

About Us - Complete Hospitality Training

Canonical: <https://cht.edu.au/about/>

Details:

Complete Hospitality Training (Vic) Pty Ltd is a registered training organisation, RTO code 3722 , first registered on 1 June 1994 . Our current registration period runs from 1 July 2025 to 30 June 2032 .

We operate under three separate regulatory regimes , which is unusual and worth understanding, because standing in one says nothing about the others.

Our story and purpose

Our family's hospitality training story began before CHT became a registered training organisation. Russell Steabben helped develop an early bartending course in 1972 after teaching at William Angliss Institute. Russell and Gillian Steabben founded the Australian Catering Academy in 1985, acquired Victorian Bar School in 1989, and established Complete Hospitality Training in 1994. This heritage is distinct from the formal RTO registration date shown below. We remain a family-owned organisation focused on practical hospitality training.

Our vision is to lead in hospitality-focused vocational training. Our mission is to teach the value of service, and our purpose is to open opportunities for people who learn with us. Our RECIPE values are Respect , Enthusiasm , Commitment , Integrity , Passion and Excellence . They describe how we want learners, trainers and partners to experience our work. These statements and the early milestones come from our current About page ; the regulatory dates and scope below come from the cited registers.

The organisation

Legal name	Complete Hospitality Training (Vic) Pty Ltd
RTO code	3722
ABN	27 006 947 262
ACN	006 947 262
Initial registration	1 June 1994
Current registration period	1 July 2025 to 30 June 2032
Status	Current
CRICOS provider code	04242E
Current regulator	Australian Skills Quality Authority (ASQA)
Legal authority	National Vocational Education and Training Regulator Act 2011

The corporate record behind those identifiers is separately verifiable on the Australian Business Register , which is a different register from the national training register. Under ABN 27 006 947 262 it records the entity name as COMPLETE HOSPITALITY TRAINING (VIC.) PTY. LTD. — note the punctuation, which is the registered form — the entity type as an Australian private company , ACN 006 947 262 , the ABN as active from 22 May 2000 , GST registered from 1 July 2000 , a main business location in VIC 3000 , and that the entity is not entitled to receive tax deductible gifts. The ABN date is a fact about the ABN rather than a trading history: the RTO code and the legal name both start on 1 June 1994, and the two registers simply began recording at different times.

Thirty-two years of continuous registration

The registration record is unbroken from 1994, but the regulator changed partway through. We began under the Victorian regulator and moved to the national regulator in 2017.

Registration period	Regulator
1 Jun 1994 – 29 Jun 2008	Victorian Registration and Qualifications Authority
30 Jun 2008 – 7 Sep 2017	Victorian Registration and Qualifications Authority
8 Sep 2017 – 30 Jun 2018	Australian Skills Quality Authority
1 Jul 2018 – 30 Jun 2025	Australian Skills Quality Authority
1 Jul 2025 – 30 Jun 2032	Australian Skills Quality Authority

The 2008 period was closed early, and the national register records the reason: "Registration period was ended to facilitate a transfer of registration to another Legal Authority". That is the 8 September 2017 transfer from VRQA to ASQA. Nothing about the organisation's standing changed; the supervising regulator did.

One point of possible confusion worth pre-empting. The current registration ends 30 June 2032 , and so do 16 of the 17 qualifications on the scope. Those are two different things that happen to share a date — a qualification end date comes from the training package, a registration end date comes from ASQA.

Trading names

We operate under several business names. If you have encountered one of these, it is the same registered training organisation, RTO 3722 :

Trading name	Registered from
Victorian Bar School	1 June 1994
Complete Hospitality Training	12 December 2011
Ready Serve Achieve Melbourne	6 March 2018
Coffee School by CHT	20 May 2021
Alchemy Institute of Australia	12 September 2024

Victorian Bar School is the original — it carries the same start date as the RTO code itself.

