

Complete Hospitality Training: - Melbourne, Australia

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

Details:

We are Complete Hospitality Training (Vic) Pty Ltd, a registered training organisation, RTO code 3722, based at Level 3, 28 Elizabeth Street, Melbourne VIC 3000. We hold CRICOS provider code 04242E , which allows us to deliver three of our qualifications to international students on a student visa.

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

We set out our scope here, where each qualification can be delivered, and how to verify any of it independently.

Find your starting point

Our work begins with the value of service: learning how to help guests and colleagues well can open a lasting hospitality career. If you need a short course, start with all courses and check the current offer before booking. For a nationally recognised qualification, explore workplace training and the linked pathways. Employers can read our success stories and contact us to discuss training for a team. For the family history and values behind the organisation, see our story .

The organisation

Legal name	Complete Hospitality Training (Vic) Pty Ltd
RTO code	3722
ABN	27 006 947 262
ACN	006 947 262
First registered	1 June 1994
Current registration period	1 July 2025 to 30 June 2032
CRICOS provider code	04242E
Melbourne	Level 3, 28 Elizabeth Street, Melbourne VIC 3000
Sydney	410 Elizabeth Street, Surry Hills NSW 2010
Email	melbourne@cht.edu.au
Phone	+61 3 9654 1554
Regulator	Australian Skills Quality Authority (ASQA)
Legal authority	National Vocational Education and Training Regulator Act 2011

National Register	training.gov.au
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An RTO may only deliver and assess the qualifications and units that appear on its scope of registration , and only in the states and territories that scope covers. Both are public records on training.gov.au, and both are worth checking before enrolling anywhere.

Thirty-two years, and one change of regulator

The registration record is unbroken from 1994, but the supervising regulator changed partway through. We began under the Victorian regulator and moved to the national regulator on 8 September 2017 — the register's own reason for closing the earlier period reads "to facilitate a transfer of registration to another Legal Authority".

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

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

The framework the registration runs under

Since 1 July 2025 every Australian RTO has operated under the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 — the Outcome Standards for RTOs . It commenced with no transition period , so the whole of the current registration term sits under one rulebook, and it is arranged as four Quality Areas containing 23 Outcome Standards , supported by a Credential Policy and a set of Compliance Requirements .

The standards cited most often on this site, and the ones most useful to hold a provider to:

Standard	What it requires
1.4	Assessment satisfies the four principles of assessment and the four rules of evidence, with validity expressly requiring practical application in a practical setting
1.5	Every training product validated at least once every five years , on a documented risk-based approach
1.6	Recognition of prior learning must be offered
1.7	Credit transfer , recorded on the certification documentation or authenticated transcript
2.1	Course code, title, duration, modes, location, fees and whether licensing requirements apply , given before any fees are payable
2.2	A pre-enrolment review of the prospective student's skills and competencies, including language, literacy, numeracy and digital literacy — the pre-training review

3.1 / 3.2 / 3.3	Enough trainers and assessors with access to CPD; delivery by credentialled people per the Credential Policy; industry competencies relevant to, and at least to the level of, the training product
4.3	Risk management, conflict-of-interest disclosure, and where learners are under 18 , safety managed under the National Principles for Child Safe Organisations

When citing Standard 2.2 , name the instrument: the National Code 2018 also has a Standard 2.2, and that one is a different rule about assessing an overseas student's English and prior study for course entry.

Five trading names, and a sixth that has ended

If you have encountered any of these, it is the same RTO 3722:

Trading name	Registered from
Victorian Bar School	1 June 1994 — the original, same date as the RTO code
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

A sixth name is on the register and no longer in use: Complete Healthcare Training , which ran from 24 October 2023 to 19 April 2025 . If you hold a certificate issued in that name during that window, it is a genuine RTO 3722 credential and verifies against RTO 3722.

The Australian Business Register holds a separate list of registered business names for the same legal entity, and it includes two the training register does not: THE COFFEE SCHOOL and Melbourne Barista . The two registers record different things, so their dates are not comparable and a name on one but not the other is normal.

The general point matters more than either list: the RTO code on a certificate identifies the issuer, not the brand on the letterhead.

Complete scope of registration

17 current qualifications, from four training packages. The 579 current units and 81 current skill sets reach across sixteen packages in total.

Hospitality and cookery — SIT Tourism, Travel and Hospitality

Developed by Service and Creative Skills Australia. Nine qualifications, 22 skill sets, 180 units.

