

Difference Between a Good and Bad Course Provider - Complete Hospitality Training

Canonical: <https://cht.edu.au/news/difference-between-a-good-and-bad-course-provider/>

Details:

The difference between a good and a bad course provider can be checked, not guessed — and most of the checks take a few minutes on training.gov.au. Claims about "industry knowledge" and "student support" cannot be verified before enrolling. An RTO code, a unit code, a scope entry, a registration period and a trainer credential can.

There is a second reason the checks are worth doing. Australia's VET regulator publishes the list of things providers get wrong, as named risks against each standard. Those named risks are effectively a checklist of bad-provider behaviour written by the regulator itself, and they are reproduced through this page.

Test 1: the RTO code, on everything

Only a registered training organisation may issue nationally recognised qualifications and Statements of Attainment. Every RTO has a code, and that code is public on the National Register at training.gov.au. A genuine provider prints it on its website, its enrolment paperwork and every certificate it issues. Our is RTO 3722, with CRICOS 04242E for overseas students.

If the code is missing, ask for it. If a provider says it delivers "through" or "in partnership with" an RTO, ask which one and check the arrangement against that RTO's listing. A venue, a bar school or a coffee academy is not an RTO unless it holds its own registration.

Third-party arrangements are not automatically a problem, but they are regulated. An RTO must have formal arrangements with, and adequate oversight of, any third party that markets to or recruits students, and those arrangements must be made clear to current and prospective students. Marketing must also identify which services are delivered by a third party or an engaged expert, and must not imply a connection with another organisation without that organisation's consent. Vagueness about who actually delivers your course is a named regulatory risk, not a detail.

Test 2: the registration period, and who the regulator is

An RTO code on its own does not tell you whether registration is current. The organisation record does, and it gives you a date range.

We have held RTO code 3722 since 1 June 1994, and our current registration period runs from 1 July 2025 to 30 June 2032, exercised by the Australian Skills Quality Authority under the National Vocational Education and Training Regulator Act 2011. Before that we were registered by the Victorian Registration and Qualifications Authority, and we transferred to the national regulator on 8 September 2017.

Two things to take from that as a buyer. First, a long unbroken registration history is a genuine signal, and it is free to check. Second, the thing to look at is the end date of the current period — a provider whose registration expires in a few months is a different proposition from one registered for years, particularly if your course runs longer than the registration does.

The legal entity behind the code is also on the record: Complete Hospitality Training (Vic) Pty Ltd , ABN 27 006 947 262 , ACN 006 947 262 , all from 1 June 1994. Checking the legal name matters because that is the entity you are contracting with, and it is often not the name on the website.

One further thing to read off the register: the scope of registration . Marketing may only represent training products that are actually within scope, so scope is the boundary of what a provider is permitted to advertise at all. Test 5 goes into it.

Test 3: the trading name might not match the certificate

This one catches people out, and it is worth knowing before you conclude a document is fake.

An RTO can operate under several trading names, all pointing at the same registration. Our record carries six , five of them current:

| Trading name | In use from | | --- | --- | | Victorian Bar School | 1 June 1994 — the original name | | 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 | | Complete Healthcare Training | 24 October 2023 — ended 19 April 2025 |

So a certificate issued in the name Complete Healthcare Training between October 2023 and April 2025 is a genuine RTO 3722 credential, even though that name is no longer in use. The same goes for an old Victorian Bar School document. If you are verifying a qualification and the name does not match, check the RTO code and the trading-name history before assuming anything is wrong.

There is a practical corollary. An RTO must be able to produce a copy of certification documentation on request , and it must retain records of all AQF certification documentation for thirty years . That is why a replacement copy of a Victorian Bar School certificate from the 1990s is a reasonable thing to ask for, and why a provider that says records "only go back a few years" is telling you about its own recordkeeping rather than about the rule.

Test 4: the unit codes are named

Nationally recognised training is built from coded units of competency — SITHFAB021 for Responsible Service of Alcohol, SITXFSA005 for hygienic practices for food safety, or SIT30622 for the Certificate III in Hospitality with its 15 units. A good provider puts the code on the course page. A course described only as "bar skills" or "barista certificate", with no code anywhere, will not produce a Statement of Attainment for anything.