There is also a sixth name on the register that is no longer in use: Complete Healthcare Training , which ran from 24 October 2023 to 19 April 2025 . It matters for one specific reason. If you hold a certificate or Statement of Attainment issued in that name during that window, it is a genuine RTO 3722 credential, and it can be verified against RTO 3722 even though the trading name has ended.

A second register, with two names the first one does not carry

The trading names above come from the national training register . A different register — the Australian Business Register — records registered business names for the same legal entity, and the two lists are not identical. The ABR entry for ABN 27 006 947 262 carries seven current business names:

Registered business name	From
COMPLETE HOSPITALITY TRAINING	12 Dec 2011
Melbourne Barista	14 Jun 2017
Victorian Bar School	6 Mar 2018
Ready Serve Achieve Melbourne	6 Mar 2018
THE COFFEE SCHOOL	25 Nov 2020
Coffee School by CHT	20 May 2021
Alchemy Institute of Australia	12 Sep 2024

Two of those — Melbourne Barista and THE COFFEE SCHOOL — do not appear on the training register's trading-name list at all. Anyone who has dealt with either is dealing with the same legal entity behind RTO 3722.

The dates in the two lists are not comparable , and the difference is not a discrepancy. A business-name registration date records when that name was registered under business-names law; a training-register trading-name date records when the name was recorded against the RTO. Victorian Bar School shows 1 June 1994 on the training register and 6 March 2018 on the ABR for exactly that reason. Neither is wrong.

This is the general point about verifying any Australian VET document: the RTO code on the certificate is what identifies the issuer , not the brand on the letterhead.

Locations

Site	Address
Head office	Level 3, 28 Elizabeth Street, Melbourne VIC 3000
Sydney	410 Elizabeth Street, Surry Hills NSW 2010

CRICOS registration covers the Melbourne campus , with a total registered capacity of 300 international students across three courses.

Three regulatory regimes

This is the structural fact about us that most matters, and the one most often collapsed into a single claim of being "accredited".

1. ASQA — vocational education

Registration as RTO 3722 under the National Vocational Education and Training Regulator Act 2011 . This is what permits CHT to deliver nationally recognised training and issue qualifications and Statements of Attainment.

The scope of registration covers 17 current qualifications , 81 current skill sets and 579 current units of competency , drawn from sixteen training packages. Every current item on the scope is held at the extent "deliver and assess" — there are no assess-only entries, which means we both train and assess across our whole scope.

The scope also carries a much larger tail of superseded items. That is normal and not a defect: when a training package is updated, the old code stays on the record with a superseded status so past certificates remain traceable. In total the register holds 1,876 entries against RTO 3722, of which 715 are current.

2. CRICOS — international students

Registration as provider 04242E under the Education Services for Overseas Students Act 2000 and the National Code. This permits CHT to deliver to student visa holders, and covers three courses only :

Course	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 neither is available on a student visa.

3. TRA — migration skills assessment

Appointment by Trades Recognition Australia , within the Department of Employment and Workplace Relations, to conduct skills assessments for Chef (ANZSCO 351311) and Cook (ANZSCO 351411) under both the TSS Skills Assessment Program and the Offshore Skills Assessment Program .

This sits under the Migration Regulations 1994 rather than the VET framework. Two occupations only — and note that Cafe or Restaurant Manager is not on the Core Skills Occupation List , so a management qualification is valuable for the job without being a visa pathway. See skills assessment .

What registration actually obliges an RTO to do

Registration is not a badge. It is a set of enforceable obligations, and the ones that bear on a student are worth naming because they are the things you can hold any provider to.

Since 1 July 2015 every RTO in Australia has operated under the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2015 , which replaced the 2015 Standards. There was no transition period , so the whole of our current registration term — 1 July 2015 to 30 June 2032 — runs under this instrument.

It is organised as four Quality Areas containing 23 Outcome Standards . Each standard states a required outcome, and each is followed by performance indicators the RTO has to be able to demonstrate.

