

Education During Lockdown - Complete Hospitality Training

Canonical: <https://cht.edu.au/news/education-during-lockdown/>

Details:

This is an archived post from April 2022, written while pandemic restrictions were still shaping how training was delivered. The restrictions have gone. Some of what they forced on vocational training has stayed, some of it never could, and a good deal of the underlying rulebook has changed since — including one food safety standard that did not exist when the original was written.

This page keeps the original argument and marks what has dated, because an archived page that quietly carries a superseded unit code is worse than no page.

What moved online and stayed there

Lockdown pushed the knowledge component of hospitality training online almost overnight, and for most units it did not come back. Liquor law and the statutory tests for intoxication in an RSA unit, food safety principles, workplace safety, costing and rostering theory in a kitchen management unit — these are learned through reading, video and written or oral responses, and a learner does not need to be in a room to produce that evidence. Once RTOs had built the online materials, there was no reason to unbuild them.

That was never a concession, either. Flexibility is one of the four principles of assessment: assessment must be appropriate to the context, the training product and the learner, and must assess the learner's skills and knowledge regardless of how or where they acquired them. Remote knowledge assessment was already legitimate; lockdown simply made it universal.

Three numbered obligations frame what a provider may and may not do when delivery moves online. Standard 1.1 requires the mode of delivery to enable students to attain the required skills and knowledge, and the training to be paced with sufficient time for instruction, practice, feedback and assessment. Standard 2.3 requires students to have timely access to trainers, assessors and staff to support their progress, with queries answered in a timely manner — which is exactly what a remote cohort loses first. And Standard 2.6 requires wellbeing needs to be identified by reference to the training product's content, so a provider is expected to think about what its own course material demands of a learner studying in isolation.

What could not move

Competency-based assessment has two outcomes, competent and not yet competent, and for a practical unit that decision rests on an assessor watching the learner perform the task to the standard the unit describes.

The principle that fixes this is validity: assessment must include practical application components that enable the learner to demonstrate the relevant skills and knowledge in a practical setting. Pouring and presenting drinks, preparing a dish to order under time pressure, handling a difficult customer at the counter — a written account of the task is not evidence that the learner can do it.

The volumes make it concrete. SITHFAB027 requires five service periods including one peak; SITHFAB034 requires twelve, with full menu advice given in every one; SITHFAB030 requires three service periods and two cocktails by each of six methods, so twelve preparations minimum; SITHFAB025 requires ten specified beverages on three occasions each; SITXFSA005 requires

hand-washing, uniform and PPE use, personal hygiene practices and hygienic food service each on at least three occasions ; and SITXFSA006 requires hazard control at nine critical control points plus calibrating a temperature probe. Lockdown could delay all of that. It could not replace any of it.

A learner who finished theory online still had to wait for practical assessment before those units could be signed off — and in the meantime received a Statement of Attainment for whatever was complete, which is why finishing units rather than abandoning them was the right call even then.

Blended delivery is now the normal shape

The result is that blended delivery — knowledge evidence gathered at distance, performance evidence observed in person — is now the ordinary structure of a hospitality qualification rather than an emergency measure. Providers use self-paced, group-based, distance, online and classroom learning in combination.

The split runs through the qualifications on our scope, and the core ratio tells you roughly where each one sits:

Qualification	Units	Core	How much can realistically be remote
BSB40520 Certificate IV in Leadership and Management	12	5	Most of it — largely documentary evidence
SIT30622 Certificate III in Hospitality	15	6	Depends on the nine electives
SIT30722 Certificate III in Hospitality (Restaurant Front of House)	20	9	Knowledge only; service units must be observed
SIT30821 Certificate III in Commercial Cookery	25	20	Very little — the core is kitchen tasks
SIT50422 Diploma of Hospitality Management	28	11	A great deal — budgets, legal risk, quality systems
SIT40521 Certificate IV in Kitchen Management	33	27	Very little

One thing that did not change with mode: the AQF's expected volume of learning — Certificate II typically 0.5–1 year, Certificate III typically 1–2 years, Certificate IV typically 0.5–2 years, Diploma typically 1–2 years — must be sufficient for a graduate to achieve the learning outcomes. Remote delivery was never a licence to shorten a qualification, and the regulator names "accelerating or shortening training without allowing students sufficient time for skill development and knowledge application" as a known risk. The case for the in-person half is made at the benefits of returning to face-to-face learning , and the practical side of remote study at how to keep learning online .

