

7 Skills All Your Hospitality Employees Should Have - Complete Hospitality Training

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Details:

The useful way to list hospitality skills is by who can teach them. Some a venue can build across a handful of shifts. Others require a formally assessed unit of competency delivered by a registered training organisation. Two are regulated tightly enough that holding a current certificate is a condition of doing the work at all.

Seven skills cover almost every floor and kitchen role. The first five a venue can teach itself. The last two it cannot.

The seven people skills in the original guide

Our original seven-skills guide highlights teamwork, handling several tasks, flexibility across shifts and tasks, customer service and other habits that help a person work well in a venue. New staff may develop those habits through practice and coaching; they should not be treated as innate traits. The training and safety requirements below explain which tasks also need specific assessed knowledge or legal credentials.

The five a venue can build on the job

1. Menu and product knowledge. Knowing what is in a dish, what it can be modified to, and, critically, knowing when an allergen question must be escalated to the kitchen rather than answered at the table.
2. The service sequence. Section management, timing between courses, and reading whether a table wants speed or space.
3. Point-of-sale and cash handling. Docketing, transfers, voids, end-of-shift reconciliation.
4. Complaint handling and recovery. Fixing something at the table before it becomes a review. The skill is in the first thirty seconds.
5. Communication between front and back of house under pressure. The least trainable-sounding of the five and the one that most determines whether a busy service holds together.

These work in-house because performance is observable immediately and the standard being taught is the venue's own. No external body defines what a correct greeting looks like at a particular restaurant.

What is worth knowing is that all five appear in the national training package, which means the industry has already written down what competent looks like. Borrowing those definitions saves a venue the trouble of inventing them.

In-house skill	The unit that formalises it	Where it sits
Service to customers	SITXCCS014 Provide service to customers	Core in SIT30622 and SIT30722
Enhanced service experiences	SITXCCS015 Enhance customer service experiences	Core in SIT40422, SIT50322 and SIT50422

Quality customer service practices	SITXCCS016 Develop and manage quality customer service practices	Core in SIT50422
Complaint and conflict recovery	SITXCOM010 Manage conflict	Core in SIT40422 and SIT50422
Difficult customers	SIRXCEG008 Manage disrespectful, aggressive or abusive customers	Elective in SIT30622 and SIT30722
Cash and transactions	SITXFIN007 Process financial transactions	Core in SIT30722, elective in SIT30622
Working across front and back of house	SITHIND008 Work effectively in hospitality service	Core in SIT30622, SIT30722 and SIT40422
Cultural sensitivity	SITXCOM007 Show social and cultural sensitivity	Core in SIT30622 and SIT30722

The SITXCOM010 Manage conflict requirements are unusually specific and make a good in-house benchmark. To be assessed competent, a person must resolve escalated customer complaints or disputes in at least three of: cultural misunderstanding; incorrect pricing of a product or service; delays or errors in providing a product or service; misunderstanding of a customer request or a communication barrier; a person who appears violent or threatening; a problem or fault with a product or service; refused entry or ejection from premises; and a situation where someone has been or may be hurt. Separately, they must resolve at least two team member disputes from: a dispute or argument among colleagues; a drug or alcohol-affected person; job duties or rosters; and lack of competence. They must also use conflict-resolution and communication techniques and apply the organisation's procedures for evaluating how the conflict was resolved.

That last list is worth reading twice. "Job duties or rosters" being a named dispute category tells you where team conflict in hospitality actually originates, and it is not personality. It is also the direct link between the rostering competency and the conflict competency.

What "good performance" is actually measured against

A list of skills is only half the job. The other half is the standard each skill is judged against, and the training package is more specific here than most venues are.

SITXHRM012 Monitor staff performance is current on our scope of registration, and it names ten standards of performance, of which at least six must be monitored for a person to be assessed as competent at monitoring staff:

- adherence to procedures
- cost minimisation
- customer service standards
- level of accuracy in work
- personal presentation
- productivity
- punctuality
- response times
- team interaction
- waste minimisation

That is the most useful list on this page for a venue writing down its own expectations, because the standards are specified rather than left to preference. "Reliable" and "good attitude" are not on it. Punctuality, response times, adherence to procedures and level of accuracy in work are, and each of those can be observed on a shift and recorded.

The unit runs three elements.

