

FAQ - Complete Hospitality Training

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

Details:

The questions below come up constantly, and several have answers that surprise people. Where a question deserves a full page, this one gives the short answer and links to it.

Checking a course or a provider

How do I know if a course is nationally recognised?

Look for two things: a unit or qualification code (like SITHFAB021 or SIT40422) and an RTO number . If a course description carries neither, it is not delivering nationally recognised training, however well it is taught.

What document proves it?

Either a qualification testamur or a Statement of Attainment , naming the code and the issuing RTO. A document titled Certificate of Achievement , Certificate of Completion or Certificate of Attendance is not a nationally recognised outcome.

How do I check an RTO?

Search its code on training.gov.au . CHT's is 3722 . The record shows registration status, expiry, and the full scope including which states each qualification may be delivered in.

A provider says it is "government approved". Is that meaningful?

Sometimes, sometimes not, and it depends entirely on the jurisdiction. New South Wales and Victoria run real approved-provider schemes for RSA with public lists. Queensland and Western Australia run none at all — so "OLGR-approved" or "DLGSC-approved" describes a scheme that does not exist. Always check against the regulator, not the provider.

Responsible Service of Alcohol

Will my RSA work in another state?

Often not. This is the single most common misunderstanding.

Jurisdiction	Interstate certificate accepted?
Queensland , Western Australia	Yes , without conditions, no expiry
Victoria	Yes, but the provider must be on LCV's approved list

Northern Territory, ACT	Yes, three-year expiry
Tasmania	Staff only, not licence holders
New South Wales , South Australia	No — retrain with a locally approved provider

See Responsible Service of Alcohol for the full picture.

I finished my Victorian RSA course but have no certificate. Why?

Because Victoria has two stages . After the accredited course, Liquor Control Victoria emails a certificate number; you then complete the Learning Hub pre-survey, the SHARPR module and the post-survey before you can download the certificate. See RSA Victoria .

Does RSA expire?

It depends on the state. Queensland and Western Australia impose no expiry. Victoria requires a free refresher every three years. The NT and ACT expire it after three years.

Can I do RSA online?

Yes, everywhere. Online delivery is permitted in every jurisdiction — the constraint is provider approval in some states, not the delivery mode. See RSA online .

Food safety

Is a food handling certificate the same as a Food Safety Supervisor certificate?

No , and this is an expensive confusion. Food handling is SITXFSA005 . A Food Safety Supervisor needs SITXFSA005 and SITXFSA006 — and in New South Wales , a separate state-issued FSS certificate from an RTO approved by the NSW Food Authority. See food handling and Food Safety Supervisor .

Is there free food safety training?

Yes — DoFoodSafely in Victoria and Queensland, Food Handler Basics in NSW, FoodSafe and I'm Alert in WA. They may satisfy a basic food handler obligation but are not accredited , produce no Statement of Attainment, and do not count toward a qualification.

Does my Food Safety Supervisor certificate expire?

Five years for category 1 and 2 businesses. In New South Wales that five years is statutory, and recertification must be done through an approved RTO within 90 days of expiry.

First aid

Does my first aid certificate expire after three years?

The Statement of Attainment does not expire. HLTAID011 sets no expiry and no refresher interval, and expressly refers the question to work health and safety regulators. What most workplaces apply is a three-year expectation drawn from WHS codes of practice , which use the word should . See first aid .

Qualifications and codes

My qualification code has been superseded. Is it still valid?

A completed qualification remains completed. Whether it counts as equivalent to the current code is recorded on the National Register, and it differs case by case. SIT30821 and SIT40521 are equivalent to their predecessors; SIT30622 , SIT30722 , SIT40422 , SIT50322 , SIT50422 and BSB30120 are not .

What is the difference between a qualification and a Statement of Attainment?

A qualification means you completed a full packaging rule — anywhere from 12 to 33 units. A Statement of Attainment covers individual units, or partial completion. Both are nationally recognised and both appear on your transcript.

Can a short course count toward a qualification later?

Yes, through credit transfer , provided the unit appears in the qualification you enrol in.

Enrolment and eligibility

Do I need a USI?

Yes. Section 53 of the Student Identifiers Act 2014 prohibits an RTO from issuing a qualification or Statement of Attainment to anyone without one. It is free and lifelong. See USI .

Can CHT deliver in my state?

Most qualifications, yes. But commercial cookery is SA, TAS, VIC and WA only; kitchen management is VIC and WA; and both diplomas are Victoria only . See about for the full table.

Which courses can international students take?

Only the three CRICOS-registered ones: SIT40422 (116358F), SIT50322 (118427D) and SIT50422 (115534C). Neither dedicated cookery qualification is CRICOS-registered.

I have years of experience but no qualification. Does that count?

Potentially, through recognition of prior learning . It is a real assessment against the same evidence requirements, not a shortcut, and RTOs are required to offer it under Standard 1.6. See skills assessment .

Gambling

Where do I do Victorian RSG training?

At rsgonline.vic.gov.au , delivered free by the Department of Justice and Community Safety. No RTO can provide it , and completing SITHGAM022 with an RTO does not discharge the Victorian requirement. See RSG .

Your rights

Can I appeal an assessment result?

Yes. Standard 2.8 of the 2025 Outcome Standards requires every RTO to have an appeals process. If you have been assessed as not yet competent and disagree, you are entitled to appeal.

Who do I complain to if the RTO does not resolve it?

The Australian Skills Quality Authority . International students may also approach the Overseas Students Ombudsman . See policies .

What is a pre-training review?

The suitability assessment required under Standard 2.2, completed before enrolment. It confirms the qualification suits you and identifies RPL, credit transfer and support needs.

Migration

Does CHT do migration skills assessments?

Yes, for Chef (ANZSCO 351311) and Cook (351411) , under the TSS and Offshore Skills Assessment Programs. Note that the RTO recommends an outcome and TRA approves it. See TRA assessment .

About the provider

Complete Hospitality Training , RTO 3722, CRICOS provider code 04242E, Level 3, 28 Elizabeth Street, Melbourne VIC 3000. Contact melbourne@cht.edu.au or +61 3 9654 1554 .

See all courses , about or contact .

Answers reflect the regulatory position as at September 2026. Licensing, food safety and migration rules change and differ by jurisdiction. Verify with the relevant regulator before making compliance decisions.