

Reasons Why the Hospitality Industry Takes Training Seriously - Complete Hospitality Training

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Details:

In most industries, training is a management choice. In hospitality, several legal obligations attach directly to a trained individual, which means a venue cannot roster someone onto a task on the understanding that they will complete the training next month. That is the structural reason the industry treats training as infrastructure rather than as a benefit.

Training is also a service and operations decision

Our original article gives several reasons beyond compliance. A server who knows the menu can answer a guest's question; a bartender who can prepare the drink consistently and a team that can recover a mistake can make the experience better. Staff may feel more confident when they know how to do the work and whom to ask for support. Training in storage and preparation can help a venue notice avoidable food or beverage waste.

Those are possible benefits to assess, not promised changes in profit, pay, customer ratings or job satisfaction. The legal gates below explain why some training is mandatory; service quality, confidence and waste reduction explain why a business may train beyond the minimum.

1. The obligation sits on the person, not only on the business

A licensed venue can hold every permit correctly and still be in breach because a particular individual on shift lacks a particular credential. Responsible service of alcohol and food safety supervision both work this way. The credential travels with the person, runs on its own currency schedule, and has to be verified at the point of rostering rather than at the point of hiring.

Standard 3.2.2A makes the timing explicit in both directions. A food handler must complete training before engaging in a prescribed activity. A Food Safety Supervisor must be appointed before the business engages in a prescribed activity, and must then remain reasonably available — on site or easily contacted, for example by phone. Neither is something you catch up on afterwards.

2. Responsible service of alcohol varies by state, sharply

RSA is a single national unit, SITHFAB021, sitting under eight separate jurisdictional schemes. The differences are not cosmetic.

Jurisdiction	Interstate certificate accepted?	Expiry	Approved-provider register?
Queensland	Accepted where the evidence is a Statement of Attainment for the nationally accredited	Valid RSA training generally has no expiry; training completed before 2002 must be	An RTO registered to deliver the national RSA unit; no separate state RSA provider-approval

	Provide Responsible Service of Alcohol course. An attendance certificate is insufficient.	replaced.	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 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.	NSW course providers need L&GNSW 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	NT guidance gives a three-year limit for interstate certificates and directs holders to a	RTO registered to deliver RSA; follow Licensing NT's guidance for the refresher.

	interstate certificates. Check certificate age and the NT refresher requirements.	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.	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 .

Two consequences for a multi-state operator. First, any claim that a provider is "OLGR-approved" or "DLGSC-approved" should be treated sceptically, because Queensland and Western Australia operate no approved-provider register for RSA at all . Second, Victoria adds a stage after the unit: the LCV Learning Hub pre-training survey , the SHARPR module and a post-training survey must all be completed before a Victorian RSA certificate exists. A Victorian staff member holding only the Statement of Attainment for SITHFAB021 does not yet hold the certificate.

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.

One detail matters for anyone writing venue procedures: liquor legislation uses defined statutory terms for intoxication rather than everyday words. Procedures drafted in ordinary language rather than the language of the applicable Act tend to fail at exactly the moment they are examined. Check the term your own jurisdiction uses and use it verbatim. See responsible service and managing intoxicated patrons and RSA .

3. Food safety supervision is a legislated role

Standard 3.2.2A commenced on 8 December 2023 and requires a certified Food Safety Supervisor in both category one and category two food businesses, with a certificate issued within the immediately preceding five years . The certificate relied on by the business must stay within that five-year window; renewal pathways vary by jurisdiction and provider. This is a named role, not a general awareness expectation — a business either has a certified supervisor or it does not.

Queensland explicitly excludes RPL for the mandatory five-yearly recertification. Victoria expressly encourages it. Western Australia uniquely names the skill set SITSS00069 by code, and allows online delivery.

