



Short Course Information Booklet

Barista Coffee Course (Non-Accredited)

RTO Connect Pty Ltd Pty Ltd t/a Australian Study Link Institute (ASLI)

RTO ID: 40794

CRICOS Number: 03483G

CAMPUS ADDRESS: Level 2, 123 Lonsdale Street, Melbourne VIC 3000

Year: 2022

Barista Coffee Course (Non-Accredited)

Course Detail

Melbourne's roasters and baristas are some of the most accomplished, inventive, and technical on earth. It seems with each passing month there's a new brewing technique, new gadgets, or a shift in the idea of what good coffee means. As Melbourne today is famed for its vibrant cafe culture, with coffee shops lining every street corner, its history began on Bourke Hill, and in the 1900s the city saw numerous roasting houses sprouting along its streets. It is also the birthplace of now widely known coffee beverages such as the flat white or long black.

The term 'flat white' was first coined by the Australian Alan Preston in 1985. Starbucks added the drink to the menu in 2015, and then it was adopted by the rest of the world.

With such a high standard to live up to, employers and customers demand the best from their baristas. Product knowledge and technical skills go hand in hand to match the passion for coffee in Melbourne.

Our trainers know this and show where this passion for coffee comes from. Our goal is to prepare you to become a part of this vibrant coffee industry. With uninterrupted access to a group head and a steam wand you'll be making as many coffees as you can throughout the training session. Adjust your grind, texture your milk, and free pour your way into this vibrant industry.

This course is a beginner's level course.

What You Will Learn

This course will enable learners to gain skills and knowledge on how to make and serve espresso and understand different styles of coffee. Barista course will enhance learners' ability to select and grind coffee beans, prepare, and access coffee beverages along with using and maintaining coffee machines. Learners undertaking this course at Australian Study Link Institute (ASLI) will learn on how to:

- Load the group handle and tamping coffee
- Adjust the grinder and espresso machines to achieve perfect espresso
- Milk texturing



- Pour the coffees from the coffee menu
- Clean and maintain the espresso machine and grinder
- Specialist coffee advice
- Safe food handling practices and much more!

What sets us apart from any other coffee courses in Melbourne?

- Learners can make an unlimited amount of coffee
- Our head barista trainer is a respected industry professional, he has run several cafes and loves to roast his own coffee
- Limited number of Learners will be {ten} in a group.

Fees:

- Fees for the barista coffee course is \$195.

For any promotion, refer to the Short Course tab on ASLI's website www.asli.vic.edu.au

Entry Requirements / Pre-requisites

- Learners must be 18 years of age and over at the time of course commencement.
- There are no pre-requisite units for this course.

Materials and Equipment Requirement for Non accredited barista Course

Learners must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

On the day of the course delivery, learners will be required to wear comfortable clothing, apron, and safety boots. Long Hair must be tied for the course duration.

It is advised to female learners not to wear any nail polish or jewelry on the day of the course.

Material and Equipment provided by ASLI

Learners will have access to PowerPoint presentation, furnished classroom with tables, chairs, projectors. For practical training, learners will be given access to coffee machine, coffee equipment and materials (includes but not limited to) coffee beans, mugs, coffee grinder, milk etc.) within the simulated work environment at ASLI's coffee corner located at ASLI's campus Level 2, 123 Lonsdale Street, Melbourne, Victoria, Australia 3000. Coffee manual will be provided to learners on the day of course delivery by ASLI.

Training and Assessment

Course Duration

4 hours including one hour of theory, one hour of demonstration and two hours of practice.

Delivery Structure

Delivery of this course will be scheduled from 9:00 a.m. until 5:40 p.m. Detailed delivery scheduled has been provided below.

9:00 a.m. – 1:10 p.m.- Session 1

- 9:00 a.m. – 10:00 a.m. theory
- 10:00 a.m. – 11:00 a.m. Demonstration
- 11:00 a.m. -11:10 a.m. Break
- 11:10 a.m. – 1:10 p.m.- Practice & Q/A session

1:30 p.m. – 5:40 p.m.- Session 2

- 1:30 p.m. – 2:30 p.m.-Theory
- 2:30 p.m. – 3:30 p.m.- Demonstration
- 3:30 p.m. – 3:40 p.m. - Break



- 3:40 p.m. – 5:40 p.m. - Practice & Q/A session

Course Delivery

This course will be delivered at ASLI's campus located at Level 2, 123 Lonsdale St, Melbourne, VIC 3000, Australia.

