

The Benefits of Cross-Training in the Hospitality Industry - Complete Hospitality Training

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Details:

A bartender calls in sick at four o'clock on a Friday. If two other people already rostered that night have been signed off to work the bar, the shift runs as planned. If nobody has, the venue either trades short or the duty manager steps behind the bar and stops managing the floor. Cross-training decides which of those two nights a venue has.

Cross-training means deliberately building a second or third competency into people who already do one job well: a food runner who can also work the coffee machine, a cook who can plate desserts, a bar attendant who can run a function room. The case for it is operational rather than sentimental.

It is also written into the rostering competency. SITXHRM008 Roster staff , core in SIT40422 Certificate IV in Hospitality and SIT50422 Diploma of Hospitality Management, requires a manager to roster teams with a complementary skills mix . Cross-training is how a venue makes that requirement satisfiable. A single-skilled team gives the roster builder no mix to work with.

This page covers the case for cross-training and the limits on it. The practical sequence for running a program is in tips for implementing a successful cross-training program .

What changes for a worker and a guest

The original cross-training article looks beyond roster cover. A worker who learns an adjacent role may have more options for shifts and progression, and understand colleagues' pressure points better. A guest may get a faster, more informed answer when the person serving can also handle a simple adjacent task safely. Skills learnt in one area can help someone explore another, but a second skill does not guarantee a pay rise, promotion or job security. Classification, lawful duties and the actual position still matter.

For the venue, this can reduce dependence on a single person and help teams support one another. Check the training, supervision and licensing gates below before moving anyone into a new task.

Roster coverage stops being fragile

Hospitality rosters are built on thin margins of people. In a single-skilled team, one absence removes an entire function from the shift. In a cross-trained team, the same absence is a reshuffle rather than a crisis.

Disruption	Single-skilled team	Cross-trained team
Bar attendant calls in sick	Bar runs short or a manager covers it	Floor staff signed off on bar step across
Unexpected function booking	Decline it or under-service it	Staff redeployed from quieter sections

Cook resigns at short notice	Menu items come off	Section cover holds while recruiting
Two staff on leave in one week	Roster gaps every night	Depth absorbs the absence
The Food Safety Supervisor is away	Nobody reasonably available	A second certified supervisor covers

That last row is a legal requirement, not a convenience. Under Standard 3.2.2A , which commenced 8 December 2023 , a food business must have a certified Food Safety Supervisor who is reasonably available , meaning on site or easily contacted, for instance by phone. A single certified supervisor covering a seven-day operation is a compliance gap waiting for an annual leave request. Cross-training the certification itself is the fix.

The business case is already written as a contingency list

The strongest published argument for cross-training is not in management literature. It is in SITXMG004 Monitor work operations , a core unit in both SIT40422 and SIT50422 , which requires a supervisor to plan and organise workflow for a team operation accounting for at least six of nine named contingencies:

The nine contingencies in SITXMG004	Does cross-training help?
Delays and time difficulties	Yes, indirectly — spare capacity absorbs them
Difficult customer service situations	Partly — more people able to step in
Equipment breakdown or technical failure	No — this is a maintenance problem
Financial resources	Partly — fewer emergency premium shifts
Staffing levels and skill profiles	Directly. This is the contingency cross-training exists to answer
Rostering requirements	Directly — it is what makes a complementary skills mix possible
Staff performance	Partly — depth allows a section to be covered while a problem is addressed
Procedural requirements	Yes — more than one person knows the opening and closing checks
Product development and marketing	Partly — a new offer needs more than one person trained on it

Two of the nine are answered by cross-training and nothing else, and a third, procedural requirements, is the key-person problem in another form. That is the business case in the training package's own words rather than in an argument a venue has to make up.