New South Wales adds a provider condition: the certificate must come from a provider approved by the NSW Food Authority under section 106H of the Food Act 2003 (NSW). We are not on that list and cannot issue a NSW Food Safety Supervisor certificate. Venues in New South Wales should check the Food Authority's own register before booking any provider. The classic and expensive NSW error is treating the national Statement of Attainment as the certificate: an approved NSW RTO issues two separate documents, and keeping only the Statement of Attainment does not satisfy section 106G. The NSW certificate fee is separately capped by regulation and charged on top of the training fee — confirm the current cap with the Food Authority.

See food safety supervisor and what food safety certificate do I need .

4. Category one and category two are about activity, not audience

This is the most common misreading in the industry, and it decides who has to keep records.

Category one — a caterer or food service business that processes unpackaged potentially hazardous food into food that is both potentially hazardous and ready to eat. Restaurants, cafes, pubs, fast food, bakeries, hospitals, aged care, childcare, school canteens, family day care, mobile vendors, market stalls, and service stations or supermarkets that make and serve food. The legal test is whether the business performs that prescribed processing activity; having a kitchen or cooking is only a practical clue.

Category two — retail sale of potentially hazardous ready-to-eat food received unpackaged and not made or processed by the business, where slicing, weighing, repacking, reheating and hot-holding do not count as making it. Delis, butchers, seafood retailers, convenience stores, some supermarkets and service stations.

Both need food handler training and a Food Safety Supervisor. Only category one carries the third tool: substantiation records, covering receipt at the correct temperature (5 °C or below, or 60 °C or above), storage under temperature control, process steps achieving pathogen reduction, minimising time at growth-permitting temperatures, cooling and reheating within specified timeframes, display under temperature control, transport under temperature control, and cleaning and sanitising of food-contact surfaces and equipment. Those records are kept three months after being made and must be accessible at the premises. A business may demonstrate compliance by other means, but an authorised officer may then require the records.

Exemptions exist for fundraising events raising funds solely for community or charitable causes rather than personal gain, and for businesses that do not handle unpackaged potentially hazardous ready-to-eat food.

See understanding Standard 3.2.2A and how long do I need to keep records for .

5. Victoria adds a second classification layer

Under the Victorian Food Act, councils classify premises on the highest-risk activity undertaken there:

Class	Covers	Food Safety Supervisor
Class 1	High-risk vulnerable populations: hospitals, day procedure centres, multipurpose services, residential aged care, children's services, meal-delivery services,	Required

	supported residential services for aged persons	
Class 2	Any unpackaged potentially hazardous food, or low-risk food with an allergen-free claim: restaurants, cafes, pubs, hotels, clubs, function centres, mobile vans, sushi, chicken and pizza shops, supermarkets, delis, caterers, canteens, fast food, juice bars	Required , with limited community-group exemptions
Class 3A	Accommodation-getaway premises cooking potentially hazardous food for immediate consumption, and hot-fill acidic products heat-treated at $\geq 85^{\circ}\text{C}$, hot-filled and sealed, at pH below 4.6	Required
Class 3	Unpackaged low-risk food, warehousing and distribution of pre-packaged food, sale of pre-packaged potentially hazardous food, shell eggs, community-group cooked ready-to-eat food (on site, mostly volunteers, maximum two consecutive days), certain baked goods	Not required
Class 4	Lowest risk: pre-packaged low-risk food, not-for-profit sausage sizzles, packaged cakes at temporary premises, wine tasting with cheese, whole uncut fruit and vegetables, serving tea, coffee, alcohol, water or soft drink	Not required. Class 4 notifies rather than registers

The Class 2 community-group exemption requires all of: the proprietor is a community group, no more than two consecutive days at a time, and most food handlers are volunteers. The regulator is Safe Food Victoria, which directs businesses to FoodSmart to build a food safety program.

6. Work health and safety splits at the Victorian border

Victoria has not adopted the model work health and safety laws used in the other states and territories, so the duty-holder concepts differ and Victorian venues do not operate under the PCBU framework that applies elsewhere.

The practical consequence is that a national venue group cannot write one set of work health and safety procedures using PCBU language and apply it in Victoria unchanged. Training material has to match the jurisdiction where the person actually works. Ask any provider which state's law their WHS content is written for. See health and safety best practice in hospitality .