Mode of Delivery

This course is a classroom-based course that will include face-to-face training, group discussion and simulated work environment at ASLI's coffee corner located at ASLI's campus Level 2, 123 Lonsdale St, Melbourne, Vic 3000, Australia.

Assessment

ASLI utilises competency-based assessment to demonstrate that you have achieved the skills and knowledge required by nationally recognised standards. There may be oral questioning to assess learners' knowledge and skills gained during the course delivery.

Certification

On successful completion of the course, Learners will be issued with a non-accredited Certificate of Participation.

How to Enrol

To enrol into this course, please follow these simple steps:

- **Select a date-** We offer monthly intakes for a Barista course commencing 2nd Wednesday of each month. Some examples of the dates are listed below. Some examples of the dates are Wednesday 10 Aug 2022, Wednesday 14 Sep 2022, Wednesday 12 Oct 2022 and so on. For further clarification feel free to contact us on 03 9639 9951.
- **Complete the Short course enrolment form by making a payment via credit or debit card.**

**Alternatively, learners can request to avail short course enrolment form by emailing at apply@asli.vic.edu.au or from the reception.*

- *Receive an email with confirmation of your booking.*

Enquiries

For any further information or enquiries, learners can contact ASLI through following ways:

Email:

- apply@asli.vic.edu.au (for short course enrolment enquiries),
- sso@asli.vic.edu.au (for support services),

Call: +61 396 399 951, 1300 200 839

Visit: Level 2, 123 Lonsdale St, Melbourne, VIC 3000, Australia



Policies and Procedures

Fee payment and Refunds Policy and Procedures

Fees Payment

Fee Schedule

Course Fee	\$195 (Refer to website for current promotion)
Administration Fees (included in course fees)	\$50 (Non-refundable) *
Course date transfer fees for first time	\$10
Course date transfer fees for second time	\$30
Bank Transfer Fee	What the bank charges for the transfer
Credit Card Payment Surcharge	3% surcharge
Re-Issue of Certificates of participation	\$30

*Conditions Apply, refer to the course refund table provided below for more details.

Payments Details

Payments will be accepted in the form of cash, eftpos, bank transfer or by credit card as preferred by learners. Note: 3% surcharge will be charged on any transaction for the payment made by credit card. Learners can choose the options to make payment on the short course enrolment form available on ASLI's website www.asli.vic.edu.au.

Learner cancellation

Learners who cancel their enrolment for short course must inform Australian Study Link Institute in writing via email or at ASLI's reception at the soonest opportunity. Learners who cancel their enrolment for short course on the day of course delivery will not be entitled to any refund. Learners are advised to consider alternative options such as requesting to schedule another day or time. Please refer to the fee schedule table provided above for any additional fees applicable to change the date.

Refund

Process of Claiming Refund

A learner who wishes to apply for a refund of course fees in accordance with the refund policy should do so by filling up a short course refund application form available at ASLI's reception and website www.asli.vic.edu.au. Refund shall be processed within 20 working days of lodging this request. The form should be submitted at ASLI's reception:

RTO Connect Pty Ltd t/a Australian Study Link Institute
2, 123 Lonsdale Street, Melbourne, Victoria 3000, Australia
Or
Email us at apply@asli.vic.edu.au

All learners' refunds are conditional on the following:

Learners are requested to read the course refund table below for details:

Refund Circumstances	Refund of Course Fees Paid	Administratio n Fees
Withdrawal after the course start date	No refund	No refund
Withdrawal/ Cancellation before two days prior to course commencement.	100%	No refund
Withdrawal/ Cancellation on the day of course commencement.	No refund	No refund
Learner does not show up on the day of the course.	No refund	No refund
Learner abandons the course	No refund	No refund
Course withdrawn by the institute	100%	100%



The Institute cancels an enrolment due to serious learner misconduct	No refund	No refund
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Cooling off Period

ASLI will provide applicants a 3-day cooling off period. This means that if a student changes their mind after signing up the short course enrolment form for any reason and pays relevant course fees, a full refund of course fees paid till date will be provided. However, cooling off period won't be applied if learners' course starts in 3 days. Therefore, learners who changes their mind after enrolment must notify ASLI in writing within or before 3 days of the signed short course enrolment form.