The same unit requires the supervisor to monitor and respond to team-based operational and service issues and to complete organisational records including performance reports and staff records — which is where a skills matrix belongs — and its knowledge requirements name delegation principles and techniques and industrial or legislative issues affecting short-term work organisation . The second of those is the reason the classification section further down this page exists: you cannot plan a week of cross-trained cover without knowing what the award does when someone works above their grade.

Some cross-training is gated, and the gate is legal

This is where cross-training programs most often go wrong. Some functions cannot be learned on the job first and certified later, because the credential is a precondition to doing the work at all.

Moving someone onto	What must exist first
The bar, or any alcohol service	A Responsible Service of Alcohol certificate valid in that jurisdiction, held before the shift
Any food handling	Food handler training completed before engaging in a prescribed activity, or skills and knowledge commensurate with the activity
The Food Safety Supervisor role	A certificate issued within the immediately preceding five years , plus reasonable availability
Gaming in a Victorian venue	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.
Other gaming roles	Check the jurisdiction's training and personal licensing requirements for the particular role
Any new section with plant or chemicals	A site-specific safety induction for that section

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

Gaming is the gated function most often underestimated. Gaming supervisors — the pit boss and pit manager roles — supervise the operation of table games, work with dealers, must hold an individual or occupational gaming licence , and must achieve competence in the units covering the particular table games they supervise. Cross-training someone onto gaming is therefore a licensing exercise before it is a training one. We hold SITHGAM022 , SITHGAM023 Attend gaming machines and SITHGAM024 Operate a TAB outlet current on scope, and they sit in the Gaming elective group of SIT30622 . Note also that MA000009 carries a separate casino gaming stream with its own rate table, which MA000119 does not have at all.

Food handler training is the opposite case, and employers routinely over-specify it. It must cover four topics — safe handling of food, food contamination, cleaning and sanitising of premises and equipment, and personal hygiene — but it 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 satisfies the law. The accredited unit SITXFSA005 buys portability and documentary proof, not permission. The five-year clock belongs to the Food Safety Supervisor certificate alone.

The alternative to completed training, under clause 10 of the Standard, is holding skills and knowledge commensurate with the activity. It is not "working under someone who has done the training". That framing predates Standard 3.2.2A and confuses the food handler tool with the separate Food Safety Supervisor tool.

In New South Wales an 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.

The safety obligation that comes with moving people around

Cross-training puts experienced staff into sections where they are inexperienced, and work health and safety law is explicit about what that requires. Supervision must be proportionate to experience and competence, with more of it for young workers under 18, trainees and apprentices, new or inexperienced staff, and anyone on a high-risk task. A ten-year floor veteran on their first kitchen shift is, for safety purposes, a new starter in that section.

Both WHS regimes require the employer to provide information, instruction, training and supervision. Victoria does this under section 21 of the Occupational Health and Safety Act 2004 (Vic), administered by WorkSafe Victoria. Most other states and territories use the harmonised framework — in New South Wales, section 19(1) of the Work Health and Safety Act 2011 (NSW), administered by SafeWork NSW, where the duty holder is a person conducting a business or undertaking. Both apply the reasonably practicable standard objectively, and neither duty can be transferred by contract.

The hazards in an unfamiliar section are the ones that catch people: manual handling from stock deliveries, stockpots and kegs; lacerations and amputations from slicers, mixers, food processors and knives; burns from hot surfaces, hot liquids and chemicals; slips on wet and greasy floors; electricity, including damaged leads and cleaning electrical cooking equipment; chemical exposure from degreasers, sanitisers and beer line cleaners; noise from extraction and dishwashers; heat stress and fatigue; and violence or aggression from intoxicated patrons.

So a cross-training session on a new section starts with a site-specific safety walkthrough for that section: guards fitted and interlocked, equipment isolated before cleaning or clearing, never clean energised electrical equipment, where the Safety Data Sheet register lives, correct chemical dilution, PPE and eyewash where chemicals are used, and every decanted chemical labelled. That takes five minutes and is a legal requirement rather than an optional extra.