The induction expectation is also split in two, and both halves sit on the employer. A general industry safety induction covering hospitality hazards is delivered before the person commences work , and a site-specific induction is delivered on day one covering emergency and evacuation procedures, first aid locations, the plant and equipment in that particular kitchen, and chemical storage. Where a learner is on a placement rather than employed, the training organisation delivers the general induction and keeps the evidence, the host delivers the site-specific induction and confirms it in writing, and the training organisation monitors the placement and records the monitoring. A placement agreement should name the tasks the learner may and may not perform, the host's induction, and the monitoring schedule.

7. Even the award depends on the premises, not the job title

This catches multi-venue operators. There are four awards in play, and exactly one applies to a given employer.

Award	Code	Premises it covers	Level 4 floor?
Hospitality Industry (General)	MA000009	Hotels, pubs, taverns, motels, resorts, casinos, caterers, accommodation	Yes
Registered and Licensed Clubs	MA000058	Not-for-profit registered clubs — RSL, bowls, golf, sporting, community	Yes
Restaurant Industry	MA000119	Standalone restaurants, cafes, night clubs , reception centres, roadhouses	Yes
Fast Food Industry	MA000003	Takeaway, food courts, food sold mainly to be eaten away from the counter	No

Clubs are not MA000009 — clause 4.4(d)(i) of that award expressly excludes clubs registered or recognised under State or Territory legislation, so a registered club sits under MA000058 , and only where it is both registered under a liquor, gaming, associations or corporations statute and operating not-for-profit for members and the community. Night clubs are not MA000058 — a night club is commercial, so MA000119 . A food-court outlet is MA000003 ; the cafe two doors down with tables is MA000119 , because the test is sit-down service rather than the menu.

The award is also where training turns into a pay obligation. 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 . So a completed Certificate III is a reclassification event in three of the four awards, and an operator who funds the training without budgeting for the classification step has only done half the planning.

Three distinctions matter, because this is a pay entitlement rather than a courtesy. MA000009 and MA000119 require the employee to actually make use of the skills derived from those competencies, so it does not follow automatically from the certificate. MA000058 omits the words "or higher" and adds that the Fair Work Commission may require the employee to demonstrate they utilise the relevant skills. And the dispute route differs: clause 40 under MA000009 , clause 34 under MA000119 , and referral to the Fair Work Commission under MA000058 . In a standalone restaurant there is a related route — the

appropriate level of training is an explicit path to the Cook tradesperson grades under MA000119 , without an apprenticeship.

No rates are published here, because award rates re-set every 1 July — use the Fair Work Ombudsman's Pay and Conditions Tool with the correct award code.

8. Some training cannot be bought from an RTO at all

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 .

9. And one thing the industry routinely over-buys

Food handler training does not have to be accredited. Under Standard 3.2.2A the course must cover four topics — safe handling of food, food contamination, cleaning and sanitising of premises and equipment, and personal hygiene — and a free, non-accredited course covering those four topics satisfies the law. There is no mandated refresher period , and the business is not required to keep records of it. Prior learning may be recognised.

The alternative to completed training is the handler possessing skills and knowledge commensurate with the activity . It is not "being supervised by someone who has done the training" — supervision belongs to the separate Food Safety Supervisor tool and does not substitute. That framing predates Standard 3.2.2A.

What the accredited unit SITXFSA005 buys is portability and proof, not permission : a Statement of Attainment attached to the person's USI, credit-transferable into a qualification. Worth having, frequently worth paying for, but not a legal requirement. The five-year clock belongs to the Food Safety Supervisor certificate.

10. For an apprentice or trainee, the training plan is a pay document

This is the sharpest answer to the question in the title, and it is the one most often missed. Where a person is employed under a training contract, the award turns the training arrangement into a wage instrument. Get the training wrong and the pay is wrong automatically.

