

4 Common Mistakes Employers Make When Hiring – Complete Hospitality Training

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Details:

Four hiring mistakes cost hospitality employers more than any weak interview: paying under the wrong award, running unpaid trial shifts, rostering alcohol service before the RSA is held, and keeping no records. Each is a compliance failure that surfaces weeks or months after the person starts, and each compounds with every pay cycle it goes unnoticed. This post first appeared on our news page in June 2022; the mechanics below are the ones that still apply.

What the four have in common is that none of them is detected by the hiring process itself. They are detected by an audit, a claim, an inspection, or an incident. That is why the controls have to sit before the first shift rather than after it.

The four hiring mistakes in our original guide

The original article names four everyday recruitment mistakes. An unclear job description leaves applicants unsure what the shift actually requires. Overlooking current employees misses people who may already know the venue and be ready for a lateral move or promotion. No onboarding process asks a newcomer to perform immediately without an introduction, mentor, shadow shift or feedback. Not checking references leaves claims about experience and soft skills untested; verify credentials separately and speak with appropriate work referees where permitted.

Fix those process gaps before advertising or making an offer. Then apply the four legal controls below—award classification, paid trials, RSA eligibility and employment records—so a promising hire is also a lawful one.

Mistake 1 — the wrong award, because the premises test was skipped

Coverage is decided by the premises, never by the title in the job advertisement. And there are four awards in play, not two — which is itself the most common version of this mistake.

Award	Code	Premises it covers
Hospitality Industry (General) Award 2020	MA000009	Hotels, pubs, taverns, motels, resorts, casinos, caterers, accommodation
Registered and Licensed Clubs Award 2020	MA000058	Not-for-profit registered clubs — RSL, bowls, golf, sporting, community
Restaurant Industry Award 2020	MA000119	Standalone restaurants, cafes, night clubs, reception centres, roadhouses

Fast Food Industry Award 2010	MA000003	Takeaway, food courts, food sold mainly to be eaten away from the counter
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Each covers its industry to the exclusion of any other modern award, so exactly one applies. The two traps:

A registered club is not MA000009. Clause 4.4(d)(i) of the hospitality award expressly states it does not cover "clubs registered or recognised under State or Territory legislation". A club falls under MA000058 where it is both registered or licensed under a liquor, gaming, associations or corporations statute and established and operating on a not-for-profit basis for the benefit of members and the community. The not-for-profit limb is what decides it, so a commercially owned venue with "club" in its name is not a club for award purposes.

A night club is not MA000058. It is commercial rather than not-for-profit, so it sits in MA000119 alongside restaurants and cafes. This is the single most counter-intuitive line in the set.

The failure mode looks like this: a cafe owner copies a pay rate from a hotel group's listing; a pub classifies a bistro hire as a "restaurant" worker because that is where they stand; or an RSL runs its whole payroll off MA000009 because someone read a hospitality blog. The consequence is a back-pay liability that grows until someone audits it.

A restaurant inside a hotel is MA000009, because MA000119 expressly excludes a restaurant operated in or in connection with premises owned or operated by an employer covered by MA000009, MA000058 or MA000003. A food-court outlet is MA000003; the cafe two doors down with tables is MA000119. The test is sit-down service, not the menu.

A second trap is the Certificate III classification floor, which exists in three of the four awards. Under MA000009, MA000119 and MA000058, a relevant AQF Certificate III or higher used at work sets a minimum classification of Level 4. The fast food award, MA000003, has no equivalent provision.

Three distinctions make that claim precise rather than approximate:

MA000009 and MA000119, both at clause 18.1 (adult rates), require the employee to make use of the skills and knowledge derived from those Certificate III competencies in the work undertaken. It is not automatic on completion.

MA000058, at clause 18.3, sets the floor for "AQF Certificate III qualifications relevant to the classification" without the words "or higher", and adds that the Fair Work Commission may require the employee to demonstrate that they utilise the relevant skills.