Incident records are retained a minimum of five years, and Victoria requires a written record within 48 hours.

Retention improves because the work stops being repetitive

Much hospitality turnover is not about pay alone. It is about working an identical shift for the eighteenth week running with no sign that anything will change. Variety is one of the few retention levers a venue can pull without restructuring its cost base, and a person learning a new section is a person with a reason to still be there next season.

SITXHRM009 Lead and manage people, core in SIT40422, puts this in competency terms: element 3 requires a supervisor to evaluate team member skills and provide opportunities for individual development. Cross-training is that performance criterion in operation. The unit's performance evidence also requires leading using at least four of seven roles, one of which is planning and organising — which is what a cross-training plan is.

A career pathway becomes something a person can see

The Australian Qualifications Framework describes a real progression: Certificate III is operational, Certificate IV is supervisory, and a Diploma sits at management level at AQF level 5. Cross-training is the informal version of that same climb. Someone who has worked bar, floor and function service has already accumulated the breadth a supervisory qualification formalises. We deliver to AQF level 5 and no higher.

The formal qualifications are built for breadth too, which is easy to miss. SIT30622 Certificate III in Hospitality is 15 units, only 6 of which are core, with 9 electives: one from Group A (hygiene), six from

Group B (hospitality) and two from Group B, Group C, elsewhere in SIT or another current training package. Group B spans accommodation services, client and customer service, commercial cookery and kitchen operations, food and beverage, gaming, and general electives. A cross-trained employee's actual experience can map onto that elective structure rather than being ignored by it.

Electives must be guided by the job outcome sought, local industry requirements and complexity of skills appropriate to the AQF level, and must contribute to a valid, industry-supported vocational outcome. Which is the training package's way of saying: choose electives against what the venue actually does.

The unit that formalises cross-training itself is SITXHRM007 Coach others in job skills, which is core in SIT30622, SIT30722, SIT30821 and SIT40422. Its performance evidence requires providing on-the-job coaching to two different colleagues, addressing identified performance problems in each session, evaluating performance and giving constructive feedback, and doing all of it within commercial time constraints. Anyone holding one of those Certificate III qualifications has already been assessed as a workplace coach. Most venues do not know they have that bench.

The person doing the teaching has units of their own

SITXHRM007 covers the coaching session. Three further units on our scope of registration cover the longer relationship that cross-training actually is, and they matter because the difficulty in cross-training is rarely the demonstration, it is sustaining the follow-up across weeks.

Unit	What it adds beyond a coaching session
TAEDEL414 Mentor in the workplace	Plans and prepares the relationship (scope and boundaries, mentoring plan, ground rules, confidentiality); facilitates it (confidence and trust, sharing experience, supporting problem-solving and decision-making, resolving differences); monitors it (guidance on request, feedback on progress, managed closure); and reviews it (benefits to mentee, mentor and organisation). Applies to workplace supervisors and colleagues working under limited supervision, including those mentoring apprentices or trainees
TAEDEL412 Facilitate workplace-based learning	Preparing to facilitate workplace-based learning, developing a plan for it, facilitating it, and reviewing your own practice afterwards
BSBHRM413 Support the learning and development of teams and individuals	Collecting information on team performance and identifying learning needs, providing self-evaluation opportunities, developing collaborative learning plans, coordinating workplace learning opportunities, and monitoring and evaluating the learning against the plans

TAEDEL414 is also the source of a usable minimum. Its assessment requires a negotiated, documented mentoring plan with at least one mentee and at least three mentoring sessions of at least 30 minutes each. A cross-training arrangement that cannot show a written plan and three half-hour conversations is an intention rather than a program.

The SITSS00087 Mentoring and Supervision skill set is current on RTO 3722's scope of registration. Ask us which units sit inside it rather than assuming, because that composition is not stated here.