Monitor staff performance and provide feedback — consult with and inform colleagues about expected standards of performance using appropriate communication mechanisms; monitor ongoing performance through regular performance appraisals and by maintaining close contact with the workplace and colleagues; regularly provide guidance and support; provide recognition and rewards for achievements and outstanding performance ; and identify the need for further coaching or training and organise it according to organisational policies.

Recognise and resolve performance problems — identify and investigate performance problems; use feedback and coaching to address them; discuss and agree possible solutions with the colleague ; follow up the outcomes of informal counselling through review in the workplace; and organise and conduct a formal counselling session when needed, according to required procedures.

Implement performance management systems — implement formal performance management systems, and conduct individual performance evaluations openly and fairly .

Two things follow from that. Recognition is a performance criterion, not a management fashion - it sits inside element 1 as something the unit requires rather than something a good manager happens to do. And the escalation sequence is specified: feedback, then coaching, then solutions agreed with the colleague, then informal counselling followed up by review in the workplace, then a formal counselling session. Going straight to the last step is a departure from the competency, not a shortcut through it.

The two that require formal, assessed training

1. Responsible service of alcohol. RSA is delivered nationally as one unit, SITHFAB021 , but it sits under eight separate jurisdictional regimes and does not transfer cleanly. The obligation attaches to the individual serving.

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

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

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

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 .

Queensland and Western Australia operate no approved-provider register for RSA at all, so any provider advertising itself as "OLGR-approved" or "DLGSC-approved" is describing a scheme that does not exist.

Separately, Victorian Responsible Service of Gambling is free government training, and no registered training organisation can provide it, ourselves included.

1. Food safety supervision. This one sits with the business, not the individual. Standard 3.2.2A of the Food Standards Code, which commenced 8 December 2023, requires both category one and category two food businesses to appoint a certified Food Safety Supervisor. The categories are activity-based.

Category one 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, mobile vendors. If it has a kitchen and cooks, it is category one.

Category two is the retail sale of ready-to-eat potentially hazardous food the business did not make. Slicing, weighing, repacking, reheating and hot-holding do not count as making it. Delis, butchers, seafood retailers, some convenience stores.

The supervisor must be appointed before the business engages in a prescribed activity, must hold a certificate issued within the immediately preceding five years, and must remain reasonably available, meaning on site or easily contacted, for instance by phone. Only category one carries the third tool, substantiation records, kept for three months after being made and accessible at the premises.

In New South Wales the FSS 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. NSW issues two documents, the national Statement of Attainment and the FSS certificate, and keeping only the Statement of Attainment does not satisfy section 106G.

The skill everyone forgets: food handler training

There is a third regulated item that is frequently over-specified in job advertisements. Under Standard 3.2.2A, food handlers must complete training before engaging in a prescribed activity, covering four topics: safe handling of food; food contamination; cleaning and sanitising of premises and equipment; and personal hygiene. The alternative, under clause 10, is holding skills and knowledge commensurate with the activity.

But that training does not have to be nationally accredited, mandates no refresher period, and the business is not required to keep records of it. A free non-accredited course covering the four topics satisfies the law. The accredited unit SITXFSA005 Use hygienic practices for food safety buys portability and documentary proof, not permission, and it requires correct hand-washing, appropriate use of uniform and PPE, effective personal health and hygiene practices and hygienic food service each demonstrated on at least three occasions.

The five-year clock belongs to the Food Safety Supervisor certificate, not to food handler training. And the alternative to training is commensurate skills and knowledge, not "working under someone who has done the training" — that framing predates Standard 3.2.2A.

The safety skill nobody puts on the list

Seven skills above, and none of them is safety, which is an omission most venue skill lists share. Work health and safety competence is a legal expectation rather than a nice-to-have, which is why SITXWHS005 Participate in safe work practices is core in the Certificate III in Hospitality qualifications.