Disputes route differently: MA000009 to its clause 40 dispute resolution procedure, MA000119 to its clause 34, and MA000058 by referral to the Fair Work Commission.

So paying a qualified cook or supervisor at Level 2 or 3, where they are using those competencies, is an underpayment regardless of what the advertisement said, and regardless of whether the employer knew the qualification existed. A Statement of Attainment produced by the employee is direct evidence of the entitlement.

The third trap is the Introductory level. MA000009 and MA000119 both allow a new entrant who does not yet demonstrate Level 1 competency to be held at Introductory level for up to three months while undertaking appropriate training and being assessed, extendable by mutual agreement for up to a further three months. That is a six-month ceiling, not an open-ended arrangement, and the period is meant to be spent on training and assessment. Employers who discover they have staff sitting at Introductory level after a year have two problems, not one: the rate and the absent training record.

Classification	Typical roles (MA000009)
Introductory	New entrants not yet at Level 1 competency; maximum six months

Level 1	Kitchen attendant grade 1; guest service grade 1; food and beverage attendant grade 1
Level 2	Cook grade 1; kitchen attendant grade 2; food and beverage attendant grade 2
Level 3	Cook grade 2; kitchen attendant grade 3; food and beverage attendant grade 3
Level 4	Cook (tradesperson) grade 3; the floor for a relevant Certificate III used at work
Level 5	Cook (tradesperson) grade 4; food and beverage supervisor; clerical supervisor
Level 6	Cook (tradesperson) grade 5

Note that Level 4 is also MA000009's own reference point: the standard weekly and hourly rates used to work out apprentice percentages are the Level 4 rates. An error there propagates. Minimum rates are re-set periodically, typically operative from 1 July, so read the current figure from the award or the Fair Work Ombudsman's Pay and Conditions Tool rather than from any web page, including this one.

The fourth trap in this group is the most misread provision in the award. MA000009 clause 2 defines the "appropriate level of training" that several classifications require, and gives three limbs:

Limb	Route	Available today
(a)	Completing a training program that meets the requirements of a qualification, or one or more units of competency, from a training package	Yes
(b)	Assessment by a qualified skills assessor as having skills at least equivalent to those attained in such a training program	Yes
(c)	Having done the work of that classification for at least three months , as at 30 June 2010	No — closed

Limb (c) is a closed transitional provision anchored to 30 June 2010. It is not a rolling three-month test and cannot be newly satisfied. Reading it as "any three months on the job" is the mistake, and it runs in the employer's favour, which is exactly why it goes unchallenged internally: it is used to argue that a long-serving employee already has the appropriate level of training, so no training and no reclassification is needed. Anyone who started that classification's work after 30 June 2010 cannot reach the appropriate level of training by length of service at all. Only limb (a) and limb (b) remain open.

Those limbs are MA000009's own definition, so do not carry them into MA000119, MA000058 or MA000003 without reading that award's definitions clause. Clause 2 is also a separate mechanism from the Certificate III floor above, which turns on holding and using the qualification rather than on the appropriate level of training.

The five ways an underpayment actually happens. The regulatory material names five recurring causes, and they bite hardest on apprentices and trainees, whose rates are supposed to move during the engagement rather than sit still.

Misclassification of the wage level - a level B rate applied where level A applies, or the reverse.

Failure to progress the rate - not moving a trainee on qualification conversion, or an apprentice on competency achievement.

Training delivery mode error - paying the full schedule rate where the approved training is on the job, or partly on and partly off, and the 20% reduction applies.

Age-based rate mistakes - the wrong percentage, or the wrong age band.

Failure to apply the level floor - not recognising the Level 4 minimum for a Certificate III holder used in that capacity.

Above all five sits a sixth, which is Mistake 1 on this page: the wrong award applied in the first place , which makes every subsequent calculation wrong however carefully it is done.

