

Enquiry Form - Complete Hospitality Training

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

Details:

This page carries CHT's general enquiry form — the front door for questions that do not belong to a specific course, booking or process. The form is a live element and is not reproduced here.

CHT operates several separate intake routes, and using the wrong one is the most common cause of a slow answer. This page is mostly a routing map.

Where your enquiry should actually go

If your question is about	Use
A specific course, dates, price or suitability	Course enquiry
Interest in training generally, without a course in mind	Expression of interest
Training for your venue's or organisation's staff	Work with us
Skills assessment for migration purposes	Skills assessment or TRA assessment
The 407 internship program	Hospitality internship
Becoming an education agent for CHT	Agents application
Support while you are enrolled	Student support booking
A complaint or an appeal	Policies — not this form
Your USI	USI
Employment with CHT	Work with us
Reaching a person by phone or in person	Contact

The complaints row is the one that matters most. A complaint submitted through a general enquiry form may not enter the complaints management system, which is the mechanism that carries obligations of procedural fairness, defined timeframes, a documented outcome and avenues for further action. If you want those protections, use the complaints process by name.

Questions CHT can answer, and questions it cannot

Worth knowing before you write, because it saves a round trip.

CHT can tell you about: its scope of registration, what it delivers and where, entry requirements, fees, session availability, credit transfer and RPL, its policies, and the credential you receive.

CHT cannot give you migration advice. CHT is a registered training organisation, not a migration agent. In Australia, immigration assistance may only be given by a registered migration agent or an Australian legal practitioner. CHT can tell you what a skills assessment involves; it cannot advise on your visa. Check the OMARA register for a registered agent.

CHT cannot tell you what a regulator will decide. Whether a particular RSA satisfies a particular state, whether a licensing authority will accept a credential, whether an employer's requirement is met — these are questions for the relevant authority. CHT can tell you what it delivers and what the credential is.

Two things worth asking about

Both are invisible on the website and both change what is possible.

The registered scope is far wider than the marketing. CHT holds 16 qualifications and 76 skill sets across hospitality, business, community services and health — including aged care, individual support, and leisure and health. The website markets roughly ten courses, almost all hospitality. If what you need is not listed, ask anyway; it may well be on scope.

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

What to include

A useful enquiry states: what you want to achieve, where you are located or will be working, any deadline, and whether you are enquiring for yourself or on behalf of an organisation. If a state licence is involved, name the state — it is usually the determining fact.

Common questions

How quickly will CHT respond?

CHT does not publish a response time for enquiries. If your question is urgent, phone — +61 3 9654 1554 .

Is this the same as the course enquiry form?

No. Course enquiry is for questions tied to a specific course. This one is general.

Can I use this to raise a complaint?

You can send anything through it, but a complaint should go through the complaints process so it attracts the obligations that attach to one. See policies .

Will CHT tell me if I need an RSA for my job?

CHT can explain what its RSA courses cover and which jurisdiction each addresses — see RSA . Whether your specific role requires one is a question for the licensing authority in your state or your employer.

I am overseas. Can I enquire about studying with CHT?

Yes, though only three of CHT's courses are CRICOS-registered and available on a student visa: SIT40422 (116358F), SIT50322 (118427D) and SIT50422 (115534C).

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