The hazards a hospitality employee should be able to name, because these are the ones the regulatory material identifies as causing harm in venues:

Manual handling - deliveries, stockpots, kegs

Lacerations and amputations - machinery and knives

Glassware and broken glass

Burns - hot surfaces, hot liquids and chemicals

Slips, trips and falls - wet or greasy floors and poor lighting

Electricity - cleaning electrical cooking equipment, damaged leads

Unguarded mixers, slicers and food processors

Chemical exposure - degreasers, sanitisers, beer line cleaners

Noise - extraction systems and dishwashers

Heat stress and fatigue

Occupational violence and aggression from intoxicated patrons

Bullying, sexual harassment and discrimination

Psychosocial hazards

Cross contamination and the spread of illness

Carbon dioxide gas

Repetitive physical work

The same material groups hazards into four categories, which is a more useful frame for a hazard register than a flat list: physical environment (slips, trips, falls, ergonomics), plant (equipment and machinery), work practice (unsafe procedures) and security (cash, documents, equipment, keys and people). A venue that can point to controls across all four has a defensible position. One that has only thought about knives and wet floors has covered part of one category.

Worker duties sit alongside the employer's: take reasonable care for your own and others' health and safety, cooperate with the employer's compliance actions, do not intentionally interfere with or misuse safety equipment, report hazards and incidents, and participate in safety management and consultation. Health and safety best practice goes further into the controls.

The technical skills with countable assessment requirements

For food and beverage roles, several units specify the volume of practice required, which makes them useful benchmarks whether or not the venue enrolls anyone.

Unit	What the assessment requires
SITHFAB027 Serve food and beverage	5 service periods, including at least one peak
SITHFAB034 Provide table service of food and beverage	12 service periods, with full menu advice given in every one
SITHFAB030 Prepare and serve cocktails	3 service periods and two cocktails by each of six methods — a minimum of 12 preparations
SITHFAB025 Prepare and serve espresso coffee	Ten specified beverages, on three occasions each
SITXFSA006 Participate in safe food handling practices	Hazard control at nine critical control points, plus temperature probe calibration

Those numbers are the difference between someone who has "done a barista course" and someone who has been assessed against SITHFAB025 . A venue asking for evidence of competence can ask for

the unit code.

Where qualifications map to roles

Under the Australian Qualifications Framework, a Certificate III is operational, a Certificate IV is supervisory, and a Diploma is management at AQF level 5. We deliver to AQF 5 and no higher.

Role level	Qualification	Units	Where it is delivered
Entry, front of house	SIT20322 Certificate II in Hospitality	12 (6 core)	SA, VIC and WA
Entry, kitchen	SIT20421 Certificate II in Cookery	—	All eight states and territories
Operational, front of house	SIT30622 Certificate III in Hospitality	15 (6 core, 9 elective)	All eight states and territories
Operational, restaurant	SIT30722 Certificate III in Hospitality (Restaurant Front of House)	20 (9 core, 11 elective)	All eight states and territories
Operational, kitchen	SIT30821 Certificate III in Commercial Cookery	25 (20 core, 5 elective)	SA, TAS, VIC and WA
Operational, business support	BSB30120 Certificate III in Business	13 (6 core, 7 elective)	All eight states and territories
Supervisory, front of house	SIT40422 Certificate IV in Hospitality (CRICOS 116358F)	21 (9 core, 12 elective)	All eight states and territories
Supervisory, kitchen	SIT40521 Certificate IV in Kitchen Management	33 (27 core, 6 elective)	VIC and WA
Supervisory, cross-industry	BSB40520 Certificate IV in Leadership and Management	12 (5 core, 7 elective)	All eight states and territories
Supervisory, business	BSB40120 Certificate IV in Business	—	All eight states and territories
Management, events	SIT50322 Diploma of Event Management (CRICOS 118427D)	20 (13 core, 7 elective)	Victoria only
Management, hospitality	SIT50422 Diploma of Hospitality Management (CRICOS 115534C)	28 (11 core, 17 elective)	Victoria only
Management, business	BSB50120 Diploma of Business	—	All eight states and territories

Every qualification in that table is current on our scope of registration with an end date of 30 June 2032. Delivery restrictions are real constraints, not formalities — a Sydney employee cannot enrol in a qualification that is on scope for Victoria only.

Note that SIT20322 Certificate II in Hospitality and SIT20421 Certificate II in Cookery are two different qualifications, both current and both on scope. They are frequently confused with one another, and

neither is a correction of the other.

Three observations that change how these should be read.

The Certificate III qualifications carry no entry requirements. Neither SIT30622 nor SIT30722 has one, which makes them genuinely accessible to a worker with no prior credential.