Underpayment can breach the modern award and the Fair Work Act . Start by checking the classification and current rate, then raise the discrepancy with the employer or the Fair Work Ombudsman . An unresolved monetary claim may be pursued through an eligible small-claims proceeding or another court; the Fair Work Commission is not the general wage-recovery forum. Courts can order back pay and penalties. If the underpayment affected ordinary time earnings , it may also have reduced superannuation, but overtime and some other payments are not ordinary time earnings, so the super position must be calculated separately using ATO guidance .

Mistake 2 — unpaid or under-paid trial shifts

A "come in and show us what you can do" shift is common. If the candidate is doing productive work, serving tables, plating, running a section, that is work, and the award rate for the classification applies. The safe position is to pay every trial at the correct rate, keep it short, and record it like any other shift.

A venue that runs several unpaid trials per vacancy is accumulating a set of small claims that will eventually be lodged together. There is a second exposure people miss: an unpaid trialist is still a person at the workplace. Work health and safety duties extend to persons other than employees, under section 23 of the Occupational Health and Safety Act 2004 (Vic) and section 19(3) of the Work Health and Safety Act 2011 (NSW). Someone who has not been inducted, working an unfamiliar section beside a fryer, is a hazard the employer owns whether or not they are on the payroll.

A better design is a short paid trial on a quiet service, preceded by a five-minute safety walkthrough. It tests the candidate more accurately than a busy service does, and it leaves a record.

Mistake 3 — rostering alcohol service before the RSA is held

Responsible Service of Alcohol must be held before the first shift serving alcohol. The statutory obligation attaches to the individual serving, but it was the venue that wrote the roster, and liquor regulators look at both.

RSA is delivered nationally as one unit, SITHFAB021 , sitting under eight separate jurisdictional regimes. It does not transfer cleanly, and the differences are not cosmetic.

Jurisdiction	Interstate certificate accepted	Expiry
Queensland	Accepted where the evidence is a Statement of Attainment for the nationally accredited Provide Responsible Service of Alcohol course. An attendance certificate is insufficient.	Valid RSA training generally has no expiry; training completed before 2002 must be replaced.
Western Australia	Provide the RSA certificate showing completion of the	Keep the RSA certificate as training evidence;

	nationally accredited course. An interstate RSA card alone is not accepted as evidence.	approved-manager cards have separate renewal requirements.
Victoria	Use a current Victorian RSA certificate. Eligible interstate holders can apply for free bridging: approved original training within three years, with the online-course residence condition. Specific exemptions apply at qualifying producer events.	Victorian RSA Refresher every three years.
New South Wales	Eligible temporary interstate workers can use approved interstate RSA. Permanent movers and security or RSA marshal roles must meet NSW training and competency-card requirements; eligible holders can use bridging instead of the full NSW RSA course.	NSW competency card: five years. Interstate concessions have separate eligibility and certificate-age requirements.
South Australia	Check provider approval and training date. Training from 1 November 2020 must be through a Commissioner-approved RTO. Earlier RSA training need not be repeated solely because of that approval change.	No routine RSA renewal period stated in the cited CBS guidance; check applicable licence conditions.
Northern Territory	Certificates from an RTO registered to deliver RSA are accepted, including interstate certificates. Check certificate age and the NT refresher requirements.	NT guidance gives a three-year limit for interstate certificates and directs holders to a refresher; check current renewal guidance.
Australian Capital Territory	Valid interstate RSA certificates are recognised, subject to the ACT's three-year currency limit and ACT-approved refresher requirements.	Three years from course completion, then an ACT-approved refresher.
Tasmania	Interstate certificates can be accepted under the Commissioner's conditions. Requirements differ for employees and liquor licence holders; check the appropriate role.	No RSA expiry date in the regulator's FAQ; an employer may request updated training.

Current regulator guidance: NSW , VIC , SA , QLD , WA , NT , ACT , TAS .

Two jurisdictional details cause most of the trouble.