Key-person risk becomes visible and then smaller

Every venue has someone who is quietly the only one who can do something: close the till correctly, run the function room, order from a particular supplier, fill in the temperature log. That dependency stays invisible until the person resigns, is injured or takes leave. Cross-training forces it into the open and then dissolves it.

A skills matrix is the instrument. List every function the venue needs performed, list who can perform it, and mark the functions with a single name against them. Those are the risks. Add the credential columns — RSA and its jurisdiction, food handler training, Food Safety Supervisor certificate and its issue date — and the matrix doubles as the compliance register the roster should be built from.

Front and back of house stop arguing past each other

A waiter who has spent shifts on the pass understands why a table of twelve ordering at once creates a problem. A cook who has taken orders understands why a guest was told fifteen minutes. That understanding arrives faster through cross-training than through any staff meeting.

There is a competency echo here too. SITXCOM010 Manage conflict , core in SIT40422 and SIT50422 , names lack of competence and job duties or rosters among the four categories of team member dispute a supervisor must be able to resolve. Both are addressed structurally by cross-training rather than interpersonally.

The classification question, answered before it arises

Cross-training can change what someone must be paid, and it is better to know that in advance.

Where a person performs duties at a higher classification, paying them at that classification is an award matter. Which award applies is set by the premises , not the job title, and there are four destinations: MA000009 for hotels, pubs, taverns, motels, resorts, casinos and caterers; MA000058 for not-for-profit registered clubs, which MA000009 clause 4.4(d)(i) expressly excludes; MA000119 for standalone restaurants, cafes, night clubs, reception centres and roadhouses; and MA000003 for takeaway and food-court outlets. A night club sits in MA000119 rather than MA000058, because it is commercial rather than not-for-profit.

MA000009 clause 22 puts a number on "higher duties"

The general principle above has a precise mechanism under the hospitality award, and a cross-training program runs into it every week.

Time worked at the higher classification in a day	What must be paid
Two or more hours	The higher rate for the whole day
Less than two hours	The higher rate for the time actually worked

Food and beverage attendants grades 2 and 3 are excluded from that provision. Clause 22 is an MA000009 provision — do not assume the same wording appears in MA000058, MA000119 or MA000003; read the award that covers the premises.

The two-hour threshold is what makes this a planning matter rather than a payroll footnote. A cross-training shift on a higher-graded section that runs "just for the first couple of hours" has usually already triggered the whole-day rate. The right response is to budget cross-training shifts at the higher rate from the outset. A program costed that way is sustainable; a program that relies on staff learning a higher-graded section unpaid at that grade is an underpayment with the roster as the evidence. For the

current rate at each classification, use the Fair Work Ombudsman's Pay and Conditions Tool.

The Certificate III classification floor

Separately, the Certificate III classification floor exists in three of those four awards. 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 that accurate:

MA000009 and MA000119 require the employee to make use of the skills and knowledge derived from those competencies in the work undertaken. So formalising cross-training into a qualification has a pay consequence only where the venue then rosters the person to the work — which is the same discipline cross-training requires anyway.

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.

Where the levels actually sit, and why cross-training crosses them

A cross-training plan moves people between streams, and the streams do not sit level with one another. Under MA000119 the ladder reads:

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 or 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)

Three consequences for anyone planning cross-training against that table.

Level 4 is the tradesperson tier. The award itself labels both the food and beverage and the cook classifications at that level "(tradesperson)", which is also where the Certificate III floor lands. A trade grade is therefore reachable without serving an apprenticeship. MA000119 defines its "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 — which means a Level 4 classification error propagates well beyond one person's base rate.

Clerical grade 3 also sits at Level 4. That is why cross-training someone from the floor onto administrative work is a classification question rather than a favour, and why a business qualification is relevant to a hospitality venue rather than only to an office.

Cross-training between streams can cross a level boundary. Moving a Level 3 food and beverage attendant grade 3 onto work at grade 4 is a move to Level 4, and clause 22 above decides what is payable on the day. 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 .