RTOs must clearly distinguish nationally recognised training from non-accredited training . Blurring that line is one of the regulator's named marketing risks. Non-accredited training can be genuinely good — a barista masterclass teaches real skills — but it must not be dressed up as something it is not.

The same rule governs the logo. The Nationally Recognised Training logo may be used in accordance with the NRT Logo Conditions of Use on a qualification or a Statement of Attainment, and it must not be used on other testamurs or on transcripts of results. An NRT logo on a certificate of attendance or a course completion letter is a misuse of the logo, and a reliable sign that the provider does not understand the boundary it is standing on.

Test 5: on scope, and available in your state

An RTO can only issue what is on its scope of registration, and scope is public. Our scope is 17 current qualifications, 81 current skill sets and 579 current units , every component at extent deliver and assess , reaching across hospitality, business and cyber, community services, health and infection control, retail, creative arts and horticulture.

Two cautions when you read a scope record. A component can be on scope and still be past its end date — SIR30216 Certificate III in Retail is on our record but ended on 28 June 2024 , so it is not an

available option. And the scope record carries no state field at all , so it cannot tell you where a qualification is actually delivered. You have to ask the provider. For us:

| Qualification | States delivered | | --- | --- | | SIT30622 , SIT30722 , SIT40422 , SIT20421 , business, community services | All eight states and territories | | SIT20322 Certificate II in Hospitality | SA, VIC, WA | | SIT30821 Certificate III in Commercial Cookery | SA, TAS, VIC, WA | | SIT40521 Certificate IV in Kitchen Management | VIC, WA | | SIT50322 Diploma of Event Management | Victoria only | | SIT50422 Diploma of Hospitality Management | Victoria only |

Note that SIT20322 Certificate II in Hospitality and SIT20421 Certificate II in Cookery are two different qualifications, both current. Neither supersedes the other.

Where to verify each thing:

| Check | Where to verify | | --- | --- | | The organisation is an RTO, and its registration period | The National Register — training.gov.au organisation record | | Legal name, ABN and ACN | The same organisation record | | Trading names, current and ended | The same organisation record | | The qualification or unit is on scope, and current | The RTO's scope of registration on training.gov.au | | Delivery in your state or territory | The provider — the scope record has no state field | | CRICOS registration, if you need a student visa | The CRICOS register | | RSA provider approval, Victoria | Liquor Control Victoria's approved provider list | | Food Safety Supervisor certificate, NSW | The NSW Food Authority approved provider list | | Victorian Skills First contract | The Victorian Government's funded-provider list |

Test 6: the trainer holds a real credential

This is the check nobody makes, and it is answerable. To deliver training and assessment without direction — which includes making assessment judgements about you — a person must hold one of a closed list of credentials:

TAE40122 Certificate IV in Training and Assessment, or its successor

TAE40116 Certificate IV in Training and Assessment

TAE40110 Certificate IV in Training and Assessment

a diploma or higher-level qualification in adult education or vocational education and training

a secondary teaching qualification plus TAESS00011 , TAESS00019 or TAESS00024

For assessment only, TAESS00001 is also acceptable. Someone who holds relevant credentials but not one of the above may deliver training and help collect assessment evidence under direction , but is not permitted to make assessment judgements . If the person marking your work cannot say which of those credentials they hold, that is a straight answer to the question this page asks.

On top of the training credential, everyone delivering or assessing must have industry competencies, skills and knowledge that are relevant to and current in the training product , must demonstrate current industry practice, and must maintain engagement with industry. The RTO must ensure continuing professional development happens and must facilitate access to it. "Our trainers are industry professionals" is marketing; "our trainers hold TAE40122 and worked a service last month" is the actual standard.

The assessment system itself must be quality assured through regular validation of assessment practices and judgements, and at least one validator must hold one of the credentials above. Ask whether the provider validates, and how often.

Test 7: a pre-training review before money changes hands

Every learner at a genuine RTO completes a pre-training review before enrolling. Under Standard 2.2 of the Outcome Standards for RTOs it must consider your language, literacy and numeracy , your digital literacy , and your individual requirements including physical skills, prior experience, prerequisites and entry requirements — and it must inform whether you are appropriately placed in that training product.