Victoria does not accept an interstate certificate. Liquor Control Victoria states that to supply alcohol in a Victorian licensed venue or location you cannot rely on an interstate RSA certificate: a staff member who trained elsewhere must complete the free bridging course, called RSA Refresher , which gives them a Victorian RSA certificate, and separate exemptions cover interstate staff supplying alcohol at a producer's event. The same free RSA Refresher is what keeps a Victorian certificate current every three years, and it applies to everyone holding one, not only to licensees. Victoria also has a second stage for the course itself — completing the unit through a Liquor Control Victoria approved provider is not sufficient on its own, because the learner must also complete the LCV Learning Hub pre-training survey, the sexual harassment and assault module and a post-training survey before the RSA certificate exists. A course LCV has not approved yields only an RSA Statement of Attainment, which does not allow its holder to supply alcohol in Victorian licensed venues or locations, so a new hire who produces a Statement of Attainment and nothing else does not yet hold a Victorian RSA, and a manager who accepts it has rostered an uncertified person.

Tasmania requires practical assessment plus Tasmanian-specific content, and accepts an interstate certificate for staff but not for licence holders.

Meanwhile Queensland and Western Australia operate no approved-provider register for RSA at all. Any provider or job board claiming to be "OLGR-approved" or "DLGSC-approved" is describing a scheme that does not exist, which is itself a useful screening signal. The guide to RSA course scams covers what a legitimate RSA looks like, and managing intoxicated patrons covers the obligations the certificate is meant to equip staff for.

The practical control is simple: check the certificate, and the jurisdiction it was issued under, before the roster is written rather than before the shift starts. By the time the shift starts it is too late to change the roster.

The same sequencing applies to food. Under Standard 3.2.2A , which commenced 8 December 2023 , a food business must appoint a certified Food Safety Supervisor before it engages in a prescribed activity, and food handlers must complete training, or hold skills and knowledge commensurate with the activity, before they handle food. The Food Safety Supervisor must hold a certificate issued within the immediately preceding five years and must remain reasonably available , meaning on site or easily contacted, for instance by phone. Appointing someone who works two days a week to cover a seven-day kitchen fails that test.

Mistake 4 — no records, no Fair Work statements

Employment records and payslips are a legal obligation, and the failure is rarely deliberate. It is that nobody was given the job.

Pay slips must be issued within one working day of pay day. They must include the required employer, employee, pay-period, payment, gross-pay, net-pay, deduction and superannuation information. Hours and hourly rates must be shown when the employee is paid by the hour. See the Fair Work Ombudsman's current checklist .

Every new employee must be given the Fair Work Information Statement , and casual employees must also be given the Casual Employment Information Statement .

The award and the National Employment Standards must be made available to all employees , either on a workplace noticeboard or by accessible electronic means. Under MA000009 clause 3.3 that obligation is express, and either route satisfies it.

The consequence of skipping this is not only a penalty. It is that when an underpayment claim arrives, the employer has nothing to answer it with. Time and wage records are what turn an argument into a defence.

Record duties do not stop at pay. Three separate clocks run in a hospitality business, and they are commonly confused with each other.

Record type	Retention	Where it sits
Work health and safety incident records	Minimum 5 years	Vic: written record within 48 hours. NSW: written notice on request
Standard 3.2.2A category one substantiation records	3 months after being made	Accessible at the premises
Food handler training records	Not required to be kept at all	The Standard imposes no record duty for this tool
Employee records and payslips	Set by Commonwealth workplace law	Confirm the current period with the Fair Work Ombudsman

The third row is the one employers over-comply with and the second is the one they under-comply with. Food handler training carries no mandated record duty and no refresher period, and the training does not have to be nationally accredited. Category one substantiation records, by contrast, are a live duty for any business that processes unpackaged potentially hazardous food into food that is both potentially hazardous and ready to eat, which covers essentially any venue with a kitchen. Those records must be accessible at the premises, not in an accountant's filing cabinet. How long do I need to keep records for goes into the retention periods, and the Standard 3.2.2A explainer sets out which of the three tools applies to which category.

