



OBJECTIVES:

To provide underemployed young people with the necessary skills and abilities through training and practice; to effectively and collaboratively operate under Coffee Connoisseurs banner. We will provide training activities and event practice. At the end of the 8-day training they would not only be classed as Approved Operators but have a Basic Food Safety Certificate through the City of Salisbury, a casual job opportunity and be more employable.

PROGRAM DURATION

- ✓ 8 Days over 4 Weeks
- ✓ 2 days each week, 9am- 4pm
- ✓ 8-10 participants, mixed gender and abilities.

APPROVED OPERATOR REQUIREMENTS:

- ✓ Attend All 8 Days and participated fully,
- ✓ Pass Food Safety.
- ✓ Be able to make 3 coffees in 4 minutes as per industry requirement.
- ✓ Sign and agree to the Approved Operator Agreement.
- ✓ Satisfactorily work with training team on practice events and in class.
- ✓ Have a 'can do' attitude and be willing to learn and develop themselves.
- ✓ Collaborate and work with everyone.

ATTACHED

Training Overview

Assessment Templates

Coffee Connoisseurs Training Guide / <https://www.docdroid.net/oXltJFC/coffee-connoisseurs-final-update-for-2017-programs.pdf>

Training OVERVIEW

Day 1

Coffee Van Being Used

- Centre Induction.
- Youth Development Survey.
- Professional Young People for Professional Outcomes.
- Approved Operator Agreement.
- Food Safety Training.
- Looking at the van – the machine etc.
- Making coffee... no instruction.
- Icebreakers, team bonding.
- What I know about coffee?

Day 2

Coffee Van Being Used

- Deep speak.
- Types of coffee.
- Using a coffee machine.
- Cleaning a coffee machine.
- Making a coffee – Extraction, Texturing, Heating, Pouring and Finishing.
- Who has their license.
- Manual – who knows how to drive it etc.
- Coffee Knowledge (1).

Day 5

Coffee Van Being Used

- Coffee Practice – troubleshooting any technique issues that may be present in operators.
- Uniforms distributed.
- Mock Event / Setup at Youth Centre.

Day 4

Coffee Van Being Used

- Coffee Trial Exam (In Pairs, Peer Assessment)
- Exit Card – What do I need to be successful, concerns that I have.

Day 8

Coffee Van Being Used

- Self-Reflection
- How do we get paid?
- Coffee Theory Test?
- Rostering?
- Mock Event. Setup at Youth Centre.

Day 6

Coffee Van Being Used

- CUSTOMER SERVICE Module on Lynda Training – Library Service
- WHS Discussion.

PRACTICE
PRACTICE
PRACTICE

Day 7

Coffee Van Being Used

- Coffee Exam (Individual)
- Setting Up at Carisbrooke Park (Group)
- Program Feedback.
- Where to from now?

Coffee
connoisseurs

a youth employment social enterprise

APPROVED OPERATOR REQUIREMENTS:

- Attend All 8 Days and have participated fully in the program.
- Passed Food Safety Certificate.
- Sign and agree to Approved Operator Agreement.
- Satisfactorily work with our team on training event and in class.
- Have a 'can do' attitude and be willing to learn and develop.
- Collaborate and work with everyone.



PEER ASSESSMENT

Template

Each participant will each need to produce **3 coffees in 4 minutes** – THIS IS INDUSTRY LEVEL REQUIREMENT. See over page for possible coffee orders to be selected at random and then made. Selection will be done by your trainer and randomly.

You will have a partner (or the trainer will assess you, depending on the group circumstance), who will time you and the also provide feedback on your 3 coffees in terms of taste and your techniques.

Your Name _____

Peer Assessor's Name _____

BEVERAGE TYPE	MAKE COMMENT ON THE TECHNIQUE & TASTE PROVIDE CONSTRUCTIVE COMMENTS
1.	
2.	
3.	
Time Taken	

Peer Assessor's Signature _____

Date _____

Sighted by Assessor _____

Date _____



Approved Operator Training

TRAINING PLAN/OVERVIEW

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POSSIBLE BEVERAGES TO BE MADE FOR PEER ASSESSMENT

Possible coffee orders to be selected at random and then made.
Selection will be done by your trainer and randomly.