Trainees. A full-time traineeship is 38 ordinary hours a week with 20% of those hours being approved training . A part-time traineeship works fewer hours, still with 20% approved training, and the training may be delivered wholly on the job, partly on and partly off, or wholly off the job. Under Schedule E of the Miscellaneous Award 2020 the delivery mode changes the lawful hourly rate : where the approved training is delivered wholly off the job by a registered training organisation the schedule rate applies in full to each ordinary hour, and where it is delivered wholly on the job, or partly on and partly off , the schedule rate applies less 20% (clause E.4.2(f)). A single line in a training plan saying the training is workplace-based therefore moves the employer to a different calculation. Tourism, Hospitality and Events qualifications at Certificate I to III sit at wage level A , the highest of the schedule's three levels, and a Certificate IV traineeship at wage level A is the relevant Certificate III rate increased by 3.8% .

Apprentices. Where apprenticeship legislation allows competency-based progression and the training contract does not say otherwise, an apprentice indentured after 23 January 2020 progresses by stage rather than by year: Stage 1 on commencement at 55% , Stage 2 at 25% of the total competencies in the training plan or 12 months, whichever is earlier, at 65% , Stage 3 at 50% or 12 months after Stage 2 at 80% , and Stage 4 at 75% or 12 months after Stage 3 at 95% . Those percentages run off the award's standard rate , which is the Level 4 rate — so a Level 4 classification error propagates to every apprentice on the payroll.

The 21-day clock. Progression happens when the training organisation, the employer and the apprentice agree the requirements are met, or where the employer has been given written advice that the RTO assessed the apprentice as meeting the requirements for all relevant units and has not notified disagreement within 21 days of receiving it. Silence for 21 days is deemed agreement, and the higher rate is payable from the first full pay period on or after that date. An employer who files the letter and does nothing is accruing an underpayment. Unresolved disputes go to the state apprenticeship authority — the VRQA in Victoria, Training Services NSW in New South Wales — and otherwise to the award's dispute clause.

Release and reimbursement are not discretionary. Under clause 12.7(a) of both MA000009 and MA000119 the employer must release the apprentice to attend training or assessment without loss of pay or continuity of employment , and under clause 12.7(b) that time counts as time worked . Under clause 12.7(c) to (e) the employer must reimburse the apprentice for all fees paid to a registered training organisation for required courses and for required textbooks the employer did not supply , due by the later of six months after the apprenticeship starts, six months after the relevant stage, or three months after the RTO's training starts, subject to satisfactory progress. Trainees have the equivalent release right at Schedule E clause E.5.2 . Rostering over training, or discouraging attendance, is an award breach rather than a favour. Apprentices under 18 have a further protection: MA000009 clause 12.5 says the employer must not require overtime or shiftwork, and MA000119 clauses 12.5 and 12.6 add that except in an emergency neither may be required if it would prevent attendance at training .

The five causes of underpayment that follow from all of this are worth naming, because each is a training-administration failure rather than a payroll one: misclassification of the wage level; failure to progress the rate when it falls due; applying the wrong rate for the training delivery mode; age-based rate mistakes; and failure to apply the Level 4 floor for a Certificate III holder used in that capacity. Above them sits a sixth — the wrong award applied in the first place. See how to create an effective training plan and working hours, rosters and public holidays .

A venue is not a training organisation

The obligations above belong to the venue as an employer and licensee. The Standards for RTOs are a separate regime binding registered training organisations that issue nationally recognised qualifications — they do not apply to a restaurant running an in-house induction. Confusing the two leads venues to over-document internal training while under-verifying the credentials that actually carry legal weight.