Classification, a credentials checklist and work-rights checks are covered in 5 tips to hiring hospitality staff, so this page does not repeat them. Related: finding the right chef, onboarding a new hospitality employee, rostering and time management, superannuation, tax and payslips, and health and safety best practice. For the qualification that carries the supervision units, see Certificate IV in Hospitality or the workplace-delivered version; compliance training sits at Food Safety Supervisor and RSA.

What a competent recruitment and induction process contains

There is no need to invent a process. Three nationally recognised units, all current on our scope of registration, set out what a recruitment and induction process is expected to contain and what has to be demonstrated for someone to be assessed as competent at running one. They are worth reading as an audit checklist even where nobody in the business is enrolled.

SITXHRM010 Recruit, select and induct staff requires the person to coordinate the recruitment, selection and induction process at least once for each of three recruitment needs: casual, contract or temporary; full-time or part-time permanent; and volunteer roles. Volunteers being named matters for clubs and community venues, which are covered by MA000058 rather than MA000009. Its induction element requires the content and format to reflect organisational objectives and policies, all appropriate information to be included per organisational policy, and the person to liaise with operational colleagues so the induction runs with minimum operational disruption. The induction content the unit itself names is the closest thing to a standard checklist:

Conditions of employment and industrial arrangements

Payroll information including awards and applicable pay rates, superannuation and wage payment arrangements

Employee benefits, responsibilities and rights

Enterprise culture, goals, objectives, responsibilities and vision

Key organisational policies and procedures, and job-role-specific procedures

Organisational charts, and contact details for departments and colleagues

Current organisational focus or initiatives

Orientation: departmental locations, equipment, staff amenities, off-site operations, the whole premises
Work health and safety information

BSBHRM415 Coordinate recruitment and onboarding , from the business services package, applies to people in a human resources role and to those for whom recruitment and onboarding are part of broader duties , which is most hospitality supervisors. Its five elements are plan for recruitment; screen and interview potential candidates; assess and select candidates; manage candidate outcomes; and onboard the successful candidate. The compliance hooks sit inside them: establish the authority to fill the position before recruiting; contribute to job descriptions according to relevant policies, procedures and legislative requirements ; conduct preliminary screening according to legislative requirements ; carry out a skills assessment relevant to the position ; assess candidates against specified selection criteria and referee reports ; inform all candidates of the decision and provide feedback to candidates ; coordinate documentation observing confidentiality and privacy requirements ; and, on onboarding, advise stakeholders of the appointment including the start date and make administrative arrangements for pay and employee record keeping . To be assessed competent, a person coordinates recruitment and onboarding for two candidates , obtaining referees' reports , providing written assessments and recommendations, securing the preferred candidate's agreement and providing employment contracts .

BSBHRM525 Manage recruitment and onboarding is the Diploma-level counterpart and moves from running the process to owning it. Three elements: develop recruitment and onboarding policies and procedures, including assessing options for technology to improve efficiency and effectiveness and communicating the policies to staff with training where required; manage the recruitment process, ensuring current position descriptors are used, that advertising complies with legislation , that selection procedures comply with legislation , that applicants are advised of outcomes and that job offers and contracts of employment are prepared and provided promptly ; and manage staff onboarding. Its performance evidence is the recruitment and onboarding of two different individuals , in the course of which the person must update organisational policies and procedures and comply with relevant legislation throughout, demonstrated in a workplace or a simulated environment with access to workplace documentation, organisational policies and procedures and relevant legislation, regulations and codes of practice.

Read together those three units answer the objection that the four mistakes on this page are a matter of opinion. Advertising that does not comply with legislation, a position with no current descriptor, a selection decision with no documented reasoning, unsuccessful candidates never told, and no arrangement for pay and employee record keeping on the start date would each cost a candidate their competency judgement. The business-package units sit in Certificate III in Business and Certificate IV in Leadership and Management territory; the hospitality unit sits in Certificate IV in Hospitality and the Diploma of Event Management , where SITXHRM010 is core.