Name the instrument when you raise it. The National Code 2018 has a different Standard 2.2 , dealing with an overseas student's English language proficiency and qualifications for entry, and a provider answering about the wrong one is a small but telling signal. The pre-training review is also where recognition of prior learning and credit transfer are raised — see Test 13.

A provider that takes payment before any conversation about your existing skills or the course requirements is skipping a step the regulator expects and must hold evidence of.

Test 8: what you must be told before you pay

A provider must give you all of this before enrolment or before any fees are payable :

a full and accurate schedule of fees , including any prepaid fees

the training product code and title

duration, modes of delivery, location, dates and scheduling

whether licensing or occupational licence requirements apply

details of any third-party arrangements

the training support and wellbeing support services available

every obligation to acquire materials or equipment, undertake a work placement , or travel and pay for accommodation to attend a placement

any cost of obtaining a USI, or of withdrawing from training

how to lodge an enquiry, and how long you should expect to wait for a reply

Ask for the total cost in writing, with tuition and every other applicable fee identified. For a Skills First place, the 2026 rules require a clear refund policy before enrolment and, before training starts, written documentation showing that the program is subsidised and the total cost to you, including tuition after the government contribution and any concession or waiver, plus any other applicable fees for services, amenities, goods or materials. See what hospitality courses cost in Australia .

Test 9: published complaints and appeals processes

Standard 2.7 requires a complaints process that affords procedural fairness, sets reasonable timeframes, is publicly available and provides escalation avenues if a matter is unresolved. Standard 2.8 covers appeals against decisions — including assessment decisions — and requires review by an independent party at no or low cost , with students told all avenues for independent review.

The regulator's named risks here are specific and useful. Bad providers fail to make third parties escalate complaints about services they delivered; fail to capture informal complaints , such as a verbal conversation with a trainer; do not give all parties a chance to respond; and never look at trends or root causes in their complaints data. If these processes cannot be found on a provider's website before enrolment, that is itself an answer. Ours are published at policies .

Test 10: the marketing red flags the regulator names

All information a provider or its third parties give you must be clear, accurate and current . The regulator names these as known failures:

false or misleading marketing of a course, a qualification, or the delivery and assessment itself

marketing unrealistically short courses that compromise the integrity of the training product, or that leave students facing extension costs when they cannot finish in the advertised time

promoting easier paths to a qualification — inappropriately short duration, or inadequate RPL — rather than upholding the product's integrity

not remaining aware of all marketing material in circulation about the RTO, including old material and agents' material

using images that do not accurately depict the facilities or resources the RTO actually uses

not clearly distinguishing nationally recognised from non-accredited training

failing to comply with Australian Consumer Law

That second point is worth dwelling on. The AQF sets an expected volume of learning — Certificate II typically half a year to one year, Certificate III typically one to two years, Certificate IV typically half a year to two years with the short end reserved for specialist qualifications that build on prior knowledge, Diploma typically one to two years — and the volume must be sufficient for a graduate to achieve the learning outcomes. A course advertised at a fraction of that is not a bargain; "accelerating or shortening training without allowing students sufficient time for skill development and knowledge application" is a named risk.

Test 11: state approval lists, and the red flag where none exists

Some hospitality units carry a state licensing layer on top of RTO registration, and the test differs by state. RSA is a single national unit, SITHFAB021 , under eight separate jurisdictional schemes.

Victoria — RSA must come from a Liquor Control Victoria approved provider , and the unit alone is not enough: the LCV Learning Hub pre-training survey, the SHARPR module and a post-training survey all have to be completed before a Victorian RSA certificate exists. Licensees carry three-yearly currency.

New South Wales and South Australia have conditional RSA recognition rules; check residence, role, provider and training date. See NSW's recognition rules and SA's provider guidance . Separately, a NSW Food Safety Supervisor certificate must come from a provider on the NSW Food Authority's approved list under section 106H of the Food Act 2003 (NSW). We are not on that list , so a NSW learner who needs an FSS certificate should start with that list, not with us.

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 and WA requirements .

Northern Territory and the ACT — certificates expire at three years .

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

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 .

The patterns behind fake and misleading RSA courses are set out at beware of RSA training course scams . The RSA overview sets out what the unit actually covers.

