

How to Keep Learning Online - Complete Hospitality Training

Canonical: <https://cht.edu.au/news/how-to-keep-learning-online/>

Details:

Whether a hospitality course can be completed online depends on which units it contains — not on the provider's platform, and not on how the course is advertised. This page sets out how to work that out for yourself before paying, and what the rules actually allow.

Make online study a workable habit

Our original online-learning guide asks learners to set a specific goal, compare it with the course outcome and reserve regular study time. For a live virtual class, protect the scheduled session. For a self-paced course, set your own weekly blocks, take notes and ask the trainer when a concept is unclear. Learning online can widen access for regional or working learners, but the delivery and practical-assessment limits below still need checking for the particular course.

The rule that decides it

Assessment must satisfy four principles of assessment, and two of them frame online study in opposite directions.

Flexibility requires assessment to be appropriate to the context, the training product and the learner, and to assess the learner's skills and knowledge regardless of how or where they acquired them. That is the principle that makes online and workplace-based learning legitimate rather than second best.

Validity requires assessment to include practical application components that enable the learner to demonstrate the relevant skills and knowledge in a practical setting. That is the principle that stops a practical unit being signed off from a laptop.

The other two matter too. Reliability means the outcome must be the same whichever assessor conducts it, and fairness means the assessment accommodates your needs, including reasonable adjustments and reassessment where necessary.

Those four principles are not general advice; they are Standard 1.4 of the Outcome Standards for RTOs, and the validity limb expressly requires practical application components in a practical setting. Two neighbouring standards decide the rest of the question. Standard 1.1 requires the mode of delivery to be one that enables students to attain the required skills and knowledge, paced with sufficient time for instruction, practice, feedback and assessment. Standard 2.3 requires timely access to trainers, assessors and staff, with queries answered in a timely manner — which for a self-paced online course is the single most useful thing to ask about before paying.

And one of the four rules of evidence deserves its own note for online learners: authenticity, which requires the assessor to be assured your evidence is your own original and genuine work. That is why online assessment often comes with identity and supervision arrangements. It is not distrust; it is the rule.

Which components work online

Every unit of competency on training.gov.au lists knowledge evidence and performance evidence . The first can nearly always be gathered at a distance. The second usually cannot.

Component	Online?	Why
Knowledge evidence in any unit — legislation, hygiene principles, safety, costing, product knowledge	Yes	Assessed through written and oral responses
Business and leadership units such as BSB30120 (13 units) and BSB40520 (12 units)	Largely	Much of the evidence is documentary — plans, reports, records
SIT50422 management core — SITXFIN010 budgets, SITXGLC002 legal risk, SITXCCS016 quality systems, SITXMGT005 business relationships	Largely	Document-based evidence
Sustainability units such as BSBSUS411 , BSBSUS412 , BSBSUS413 , BSBSUS511 , BSBSUS601	Largely	Reporting and planning evidence
Cookery units in SIT20421 , SIT30821 and SIT40521	No	Preparation and presentation must be observed
Beverage, coffee and food service units	No	Service to a customer must be observed
SITXFSA005 and SITXFSA006	Partly	Knowledge online; the observed behaviours and probe calibration are not
RSA, SITHFAB021	Depends on the state	See below

A course that is entirely online is therefore one of three things: a knowledge-only unit, a qualification whose evidence is documentary, or a course that will still need in-person assessment before any practical unit is signed off. Ask which of the three it is before paying.

The cookery line makes the limit obvious. SIT30821 Certificate III in Commercial Cookery has 20 core units out of 25 and SIT40521 Certificate IV in Kitchen Management has 27 out of 33 , and those cores are SITHCCC023 Use food preparation equipment, SITHCCC027 Use basic methods of cookery, SITHCCC036 Prepare meat dishes, SITHCCC037 Prepare seafood dishes, SITHPAT016 Produce desserts and similar. None of that is deliverable to a laptop.

One code check worth making: BSBSUS201 is superseded and ended on 31 January 2024, so a course still listing it is working from an old scope.