The fifth mistake, which is really the first four

All four failures share a root cause: the verification happened after the decision instead of before it. A single pre-first-shift checklist removes most of the exposure.

Which of the four awards covers this premises ? Record the answer and the reason.

Which classification does the work sit in, and does a relevant Certificate III trigger the Level 4 floor?

If a classification requires the "appropriate level of training", which live limb of MA000009 clause 2 is being relied on — completed training, or a qualified skills assessor's finding? Length of service is not one of them.

Sight the RSA, note the issuing jurisdiction and confirm any second-stage requirement.

If food is handled: is a Food Safety Supervisor appointed, certified within five years, and reasonably available across the actual trading hours?

Has the person completed food handler training, or do they hold commensurate skills and knowledge?

Work rights confirmed, with a diary note for the expiry date rather than a one-off check.

Fair Work Information Statement issued, and the Casual Employment Information Statement if casual.

General industry safety induction before commencing, site-specific induction on day one.

Payslip process able to issue within one working day.

Any qualification the candidate produces checked for the issuing RTO code and the unit codes , not just the course name.

About us

Complete Hospitality Training (Vic) Pty Ltd is the legal name. RTO 3722 , CRICOS 04242E , ABN 27 006 947 262 , ACN 006 947 262 . Our ABN has been active since 22 May 2000 , according to ABN Lookup . Oversight transferred from the Victorian regulator, the VRQA , to the national regulator, ASQA , on 8 September 2017 , and the current registration period runs 1 July 2025 to 30 June 2032 , exercised under the National Vocational Education and Training Regulator Act 2011 .

The national register records 17 current qualifications, 81 current skill sets and 579 current units , with every current component at extent deliver and assess . The skill sets span hospitality (SITSS), business and cyber (BSBSS), community services (CHCSS), health and infection control (HLTSS), retail (SIRSS), creative arts (CUASS) and horticulture (AHCSS). One entry on the record is not available: SIR30216 Certificate III in Retail has an end date of 28 June 2024 .

Six trading names sit on the record and five are current : Victorian Bar School, in use from 1994 and the original; Complete Hospitality Training, from 2011; Ready Serve Achieve Melbourne, from 2018; Coffee School by CHT, from 2021; and Alchemy Institute of Australia, from 2024. The sixth, Complete Healthcare Training , ran from 24 October 2023 to 19 April 2025 , so a certificate issued in that name is still an RTO 3722 credential.

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 . Confirm current course and fee arrangements directly.

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.

Source records and further guidance

We link the unit records and regulator guidance relevant to this page below. Check the current source before making an enrolment, licensing or employment decision.

SITXHRM010 Recruit, select and induct staff

BSBHRM415 Coordinate recruitment and onboarding

BSBHRM525 Manage recruitment and onboarding

SITHFAB021 Provide responsible service of alcohol

Responsible Service of Alcohol training requirements (Victoria)

Responsible Service of Alcohol training requirements (Queensland)

Responsible Service of Alcohol training requirements (Western Australia)

Responsible Service of Alcohol training requirements (South Australia)

Responsible Service of Alcohol training requirements (Tasmania)

Responsible Service of Alcohol training requirements (Northern Territory)

Food Safety Supervisor certificate requirements (New South Wales)

Food Standards Code — Standards 3.2.2 and 3.2.2A (food safety practices and food safety management tools)

Responsible Service of Gaming (RSG) training requirements (Victoria)

Hospitality Industry (General) Award 2020 (MA000009)

Restaurant Industry Award 2020 (MA000119)

National Code of Practice for Providers of Education and Training to Overseas Students 2018 — Standards 1 to 11

Outcome Standards for Registered Training Organisations 2025 (full text)

Unique Student Identifier (USI) requirements for RTOs

Does the job title decide which award applies?

