CTBP

COFFEE TECHNICIAN BEST PRACTICE

Professional Conduct, Safety and Best Practice for Commercial Coffee Equipment Technicians

A LEARNER-CENTRED FIELD GUIDE TO SAFE, EVIDENCE-BASED SERVICE · ILLUSTRATED

THE CTBP SERVICE ROADMAP

1 ASSESS	2 ISOLATE	3 MEASURE	4 VERIFY	5 EXPLAIN
Identify risk	Control energy	Use evidence	Prove safe	Close the loop

Every technician leaves a signature on every machine they service. Make yours one of safety, professionalism and quality.

PREPARED BY

Jovica Nakov

First Edition · Contemporary Field Guide

Torque & Bean ACADEMY

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DISCLAIMER

Coffee Technician Best Practice (CTBP) is an industry guide developed to promote safe work practices, technical competence and consistency within the commercial coffee equipment industry.

This publication is intended to complement, not replace, applicable Commonwealth and State legislation, Australian Standards, manufacturer instructions, workplace procedures and licence conditions.

Where differences exist, legislation, regulatory requirements and manufacturer documentation take precedence.

Technicians are responsible for ensuring they are competent, appropriately licensed or authorised, and working within the scope of their qualifications.

The author accepts no responsibility for injury, damage or loss resulting from the misuse or misinterpretation of this publication.

FOREWORD

The commercial coffee industry has grown rapidly over the past two decades. Equipment has become increasingly sophisticated, incorporating advanced electronics, hydraulic systems, pressure profiling, digital controls and complex water treatment systems. Despite these advancements, there remains no single Australian reference document describing the minimum professional standards expected of a Commercial Coffee Equipment Technician.

CTBP has been developed to address this gap.

It is not a manufacturer's service manual, nor is it a training course, an Australian Standard or an approved code of practice. Instead, it provides a practical framework for technicians, employers and training organisations by promoting consistent workmanship, safe work practices and professional conduct.

The purpose of CTBP is simple:

To improve safety, professionalism and consistency throughout the Australian commercial coffee equipment industry.

HOW TO USE THIS GUIDE

Each section includes, where relevant:

- Purpose
- Legislative Requirements
- CTBP Best Practice
- Inspection Checklist
- Documentation Requirements
- References (where applicable)
- CTBP Field Experience
- Industry Requirements
- Procedures
- Common Issues
- CTBP Principle

The guide is intended to be used by:

- Commercial Coffee Equipment Technicians
- Installation Technicians
- Employers
- Apprentices and Trainees
- Service Managers
- Training Organisations
- Equipment Distributors
- Service Contractors

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People are part of every risk assessment. Fatigue, distraction and time pressure slow reactions and cause mistakes — especially during electrical and pressurised work. Assess your own fitness for work and manage fatigue like any other hazard.

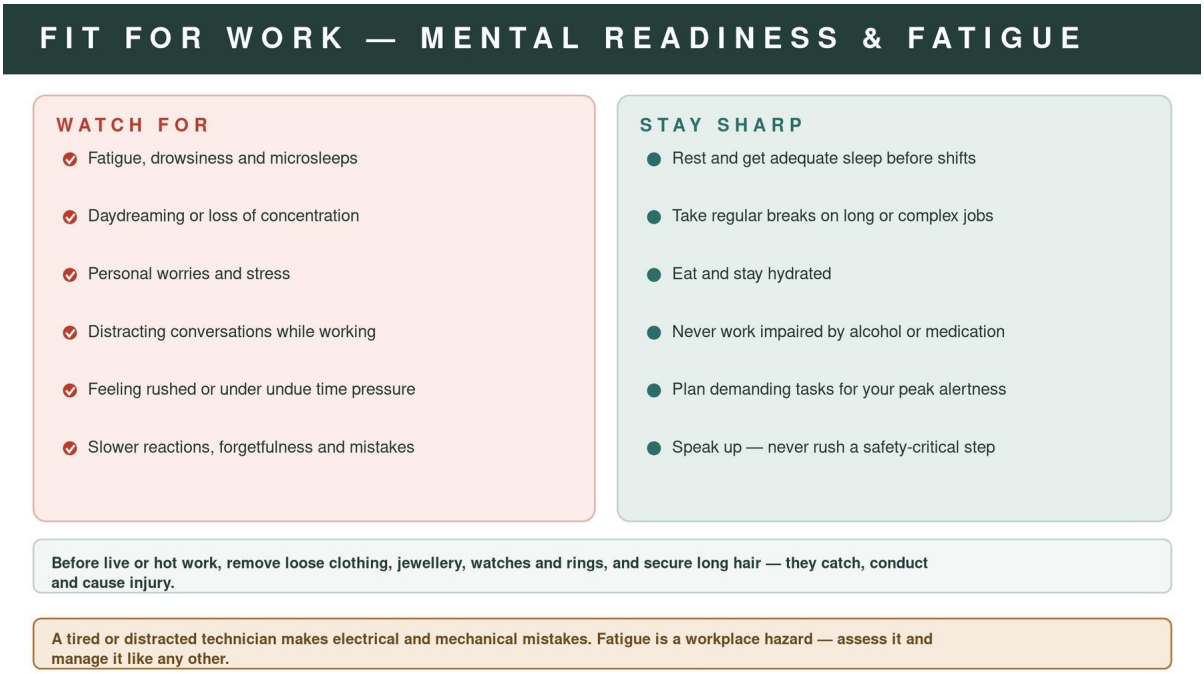


Figure 2.1 — *Fitness for work: recognising fatigue and staying mentally ready. Remove loose clothing, jewellery and watches, and secure long hair before live or hot work.*

2.4 Dynamic Risk Assessment

Risk assessment should continue throughout the task.