Quality Area	Obligations most likely to matter to you
1. Training and assessment	Assessment tools must be reviewed before they are used (1.3). Assessment must satisfy the principles of assessment and the rules of evidence, with validity expressly requiring practical application in a practical setting (1.4). Every training product must be validated at least once

	every five years on a documented risk-based approach (1.5). Recognition of prior learning must be offered (1.6), and credit transfer recorded on the certification documentation (1.7).
2. VET student support	Course code, title, duration, delivery modes, location, fees and whether any licensing or occupational licence requirements apply must be given to you before any fees are payable (2.1). Your skills and competencies, including language, literacy, numeracy and digital literacy, must be reviewed before enrolment and you must be advised whether the course suits you (2.2) — the pre-training review. Reasonable adjustment must be made consistently with the Disability Standards for Education 2005 (2.4). The environment must be safe, inclusive and culturally safe for First Nations people (2.5). Wellbeing needs must be identified by reference to what the course actually teaches (2.6). Complaints (2.7) and appeals (2.8) systems must be publicly available, procedurally fair, and appeals must offer independent review at no or low cost .
3. VET workforce	Enough trainers, assessors and staff for what is offered, with access to continuing professional development (3.1). Training and assessment delivered by credentialed people, with the Credential Policy accompanying the Standards specifying which credentials each role requires (3.2). Industry competencies relevant to, and at least to the level of, the training product, plus an understanding of current industry practice (3.3).
4. Governance	Governing persons must be fit and proper (4.1). Risks to students and staff must be managed, conflicts of interest disclosed, and where learners are under 18 their safety managed under the National Principles for Child Safe Organisations (4.3). Monitoring and improvement must cover the entire scope of operations, not only the courses being marketed (4.4).

When citing Standard 2.2 it is worth naming the instrument, because the National Code 2018 also has a Standard 2.2 and it is a different rule about a different cohort — assessing an overseas student's English and prior study for course entry.

Several further obligations sit in the Compliance Requirements that accompany the Standards rather than in the Standards themselves:

Certification must issue within 30 calendar days of the assessment being completed, where the student has completed the qualification and paid all agreed fees.

Assessment evidence must be retained for two years after the student completes the training product.

A material event affecting compliance must be notified to the regulator within 10 business days , and a change of ownership before it takes effect.

An Annual Declaration on Compliance must be lodged by the listed chief executive.

Third parties may not use the NRT logo, use the RTO's branding, or issue AQF certification documentation.

When a training product is superseded, new enrolments stop within a year of the replacement being listed and existing students must be transitioned in a timely manner.

None of that is CHT-specific. It is the floor every RTO sits on, which is exactly why it is useful for comparing providers: a claim that is not one of these obligations is a marketing claim.

Scope by training package

Training package	Qualifications	Skill sets	Units
SIT Tourism, Travel and Hospitality	9	22	180
BSB Business Services	4	23	201
CHC Community Services	3	21	76
SIR Retail Services	1	8	49
HLT Health	0	5	23
PSP Public Sector	0	0	12
CPP Property Services	0	0	11
CUA Creative Arts and Culture	0	1	9
DEF Defence	0	0	6
SIS Sport, Fitness and Recreation	0	0	3
FNS Financial Services	0	0	2
SIF Funeral Services	0	0	2
TAE Training and Education	0	0	2
TLI Transport and Logistics	0	0	2
ICT Information and Communications Technology	0	0	1
AHC Agriculture, Horticulture and Land Management	0	1	0
Total	17	81	579

The community services and health entries are worth noting, since the organisation's name does not suggest them. We deliver aged care, individual support, and leisure and health qualifications alongside hospitality — and the 81 skill sets span seven sectors , not just hospitality.

One honest caveat on the retail entry. The single SIR qualification is SIR30216 Certificate III in Retail , and its end date of 28 June 2024 has passed. It remains on the scope record, but it is not a currently available qualification and should not be treated as one.