No. Coverage follows the premises. A bar attendant in a pub is under MA000009; a bar attendant in a standalone restaurant is under MA000119; a bar attendant in an RSL is under MA000058. A restaurant inside a hotel is under MA000009.

Which award covers a registered or licensed club?

MA000058 Registered and Licensed Clubs Award 2020. MA000009 clause 4.4(d)(i) expressly excludes clubs registered or recognised under State or Territory legislation. The club must be both registered or licensed under a liquor, gaming, associations or corporations statute and operating not-for-profit for members and the community.

Which award covers a night club?

MA000119, the Restaurant Industry Award, because a night club is commercial rather than not-for-profit. The name is misleading.

Which award covers takeaway or a food-court outlet?

MA000003 Fast Food Industry Award 2010, which covers food sold mainly to be consumed away from the point of sale and excludes venues providing primarily sit-down service. Note that it carries no Certificate III classification floor.

Can a new hire serve alcohol while their RSA is being processed?

No. The RSA must be held before the first shift serving alcohol. Roster them on non-alcohol duties until the certificate is in hand, and in Victoria remember the certificate does not exist until the LCV second stage is complete.

Which staff must receive the Casual Employment Information Statement?

Casual employees, in addition to the Fair Work Information Statement that every new employee must be given.

Does a Certificate III change what an employee must be paid?

In three of the four awards, yes. Under MA000009, MA000119 and MA000058, an employee holding a relevant AQF Certificate III or higher and using those competencies at work has a minimum

classification of Level 4. MA000003 has no equivalent provision.

Is the Level 4 floor automatic once the qualification is finished?

Not under MA000009 or MA000119, which both require the employee to make use of the skills and knowledge derived from those competencies. MA000058 is worded slightly differently and allows the Fair Work Commission to require the employee to demonstrate they utilise the relevant skills.

Can three months on the job substitute for the training?

No, not for anyone who started in recent years. The three-month route is limb (c) of the MA000009 clause 2 definition of "appropriate level of training" and it is anchored to 30 June 2010. It is a closed transitional provision, not a rolling three-month test, so it cannot be newly satisfied by an employee who began that classification's work after that date. Relying on it for a current employee is an underpayment risk dressed up as a shortcut. The two open routes are completing the training program, or assessment by a qualified skills assessor as having at least equivalent skills.

Who counts as a "qualified skills assessor"?

MA000009 clause 2 limb (b) requires a qualified skills assessor, and the benchmark is skills at least equivalent to those attained in the training program the classification would otherwise require. It is a formal equivalence assessment, not a supervisor's view that someone is competent in practice.

Where do we take a Level 4 classification dispute?

It depends on the award: MA000009 clause 40, MA000119 clause 34, or under MA000058 referral to the Fair Work Commission.

What are the most common causes of underpaying an apprentice or trainee?

Five are named in the regulatory material: misclassification of the wage level; failure to progress the rate on qualification conversion or competency achievement; a training delivery mode error, where the full schedule rate is paid although the approved training is on the job or mixed and a 20% reduction applies; age-based rate mistakes; and failure to apply the level floor for a Certificate III holder used in that capacity. A sixth sits above them all: the wrong award applied in the first place.

Does a wage underpayment create any liability beyond the wages?

Yes. Use the Fair Work Ombudsman's guidance (<https://www.fairwork.gov.au/workplace-problems/common-workplace-problems/my-pay-doesnt-seem-right>) to check and raise the underpayment. Eligible unresolved monetary claims can use the small-claims procedure (<https://www.fairwork.gov.au/workplace-problems/fixing-a-workplace-problem/other-workplace-relations-help/small-claims-court>) or another court process. Check superannuation separately: an underpayment affects super where it reduced ordinary time earnings, but not every underpaid entitlement is ordinary time earnings.

Is there a recognised benchmark for what a recruitment and induction process should contain?

