two different colleagues, to address the performance problems or difficulties each of them hits and rectify or refer them, to evaluate performance and give constructive feedback, and in every coaching activity to communicate and demonstrate the task clearly, complete the training within commercial time constraints, and apply the key principles of training. Those principles are named, and there are six:

Principle	What it means at a bench	---	---	Explanation	Say what is about to happen and why
Demonstration	Show it	Review	Check what landed	Listening to trainee explanation	Have them tell you what they are doing
Observing and evaluating trainee demonstration	Watch them do it, and judge it	Providing feedback	Say what to change, constructively		

A session that stops after the first two — explanation and demonstration — is the common failure, and the unit's own structure tells you why: the last four principles are where the learning is confirmed. Its elements follow the same arc, from identifying the need and organising the session, through explaining the purpose, demonstrating, checking understanding, giving the person the chance to practise and ask questions and giving feedback, to monitoring progress afterwards. One of the unit's foundation skills is telling in a busy venue too: completing your own work tasks within their timeframes while simultaneously coaching someone else, which is precisely the pressure an in-house trainer is under on a real shift.

For accredited delivery there is a further layer. Standard 3.2 of the Outcome Standards for RTOs requires that training and assessment be delivered by credentialled people with current skills and knowledge in training and assessment, and the Credential Policy accompanying the Standards specifies which credentials are required for each role. On top of that, SITHFAB025's own assessment conditions require an assessor to have worked in industry for at least three years, applying the skills and knowledge of that unit — a floor set by the unit rather than by the provider, and a fair thing to ask about. All of that applies only to the accredited product; a non-accredited team session is outside that framework entirely.

Group size matched to equipment. Confirm what the provider can actually run, and match the numbers to the machines rather than to the guest list.

A plan for participants who do not drink dairy. Raise it at booking. Milk alternatives behave differently in the jug and a trainer who knows the group in advance can plan the demonstration around it. For the accredited version this is not optional: SITHFAB025's assessment conditions require the stock available to include milk and alternative products, so a venue running the unit has to have them on hand regardless.

One thing this page deliberately does not do is state an allergen obligation for coffee service. The material behind it does not address allergen duties, 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.

Be clear about what it is not

A team-building barista session is non-accredited . It is a good experience and it does not produce a nationally recognised credential.

The vocabulary here is loose, so to be precise:

| Phrase | Status | | --- | --- | | SITHFAB025 Prepare and serve espresso coffee | A unit of competency | | SITSS00080 Espresso Machine Operation | A skill set of four units | | "Barista master class" | A delivery format . There is no unit or qualification code for it | | "Latte art" | Not an accredited unit, and not separately assessed even inside SITHFAB025 | | "Coffee appreciation" | Not an accredited unit |

None of that makes a non-accredited session worthless. It makes it honest to describe it as what it is. The failure mode is a provider who lets a buyer assume that "master class" is a credential.

If you want the training to count — for staff who will actually work a machine — that is a different product, built on SITHFAB025 or the SITSS00080 skill set. Those produce a Statement of Attainment linked to the person's Unique Student Identifier, credit-transferable into SIT30622 Certificate III in Hospitality or SIT30722 later, where SITHFAB025 sits as an elective.

SITSS00080 is four units, and it is worth seeing the shape of it:

| Unit | Title | | --- | --- | | SITHFAB025 | Prepare and serve espresso coffee | | SITXCCS014 | Provide service to customers | | SITXFIN007 | Process financial transactions | | SITXFSA005 | Use hygienic practices for food safety |

Only one of the four is about the machine. The skill set describes the counter job as it is actually performed: make the drink, handle the person, take the money, and do not make anyone sick. Its stated target group is espresso machine operators in cafes, restaurants, bars, clubs, and function and event venues, and no occupational licensing, certification or legislative requirement applies to it — there is no barista licence in Australia.

Two planning points. SITHFAB025 carries SITXFSA005 as a formal prerequisite ; including it in a skill set does not remove the need to meet that prerequisite. For nationally recognised training, a Unique Student Identifier (USI) is generally required before a qualification or Statement of Attainment can be issued , unless an applicable exemption applies. See the official USI exemption guidance . A USI is free at usi.gov.au . If you already have one, recover it rather than creating another. A non-accredited team-building session does not require a USI.