What the RTO regime does give you, when you buy training, is a set of guarantees an in-house induction cannot produce. The instrument is the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 , and the obligations worth knowing as a buyer are these:

Standard	What the provider must do	Why it matters to a venue
1.6	Offer recognition of prior learning, decide it on evidence of prior skills, learning and experience, and document the decision fairly, transparently and consistently	An experienced staff member should not be paying to sit through what they can already demonstrate
1.7	Support credit transfer for equivalent prior training, based on verified AQF certification or an authenticated VET transcript, unless prevented by licensing,	We verify eligibility and document the decision before granting credit

	regulatory or training-product requirements	
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See ASQA's credit-transfer guidance . | 2.2 | Review the prospective learner's skills and competencies before enrolment , including language, literacy and numeracy and digital literacy, and advise whether the product suits them | This is the pre-training review. A provider that skips it is enrolling your staff blind | | 3.2 | Deliver training and assessment through credentialled people with current skills and knowledge in training and assessment | The accompanying Credential Policy specifies which credentials satisfy it | | 3.3 | Ensure those people hold industry competencies relevant to and current in the training product, demonstrate current industry practice, and maintain engagement with industry, supported by continuing professional development | This is what separates a trainer from a presenter |

The credentials that satisfy Standard 3.2 for delivering and assessing without direction , including making assessment judgements, are TAE40122 Certificate IV in Training and Assessment or its successor, TAE40116 , TAE40110 , a diploma or higher in adult education or VET, or a secondary teaching qualification plus one of the approved VET-delivered-to-school-students skill sets.

Assessment only adds TAESS00001 . A person with relevant credentials may deliver training and collect evidence under direction but may not make assessment judgements — a fair question to ask about whoever is actually in the room with your team.

The assessment itself must satisfy the four Principles of Assessment — fairness (accommodating needs, reasonable adjustment, reassessment where necessary), flexibility (assessing skills regardless of how or where they were acquired), validity (which requires practical application components, so the person demonstrates in a practical setting) and reliability (consistent interpretation, comparable outcomes irrespective of assessor) — and the evidence must satisfy the four Rules of Evidence : validity , sufficiency , authenticity and currency . Judgements are quality assured by credentialled people through regular validation , and at least one validator must hold a validation credential.

There are three further guarantees with practical bite:

Certification must issue within 30 calendar days of completion of the assessment , provided the learner completed the product and paid all agreed fees. If a Statement of Attainment has not arrived after a month, that is a question to ask.

The document has to carry specific markings : the name, registration code and logo of the issuing organisation, the code and title of the qualification or of every unit on a Statement of Attainment, the NRT logo applied in accordance with the NRT Logo Conditions of Use, the signature of an authorised individual, a seal, corporate identifier or unique watermark, and a statement recognising the qualification within the AQF. The USI must not be printed on it . 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.

The training has to be long enough to work. The AQF sets an expected volume of learning : Certificate II 0.5 to 1 year , Certificate III 1 to 2 years , Certificate IV 0.5 to 2 years and Diploma 1 to 2 years , independent of delivery mode, and the volume must be sufficient for graduates to achieve the learning outcomes. The national regulator names "accelerating or shortening training without allowing students sufficient time for skill development and knowledge application" as a risk in its own right.

That last point connects to how training is sold. All information a provider or any third party acting for it gives to students must be clear, accurate and current . The regulator names the failure modes explicitly: false or misleading marketing of a course or qualification; marketing unrealistically short courses that compromise the integrity of the product or cause extension costs; promoting easier paths to qualifications through inappropriately short duration or inadequate recognition of prior learning; not remaining aware of all marketing material in circulation; using images that do not accurately depict the facilities and resources actually used ; not clearly distinguishing Nationally Recognised Training from non-accredited training ; and failing to comply with Australian Consumer Law. A venue comparing

quotes can use that list directly as a checklist.

The last thing worth knowing is that the industry has a formal competency for the training a venue does itself. SITXHRM007 Coach others in job skills is a core unit of SIT30622 , SIT30722 , SIT30821 and SIT40422 — so anyone holding one of those qualifications has been assessed on it. Its performance evidence requires on-the-job coaching of two different colleagues , and in each session the coach must address identified performance problems and rectify or refer them, and evaluate the colleague's performance and give constructive feedback. Across those sessions the coach must apply clear communication and demonstration of the tasks required, completion of training within commercial time constraints , and the six key principles of training: explanation, demonstration, review, listening to the trainee's explanation, observing and evaluating the trainee's demonstration, and providing feedback . The unit also names the things that go wrong: breakdown in communication, inappropriate circumstances for coaching, insufficient opportunity to practise, language or cultural barriers, and shyness or lack of confidence. See the benefits of cross-training and how to train up a hospitality manager .