Learner's Rights to Appeal

- Any learner who is refused for a refund by the institute may appeal within 20 working days in writing to the learner Campus Manager and follow the complaints and appeal process of ASLI.
- The institute's appeal process does not restrict the learner's right to pursue other legal avenues.
- The signed short course enrolment form and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the learner to act under the Australian Consumer Law if the Australian Consumer Law applies.

Learner Support Services

ASLI has support services in place for learners to help them gain skills and knowledge effectively. The support services include (but are not limited to) emergency, safety and security, critical incident/ learner's health, and safety, first Aid, complaints & Appeals / Administration Matters. Learners can seek help during course delivery by clarifying any doubts they may have with the trainers in the Question Answer (Q/A) session.

Learners can avail these services by contacting ASLI at +61 3 9639 9951 or email us at sso@asli.vic.edu.au or at reception.

Complaints and Appeals Policy and Procedures

➤ Informal Complaint Process

Learners who wish to make a complaint are encouraged to initially engage in informal discussion about the matter with the staff member/s involved. Any learner with a complaint may first raise the issue informally with Learner Support Officer, Administration Officer or Trainer and attempt an informal resolution of the complaint.

ASLI staff involved in the discussion of an informal complaint or appeal will do their best to resolve the matter effectively and quickly.

Learners who are not satisfied with the outcome of the complaint, they will be advised to register a formal complaint.

➤ Formal Complaint Process

Learners who are not satisfied with the outcome of the informal process can register a formal complaint in writing to the Learner Support Officer/Complaints Officer. Learners can also send an email alternatively to sso@asli.vic.edu.au.

Lodging a complaint

To register a formal complaint, a learner must complete and fill a learner complaints & appeals form providing:

- a clear and detailed statement of the complaint, including the parties involved.
- a suggested solution that the learner believes would settle the complaint (E.g., an appropriate solution will focus on achieving a productive study environment or relationship, rather than apportioning blame).

The resolution phase will commence within **7 working days** and all the complaints will be finalised as soon as practicable. **If a learner is dissatisfied with the outcome of the formal complaint process**, learners may initiate an internal appeal process.



➤ Internal Appeals Process

Internal appeals may arise from several sources including appeals against refund decisions, assessment outcomes, appeals against disciplinary actions and appeals against decisions arising from complaints. An Internal Appeal Process is initiated by a learner lodging an appeal via complaints and appeals form available from the learner Administration and/or ASLI website www.asli.vic.edu.au.

Time Frame and Acting on an Appeal: Within 10 working days of receiving the Complaints and Appeal Form. The outcome will be documented and will include the reasons for the decision. If the decision goes against the learner and/or learners is dissatisfied with the outcome, learners must try to facilitate discussion with the Chief Executive Officer to resolve the matter. Alternatively, learners will have the right to appeal externally.

➤ External Appeals Process

Learners can refer to **National training hotline** to lodge an external appeal or complain about the decision. **The National Training Complaints Hotline** is a joint initiative between the Commonwealth, state, and territory governments. Anyone with a complaint or query about the training sector can report a complaint and have it referred to the right authority for consideration. Learners can register a complaint with the National Training Complaints Hotline by calling 13 38 73.

If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the learner, ASLI will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision and advise the learner of that action or outcome.

Please note that the following procedures do not remove your right to seek other dispute resolution services, or to seek other legal remedies, provided by external bodies, such as, the Dispute Settlement Commission of Victoria, Consumer and Business Affairs Victoria, or the Equal Opportunity Commission Victoria.

Privacy

Learners' privacy is important to us, and all the personal & private information collected will be treated as confidential. ASLI takes the privacy of learners very seriously and complies with all legislative requirements. These includes the Privacy Act 1988 and Australian Privacy Principles. You can access information collected from you on the registration by contacting Learner Administration at the Institute.

Australian Privacy Principles: <https://www.oaic.gov.au/privacy/australian-privacy-principles>.

Privacy Act 1988: The Privacy Act is supported by the Australian Privacy Principles. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way. Refer to the link provided along for more information - <https://www.oaic.gov.au/privacy/the-privacy-act>.

Access, Correction and Complaints

You have the right to seek access to or correct your own personal information. You may also complain if you believe your privacy has been breached. Please contact ASLI by emailing us at apply@asli.vic.edu.au or call +61 396 399 951, 1300 200 839 for more information and/or visit office of the Australian Information Commissioner (OAIC) at <https://www.oaic.gov.au/> for more information.

For more information or any queries, please contact the ASLI on +61 396399951.