The 17 current qualifications

Code	Title
BSB30120	Certificate III in Business
BSB40120	Certificate IV in Business
BSB40520	Certificate IV in Leadership and Management
BSB50120	Diploma of Business
CHC33021	Certificate III in Individual Support
CHC43015	Certificate IV in Ageing Support
CHC43415	Certificate IV in Leisure and Health
SIR30216	Certificate III in Retail — end date passed, 28 June 2024
SIT20322	Certificate II in Hospitality
SIT20421	Certificate II in Cookery
SIT30622	Certificate III in Hospitality
SIT30722	Certificate III in Hospitality (Restaurant Front of House)
SIT30821	Certificate III in Commercial Cookery
SIT40422	Certificate IV in Hospitality
SIT40521	Certificate IV in Kitchen Management
SIT50322	Diploma of Event Management
SIT50422	Diploma of Hospitality Management

SIT20322 and SIT20421 are different qualifications , not variants of one: SIT20322 is Certificate II in Hospitality , SIT20421 is Certificate II in Cookery . Both are current. The pair is transposed often enough to be worth stating explicitly.

Five of the sixteen currently available qualifications are recorded on the national register as equivalent to the code they replaced — SIT20322, SIT20421, SIT30821, SIT40521 and BSB40520. For the other eleven the register does not deem the old and new codes interchangeable, so holding the superseded version is a matter for credit transfer and recognition of prior learning rather than an automatic upgrade.

Where each qualification can be delivered

An RTO may only deliver and assess within its registered scope, and our delivery footprint is not uniform across states .

Delivery area	Qualifications
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All 8 states and territories	SIT20421, SIT30622 , SIT30722 , SIT40422 , all four BSB, all three CHC
SA, TAS, VIC, WA	SIT30821 Commercial Cookery
SA, VIC, WA	SIT20322 Certificate II in Hospitality
VIC, WA	SIT40521 Kitchen Management
Victoria only	SIT50322 , SIT50422

Confirm the current position for your state on the national register before enrolling, since delivery footprints change independently of the qualification itself.

How to verify all of this

Every claim above is a public record, and you should not take any of it on trust from a provider's own website — including this one.

ASQA registration and scope. Search RTO code 3722 on training.gov.au . The record shows registration status, every registration period back to 1994, the legal and trading names with their dates, and the full scope.

CRICOS registration. Search provider code 04242E on the CRICOS register at cricos.education.gov.au.

TRA appointment. Check TRA's published RTO Finder , which lists the occupations each approved RTO may assess.

A certificate. A nationally recognised outcome is a qualification testamur or a Statement of Attainment naming the unit or qualification code and the issuing RTO code . A "Certificate of Achievement" or "Certificate of Completion" is not a nationally recognised outcome. If the trading name on the document is unfamiliar, check it against the trading-name list above before assuming anything is wrong.

A licensing claim. Registration as an RTO is not the same as approval by a liquor, food or gaming regulator. Those are separate registers held by separate bodies, and a provider's RTO status tells you nothing about them. Check the relevant regulator directly — see RSA in Australia .

Your USI, and what should not be printed on your certificate

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.

Two related points that are easy to get wrong. The RTO must ask the Registrar to verify that a student identifier belongs to you before using it for any purpose. And the USI itself must not be printed on the qualification or the Statement of Attainment, so its absence from your certificate is correct rather than an error.

Contact

Complete Hospitality Training (Vic) Pty Ltd , RTO 3722, CRICOS provider code 04242E Level 3, 28 Elizabeth Street, Melbourne VIC 3000 melbourne@cht.edu.au | +61 3 9654 1554

See our story , all courses , skills assessment , policies , the student toolkit , the sitemap or contact .

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.

How long have you been registered?

Since 1 June 1994, continuously. The current registration period runs from 1 July 2025 to 30 June 2032.

What is your RTO number?

1. The CRICOS provider code is 04242E. The ABN is 27 006 947 262.

Who regulates CHT?

The Australian Skills Quality Authority, since 8 September 2017. Before that it was the Victorian Registration and Qualifications Authority.

Which standards do you have to comply with?