SIT30722 is not just a bigger SIT30622. It is five units larger, and two things that are elective in SIT30622 are core in SIT30722: SITHFAB021 RSA and SITXFIN007 Process financial transactions. Hygiene is also core there via SITXFSA005, where SIT30622 offers a choice between SITHIND005 and SITXFSA005 from its Group A. For a restaurant, SIT30722 delivers a graduate who already holds the RSA unit and has been assessed on cash handling.

SIT40422 is the supervision qualification, and the core list proves it. Three of its nine core units are HR units: SITXHRM007 Coach others in job skills, SITXHRM008 Roster staff, and SITXHRM009 Lead and manage people. Its other core units are SITHIND008, SITXCCS015, SITXCOM010 Manage conflict, SITXFIN009 Manage finances within a budget, SITXMGT004 Monitor work operations and SITXWHS007 Implement and monitor WHS practices. That combination — rostering, leading, coaching, conflict, budget, operations and safety — is a supervisor's job description written as a qualification.

Note also that SITXHRM007 Coach others in job skills is core in SIT30622, SIT30722 and SIT30821 as well. Every Certificate III holder from those qualifications has been assessed coaching two different colleagues on the job, addressing performance problems and providing constructive feedback in each session, within commercial time constraints. That is a bench of informal trainers most venues do not realise they have.

When a skill set is the right size

A full qualification is not always the correct instrument. Our scope of registration carries 17 current qualifications, 81 current skill sets and 579 current units, every component at an extent of "deliver and assess" — considerably more than any marketed course list shows. A skill set targets a specific capability without the commitment of a whole course.

Skill sets worth asking for by code include:

Code	Skill set
SITSS00068	Food Handling
SITSS00069	Food Safety Supervision — the set Western Australia names by code for its FSS requirement
SITSS00071	Responsible service of alcohol
SITSS00070	Hospitality Compliance
SITSS00066	Kitchen Management
SITSS00080	Espresso Machine Operation
SITSS00087	Mentoring and Supervision
SITSS00079	Environmentally Sustainable Hospitality and Restaurant Operations
SITSS00094	Sommelier
SITSS00075	Beverage Advice
SITSS00083	Food Advice

SITSS00092	Event Coordination
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The skill sets span hospitality (SITSS), business and cyber (BSBSS), community services (CHCSS), health and infection control (HLTSS), retail (SIRSS), creative arts (CUASS) and horticulture (AHCSS), so it is worth asking rather than choosing from what is advertised.

For an established workforce, recognition of prior learning is usually the bigger lever than choosing between a skill set and a qualification. RTOs must offer RPL under Standard 1.6 , it is raised at the pre-training review under Standard 2.2 as an individual assessment, and it is a genuine assessment against the same evidence requirements, not a waiver. On a qualification like SIT40521, where 27 of 33 units are core, an experienced chef may already hold a substantial proportion.

The classification consequence of a qualification

There is a pay consequence to all of this, and it exists in three of the four awards that cover the sector. Coverage follows the premises , not the job title: MA000009 for hotels, pubs, taverns, motels, resorts, casinos and caterers; MA000058 for not-for-profit registered clubs; MA000119 for standalone restaurants, cafes, night clubs, reception centres and roadhouses; and MA000003 for takeaway and food-court outlets.

Under MA000009 and MA000119 (both clause 18.1, adult rates) and MA000058 (clause 18.3), a relevant AQF Certificate III or higher used at work sets a minimum classification of Level 4 . The fast food award, MA000003 , has no equivalent provision .

Three distinctions keep the claim accurate:

MA000009 and MA000119 require the employee to make use of the skills and knowledge derived from those Certificate III competencies in the work undertaken, so the floor is not automatic on completion.

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

Disputes route differently: MA000009 clause 40, MA000119 clause 34, and under MA000058 referral to the Fair Work Commission.