That prerequisite is not isolated. Within the food and beverage stream , SITXFSA005 is the gateway unit, standing in front of nine units: SITHFAB022 Clean and tidy bar areas , SITHFAB023 Operate a bar , SITHFAB024 , SITHFAB025 , SITHFAB026 Provide room service , SITHFAB027 Serve food and beverage , SITHFAB030 Prepare and serve cocktails , SITHFAB034 Provide table service of food and beverage and SITHFAB035 Provide silver service . So if you are scheduling accredited beverage training for a team, put it first; leaving it late blocks several separate units at once rather than one. (Keep that figure of nine attached to the stream. Outside food and beverage the same unit stands in front of cookery, patisserie and kitchen units as well, so a package-wide figure would be a different number about a different set of units.) RSA reaches just as far inside the stream: SITHFAB021 is a prerequisite to nine units of its own — SITHFAB023 , SITHFAB029 , SITHFAB030 , SITHFAB031 , SITHFAB032 , SITHFAB033 , SITHFAB034 , SITHFAB037 and SITHFAB039 — so the two gate the same number, and four units carry none at all: SITHFAB021 , SITHFAB028 , SITHFAB036 and SITHFAB038 .

The ones to watch when sequencing are the four units in the stream carrying two or more prerequisites. SITHFAB023 and SITHFAB034 each carry two — SITXFSA005 and RSA SITHFAB021 — because the register treats alcohol service as an academic prerequisite for bar operation and senior table service, regardless of whether your venue is licensed. SITHFAB030 Prepare and serve cocktails carries three, adding SITHFAB023 , and SITHFAB039 Manage the sale or service of wine carries three of its own in

SITHFAB021 , SITHFAB032 and SITHFAB033 . Those last two are chains rather than single gates — cocktails sits three units deep and the wine unit four — so neither fits into a single booking however the day is arranged.

Worth deciding which you want before booking. See what are the benefits of doing barista training and how long does it take to become a good barista .

The teaching benchmarks a good session will use

The fault a group hits first is heat. Our own published teaching puts the milk window at roughly 55 to 65 degrees Celsius , with the proteins breaking down and the taste going flat and dull beyond about 70; the touch cue is a jug that is almost too hot to hold. On the machine side, our published benchmarks are a run time of about 25 to 30 seconds with a flow like warm honey, a double-shot dose of 18 to 22 grams and an output of 36 to 44 grams — with a pale early stream pointing to too coarse a grind or an underfilled basket, stalling pointing to too fine a grind or too high a dose, and uneven flow pointing to an unlevel puck or channelling.

These are our teaching benchmarks , not figures set by any unit of competency or any regulator. SITHFAB025 requires the candidate to recognise drift and correct it; it prescribes no number. Written versions are at milk texturing 101 and making great coffee at home .

Where it fits for a hospitality business

If your team actually serves coffee, the calculation changes. Trained staff waste less milk and fewer shots, produce a consistent product, and need less supervision through a rush. In that case the accredited version is the better purchase, and it becomes a workplace training conversation rather than a social one — see work with us or lodge an expression of interest .

There is a broader point here about training design. If the goal is capability rather than morale, the relevant reading is how to create an effective training plan for your hospitality business and the benefits of cross-training in the hospitality industry . If the goal is genuinely morale, the power of positive reinforcement in hospitality training and how to motivate employees in hospitality are more to the point than any single activity.

Cross-training is where a barista session and real capability overlap most usefully. Front-of-house staff who can cover the machine during a peak are worth a great deal, and that is a scheduled training decision rather than a team day. See also tips for implementing a successful cross-training program .

Accredited training also does not have to happen in a working cafe. SITHFAB025 may be assessed in an industry workplace or in a simulated industry environment set up for the purpose of assessment , and SITXHRM007 the same — its assessment conditions allow the colleagues being coached to be role-play participants in a simulated environment operated within a training organisation. That is what makes it possible to run genuine accredited delivery on a provider's premises rather than only on your floor during trade.