The Outcome Standards for RTOs, made as the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025, in force from 1 July 2025 with no transition period. They are arranged as four Quality Areas containing 23 Outcome Standards, supported by a Credential Policy and a set of Compliance Requirements.

Does an RTO have to offer recognition of prior learning?

Yes. Standard 1.6 requires RPL to be offered, and to be evidence-based, documented, fair and consistent. Standard 1.7 covers credit transfer, which is the separate and simpler process for a unit you have already completed at any RTO. Both are raised at the pre-training review under Standard 2.2 of the Outcome Standards for RTOs.

How quickly must a certificate be issued?

Within 30 calendar days of the assessment being completed, provided you have completed the qualification and paid all agreed fees.

Do I need a USI to study with you?

For nationally recognised training, a USI is generally required before your qualification or Statement of Attainment can be issued, unless an applicable exemption applies. We can explain the requirements for your enrolment. See the official USI exemption guidance (<https://www.usi.gov.au/students/create-your-usi/exemptions-usi>). Creating a USI is free; recover an existing one rather than creating another.

Is Victorian Bar School the same organisation?

Yes. Victorian Bar School, Ready Serve Achieve Melbourne, Coffee School by CHT and Alchemy Institute of Australia are all trading names of Complete Hospitality Training (Vic) Pty Ltd, RTO 3722. Victorian Bar School is the original, registered since 1994.

I have a certificate from "Complete Healthcare Training". Is it valid?

Yes. That was a registered trading name of RTO 3722 from 24 October 2023 to 19 April 2025. A certificate issued in that name during that period is a genuine RTO 3722 credential and verifies against RTO 3722.

Do you have a Sydney location?

Yes, at 410 Elizabeth Street, Surry Hills NSW 2010, alongside the Melbourne head office. CRICOS registration covers the Melbourne campus.

How many qualifications do you deliver?

17 current qualifications, plus 81 current skill sets and 579 current units of competency, across sixteen training packages.

What is a skill set, and why are there so many?

A skill set is a nationally recognised group of units, smaller than a qualification but recorded against your USI in the same way. They exist to package a specific job requirement — food safety supervision, espresso operation, responsible service of alcohol — without a full qualification. They outnumber the qualifications because one qualification's units can be recombined many ways.

Are you only a hospitality provider?

No. It also delivers four business qualifications and three community services qualifications covering individual support, ageing support, and leisure and health. The skill sets reach further again, into health and infection control, retail, creative arts and horticulture.

Is the Certificate III in Retail available?

No. SIR30216 is on the scope record but its end date of 28 June 2024 has passed.

Can international students study any CHT course?

Only the three CRICOS-registered ones: SIT40422 (116358F), SIT50322 (118427D) and SIT50422 (115534C). The rest of the scope, including both cookery qualifications, is not available on a student visa.

Do you do migration skills assessments?

Yes, for Chef (351311) and Cook (351411) only, under both the TSS and Offshore Skills Assessment Programs, through its TRA appointment. Cafe or Restaurant Manager is not on the Core Skills Occupation List.

Does being an RTO mean you are approved by every regulator?

No, and this is the most common misreading. RTO registration is granted by ASQA for vocational training. Liquor, food safety and gaming approvals are separate, held by separate state bodies, and must be checked separately.

Why does the scope list so many superseded items?

Because superseded codes stay on the record so that past certificates remain traceable. Of 1,876 entries against RTO 3722, 715 are current. A long superseded tail is a sign of a long-registered provider, not a problem.

What is your registered legal entity name?

The Australian Business Register records it as COMPLETE HOSPITALITY TRAINING (VIC.) PTY. LTD., an Australian private company, ABN 27 006 947 262, ACN 006 947 262. "Complete Hospitality Training" on its own is a registered business name rather than the entity name.

I dealt with "The Coffee School" or "Melbourne Barista". Is that the same organisation?

Yes. Both are current registered business names of the same legal entity on the Australian Business Register, under ABN 27 006 947 262, even though neither appears on the national training register's trading-name list. The two registers record different things.