About us

We are Complete Hospitality Training , RTO 3722, CRICOS 04242E. Legal name Complete Hospitality Training (Vic) Pty Ltd , ABN 27 006 947 262 , ACN 006 947 262 . Registered as RTO 3722 since 1 June 1994 , transferred from the Victorian regulator to the national regulator, ASQA, on 8 September 2017 , with the current registration period running 1 July 2025 to 30 June 2032 . 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.

SITHFAB021 Provide responsible service of alcohol

SITXFSA005 Use hygienic practices for food safety

SIT30722 Certificate III in Hospitality (Restaurant Front of House)

SIT30821 Certificate III in Commercial Cookery

SITXHRM007 Coach others in job skills

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)

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

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

Is an RSA certificate from one state valid in another?

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>).

Is a Victorian RSA certificate the same as the unit?

No. The unit SITHFAB021 is one part of it. Victoria also requires the LCV Learning Hub pre-training survey, the SHARPR module and a post-training survey, through an approved provider.

Who has to be the Food Safety Supervisor?

Both category one and category two food businesses must have one, appointed before the business engages in a prescribed activity and remaining reasonably available. The certificate must have been issued within the immediately preceding five years.

Is a restaurant category one or category two?

Category one. The test is activity-based: a business that processes unpackaged potentially hazardous food into food that is both potentially hazardous and ready to eat is category one. If it has a kitchen and it cooks, it is category one — and only category one carries the records duty.

How long do the records have to be kept?

Three months after being made, and they must be accessible at the premises. A business may demonstrate compliance by other means, but an authorised officer may then require records.

Do 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 and no record-keeping obligation on the business. SITXFSA005 buys portability and proof.

Can a trained supervisor cover an untrained food handler?

No. The alternative to completed training is the handler's own skills and knowledge commensurate with the activity. Supervision is a separate tool and does not substitute.

Which award covers our club?

MA000058 Registered and Licensed Clubs, provided the club is both registered under the relevant statute and operating not-for-profit for members and the community. MA000009 expressly excludes registered clubs. A night club is commercial, so MA000119.

Does training a team member change what we have to pay them?

In three of the four awards, yes. 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. Under MA000009 and MA000119 the employee must be making use of the skills; MA000058 drops "or higher" and adds that the Fair Work Commission may require the employee to demonstrate they use them. Disputes run through clause 40, clause 34, or a referral to the Commission respectively.

How much of a traineeship has to be training?

20% of ordinary hours, full-time or part-time. Full-time is 38 ordinary hours a week with 20% of those hours being approved training. The delivery mode then changes the rate: wholly off the job through an RTO attracts the full schedule rate, while wholly on the job or a mix attracts the schedule rate less 20% under Schedule E clause E.4.2(f).

What happens if we do not respond to an apprentice competency assessment?

After 21 days without a notified disagreement, agreement is deemed and the higher stage rate is payable from the first full pay period on or after that date. Filing the RTO's letter and doing nothing accrues an underpayment rather than avoiding one.

Do we have to pay an apprentice for time spent in training?

Yes. Under clause 12.7(a) of MA000009 and MA000119 the employer must release the apprentice without loss of pay or continuity of employment, and under clause 12.7(b) that time counts as time worked. Clause 12.7(c) to (e) also requires the employer to reimburse all fees paid to an RTO for required courses and required textbooks the employer did not supply, subject to satisfactory progress.

How quickly should a certificate arrive after the course?

Within 30 calendar days of completion of the assessment, provided the learner completed the product and paid the agreed fees. The document must carry the provider's registration code and logo, the unit or qualification codes and titles, the NRT logo, an authorised signature and a seal or watermark — and it must not show the learner's USI.

Why does a provider need a USI before issuing anything?