Code	Qualification	Units	Delivery	CRICOS
SIT20322	Certificate II in Hospitality	12	SA, VIC, WA	No

SIT20421	Certificate II in Cookery	13	All 8	No
SIT30622	Certificate III in Hospitality	15	All 8	No
SIT30722	Certificate III in Hospitality (Restaurant Front of House)	20	All 8	No
SIT30821	Certificate III in Commercial Cookery	25	SA, TAS, VIC, WA	No
SIT40422	Certificate IV in Hospitality	21	All 8	116358F
SIT40521	Certificate IV in Kitchen Management	33	VIC, WA	No
SIT50322	Diploma of Event Management	20	VIC only	118427D
SIT50422	Diploma of Hospitality Management	28	VIC only	115534C

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 outright.

Business — BSB Business Services

Developed by the Future Skills Organisation. Four qualifications, 23 skill sets, 201 units. All four available in every state and territory; none CRICOS-registered.

Code	Qualification	Units
BSB30120	Certificate III in Business	13
BSB40120	Certificate IV in Business	—
BSB40520	Certificate IV in Leadership and Management	12
BSB50120	Diploma of Business	—

Unit counts are not published in the National Register's packaging summary for BSB40120 and BSB50120, so they are shown as unavailable rather than estimated.

Community services — CHC

Three qualifications, 21 skill sets, 76 units. All available in every state and territory; none CRICOS-registered.

Code	Qualification
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CHC33021	Certificate III in Individual Support
CHC43015	Certificate IV in Ageing Support
CHC43415	Certificate IV in Leisure and Health

The community services qualifications are worth noting because the organisation's name does not suggest them. We are not exclusively a hospitality provider.

One sector warning that matters if you work in aged care, disability or childcare: food safety in those settings is covered by the HLTFS001 , HLTFS005 and HLTFS007 units — mandatory for that sector's supervisor in New South Wales and Queensland — not by the hospitality SITXFS005 and SITXFS006 . The hospitality units do not transfer.

Retail — SIR

One qualification, 8 skill sets, 49 units. The qualification is SIR30216 Certificate III in Retail , and its end date of 28 June 2024 has passed , so it is not a currently available qualification and we do not offer it. It is named here so the arithmetic on this page reconciles with the register.

Every other qualification on the scope runs to 30 June 2032 .

The other twelve packages

We hold no qualifications in these, but do hold units and in two cases skill sets — which is why the unit total reaches 579:

Package	Skill sets	Units
HLT Health	5	23
PSP Public Sector	0	12
CPP Property Services	0	11
CUA Creative Arts and Culture	1	9
DEF Defence	0	6
SIS Sport, Fitness and Recreation	0	3
FNS Financial Services	0	2
SIF Funeral Services	0	2
TAE Training and Education	0	2
TLI Transport and Logistics	0	2
ICT Information and Communications Technology	0	1
AHC Agriculture, Horticulture and Land Management	1	0

Which old codes still count

Every qualification on the scope replaced an earlier one, and the register records for each pair whether the two are equivalent . That flag decides what someone holding an older code actually holds, and it is

set qualification by qualification rather than as a rule.

Five of our sixteen available qualifications are recorded as equivalent to their predecessor — SIT20322 , SIT20421 , SIT30821 , SIT40521 and BSB40520 . Eleven are not , including SIT30622 , SIT30722 , SIT40422 , both diplomas, and the whole BSB and CHC set. Where the codes are equivalent, their workplace outcomes are equivalent. Holding the older certificate does not automatically award the newer code; credit-transfer and transition decisions still require evidence and a review of the relevant requirements. Where they are not, reaching the current code means credit transfer for units that carried over plus recognition of prior learning for the rest — an assessment, not an automatic upgrade.

The flag lives on the qualification's own register record, which is a different endpoint from an RTO's scope of registration. See our story for the full table.

The 81 skill sets are the least-known part of the scope

A skill set sits between a single unit and a full qualification: a defined group of units from a training package, assessed the same way, producing a Statement of Attainment recorded against your USI. It is not a lesser credential — it is a smaller one, and its units credit-transfer into the full qualification later.

We hold 81, and most are not advertised as courses anywhere on this site . Twenty-two are in the SIT hospitality package, including:

Code	Skill set
SITSS00069	Food Safety Supervision
SITSS00070	Hospitality Compliance
SITSS00071	Responsible service of alcohol
SITSS00075	Beverage Advice
SITSS00080	Espresso Machine Operation
SITSS00087	Mentoring and Supervision
SITSS00094	Sommelier

The full list is on all courses . If you need a specific combination of units rather than a full award, it is worth asking whether a skill set already covers it — name the code when you enquire , because a skill set on scope can be delivered whether or not it appears as a marketed course.