Test 12: support, wellbeing and inclusion are designed, not asserted

Under Standard 2.3 a provider must run pre-enrolment checks, regularly review support services delivered by third parties, make sure students know how to contact their trainers and assessors , and publish enquiry response timeframes. You must have channels to disclose a disability at enrolment and at any point afterwards, and an environment where asking for a reasonable adjustment is comfortable — though adjustments must not compromise the integrity of the training product or the industry standard.

Standard 2.6 requires wellbeing needs to be identified by reference to the training product content : an RTO teaching RSA and licensed-venue material has a different wellbeing profile from one teaching business administration, and is expected to have thought about it. Named risks include assessing wellbeing only at enrolment, having strategies staff do not know about, and not assessing third-party environments such as work placements that could harm a student.

Standard 2.5 requires a safe and inclusive environment that is culturally safe for First Nations people , and the regulator expects real engagement with local First Nations communities rather than a policy statement.

Test 13: the assessment itself has rules you can ask about

Assessment is not at the provider's discretion. There are four Principles of Assessment and four Rules of Evidence , and between them they answer most "is this course any good" questions better than a testimonial does.

The principles:

Fairness — assessment accommodates your needs, allows reasonable adjustment , and allows reassessment where necessary . A provider that treats one attempt as final is not applying it.

Flexibility — assessment is appropriate to the context, the training product and the student, and assesses your skills regardless of how or where you acquired them . This is the principle recognition of prior learning actually rests on.

Validity — assessment includes practical application components , so that you demonstrate the skill in a practical setting. In hospitality this is why a paper-only course is not delivering the units.

Reliability — evidence is interpreted consistently, so outcomes are comparable irrespective of which assessor you happen to get. Validation, in Test 6, is how a provider evidences this.

The rules of evidence:

Validity — the evidence relates to what is actually being assessed.

Sufficiency — its quality, quantity and relevance enable the assessor to make an informed judgement. One signed sheet is rarely sufficient.

Authenticity — it is the student's own genuine work, which is why a workplace supervisor signs a placement log rather than the student.

Currency — it documents and demonstrates current skills and knowledge, not something you could do five years ago.

Two mechanisms come out of the flexibility principle, and a provider that conflates them is worth watching:

Recognition of prior learning is Standard 1.6. It is a genuine assessment against the same evidence requirements as the unit itself, not a waiver. A provider offering RPL as a shortcut — "send us your resume and we will sign it off" — is engaged in exactly what the regulator names as promoting easier paths through inadequate RPL, and a qualification obtained that way is a liability rather than an asset.

Credit transfer is Standard 1.7 , and it is not assessment at all. Whole units you have already completed at any Australian RTO are credited without reassessment , with your Statement of Attainment as the evidence. A good provider volunteers it; a bad one lets you pay to redo a unit you already hold. Our own policy is that credit transfer attracts no student fee , while RPL is not available through government funding and is a fee-for-service arrangement. Both are raised at the pre-training review in Test 7. We verify evidence of equivalent prior completion, check the training-product requirements and any licensing or regulatory restrictions, and document the decision before granting credit. See ASQA's credit-transfer guidance .

This is also why units completed inside a skill set are worth more than they look: they credit-transfer into a full qualification later under Standard 1.7, and produce a Statement of Attainment in the meantime.

Test 14: if the place is subsidised, the integrity rules bite harder

In Victoria, a provider under a Skills First VET Funding Contract is spending public money, and the contract puts the burden squarely on it. Understanding where that burden sits explains a lot of behaviour that looks like obstruction and is actually compliance.

The provider, not the department, determines eligibility — and bears the evidentiary burden. That is why a careful provider asks for documents rather than taking your word, and why a provider that waves you through without evidence is the one to worry about. Claiming subsidy for an ineligible student is a recovery event .

Eligibility to enrol is not eligibility for subsidy. You may be perfectly able to enrol fee-for-service while being ineligible for a funded place; the two questions are separate, and a provider that answers only the first has not answered the second. The clearest worked example is clause 2.11 : a student enrolled in any school — government, non-government, independent or Catholic — is not eligible for subsidy unless they are a school-based apprentice or trainee, but is not barred from enrolling and paying fees privately.