MA000119's own Table 3 — Minimum rates is worth reading next to that, because it is the award naming the skill tiers itself:

MA000119 level	Classifications at that level
Level 3	Food and beverage attendant grade 3, Cook grade 2 , Kitchen attendant grade 3, Clerical grade 2, Timekeeper/security officer grade 2, Handyperson
Level 4	Food and beverage attendant grade 4 (tradesperson) , Cook grade 3 (tradesperson) , Clerical grade 3 , Storeperson grade 3
Level 5	Food and beverage supervisor , Cook grade 4 (tradesperson) , Clerical supervisor
Level 6	Cook grade 5 (tradesperson)

Two consequences follow. Level 4 is the tradesperson tier , so the Certificate III floor lands on a grade the award itself labels "(tradesperson)" - a trade grade reached without serving an apprenticeship. And Clerical grade 3 also sits at Level 4 , which is what makes a business qualification such as BSB30120 relevant to an administrative classification inside a hospitality venue rather than a tangent from it. MA000119 further defines standard rate as the minimum rate for a Level 4 classification, Cook grade 3 (tradesperson), in Table 3, so any penalty or allowance expressed as a percentage of the standard rate

is calculated off that rate and an error there propagates. Under MA000009 the equivalent Level 4 grades are Cook (tradesperson) grade 3 and Food and beverage attendant (tradesperson) grade 4 , and the MA000009 cook stream reaches grade 3 by apprenticeship, trade test or the appropriate level of training .

So training an experienced but uncredentialed employee raises their award entitlement in three of the four awards, which is worth knowing before rather than after. Minimum rates are re-set periodically, so read the current figure from the award or the Fair Work Ombudsman's Pay and Conditions Tool.

Start with a course enquiry , an expression of interest or a skills assessment .

Relevant course pages: Certificate IV in Hospitality , Certificate III in Hospitality , the restaurant front-of-house stream , Certificate III in Commercial Cookery , Certificate III in Business , Certificate IV in Leadership and Management , Food Safety Supervisor , food handling , RSA and barista training .

Related reading: hiring hospitality staff , cross-training , building a training plan , training up a manager , rostering and time management , delivering exceptional customer service , dealing with difficult guests and cultural competence .

About us

We are Complete Hospitality Training , RTO 3722, CRICOS 04242E. Registered since 1 June 1994 , with our current registration period running to 30 June 2032 under the Australian Skills Quality Authority. Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010. Contact melbourne@cht.edu.au or +61 3 9654 1554 . Confirm current course, scope and fee arrangements directly.

We link to the relevant course and regulatory sources in this guide. Check those sources for current requirements, and confirm course availability, delivery, fees and entry requirements with us before enrolling.

Source records and further guidance

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

SIT30622 Certificate III in Hospitality

SIT30722 Certificate III in Hospitality (Restaurant Front of House)

SIT40422 Certificate IV in Hospitality

SIT20421 Certificate II in Cookery

SIT20322 Certificate II in Hospitality

Responsible Service of Alcohol training requirements (Victoria)

Responsible Service of Alcohol training requirements (Queensland)

Responsible Service of Alcohol training requirements (Western Australia)

Responsible Service of Alcohol training requirements (South Australia)

Responsible Service of Alcohol training requirements (Tasmania)

Responsible Service of Alcohol training requirements (Northern Territory)

Food Safety Supervisor certificate requirements (New South Wales)

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

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

Hospitality Industry (General) Award 2020 (MA000009)

Restaurant Industry Award 2020 (MA000119)

Which skills should a venue never outsource?

The ones defined by the venue itself: its menu, its service sequence, its opening and closing procedures. Outsourcing those trains people to somebody else's standard.

What standards should staff performance actually be measured against?

SITXHRM012 Monitor staff performance names ten, and requires at least six of them to be monitored: adherence to procedures, cost minimisation, customer service standards, level of accuracy in work, personal presentation, productivity, punctuality, response times, team interaction and waste minimisation. They are specified rather than left to preference, which makes them a better starting point than a list a venue writes from scratch.

Is recognising good performance part of the job or just good manners?

Part of the job. Providing recognition and rewards for achievements and outstanding performance is a performance criterion inside element 1 of SITXHRM012, alongside consulting colleagues about expected standards, monitoring through regular performance appraisals, and identifying the need for further coaching or training.

What is the correct sequence for handling a performance problem?

The unit specifies it: identify and investigate the problem, use feedback and coaching, discuss and agree possible solutions with the colleague, follow up the outcomes of informal counselling through review in the workplace, and organise a formal counselling session only where one is needed, according to required procedures. Individual performance evaluations must be conducted openly and fairly.

Which hazards should every hospitality employee be able to name?