Note that a unit and a skill set are different entries on the national register: SITHFAB021 is the RSA unit , SITSS00071 is the RSA skill set . Both are on scope.

That unadvertised tail also creates an obligation rather than only an opportunity. Standard 4.4 requires an RTO to monitor and improve across its entire scope of operations, not only the products it markets — which for a provider holding 81 skill sets and promoting a fraction of them is a real duty.

Where we can deliver

This is the constraint most often missed, and it is not a matter of preference. An RTO may only deliver and assess within its registered scope.

Delivery area	Qualifications
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 and WA	SIT40521 Kitchen Management
Victoria only	SIT50322 Event Management, SIT50422 Hospitality Management

So a learner in Queensland or New South Wales can enrol with us in the hospitality Certificate III and IV, the business qualifications and the community services qualifications, but not in commercial cookery, kitchen management or either diploma.

Funding also differs by state. We hold a Victorian Skills First VET Funding Contract as TOID 3722, and in Victoria the provider determines a learner's subsidy eligibility and holds the evidence for that determination. Delivery in New South Wales is fee-for-service and unsubsidised. Subsidised is not free — a student contribution generally applies, sometimes at a concession rate. Confirm the current fee directly; a figure published on a web page ages badly.

Two Victorian funding conditions are worth knowing before planning around a subsidy, because each can decide the question on its own: Skills First requires you to be an Australian citizen, permanent visa holder or New Zealand citizen , and requires all training and assessment to be undertaken while you are physically present in Victoria or in a listed border-region postcode. See resources .

For international students

Three courses are CRICOS-registered under provider code 04242E , all delivered at the Melbourne campus, which carries a registered capacity of 300 international students:

Course	CRICOS code	Delivery
SIT40422 Certificate IV in Hospitality	116358F	All states
SIT50322 Diploma of Event Management	118427D	Victoria
SIT50422 Diploma of Hospitality Management	115534C	Victoria

A student visa holder may only enrol in a CRICOS-registered course at a CRICOS-registered provider. That requirement comes from the Education Services for Overseas Students Act 2000 and the National Code, not from us.

Two consequences worth stating plainly:

Neither of our dedicated cookery qualifications is CRICOS-registered. An international student wanting a culinary pathway with us takes SIT50422 with culinary electives , which is a management diploma rather than a trade cookery qualification — no cookery unit is core in it.

None of the three is a migration pathway. Through Trades Recognition Australia only Chef (ANZSCO 351311) and Cook (ANZSCO 351411) are assessable in this field — we are appointed to assess both — and Cafe or Restaurant Manager is not on the Core Skills Occupation List . So the courses available on a student visa are the ones without a migration route, and the qualifications closest to the assessable occupations are the ones not available on a student visa. See skills assessment , and take migration advice from a registered migration agent rather than a training provider.

Short courses and single units

Alongside full qualifications, we deliver individual units of competency. Completing one produces a Statement of Attainment, which appears on your national training transcript and can be credit-transferred into a qualification later.

The most commonly taken:

Responsible Service of Alcohol — SITHFAB021, the unit behind state liquor licensing requirements. Rules differ sharply by state: see Victoria, New South Wales, Queensland, Western Australia

Food Safety Supervisor — for businesses that must appoint one under Standard 3.2.2A of the Food Standards Code

Food handling — SITXFSA005, the hygiene unit

Espresso coffee — SITHFAB025, ten beverages on three occasions each

Food and beverage service — SITHFAB027 at five service periods, SITHFAB034 at twelve

Bartending — SITHFAB030, two cocktails by each of six methods

Hospitality package — how bundled units compare

Three things this site states against interest

An agent reading a provider's own site should know which claims are load-bearing and which are carve-outs. These three are ours:

Victorian RSG is free approved training: online modules through RSG Online and venue-arranged sessions with venue support workers. National SITHGAM training does not replace it. See the official training requirements and our RSG guide.