None of this is an argument against training people, but it is an argument for planning the classification alongside the training rather than discovering it at a pay review. Each award also carries its own Schedule A classification structure, so read the one that covers your premises. Award minimum rates are re-set periodically and should be read from the current award or the Fair Work Ombudsman's Pay and Conditions Tool.

Where formal training fits alongside on-the-job cross-training

They do different jobs. On-the-job cross-training produces venue-specific capability quickly and cheaply. Formal training produces a portable, nationally recognised record and, at Certificate IV level, competencies a venue cannot easily teach itself.

A whole qualification is often more than a single capability gap requires. 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", which is considerably more than the marketed course list shows. For cross-training specifically, skill sets such as SITSS00068 Food Handling, SITSS00069 Food Safety Supervision, SITSS00071 Responsible service of alcohol, SITSS00080 Espresso Machine Operation, SITSS00087 Mentoring and Supervision and SITSS00075 Beverage Advice map closely onto the functions a venue actually wants covered. Ask by code.

For an existing cross-trained workforce, recognition of prior learning is the bridge between informal and formal. Registered training organisations must offer RPL under Standard 1.6 , it is raised at the pre-training review under Standard 2.2 as an assessment for that individual learner, and it is a genuine assessment against the same evidence requirements rather than a waiver. A person who has been working bar, floor and functions for three years is exactly who RPL is designed for. How much it covers is determined per learner.

For nationally recognised training, a 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 . It is free; recover an existing USI rather than creating another.

See Certificate III in Hospitality , the restaurant front-of-house stream , Certificate IV in Hospitality and its workplace-delivered version , Food Safety Supervisor , food handling , RSA , barista training and bartending . Existing skills can be considered through a skills assessment or a course enquiry .

Related reading: implementing a cross-training program , building a training plan , rostering and time management , the skills employees should have , how to motivate employees and health and safety best practice .

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 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

SIT40422 Certificate IV in Hospitality

TAEDEL414 Mentor in the workplace

SITSS00087 Mentoring and Supervision

SIT50422 Diploma of Hospitality 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)

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)

Unique Student Identifier (USI) requirements for RTOs

Does cross-training mean everyone should be able to do everything?

No. Two or three capable people per critical function is usually enough to remove the fragility. Spreading everyone thinly across every task tends to produce competence in nothing.

Is a venue that trains its own staff bound by the RTO Standards?

No. Those standards apply to registered training organisations issuing nationally recognised qualifications. A restaurant teaching a new starter to work the coffee machine has no obligation under them. Its duties sit in employment, food safety, liquor and work health and safety law instead.

Which contingencies does cross-training actually cover?

Two of the nine named in SITXMGT004 Monitor work operations directly: staffing levels and skill profiles, and rostering requirements. A third, procedural requirements, is the key-person problem under another name. The unit requires at least six of the nine to be planned for, so cross-training closes part of an assessed requirement rather than answering all of it.

What exactly does the award say about working at a higher classification?

Under MA000009 clause 22, two or more hours in a day at a higher classification attracts the higher rate for the whole day, and less than two hours attracts it for the time worked only. Food and beverage attendants grades 2 and 3 are excluded. Clause 22 is MA000009 — check the award that covers your premises rather than assuming. Take the rate itself from the Fair Work Ombudsman's Pay and Conditions Tool.

Which classifications sit at Level 4 under the restaurant award?

Under MA000119: food and beverage attendant grade 4 (tradesperson), cook grade 3 (tradesperson), clerical grade 3 and storeperson grade 3. Food and beverage supervisor, cook grade 4 (tradesperson) and clerical supervisor sit at Level 5, and cook grade 5 (tradesperson) at Level 6. MA000119 defines its "standard rate" as the Level 4 rate for cook grade 3 (tradesperson) in Table 3, so a Level 4 error affects every percentage calculated from it.

Does cross-training change what someone is paid?