The volumes that cannot be done remotely

Where a unit specifies a number of observed occasions, that number is the actual constraint on online study:

Unit	What must be observed
SITHFAB027 Serve food and beverage	5 service periods, including at least one peak

SITHFAB034 Provide table service of food and beverage	12 service periods, full menu advice in every one
SITHFAB030 Prepare and serve cocktails	3 service periods, two cocktails by each of six methods — 12 preparations
SITHFAB025 Prepare and serve espresso coffee	10 specified beverages, on three occasions each
SITXFSA005 Use hygienic practices for food safety	Hand-washing, uniform and PPE use, personal hygiene practices, hygienic food service — each on at least three occasions
SITXFSA006 Participate in safe food handling practices	Hazard control at nine critical control points , plus calibrating a temperature probe

RSA online: the state decides, not the provider

Responsible Service of Alcohol is unit SITHFAB021 and a legal requirement separate from any other course. Whether an online RSA is accepted where you work is a state rule, and the rules differ sharply.

Jurisdiction	Interstate certificate accepted?	Expiry	Approved-provider register?
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.	An RTO registered to deliver the national RSA unit; no separate state RSA provider-approval list.
Western Australia	Provide the RSA certificate showing completion of the nationally accredited course. An interstate RSA card alone is not accepted as evidence.	Keep the RSA certificate as training evidence; approved-manager cards have separate renewal requirements.	An RTO delivering the nationally accredited RSA course; no separate state RSA provider-approval list.
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.	LCV-approved provider for the delivery mode; eligible interstate holders use the bridging pathway.
New South Wales	Eligible temporary interstate workers can	NSW competency card: five years. Interstate	NSW course providers need L&GNSW

	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.	concessions have separate eligibility and certificate-age requirements.	approval. Separate recognition and bridging pathways apply to interstate holders.
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.	Commissioner-approved RTO for training from 1 November 2020; CBS preserves training completed before that date.
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.	RTO registered to deliver RSA; follow Licensing NT's guidance for the refresher.
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.	ACT-approved course/refresher provider, or valid recognised interstate certification.
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.	Check the Commissioner's requirements for staff versus licence holders.

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

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 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 and WA requirements .

The only reliable check is the regulator in the state where you will be serving, made before enrolment. See RSA and beware of RSA training course scams .

Food safety is more permissive on mode. For Food Safety Supervisor training, New South Wales expressly lists online delivery as acceptable and Western Australia expressly allows it , with WA uniquely naming the skill set SITSS00069 by code. But NSW requires the certificate to come from a provider on the NSW Food Authority's approved list , and we are not on that list .

If you are funded in Victoria, online is restricted

This is the constraint that surprises people most. A Victorian Skills First subsidised student must undertake all training and assessment while physically present in Victoria , or in a listed border-region postcode. There is no general online or interstate concession for funded students .

The only exception is for a student temporarily interstate or overseas on a Practical Placement , who may be trained and assessed online during that period provided it accounts for no more than 50% of total Scheduled Hours . A funded student who moves interstate mid-course is a compliance event, not a paperwork detail.

So "studying online from anywhere" and "studying on a subsidised place" are, in Victoria, largely incompatible. Fee-for-service enrolment does not carry that restriction. See what hospitality courses cost in Australia .

Online does not mean shorter

The AQF's expected volume of learning is independent of delivery mode: 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. The volume must be sufficient for a graduate to achieve the learning outcomes, and the regulator names "accelerating or shortening training without allowing students sufficient time for skill development and knowledge application" as a known risk. Marketing unrealistically short courses is another named risk. An online course advertised at a fraction of the expected volume is a warning sign, not an efficiency.

What a good online course owes you

Distance delivery does not reduce the provider's obligations. Before enrolment or before any fees are payable you must be told the fee schedule, the training product code and title , duration, modes of delivery , location, dates and scheduling, whether licensing requirements apply, third-party arrangements, the support and wellbeing services available, every obligation around materials and equipment and any work placement including travel and accommodation, and any cost of obtaining a USI or withdrawing.

Once enrolled, you must know how to contact your trainers and assessors and be told how long to expect to wait for a reply to an enquiry. Those two are the ones that make or break remote study, and they are entitlements rather than courtesies. You must also have channels to disclose a disability at

enrolment and at any point afterwards, and to ask for a reasonable adjustment .

And there is one pre-enrolment check aimed squarely at online learners: the pre-training review under Standard 2.2 must consider your digital literacy , alongside your language, literacy and numeracy and your individual requirements. If online study is going to be hard for you, that conversation is where to say so.

The certificate is the same either way

A Statement of Attainment records the unit code and the RTO registration code , carries the NRT logo , and does not record whether you sat in a classroom or at a kitchen table. It does not expire.