Manual handling, lacerations and amputations from machinery and knives, glassware and broken glass, burns, slips, trips and falls, electricity, unguarded mixers, slicers and food processors, chemical exposure, noise, heat stress and fatigue, occupational violence and aggression from intoxicated patrons, bullying, sexual harassment and discrimination, psychosocial hazards, cross contamination, carbon dioxide gas and repetitive physical work. The four categories they group into are physical environment, plant, work practice and security.

Does supervisory experience replace a Certificate IV?

Not automatically, but experience can be assessed rather than retaught. Recognition of prior learning under Standard 1.6 is a genuine assessment against the same evidence requirements, raised at the pre-training review.

Why is a qualification unavailable in a particular state?

The National Register confirms what is on an RTO's national scope; delivery locations must be confirmed with the provider because the scope record has no jurisdiction field. Both diplomas are

Victoria only; SIT40521 is Victoria and Western Australia; SIT30821 covers South Australia, Tasmania, Victoria and Western Australia. SIT30622, SIT30722, SIT40422, SIT20421 and the business and community services qualifications are available in all eight states and territories.

What is the difference between SIT20322 and SIT20421?

They are different qualifications. SIT20322 is Certificate II in Hospitality; SIT20421 is Certificate II in Cookery. Both are current on our scope, and neither is a renamed version of the other.

How many qualifications and skill sets do you actually hold?

17 current qualifications, 81 current skill sets and 579 current units, every component at an extent of "deliver and assess". That is more than any marketed list shows, so ask for the unit or skill set you want by code.

Does a qualification change what we have to pay someone?

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.

What sits at Level 4 under the Restaurant Industry Award?

Food and beverage attendant grade 4 (tradesperson), Cook grade 3 (tradesperson), Clerical grade 3 and Storeperson grade 3. Level 4 is MA000119's tradesperson tier, and the award defines its own standard rate as the minimum rate for a Level 4 classification, Cook grade 3 (tradesperson), in Table 3 — so penalties and allowances expressed as a percentage of the standard rate are calculated off it.

Why would a hospitality venue care about a business qualification?

Because Clerical grade 3 sits at Level 4 in MA000119's Table 3, alongside the cook and food and beverage tradesperson grades. An administrative role in a venue is classified on the same ladder as the kitchen, which is what makes BSB30120 Certificate III in Business relevant rather than tangential.

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

Not under MA000009 or MA000119, which require the employee to make use of the skills and knowledge derived from those competencies. MA000058 omits "or higher" from its wording and allows the Fair Work Commission to require the employee to demonstrate they utilise the relevant skills.

What is the highest level available?

AQF level 5, a Diploma. Nothing above that is delivered.

Which qualification makes someone a supervisor?

SIT40422 Certificate IV in Hospitality, on the strength of its core units. Three of the nine are HR units — rostering, leading and managing people, and coaching — alongside conflict management, budget management, work operations monitoring and WHS implementation.

Does RSA from one state work 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 barista course the same as being assessed against a unit?

No. SITHFAB025 requires ten specified beverages on three occasions each. A short non-accredited course may teach the same skills without producing a nationally recognised Statement of Attainment.

Does a food handling certificate cover the Food Safety Supervisor requirement?

No. They are separate tools under Standard 3.2.2A. The supervisor requirement is a business obligation with a five-year certificate window and a reasonable-availability test; food handler training is an individual requirement with no accreditation mandate and no refresher period.

Are there entry requirements for a Certificate III in Hospitality?

No. Neither SIT30622 nor SIT30722 has entry requirements. Language, literacy and numeracy support needs are identified at the pre-training review.

What is the difference between SIT30622 and SIT30722?

Five units, and what is mandatory. SIT30722 is 20 units with 9 core, and makes RSA (SITHFAB021) and cash handling (SITXFIN007) core, plus hygiene via SITXFSA005. SIT30622 is 15 units with 6 core and treats those as electives.

Can you deliver the Victorian Responsible Service of Gambling course?

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 (<https://www.justice.vic.gov.au/safer-communities/gambling/responsible-service-of-gaming-training>) and our RSG guide ([/courses/responsible-service-of-gambling-rsg-melbourne/](#)).

Which units cover working with a diverse team and diverse guests?

SITXCOM007 Show social and cultural sensitivity is core in both Certificate III in Hospitality qualifications, and SIRXCEG008 Manage disrespectful, aggressive or abusive customers is available as an elective in both.