It can. Where a person performs duties at a higher classification, paying them at that classification is an award matter — under MA000009 that is clause 22, with its two-hour threshold. Separately, under MA000009, MA000119 and MA000058 a relevant Certificate III or higher used at work sets a Level 4 floor; MA000003 has no equivalent provision.

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.

Which award covers a registered club, and does it matter for cross-training?

MA000058 Registered and Licensed Clubs Award 2020, not MA000009 — and it matters, because each award carries its own classification structure. Moving a club employee between functions is assessed against MA000058's classifications, not the hospitality award's, though the Level 4 Certificate III floor exists there too at clause 18.3.

Can we cross-train someone onto the bar and sort out the RSA later?

No. The RSA must be held before any shift serving alcohol, and it must be valid in that jurisdiction. In Victoria the certificate does not exist until the LCV Learning Hub second stage is complete.

Can we cross-train someone onto gaming?

Check the specific gaming role, the applicable jurisdiction's training rules and any personal licensing requirements before assigning gaming duties. Do not assume that one national unit satisfies every role in every state. 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/). New gaming staff must complete Module 1 within one month and Module 2 within six months of starting work. Refresher Modules 3 and 4 are due every three years, with Module 4 within three months of Module 3. Overdue refresher training must be completed before returning to gaming-area work.

Can we cross-train someone into the kitchen before they do food handler training?

No. Standard 3.2.2A requires the training to be completed before the person engages in a prescribed activity, unless they already hold skills and knowledge commensurate with the activity.

Does food handler training have to be nationally accredited?

No, and there is no mandated refresher period and no requirement to keep records. A free non-accredited course covering the four topics satisfies the law. SITXFSA005 adds portability and proof.

How many Food Safety Supervisors should a venue have?

Enough that one is reasonably available across actual trading hours, which for a seven-day operation usually means more than one. Each certificate must have been issued within the preceding five years.

Is a safety induction needed for a section someone is only learning?

Yes. Site-specific induction and supervision proportionate to experience apply to the section, not to length of service. An experienced floor staff member is inexperienced in the kitchen.

Which unit covers on-the-job coaching?

SITXHRM007 Coach others in job skills, which is core in SIT30622, SIT30722, SIT30821 and SIT40422. It requires coaching two different colleagues, addressing performance problems and giving feedback, within commercial time constraints.

Is there a unit for the person doing the cross-training over the longer term?

Three of them, all current on our scope: TAED414 Mentor in the workplace, TAED412 Facilitate workplace-based learning and BSBHRM413 Support the learning and development of teams and individuals. TAED414 sets a useful floor for any cross-training arrangement: a negotiated, documented mentoring plan with at least one mentee and at least three sessions of at least 30 minutes each. The SITSS00087 Mentoring and Supervision skill set is on scope too.

Does the roster have to reflect cross-training?

In competency terms, yes. SITXHRM008 requires rostering teams with a complementary skills mix, and element 4 requires evaluating the roster's effectiveness with colleagues. Training someone on a section and never rostering them to it fails that evaluation — and, under MA000009 and MA000119, also withholds the Level 4 floor from someone who has earned the qualification.

Can cross-trained experience count towards a qualification?

Yes, through recognition of prior learning, which RTOs must offer under Standard 1.6 and which is raised at the pre-training review. It is a genuine assessment, determined per learner.

Is there something smaller than a full qualification?

Yes. We hold 81 current skill sets on scope, including food handling, food safety supervision, RSA, espresso machine operation, mentoring and supervision, and beverage advice. A skill set targets one capability without the commitment of a whole course.

How much elective room is there in a Certificate III in Hospitality?

A good deal. SIT30622 is 15 units with only 6 core, leaving 9 electives drawn across accommodation, customer service, cookery and kitchen operations, food and beverage, gaming and general units. There are no entry requirements.

Can you deliver Victorian Responsible Service of Gambling?

No. Victorian RSG is free government training and no registered training organisation can provide it.