1.	Cappuccino
2.	Latte
3.	Flat white
4.	Green Tea
5.	English Breakfast
6.	Chai Latte
7.	Dirty Chai
8.	Mocha
9.	Ristretto
10.	Long Black
11.	Americano
12.	Babycino
13.	Skinny Hot Chocolate
14.	Cappuccino with Soy Milk.
15.	Flat White with 1 Sugar
16.	English Breakfast with 2 sugars
17.	Mocha with 1 Sugar
18.	Long Black with 2 Sugars
19.	Skinny Double Shot Latte with 1 Sugar
20.	Espresso Macchiato
21.	Short Black
22.	Hot Chocolate with Soy Milk
23.	Cappuccino with 3 Sugars
24.	½ Strength Latte
25.	½ Strength Cappuccino



Approved Operator Training TRAINING PLAN/OVERVIEW

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FINAL ASSESSMENT

TEMPLATE

Final Assessment will be undertaken with a trainer/mentor (may be done in a group or individually) and will include:

- ✓ Final drive in the van and demonstration that you can in fact drive a manual car.
- ✓ Demonstration by you to trainer of full setup and pack down of the van.
- ✓ The coffee skills you have been practicing.
- ✓ This assessment will require you to dress in uniform and should be treated like you were serving customers, except in this case you are being assessed by the trainer/mentor.

Final Assessment

Participant Name _____

Assessor Name **DAMIEN WALKER**

Criteria	Achieved (tick when achieved)	Comments
Presentation <ul style="list-style-type: none">✓ Presents themselves on time.✓ Is wearing full and correct uniform, representing the brand well.✓ Take pride in their work and how they present themselves when working.✓ Has enclosed shoes worn.		
Final Drive <ul style="list-style-type: none">✓ Abides by road rules and travels to destination safely.✓ Can drive manual successfully.✓ Displays P Plates, if a provisional driver.		



Approved Operator Training

TRAINING PLAN/OVERVIEW

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Criteria	Achieved (tick when achieved)	Comments
Employability <ul style="list-style-type: none">✓ Able too collaboratively and successfully work in a team towards the common goals.✓ Starting to take (or is taking) own initiative in operating van✓ Has a positive and productive attitude.✓ Can motivate themselves and their team.✓ Has required knowledge to perform all tasks.✓ Asks for help, if/when needed.		
Setup/Pack Up of Van/Machines <ul style="list-style-type: none">✓ Setups up van/coffee machine and grinders ready for serving customers (includes trestle and banners).✓ Pack up van/coffee machine and grinders and following necessary cleaning instructions (includes trestle and banners).		
Coffee Skills <ul style="list-style-type: none">✓ Understands the processes surrounding coffee making and has demonstrated they can make excellent quality coffee.✓ Answers (with correct information) any questions the assessor has about the process they are using, the coffee etc.		



Approved Operator Training TRAINING PLAN/OVERVIEW

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Criteria	Achieved (tick when achieved)	Comments
Completed Food Safety ✓ Needs to achieve 90% for a pass mark to be given out.		
Completed Theory Test ✓ Needs to achieve 90% for a pass mark to be given out.		
Completed Peer Assessment ✓ Needs to be able to make 3 coffees in in 4 minutes (or close to).		
Completed detailed Self Reflection <u>Participants should answer the following in the written reflection.</u> ✓ How have you performed during the training program? ✓ What have you learnt about myself? ✓ Identify your current strength (minimum 3). ✓ Identify your current limitations/learning opportunities (minimum 3). ✓ What have you learnt about customer services? ✓ What have you learnt about the importance of working in team? Why teams?		

Final Comments

_____ has met the desired criteria of the final assessment and within the training package and is now an Approved Operator for the Coffee Connoisseurs.

Assessor Signature _____ Date _____