Yes, three of them, all current on our scope: SITXHRM010 Recruit, select and induct staff, assessed across casual, contract or temporary, full-time or part-time permanent, and volunteer recruitment

needs; BSBHRM415 Coordinate recruitment and onboarding, assessed over two candidates with referees' reports, written assessments and employment contracts; and BSBHRM525 Manage recruitment and onboarding, assessed over two different individuals and additionally requiring organisational policies and procedures to be updated.

Is an unpaid trial shift ever lawful?

Only where the person genuinely observes rather than works. Once they are performing productive work the award applies. Work health and safety duties to persons other than employees apply either way.

How long can someone be paid at Introductory level?

Up to three months, extendable by mutual agreement for up to a further three. Six months is the maximum.

Do we have to keep records of food handler training?

No. Standard 3.2.2A imposes no record-keeping duty for the food handler training tool, and mandates no refresher period. Many employers keep records anyway because it makes the position easy to demonstrate, which is a reasonable choice but not a legal requirement.

How long must category one food safety records be kept?

Three months after being made, and they must be accessible at the premises.

Does a Victorian Statement of Attainment count as an RSA?

For a new Victorian RSA course, use an LCV-approved provider for the delivery mode and complete the required LCV Learning Hub surveys and sexual harassment and assault module as well as the national unit. Victorian certificate holders must complete the free RSA Refresher every three years. 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 (<https://www.vic.gov.au/rsa-training>) before relying on a certificate. Queensland and Western Australia accept suitable national RSA training evidence from an RTO. This is subject to the correct credential: Queensland requires a Statement of Attainment for the national RSA course, and WA requires the RSA certificate rather than an interstate card alone. Check the Queensland requirements (<https://www.business.qld.gov.au/industries/hospitality-tourism-sport/liquor-gaming/liquor/training/rsa/certification>) and WA requirements (<https://www.wa.gov.au/organisation/racine-gaming-and-liquor/mandatory-training-licensees-approved-managers-and-employees>).

How do we check that a qualification a candidate produces is real?

Read the document rather than the course name. A qualification must carry the name, registration code and logo of the issuing organisation, the code and title of the qualification, the Nationally Recognised Training logo applied under the NRT Logo Conditions of Use, an authorised signature, a seal, corporate identifier or unique watermark, and a statement recognising the qualification within the AQF. A statement of attainment must carry the full title and national code of each unit. The Unique Student

Identifier must not be printed on either document, so its absence is correct rather than suspicious. Then check the RTO code and the unit codes against the national register.

A candidate's certificate says Complete Healthcare Training. Is that the same RTO?

Yes. Complete Healthcare Training was a trading name on RTO 3722's record from 24 October 2023 to 19 April 2025, so a certificate issued in that name is an RTO 3722 credential. Four other trading names are current alongside Complete Hospitality Training: Victorian Bar School, in use since 1994; Ready Serve Achieve Melbourne, since 2018; Coffee School by CHT, since 2021; and Alchemy Institute of Australia, since 2024.

Can you provide the Victorian Responsible Service of Gambling course?

No. Victorian RSG is free government training and no registered training organisation can provide it, ourselves included.

Can you issue a NSW Food Safety Supervisor certificate?

No. We are not on the NSW Food Authority's approved provider list. In NSW the approved provider issues two separate documents, the national Statement of Attainment and the FSS certificate, and keeping only the Statement of Attainment does not satisfy the Food Act 2003 (NSW).

What if we discover we have been underpaying?

The exposure grows with each pay cycle, so the useful move is to fix the classification immediately and rectify the past separately. The Fair Work Ombudsman publishes guidance on voluntary rectification. Records are what make a rectification calculable at all.

Is training an existing employee cheaper than hiring?

Often, and recognition of prior learning is the reason. Registered training organisations must offer RPL under Standard 1.6, and it is raised at the pre-training review under Standard 2.2. It is a genuine assessment against the same evidence requirements, not a waiver, and an experienced worker may already hold a substantial share of a qualification. A skills assessment (/skills-assessment/) conversation is the usual starting point.