

Course Enquiry - Complete Hospitality Training

Canonical: <https://cht.edu.au/course-enquiry/>

Details:

This page carries CHT's course enquiry form. The form is a live element and is not reproduced here — what follows is what to have ready before you use it, and the questions worth asking, because several of them determine whether a course will actually meet your requirement.

Ask the jurisdiction question first

If your enquiry concerns a licensing-linked course, the state matters more than the date, the price or the format. Getting this wrong is the single most common and most expensive mistake.

Responsible Service of Alcohol has no national credential. Each state and territory runs its own arrangement, and they differ structurally — some operate an approved-provider scheme, some do not, and some issue their own card or certificate on top of the training. An RSA that satisfies one state does not automatically satisfy another. Before enrolling, confirm which state you will be working in and check the RSA page , which sets out the position for each.

Food Safety Supervisor certification is similarly split. New South Wales issues its own FSS certificate through a separate process after the training, with its own timeframes and fee cap. See food safety supervisor .

What to have ready

For a short course enquiry:

the state or territory you will be working in

whether you need the credential by a particular date

whether an online, self-paced version is acceptable for your purpose — for RSA this is jurisdiction-dependent

whether an employer is paying or requires particular evidence

For a qualification enquiry, add:

your Unique Student Identifier , or the fact that you need to create one — see USI

any prior qualifications or units that might support credit transfer or recognition of prior learning

whether you are enrolling as an individual, or under an apprenticeship or traineeship with an employer

your visa status, if you are not an Australian citizen or permanent resident

The pre-training review

Every learner enrolling in a qualification with CHT completes a pre-training review before enrolment. This is a requirement under the Standards for RTOs rather than a CHT formality, and it does three things:

establishes that the qualification you are asking about is actually the right one for your goal

identifies opportunities for recognition of prior learning or credit transfer , which can shorten the course determines what learning support you need

It also assesses language, literacy and numeracy. CHT's published expectation for its qualifications is around Australian Core Skills Framework Level 3 , broadly equivalent to senior secondary. That is a starting point for a conversation about support, not a barrier.

CHT also applies age conditions: learners must be 16 or over at commencement, with additional documentation required for those under 17 depending on whether Year 10 has been completed.

Scope questions worth asking

Two things about CHT's registered scope are not obvious from the website and are worth raising directly.

The unmarketed scope is large. CHT holds 16 qualifications and 76 skill sets across hospitality, business, community services and health. The website markets roughly ten courses, nearly all hospitality. If what you need sits in business (BSB) or community services (CHC) — aged care, individual support, leisure and health — it may well be on scope even though it is not advertised. Ask.

Delivery states are not uniform. Eleven of the sixteen qualifications are registered for all states and territories. Five are restricted, and two — the Diploma of Event Management and the Diploma of Hospitality Management — are registered for Victoria only . If you are outside Victoria, confirm before you plan around them.

Where to go instead

If you want to	Use
Browse short courses first	Courses
Browse qualifications	Workplace training
Check RSA by state	RSA
Ask about training for your venue's staff	Work with us
Register interest without a specific course	Expression of interest
Ask about skills assessment for migration	Skills assessment
Reach CHT by phone or in person	Contact
Raise a complaint or appeal	Policies — not this form

Common questions

How quickly will CHT respond?

CHT does not publish a response time. If your enquiry is time-critical, phone rather than use the form.

Do I need a USI before I enquire?

No. You need one before a nationally recognised qualification or statement of attainment can be issued to you. Creating one is free and takes minutes — see USI .

Can I ask about a course that is not listed?

Yes, and it is worth doing. CHT's registered scope is considerably wider than what it markets.

Is this the right form for a complaint?

No. Complaints and appeals run through a defined process with its own timeframes — see policies .

About the provider

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 .

Scope and delivery-state positions verified against the training.gov.au National Register for RTO 3722.