Concessions and waivers are mandatory, not marketing. A concession must be offered to eligible students and the concession fee is capped at no more than 20% of the standard tuition fee — a mandatory reduction, not a discretionary discount. A full fee waiver , meaning complete exemption from tuition fees, must be offered to Aboriginal and Torres Strait Islander students , Youth Access Initiative students , students from the Judy Lazarus Transition Centre , and young people on community-based orders . Providers are compensated through funding loadings, so reluctance to discuss a waiver has no funding explanation.

The records have a retention period and a sharp consequence. A provider must be able to produce evidence of eligibility, evidence of any concession or waiver, Statements of Fees , evidence of participation, evidence of each pre-training review, and evidence that fees it reported as charged were actually received — including invoices or statements issued to you and bank-generated transaction statements of the accounts the fees were paid into. Those records are retained until three years after you complete or withdraw .

And the provision that concentrates the mind: if a record is not made available on request, for contract purposes it is deemed not to exist, and the activity it would have evidenced is deemed not to have occurred. A misfiled record is legally equivalent to training that never happened. A provider casual about paperwork is not merely disorganised; it is carrying a risk that ultimately lands on the student whose enrolment cannot be substantiated.

About us

We are 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 .

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.

SIT20322 Certificate II in Hospitality

SIT20421 Certificate II in Cookery

SIT30622 Certificate III in Hospitality

SITHFAB021 Provide responsible service of alcohol

SIT30722 Certificate III in Hospitality (Restaurant Front of House)

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)

Responsible Service of Alcohol training requirements (Australian Capital Territory)

Food Safety Supervisor certificate requirements (New South Wales)

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

Skills First (Victoria) — VET Funding Contract obligations

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 an RTO code on the website prove the course is nationally recognised?

No. It proves the organisation is registered. The qualification or unit still has to be on that RTO's scope of registration and current, and you still need to confirm it is delivered in your state — which the scope record itself cannot tell you.

How do I check a provider's registration is current?

Look up the organisation record on the National Register at training.gov.au and read the registration period. Our current period runs from 1 July 2025 to 30 June 2032 under ASQA, and we have held code 3722 since 1 June 1994. If a provider's registration expires before your course finishes, ask what happens then.

The name on a certificate does not match the provider's website. Is it fake?

Not necessarily. An RTO can trade under several names. A Complete Healthcare Training certificate issued between 24 October 2023 and 19 April 2025 is a genuine RTO 3722 credential, as is an old Victorian Bar School one. Check the RTO code and the trading-name history on the organisation record before concluding anything.

What single question separates a good provider from a bad one?

"Which credential does the person assessing me hold, and is this qualification on your scope and delivered in my state?" Both answers are verifiable, and a provider that cannot answer either has answered the question.

Can a Statement of Attainment expire?

No. Statements of Attainment do not expire. Some licences and certificates built on them do carry currency periods — Victorian RSA for licensees, a Food Safety Supervisor certificate at five years, NT and ACT RSA at three years — which is a separate matter from the unit result. A qualification can also be superseded or carry an end date, which is what has happened to SIR30216.

How long should I wait for my certificate?

Certification must be issued within 30 calendar days of the completion of your assessment, provided you have been assessed as meeting the requirements and have paid all agreed fees. A provider that sits on results past that window is out of step with the rule.

What should be printed on a genuine certificate?

A qualification must carry the issuing organisation's name, registration code and logo, the code and title of the qualification, the NRT logo used in accordance with the NRT Logo Conditions of Use, an authorised signature, the organisation's seal or unique identifier, and a statement recognising the qualification within the AQF. A Statement of Attainment must carry the full title and national code of every unit, and the statement that a VET statement of attainment is issued when someone has completed one or more accredited units. Your USI must not be printed on either document, and the NRT logo must not appear on other testamurs or on transcripts of results.

Can a provider get my certificate reissued years later?

Yes, and it must be able to. An RTO must produce a copy of certification documentation on request, and must retain records of all AQF certification documentation for thirty years — which is why a document from the 1990s is still recoverable, including one issued under a trading name the provider no longer uses.

How is my assessment supposed to be judged?

Against four Principles of Assessment — fairness, flexibility, validity and reliability — and four Rules of Evidence — validity, sufficiency, authenticity and currency. In practice that means reasonable adjustment and reassessment must be available, skills count regardless of how or where you acquired them, assessment must include practical application components, and outcomes must be consistent whichever assessor you get. Test 13 sets out each one.