For nationally recognised training, a USI is generally required before your qualification or Statement of Attainment can be issued, unless an applicable exemption applies. We can explain the requirements for your enrolment. See the official USI exemption guidance

(<https://www.usi.gov.au/students/create-your-usi/exemptions-usi>). Creating a USI is free; recover an existing one rather than creating another.

How do we judge whether a quoted course is too short?

Against the AQF volume of learning: Certificate II 0.5 to 1 year, Certificate III 1 to 2 years, Certificate IV 0.5 to 2 years, Diploma 1 to 2 years, independent of delivery mode. The regulator treats accelerating or shortening training without allowing sufficient time for skill development as a risk, and names marketing unrealistically short courses as a specific marketing-integrity failure.

What can we reasonably ask a provider before booking?

Which credential the trainer holds, whether they are assessing under direction or making judgements, how recognition of prior learning and credit transfer are offered, what the pre-training review looks at, and whether the images and claims in the marketing depict the facilities actually used. All information given by a provider or any third party acting for it must be clear, accurate and current.

Does the venue's own in-house training count for anything?

It is not nationally recognised, but it is a recognised competency. SITXHRM007 Coach others in job skills is core in SIT30622, SIT30722, SIT30821 and SIT40422, and requires coaching two different colleagues within commercial time constraints using six key principles — explanation, demonstration, review, listening to the trainee's explanation, observing and evaluating their demonstration, and feedback.

Who delivers a new starter's safety induction?

The employer delivers both halves for an employee: a general industry safety induction covering hospitality hazards before the person commences work, and a site-specific induction on day one covering emergency procedures, first aid locations, the equipment in that kitchen and chemical storage. For a learner on placement the training organisation delivers the general induction and keeps the evidence, and the host delivers and confirms the site-specific one.

Does a hospitality qualification satisfy licensing requirements automatically?

No. A qualification and a licensing credential are separate instruments, and jurisdictional conditions — such as the NSW approved-provider requirement for Food Safety Supervisors — apply regardless of what else a person holds.

Which hospitality qualifications build the compliance units in?

SIT30722 Certificate III in Hospitality (Restaurant Front of House) has SITHFAB021 RSA, SITXFSA005 and SITXWHS005 as core among its 9 core units. SIT30821 Commercial Cookery has SITXFSA005, SITXFSA006 and SITXWHS005 core among its 20. SIT50422 Diploma of Hospitality Management has SITXGLC002 Identify and manage legal risks and comply with law and SITXWHS007 Implement and monitor WHS practices core, plus a mandatory hygiene unit.

Is a food safety program the same as the records?

No. The records are the substantiation tool under Standard 3.2.2A. A documented food safety program is a further step, and in Victoria the regulator directs businesses to FoodSmart to build one. Premises

using a quality-assurance food safety program with competency-based staff training may be exempt from the Victorian FSS requirement.

Can we train a whole team at the venue?

Often yes, where the units suit workplace delivery. Where a placement is involved a Placement Agreement must be completed before it starts, covering supervision, conduct and learning outcomes. See the workplace training pages ([/workplace-training/certificate-iii-in-commercial-cookery/](#)) or lodge a course enquiry ([/contact/](#)).

Can we buy compliance training as short courses?

Yes. We hold 81 current skill sets, including SITSS00068 Food Handling, SITSS00069 Food Safety Supervision, SITSS00070 Hospitality Compliance and SITSS00071 Responsible service of alcohol. Each produces a Statement of Attainment and its units credit-transfer.

Where can a venue confirm what a specific role requires?

The relevant state regulator is the authority — the liquor regulator for RSA, the food regulator or local council for food safety, and the Fair Work Ombudsman for award coverage. For qualification scope, we hold 17 current qualifications, 81 current skill sets and 579 current units, every component at extent deliver and assess, though delivery is not uniform across states and SIR30216 Certificate III in Retail has passed its end date. See policies ([/policies/](#)), the courses list ([/courses/](#)), or the regulator's own register at [training.gov.au](#).