The scale of what is available is larger than the marketed course list suggests. Our scope of registration carries 17 current qualifications , 81 current skill sets and 579 current units , every component at the extent Deliver and assess . If the training you want for a team is not on the advertised list, it is worth asking whether it sits on scope anyway.

Why the accredited version can change what a job pays

This is the strongest argument for choosing the accredited product where staff will use the skill, and it belongs to the qualification rather than the skill set.

Which modern award covers a hospitality job is decided by the employer's premises and business type, not the job title . There are four:

| 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 | | 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 |

Under MA000009 (clause 18.1) , MA000119 (clause 18.1) and MA000058 (clause 18.3) , a relevant AQF Certificate III or higher, used at work, sets a minimum classification of Level 4 . MA000003 has no equivalent provision. MA000009 and MA000119 both require that the employee actually makes use of the skills derived from the Certificate III competencies, so it is not automatic on completion; MA000058 states the floor without "or higher" and allows the Fair Work Commission to require the employee to demonstrate that they use the relevant skills.

For a cafe this is concrete: a sit-down cafe is MA000119 and carries the floor, while a food-court counter is MA000003 and does not. Same work, same certificate, different premises, different pay floor. A skill set alone is not a Certificate III, which is why the credit-transfer route from SITSS00080 into SIT30622 or SIT30722 matters.

No rates appear on this page. Award rates re-set every 1 July and a stale figure is worse than none — use the Fair Work Ombudsman's Pay and Conditions Tool with the award code above.

One compliance point for venues

A barista session is not food safety training , and it does not satisfy any food safety obligation.

A business 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 . Food handlers must complete food handler training, or possess skills and knowledge commensurate with the activity , before carrying out a prescribed activity. Note what the alternative is: commensurate skills and knowledge — not being supervised by someone who has done the training. That older framing predates the current Standard.

The training itself need not be nationally accredited, mandates no refresher period , and the business is not required to keep records of it. Category one businesses do, however, have to keep substantiation records covering temperature control, cooling and reheating, display, transport, and cleaning and sanitising, for three months , accessible at the premises.

One point that surprises cafes: staff handling ice, cut fruit or unpackaged garnishes are food handlers, which is exactly why SITXFSA005 is a prerequisite to the beverage units. And the prerequisite unit has real content of its own — it requires correct hand-washing, appropriate use of uniform and personal protective equipment, effective personal health and hygiene practices and hygienic food service, each on at least three occasions , plus the procedures for reporting unsafe hygiene practices. A separate obligation is the Food Safety Supervisor , who must be appointed before a prescribed activity begins, must remain reasonably available, and must hold a certificate issued within the preceding five years. That five-year clock belongs to the Food Safety Supervisor, not to food handler training. See food handling , virtual food handling SITXFSA005 , food safety supervisor and understanding Standard 3.2.2A .

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 .

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.

SITHFAB025 Prepare and serve espresso coffee

SITXFSA005 Use hygienic practices for food safety

SITSS00080 Espresso Machine Operation

SITXHRM007 Coach others in job skills

SIT30622 Certificate III 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)

Outcome Standards for Registered Training Organisations 2025 (full text)

Unique Student Identifier (USI) requirements for RTOs

How long does a team session run?

Formats vary, so this page does not print a duration. Confirm the current session format directly.

How many people can take part?

That depends on how many machines are available for your booking. Ask the provider and match the group to the equipment rather than the other way round.

Does the espresso unit set a machine-to-participant ratio?

No. Its assessment conditions require access to a workstation with an industry-current commercial espresso machine and grinders, and an industry-realistic ratio of staff to customers during assessment — a service-pressure test, not an equipment-sharing guarantee. So the ratio for your booking has to come from the provider.

Do participants get a certificate?

For a non-accredited session, a certificate of attendance at most. Accredited training produces a Statement of Attainment against the participant's USI.

Is a barista master class a qualification?

No. It is a delivery format with no unit or qualification code behind it.

What would make it accredited?

Delivery against SITHFAB025, or the SITSS00080 skill set, with assessment — which means ten named beverages, three occasions each, within commercial timeframes. That is a training commitment, not an afternoon.

Can we run the accredited version as a team day?