Reading the 2022 post today: what has dated

Quite a lot, and it is worth listing.

The RSA unit code. Responsible Service of Alcohol is now SITHFAB021 . Any unit code quoted in 2022 should be re-checked on training.gov.au before you rely on it.

Qualification codes. SIT40422 Certificate IV in Hospitality supersedes SIT40416 and is not equivalent to it, so a gap assessment may be needed for anyone holding the old one. On the business side, BSB30120 Certificate III in Business is not equivalent to BSB30115 , BSB30215 , BSB30415 , BSB30815 or BSB30915 , all of which were superseded on 18 October 2020 — transition and teach-out obligations applied and gap assessment is needed. BSB40520 Certificate IV in Leadership and Management is equivalent to BSB42015 , which is the exception rather than the rule.

A qualification that has since lapsed. SIR30216 Certificate III in Retail is on our scope record but passed its end date on 28 June 2024 , so it is no longer an available option. On the other side of the ledger, BSBSUS201 was superseded and ended on 31 January 2024 .

A food safety standard that did not exist yet. Standard 3.2.2A commenced on 8 December 2023 , well after the original post. It introduced three food safety management tools — food handler training, a Food Safety Supervisor, and substantiation records — and sorted businesses by activity rather than by premises type. Category one is a caterer or food service business that processes unpackaged potentially hazardous food into food that is both potentially hazardous and ready to eat; category two is

retail sale of ready-to-eat potentially hazardous food the business did not make. Both need food handler training and a Food Safety Supervisor; only category one carries the records duty, with records kept three months and accessible at the premises. Anything written before December 2023 about food safety obligations should be treated as out of date.

One piece of that is worth stating plainly because it is widely got wrong: food handler training does not have to be accredited, mandates no refresher period, and the business is not required to keep records of it. A free non-accredited course covering safe food handling, food contamination, cleaning and sanitising, and personal hygiene satisfies the requirement. The alternative to completed training is the handler possessing skills and knowledge commensurate with the activity — not being supervised by someone who has done the training. The five-year clock belongs to the Food Safety Supervisor certificate. See understanding Standard 3.2.2A.

The RTO standards themselves. The 2025 Outcome Standards added obligations that did not exist in the lockdown-era framework — notably that wellbeing needs be identified by reference to the training product content, and that the learning environment be safe, inclusive and culturally safe for First Nations people. They also name not assessing third-party environments such as work placements as a risk, which is directly relevant to anyone whose placement was disrupted and rearranged at short notice.

An RSA Statement of Attainment is a national training record, but permission to serve alcohol depends on the destination's rules. NSW permits eligible temporary interstate workers; permanent movers and security or RSA marshal roles must meet NSW training and competency-card requirements, using bridging where eligible. Victoria offers bridging to eligible interstate holders. SA applies approved-provider rules to training from 1 November 2020, with earlier training not required to be repeated solely for that change. QLD and WA require suitable national RSA evidence. Tasmania distinguishes staff from licence holders; the ACT and NT have local currency and refresher requirements. Check the regulator before your first shift. See RSA recognition by jurisdiction, NSW's rules and SA's rules.

Funded study is more restricted than remote study suggests. A Victorian Skills First subsidised student must undertake all training and assessment while physically present in Victoria or a listed border-region postcode, with one narrow exception for a student temporarily interstate or overseas on a Practical Placement, capped at no more than 50% of total Scheduled Hours.

What has not dated. A Statement of Attainment issued during that period is not diminished by the mode it was earned in, and it does not expire. It records the unit code and the RTO registration code, carries the NRT logo, and sits on the learner's USI transcript exactly as an in-person unit does. Nor has the provider changed: we have held RTO code 3722 since 1 June 1994, and our current registration period runs from 1 July 2025 to 30 June 2032 under ASQA.

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.

BSB40520 Certificate IV in Leadership and Management

SIT40422 Certificate IV in Hospitality

SITXFSA005 Use hygienic practices for food safety

BSB30120 Certificate III in Business

SITHFAB025 Prepare and serve espresso coffee

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

Skills First (Victoria) — VET Funding Contract obligations

Outcome Standards for Registered Training Organisations 2025 (full text)

Unique Student Identifier (USI) requirements for RTOs

Is a Statement of Attainment from a lockdown-era online course worth less?

No. The document records the unit code and the RTO registration code, not the delivery mode, and Statements of Attainment do not expire.