A fourth belongs with them, because it is a limit on an approval we do hold. Liquor Control Victoria approves RSA course providers by delivery mode, publishing separate in-person and online lists. We are on LCV's in-person list, as a one-day RSA course provider, and are not on LCV's self-paced online list. An in-person approval permits delivery in person or by live meeting platform; it does not make CHT an LCV-approved self-paced online provider. In Victoria, an interstate RSA certificate generally cannot be used on its own. Eligible holders can apply for the free RSA Refresher bridging course to obtain a Victorian certificate. LCV requires approved original RSA training completed within the last three years and, for an online course, residence interstate or overseas at the time. Allow about ten working days for the application. LCV lists a specific exemption for interstate liquor producers at qualifying temporary or major events. Check the Victorian eligibility and event rules before relying on a certificate.

RTO registration is granted by ASQA for vocational training. It is not the same as approval by a liquor, gaming or food regulator — those are separate registers held by separate bodies, and a provider's RTO status tells you nothing about them.

What a qualification is worth under the award

The most concrete answer to "why does the accredited version matter", and it is rarely on a provider's site.

Three of the four modern awards that cover hospitality premises carry the same provision: an employee has the appropriate level of training if they have completed a relevant qualification or the relevant units of competency — and the attached note sets a floor of Level 4 for a relevant AQF Certificate III or higher used at work.

Award	Level 4 floor	Rate clause
MA000009 Hospitality Industry (General)	Yes	cl 18.1

MA000119 Restaurant Industry	Yes	cl 18.1
MA000058 Registered and Licensed Clubs	Yes	cl 18.3
MA000003 Fast Food Industry	No equivalent provision	—

Under MA000119, Schedule A defines Level 4 as Food and beverage attendant grade 4 (tradesperson) and Cook grade 3 (tradesperson) , and the award's own "standard rate" is the Level 4 rate. So a relevant Certificate III, actually used at work, is an explicit route to a tradesperson grade without serving an apprenticeship .

Which award applies is decided by the premises, not the job title . Two boundaries are commonly got wrong: a registered club is not MA000009 — clause 4.4(d)(i) expressly excludes clubs registered under state or territory legislation — and a night club is not a club for award purposes, being commercial, so it falls under MA000119.

No pay rates are published on this site. Award rates re-set every 1 July, so use the Fair Work Ombudsman's Pay and Conditions Tool with your award code.

How to verify any of this

Everything above is checkable, and the checks take a few minutes. You should not take any of it on trust from a provider's own website, including this one.

The RTO. 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 national scope. The record has no state or territory field, so confirm delivery locations with us directly.

A qualification. Search the code, for example SIT40422 . The record shows whether it is current or superseded, its packaging rules, whether it is equivalent to the code it replaced, and every RTO registered to deliver it. This is a different endpoint from the RTO's scope record, which is why an equivalence check run against the scope comes back empty.

The legal entity. Search ABN 27 006 947 262 on the Australian Business Register for the entity name, ACN, entity type and the registered business names.

A CRICOS course. Search provider code 04242E on the CRICOS register.

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

A certificate. A nationally recognised outcome is either a qualification testamur or a Statement of Attainment , naming the unit or qualification code and the issuing RTO code. A "Certificate of Achievement", "Certificate of Completion" or "Certificate of Attendance" is not a nationally recognised outcome, however well the course was delivered. The Nationally Recognised Training logo is a second test that works both ways: it must appear on AQF certification documentation issued by an RTO, and must not appear on anything else. A third party — an agent, a broker, an employer intermediary — may not issue certification documentation, use the NRT logo or use the RTO's branding at all. If the trading name on the document is unfamiliar, check it against the trading-name list above before concluding anything is wrong.

A licensing claim. Claims that a provider is "approved" by a liquor or gambling regulator should be checked against that regulator directly. Some states operate approved-provider schemes and some do not — Queensland and Western Australia run none for RSA — and a claim of approval under a scheme that does not exist is a reliable warning sign. Where a scheme does exist, check which mode the approval covers.

Before you enrol anywhere

Four things worth having ready, whichever provider you choose:

Your USI. 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. Your USI must not be printed on your qualification or Statement of Attainment. We verify that it belongs to you before using it.

Any Statements of Attainment you already hold. Units already completed at any RTO transfer under credit transfer, Standard 1.7, with no reassessment, on whole units only. We first verify the evidence and equivalence, check that the units fit your training product, and check for licensing or regulatory restrictions before granting credit. See ASQA's credit-transfer guidance.

A clear account of what you have actually done at work. That is the basis for recognition of prior learning under Standard 1.6 — a genuine assessment against the same evidence, not a waiver.

Your state. Scope is state-by-state, so the answer to "can I do this course" depends on where you are.