Not as a single afternoon. Thirty assessed preparations across at least three occasions is the minimum for SITHFAB025 alone, and the food safety prerequisite has to be completed first. The usual

arrangement is a team session for everyone plus enrolment for the people who will work the machine. If the plan goes further into the stream, note that food safety stands in front of nine units there and RSA in front of nine of its own, and that SITHFAB030 and SITHFAB039 sit three and four units deep, so a beverage pathway is a sequence rather than a single booking.

Does accredited training have to happen in our cafe?

No. SITHFAB025 may be assessed in an industry workplace or in a simulated industry environment set up for the purpose of assessment, so a provider's training cafe is a legitimate setting.

Do we need any experience?

No. Complete beginners are the usual audience, and that is part of why it levels a room.

Is latte art the best part for a group?

It is the most satisfying part to attempt and the least meaningful as a credential — it is not separately assessed anywhere. It also depends entirely on getting the milk right first, which is the actual lesson.

What does a group most often get wrong?

Overheating the milk. We teach a window of 55 to 65 °C; above 70 °C the milk proteins break down and the taste goes flat. It is a decision rather than a technique, which is why it is the easiest fault to fix in a session.

Are those temperature and timing numbers legal requirements?

No. They are our published teaching benchmarks. The unit requires you to recognise when extraction has drifted and correct it; it sets no number.

Can you cater for people who do not drink dairy?

Raise it at booking so the demonstration can be planned around it. For accredited delivery the unit's assessment conditions require milk and alternative products to be among the stock available, so they have to be on hand in any case.

Does the session count as food safety training?

No. Those are separate obligations under Standard 3.2.2A and a barista session does not address them.

What does the food safety prerequisite actually require?

SITXFSA005 requires correct hand-washing, appropriate use of uniform and PPE, effective personal health and hygiene practices and hygienic food service, each on at least three occasions, plus the procedures for reporting unsafe hygiene practices.

Can we mix a team session with accredited training for some staff?

Yes, and it is a common arrangement: an experience for the whole team, accredited units for the people who will work the machine.

Can existing skills be recognised instead of retrained?

Yes, through recognition of prior learning, which RTOs must offer under Standard 1.6. If a staff member already holds a whole unit from another RTO, credit transfer under Standard 1.7 applies instead, with no reassessment. Both are raised at the pre-training review, required under Standard 2.2 of the Outcome Standards for RTOs — see skills assessment (/skills-assessment/). We first verify the evidence and equivalence, check that the units fit your training product, and check for licensing or regulatory restrictions before granting credit. See ASQA's credit-transfer guidance (<https://www.asqa.gov.au/credit-transfer>).

ov.au/for-providers/standards-for-RTOs/practice-guides/quality-area-1-training-and-assessment/RPL-and-credit-transfer-practice-guide).

Which unit covers teaching other staff?

SITXHRM007 Coach others in job skills, a core unit of SIT30622, SIT30722 and SIT40422, with no prerequisite of its own. If you want in-house trainers rather than repeat bookings, that is the unit to look at.

What does the coaching unit actually require?

Coaching two different colleagues, addressing the performance problems each of them hits, evaluating their performance and giving constructive feedback, and in each session communicating and demonstrating the task clearly, completing the training within commercial time constraints, and applying the six key principles of training — explanation, demonstration, review, listening to the trainee's explanation, observing and evaluating their demonstration, and providing feedback.

What makes coaching fail?

The unit names five causes: a breakdown in communication, inappropriate circumstances for coaching, insufficient opportunity to practise, language or cultural barriers, and shyness or lack of confidence. The third is the one a barista session's design controls most directly.

What experience must a barista assessor have?

SITHFAB025's assessment conditions require assessors to have worked in industry for at least three years, applying the skills and knowledge of that unit. Separately, Standard 3.2 of the Outcome Standards and the accompanying Credential Policy govern the training and assessment credentials required.

What does a session cost?

Fees change and a stale figure is worse than none, so this page does not print one. Confirm the current price directly.

Where can it be booked?

Through contact (/contact/), or see barista master class (/courses/barista-master-class/), latte art (/courses/latte-art/), coffee appreciation (/courses/coffee-appreciation/) and barista coffee course (/courses/barista-coffee-course/).