Does my lockdown-era qualification still count?

It still exists and still appears on your USI transcript. But it may have been superseded, which is different from expiring. SIT40422 supersedes SIT40416 and is not equivalent; the older BSB business qualifications were superseded on 18 October 2020 and are not equivalent to BSB30120. Where a qualification is not equivalent, a gap assessment may be needed.

The name on my certificate is not the name on the website now. Is it still valid?

Yes, most likely. An RTO can trade under several names, and our organisation record carries six, five of them current. A Complete Healthcare Training document issued between 24 October 2023 and 19 April 2025, or an older Victorian Bar School one, is a genuine RTO 3722 credential. Check the RTO code and the trading-name history on training.gov.au.

Why can a practical unit not be assessed from a written test?

Because validity requires assessment to include practical application components in a practical setting. The outcome is a judgement about performance, so an assessor has to observe the task being done to the unit's standard.

Which units were impossible to finish remotely?

Any with a specified number of observed occasions — SITHFAB034 at twelve service periods, SITHFAB030 at twelve cocktail preparations, SITHFAB025 at ten beverages on three occasions each, SITXFSA005 at four behaviours on at least three occasions each. Those numbers did not move.

What did "not yet competent" mean for learners whose practical assessment was delayed?

Exactly what it means now: a gap to close and a reassessment to arrange. It is not a fail grade, it does not remove units already signed off, and fairness expressly includes enabling reassessment where necessary.

Did food safety rules change after this post was written?

Yes, substantially. Standard 3.2.2A commenced on 8 December 2023, introducing the three management tools and the activity-based category one and two distinction. Any food safety guidance written before that date should be re-checked.

Is a restaurant category one or category two?

Category one. The test is activity-based, not audience-based: if the business processes unpackaged potentially hazardous food into food that is both potentially hazardous and ready to eat, it is category one. If it has a kitchen and it cooks, it is category one — and only category one carries the records duty.

Do my food handlers need an accredited certificate?

No. A free non-accredited course covering the four required topics satisfies Standard 3.2.2A, with no mandated refresher period and no obligation on the business to keep records of it. SITXFSA005 buys portability and proof, not permission.

Is my lockdown-era RSA still valid?

An RSA Statement of Attainment is a national training record, but permission to serve alcohol depends on the destination's rules. NSW permits eligible temporary interstate workers; permanent movers and security or RSA marshal roles must meet NSW training and competency-card requirements, using bridging where eligible. Victoria offers bridging to eligible interstate holders. SA applies approved-provider rules to training from 1 November 2020, with earlier training not required to be repeated solely for that change. QLD and WA require suitable national RSA evidence. Tasmania distinguishes staff from licence holders; the ACT and NT have local currency and refresher requirements. Check the regulator before your first shift. See RSA recognition by jurisdiction ([/rsa/](#)), NSW's rules (<https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/training/rsa-bridging>) and SA's rules (<https://www.cbs.sa.gov.au/sections/LGL/RSA-approved-providers>).

Can I study a Victorian funded course remotely now?

Not as a general matter. All training and assessment must be undertaken while you are physically present in Victoria or a listed border-region postcode, with the narrow Practical Placement exception. Fee-for-service enrolment does not carry that restriction.

Should I still keep the paperwork from that period?

Yes. Keep the Statement of Attainment and check the USI transcript where available. 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.

Where do I check what is current?

training.gov.au for unit and qualification codes, the RTO's scope and its organisation record; the provider for delivery states, since the scope record carries no state field; and the relevant state regulator for licensing. Then read why formal certifications are so important ([/news/why-formal-certifications-are-so-important/](#)) and getting the most out of your training ([/news/getting-the-most-out-of-your-training/](#)). The courses list ([/courses/](#)) and the workplace training

pages (/workplace-training/sit30622-certificate-iii-in-hospitality/) show what we deliver now; contact (/contact/) or an expression of interest (/eoi/) starts a pre-training review.

If my course moves online, what am I still entitled to?

Timely access to your trainers, assessors and support staff, with queries answered in a timely manner, under Standard 2.3 of the Outcome Standards for RTOs. And the delivery mode must still be one that enables you to attain the required skills and knowledge, under Standard 1.1.

Does a provider have to think about wellbeing during remote delivery?

Yes. Standard 2.6 requires wellbeing needs to be identified by reference to the training product's content, and to be supported with services and external contacts the student is told about.