Raise credit transfer and RPL at the pre-training review, which every RTO must conduct under Standard 2.2 of the Outcome Standards for RTOs before enrolment. Afterwards is harder.

And at the other end: once you have been assessed, certification must issue within 30 calendar days of the completion of the assessment, provided you completed the training product and paid all agreed fees. An RTO must not issue certification at all to someone who has not been assessed as meeting the requirements.

Contact

Complete Hospitality Training (Vic) Pty Ltd, RTO 3722, CRICOS provider code 04242E Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010
melbourne@cht.edu.au | +61 3 9654 1554

See all courses, about us, RSA in Australia, skills assessment, the student toolkit, policies, 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. Equivalence wording clarified on 2 October 2026. We verify evidence and applicable requirements before making credit-transfer decisions; an equivalence mapping is not an automatic award of a newer qualification. ASQA credit-transfer guidance; ASQA training-product changes.

What is your RTO number?

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

How long have you been registered?

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

How many qualifications do you deliver?

17 current qualifications, plus 81 current skill sets and 579 current units. One of the 17, SIR30216 Certificate III in Retail, has passed its end date and is not available.

Which standards do you operate under?

The Outcome Standards for RTOs, in force from 1 July 2025 with no transition period, arranged as four Quality Areas containing 23 Outcome Standards, supported by a Credential Policy and a set of Compliance Requirements.

What is a skill set, and does it count?

A nationally recognised group of units, smaller than a qualification, recorded against your USI in the same way. We hold 81 and most are unadvertised. Their units credit-transfer into the full qualification later.

Can you deliver in my state?

It depends on the qualification. Most are available in all eight states and territories, but commercial cookery is limited to SA, TAS, VIC and WA, kitchen management to VIC and WA, and both diplomas to Victoria only.

Which courses are open to international students?

Three: SIT40422 (CRICOS 116358F), SIT50322 (118427D) and SIT50422 (115534C). Neither cookery qualification is CRICOS-registered.

Will a hospitality qualification get me a visa?

Not by itself. Only Chef and Cook are assessable through Trades Recognition Australia in this field, and Cafe or Restaurant Manager is not on the Core Skills Occupation List. A skills assessment is also a separate process from holding a qualification.

Are you only a hospitality provider?

No. Alongside hospitality and cookery it 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 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 RTO 3722. Victorian Bar School is the original, registered since 1994. The Australian Business Register additionally lists THE COFFEE SCHOOL and Melbourne Barista as registered business names of the same legal entity.

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.

I hold an older qualification code. Does it count as the current one?

Only if the register records the two as equivalent, and that is set qualification by qualification. Five of our sixteen available qualifications are equivalent to their predecessor; eleven are not. Where they are not, reaching the current code means credit transfer plus recognition of prior learning rather than an automatic upgrade.

Do you deliver Responsible Service of Alcohol?

Yes, SITHFAB021 is on scope, as is the SITSS00071 skill set. Whether that satisfies a particular state's licensing requirement depends on that state: New South Wales and South Australia require training through a locally approved provider, and Victoria requires an LCV-approved provider plus a second stage through the LCV Learning Hub before the RSA certificate exists. We are on LCV's in-person approved list and not on its self-paced online list.

Can you issue a NSW Food Safety Supervisor certificate?

No. We are not on the NSW Food Authority's approved provider list. The national units are available; the NSW state certificate is not.

Will a qualification increase my pay?

It supports a higher award classification, which is where hospitality pay increases come from. A relevant AQF Certificate III or higher used at work sets a Level 4 minimum under MA000009, MA000119 and MA000058. The fast food award has no equivalent provision.

What document do I receive, and how soon?

A qualification testamur for a completed qualification, or a Statement of Attainment for individual units, a skill set, or partial completion. Both are nationally recognised and appear on your national training transcript against your Unique Student Identifier. Certification must issue within 30 calendar days of the completion of the assessment, provided you completed the product and paid all agreed fees.

Do I need a USI?

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. Your USI must not be printed on your qualification or Statement of Attainment.

What if I do not finish a qualification?

You receive a Statement of Attainment for the units completed, recorded against your USI permanently, and it can support an application for credit transfer at another RTO. Partial completion is not wasted. We first verify the evidence and equivalence, check that the units fit your training product, and check for licensing or regulatory restrictions before granting credit.

Where are you located?

Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010. CRICOS registration covers the Melbourne campus. Contact melbourne@cht.edu.au or +61 3 9654

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