Review the assessment whenever:

- The scope of work changes.
- Equipment needs to be energised.
- Weather or environmental conditions change.
- Additional hazards are identified.
- Additional people enter the work area.
- The task becomes more complex than initially expected.

2.5 Hierarchy of Controls

Where a hazard has been identified, consider the most effective control measures. Where reasonably practicable:

1. Eliminate the hazard.
2. Substitute with a safer alternative.
3. Isolate the hazard.
4. Apply engineering controls.
5. Apply administrative controls.
6. Use appropriate Personal Protective Equipment (PPE).

PPE should be considered the final line of defence and should not replace higher-level control measures where these are reasonably practicable.

2.6 Stop Work Authority

Technicians should stop work immediately if:

- The task falls outside their competency.
- Isolation cannot be achieved safely.
- Required tools or test equipment are unavailable.
- The risk cannot be reduced to an acceptable level.
- Required licences or authorisations are not held.
- Suitable PPE is unavailable.
- Unsafe conditions develop during the work.

Where work is stopped, advise the customer or responsible person of the reason and document the circumstances.

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4.2.3 Isolation & Lock-Out Procedure

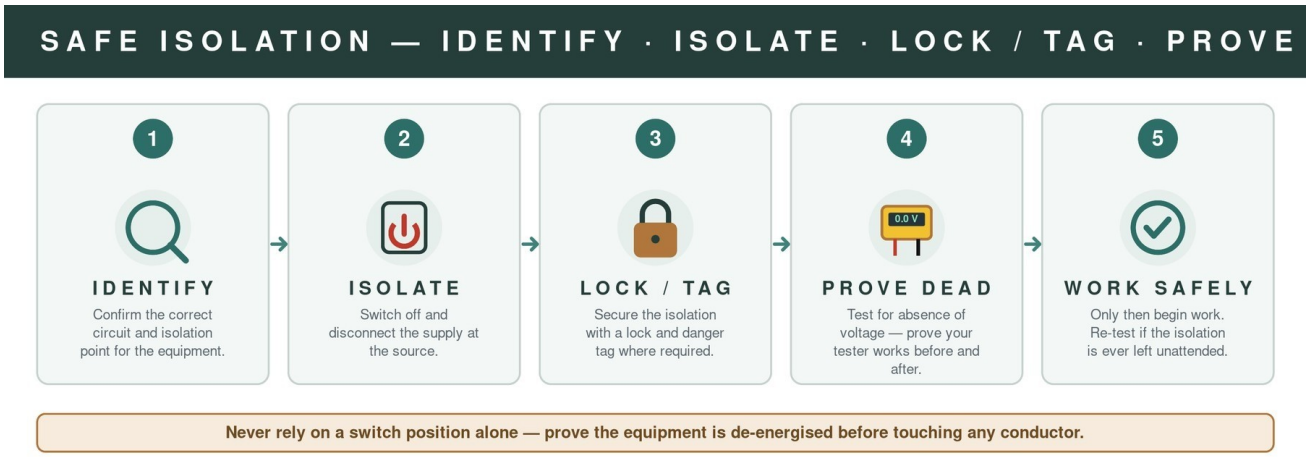


Figure 4.6 — *Safe isolation and lock-out / tag-out in sequence: identify, isolate, lock and tag, prove dead, then work. The lock secures the isolation; the tag tells others why.*

1. Notify the customer or responsible person, and the staff.
2. Identify the correct equipment and its isolation point — from the switchboard schedule, not by assumption.
3. Shut down the equipment.
4. Isolate the electrical supply at the source.
5. Isolate the water supply and relieve pressure (Section 5.3).
6. Apply your personal lock and danger tag where required.
7. Prove the equipment de-energised (4.2.4).
8. Commence work.

4.2.4 Prove De-energised — Prove, Test, Prove

A switch in the off position proves nothing. Prove it at the point of work:

1. Prove the tester on a known live source.
2. Test the equipment — every conductor: active to neutral, active to earth and neutral to earth.
3. Re-prove the tester on the known live source.

Verify:

☐ Correct machine and circuit.	☐ Lock and tag applied.
☐ Tester proved before and after.	☐ Absence of voltage confirmed.
☐ Others notified.	☐ Work area controlled.

Never touch exposed conductors until you have personally verified they are de-energised.

4.2.5 Removing Locks & Returning to Service

Before re-energising, confirm:

☐ Repairs completed	☐ Personnel clear
☐ Covers fitted	☐ Customer notified
☐ Tools removed	☐ Lock removed by the person who fitted it

Always communicate clearly before isolating or re-energising equipment.

4.2.6 Common Issues

• Wrong isolation point.	• Assuming equipment is isolated.
• Staff reconnecting equipment.	• Failure to notify staff.
• Faulty tester or incorrect meter setting.	• Testing only one conductor.
• Lock not removed correctly.	• Equipment re-energised unexpectedly.

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COFFEE TECHNICIAN BEST PRACTICE

Safe, evidence-based service — every machine, every visit.

A practical field guide for commercial coffee equipment technicians, apprentices, employers and training organisations. It sets out best practice for working safely on espresso machines, grinders, brewers and water treatment — from the first risk assessment to the final handover — and explains the reasons behind every step.

INSIDE THIS GUIDE

01 PROFESSIONAL STANDARDS
02 RISK & HAZARD MANAGEMENT
03 MANUAL HANDLING
04 ELECTRICAL SAFETY
05 HYDRAULIC SAFETY
06 WATER QUALITY & TREATMENT
07 INSTALLATION & COMMISSIONING
08 PREVENTIVE MAINTENANCE
09 FOOD SAFETY & HYGIENE
10 DOCUMENTATION & COMMUNICATION
11 PROFESSIONAL PRACTICE & ETHICS
12 PROFESSIONAL COMMITMENT

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