For nationally recognised training, a Unique Student Identifier (USI) is generally required before a qualification or Statement of Attainment can be issued , unless an applicable exemption applies. See the official USI exemption guidance . A USI is free at usi.gov.au . If you already have one, recover it rather than creating another. Your USI must not be printed on your qualification or Statement of Attainment. We verify that it belongs to you before using it. Certification must be issued within 30 calendar days of completion of assessment, subject to the applicable issuance requirements, including payment of agreed fees.

Only a registered training organisation with the unit on its scope can issue it, which is the check that matters far more than the delivery mode. Our scope is public on training.gov.au under RTO 3722.

Where online stops being enough

Theory moves online and stays there; observed performance does not. That is why blended delivery is the norm. For the in-person half, and why it is not a formality, see the benefits of returning to face-to-face learning and getting the most out of your training .

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.

BSB30120 Certificate III in Business

BSB40520 Certificate IV in Leadership and Management

SIT20421 Certificate II in Cookery

SIT30821 Certificate III in Commercial Cookery

SIT40521 Certificate IV in Kitchen Management

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)
Skills First (Victoria) — VET Funding Contract obligations
Outcome Standards for Registered Training Organisations 2025 (full text)
Unique Student Identifier (USI) requirements for RTOs

Can a full Certificate III in Hospitality be done online?

The knowledge evidence can. SIT30622 has 15 units and SIT30722 has 20, and the practical ones require observed performance, so neither qualification can be finished without in-person or workplace assessment.

Which qualifications come closest to fully online?

The business line. BSB40520 Certificate IV in Leadership and Management is 12 units with 5 core, and BSB30120 Certificate III in Business is 13 with 6; much of that evidence is documentary. We hold four BSB qualifications in total — BSB30120, BSB40120, BSB40520 and BSB50120. Confirm the specific units with the provider rather than assuming.

Is an online Statement of Attainment worth less to an employer?

No. The document is the same, the unit code is the same, and the USI transcript entry is the same.

Why does my online assessment need identity checks or supervision?

Because of authenticity — one of the four rules of evidence requires the assessor to be assured the work is your own original and genuine work. Online delivery does not relax that rule.

How do I check whether an online RSA is accepted in my state?

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 do a funded Victorian course from interstate?

No. 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 capped at 50% of Scheduled Hours.

Should an online course cost less?

Often it does, because there are no consumables or equipment. But the fee depends on your funding position, concession entitlement and RPL outcome as much as on the mode, so ask for the total cost in writing. 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. No fee figure is published here by policy.

Is an online course faster?

It should not be materially faster, because the AQF volume of learning does not change with mode. Self-paced study can suit a shift worker better, which is a different thing from being shorter.

I am not confident with technology. Will that stop me?

It should be addressed rather than ignored. The pre-training review must consider your digital literacy, and a provider is expected to use that to decide whether you are appropriately placed and what support you need.

What support should I expect as a remote learner?

To know how to contact your trainers and assessors, and how long to expect to wait for a reply. Also access to training support and wellbeing services, channels to disclose a disability at any time, and the ability to request a reasonable adjustment.

What if I am assessed not yet competent on an online assessment?

The result identifies the gap and leads to reassessment — fairness expressly includes enabling reassessment where necessary. If you think the decision was wrong you can appeal, and the appeals process must provide independent review at no or low cost. See policies (/policies/).

Do you deliver every course in every state?

No. SIT50422 and SIT50322 are Victoria only; SIT40521 is VIC and WA; SIT30821 is SA, TAS, VIC and WA; SIT20322 Certificate II in Hospitality is SA, VIC and WA. The BSB qualifications and SIT20421 Certificate II in Cookery, SIT30622, SIT30722 and SIT40422 are delivered in all eight states and territories. Note that SIT20322 and SIT20421 are two different qualifications, both current. Check the position for the state you will study in, then register interest at the expression of interest form (/eoi/) or via contact (/contact/).

Where do I see the whole course list?

The courses page (/courses/) covers the marketed courses; the workplace training pages (/workplace-training/certificate-iii-in-business/) cover the qualifications delivered in a workplace. Our registered scope is wider than either — 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. One qualification on that record, SIR30216 Certificate III in Retail, passed its end date on 28 June 2024 and is not available.

Where do the four principles of assessment come from?

Standard 1.4 of the Outcome Standards for RTOs, which also carries the four rules of evidence: validity, sufficiency, authenticity and currency.

What should I ask an online provider before paying?

How you reach a trainer or assessor and how quickly queries are answered, because Standard 2.3 requires timely access and a timely response; and which units in the course require practical demonstration, because Standard 1.4 requires validity to include practical application in a practical setting.