What is credit transfer, and how is it different from RPL?

Credit transfer is Standard 1.7: whole units you have already completed at any Australian RTO are credited without reassessment, on the strength of your Statement of Attainment, and with us it attracts no student fee. Recognition of prior learning is Standard 1.6: a genuine assessment against the same evidence requirements as the unit, not a waiver, and not available through government funding. A provider that lets you pay to redo a unit you already hold, or that offers RPL as a rubber stamp, has failed a real test. We verify evidence of equivalent prior completion, check the training-product requirements and any licensing or regulatory restrictions, and document the decision before granting

credit. See ASQA's credit-transfer guidance (<https://www.asqa.gov.au/for-providers/standards-for-RTOs/practice-guides/quality-area-1-training-and-assessment/RPL-and-credit-transfer-practice-guide>).

What if a provider will not show a complaints policy?

Standard 2.7 requires it to be publicly available. A provider that cannot produce one is not meeting a basic regulatory expectation, and you have not yet paid it anything.

Is a course with a certificate but no unit code worthless?

Not necessarily — it may teach real skills — but it creates no national VET record and cannot satisfy a requirement that specifically calls for a nationally recognised unit or credential. It may still satisfy a rule that accepts non-accredited training, and it can be supporting evidence in a recognition of prior learning application.

A provider never asked for my USI. Does that matter?

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 (<https://www.usi.gov.au/students/create-your-usi/exemptions-usi>). A USI is free at [usi.gov.au](https://www.usi.gov.au) (<https://www.usi.gov.au/>). If you already have one, recover it rather than creating another. We check the issuing RTO and the unit codes when verifying a credential; a USI request alone does not establish whether a provider is legitimate.

Is a very cheap course a bad sign?

Not on its own, and in Victoria a genuinely subsidised place can be substantially cheaper. What matters is whether the price is explained. A Skills First concession is capped at no more than 20% of the standard tuition fee, and full fee waivers are mandatory for Aboriginal and Torres Strait Islander students, Youth Access Initiative students, students from the Judy Lazarus Transition Centre and young people on community-based orders — so low prices can be entirely legitimate. Unexplained prices, or a package price with no itemisation, are the warning sign. Confirm current fees directly.

Can I enrol if I am not eligible for the subsidy?

Usually yes, fee-for-service. Eligibility to enrol and eligibility for subsidy are different questions. What a provider must not do is claim a subsidy for a student who is not eligible — that is a recovery event, and it is why the provider, not the department, carries the evidentiary burden and asks you for documents.

I am still at school. Can I get a funded place?

Not under clause 2.11, unless you are a school-based apprentice or trainee: a student enrolled in any school — government, non-government, independent or Catholic — is not eligible for Skills First subsidy. You are not barred from enrolling and paying fees privately. A provider that offers a school student a subsidised place has either misunderstood the contract or is not reading it.

Can a provider guarantee me a job?

No, and a guarantee of employment is the kind of claim that runs into both the marketing standards and Australian Consumer Law. What a provider can legitimately tell you is which job roles the qualification's descriptor names, what a work placement involves, and what its graduates have gone on to do. See success stories (</success-stories/>) and what jobs hospitality management graduates do (</news/what-jobs-do-hospitality-management-graduates-do/>).

How do I check a provider's placement arrangements?

Ask which of the three routes applies to you: a vocational placement the provider arranges under its own agreements with venues, a placement you arrange yourself, or a work placement at your existing paid job. All three require a Placement Agreement completed before the placement starts, covering

supervision, conduct and learning outcomes. Also ask what the placement requires of you in travel, accommodation and unpaid hours — you must be told that before you pay.

Where should I start if I want to check CHT?

Look up RTO 3722 on training.gov.au — the organisation record for registration period, legal name, ABN and trading names, and the scope of registration for qualifications and units. Then read the policies ([/policies/](#)), browse the courses ([/courses/](#)) and workplace training ([/workplace-training/certificate-iv-in-hospitality/](#)) pages for codes, and use contact ([/contact/](#)) or an expression of interest ([/eoi/](#)) to ask for a pre-training review and the delivery states for your own state. Your guide to selecting the right hospitality course ([/news/your-guide-to-selecting-the-right-hospitality-course-for-you/](#)) works through the same decision in order.