

Tips for Implementing a Successful Cross-Training Program – Complete Hospitality Training

Canonical: <https://cht.edu.au/news/tips-for-implementing-successful-cross-training-program/>

Details:

Most cross-training programs fail in the same way: a good intention executed at seven o'clock on a Saturday, when the trainer has no capacity to explain anything and the trainee learns only that they are in the way. Sequencing, supervision and record-keeping are what separate a program from an announcement.

The national training package has a unit for exactly this. SITXHRM007 Coach others in job skills is core in SIT30622 and SIT30722 Certificate III in Hospitality, SIT30821 Certificate III in Commercial Cookery, and SIT40422 Certificate IV in Hospitality. Its requirements read like a diagnosis of why in-house programs fail, and they are used throughout this page. The case for cross-training in the first place is in the benefits of cross-training .

Ask the team what the program should solve

Our source implementation guide starts with a goal and a skills inventory. Decide whether the gap is peak-shift coverage, continuity when someone is absent or a development path. Ask staff which tasks they already know and which adjacent ones interest them; an interview or short survey may reveal capability that a job title does not. Then plan a supervised practice opportunity, a check-in and a sign-off. Invite feedback from both learner and trainer, and revise the plan when the roster or menu changes.

Recognise demonstrated progress in a team briefing, but do not confuse praise with evidence that someone is ready to work alone. The sections below describe safe sequencing, records, pay and licensing checks that make the plan usable on a real shift.

Sequence from adjacent skills outwards

Start with the shortest jump. A floor attendant moves to bar service more easily than to the pass; a barista adds cocktail basics before they add sections of a kitchen. Adjacent skills share vocabulary and equipment, so the first success arrives quickly and the person stays willing. Long jumps early produce a failed attempt that the team then quotes as evidence the whole idea does not work.

The unit names insufficient opportunity to practise as one of the performance problems a coach must identify and address, which is the technical description of a jump that was too long. If the new skill cannot be practised at a useful frequency, the sequence is wrong, not the trainee.

Put the program in the shift plan, not in a memo

A cross-training program that lives in a separate document competes with the roster and loses. The unit that describes where it should live is SITXMG004 Monitor work operations , core in 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. Three of those nine are the program:

Staffing levels and skill profiles — the contingency cross-training exists to answer. Write the program against the profile, not against enthusiasm.

Rostering requirements — the training shifts and the coverage they later create are both roster entries.

Procedural requirements — the opening and closing checks, the cash-up, the temperature log. These are the tasks only one person usually knows.

The remaining six — delays and time difficulties, difficult customer service situations, equipment breakdown or technical failure, financial resources, staff performance, and product development and marketing — are the reasons a training shift gets cancelled. Planning for six of the nine means the program survives the week rather than being the first thing dropped.

Two further parts of that unit bear directly on the program. It requires completing organisational records including performance reports and staff records, which is where the skills matrix below belongs rather than in a private spreadsheet. And its knowledge requirements name delegation principles and techniques alongside industrial or legislative issues affecting short-term work organisation — the training package saying, in its own words, that you cannot plan a week of cross-trained cover without knowing what the award does when someone works above their grade. That is the subject of the pay section further down.

Choose the trainer deliberately

The best operator is not automatically the best trainer. The right person can slow down, explain the reason behind a step, and let someone else be slow without taking over. Naming who trains whom also prevents the common outcome where a trainee is passed between three people who each teach a different method.

Usefully, the venue may already have formally assessed coaches. SITXHRM007 requires a candidate to provide on-the-job coaching to two different colleagues, and in each session to address identified performance problems or difficulties and rectify or refer as appropriate, to evaluate the colleague's performance and give constructive feedback, and to apply clear communication and demonstration of the organisational tasks required. Anyone holding a Certificate III in Hospitality, Certificate III in Hospitality (Restaurant Front of House), Certificate III in Commercial Cookery or Certificate IV in Hospitality has been assessed doing that. Ask.

The key principles of training the unit names are the whole method, in six steps:

Explanation — what the task is and why it is done that way

Demonstration — the trainer performs it

Review — check what the trainee has understood

Listening to the trainee's explanation — they describe it back

Observing and evaluating the trainee's demonstration — they perform it while watched

Providing feedback — specific, and directed at the task

Most failed cross-training skips steps 3 and 4 and goes straight from demonstration to leaving the person to it. The two verbal steps cost thirty seconds and catch nearly every misunderstanding before it becomes a habit.

Three units, three artefacts the program should produce

SITXHRM007 describes the session. The relationship that carries a person across several weeks is described by three other units, all current on our scope of registration, and the useful thing about each is that it names a document the program can actually produce.

Unit	The artefact it implies	The specific requirement worth borrowing
TAEDEL414 Mentor in the workplace	A mentoring plan per pairing, with the scope, boundaries, ground rules and confidentiality set out before the first session	Its assessment requires a negotiated, documented plan with at least one mentee and at least three mentoring sessions of at least 30 minutes each . That is a defensible minimum for any cross-training pairing, enrolment or not
TAEDEL412 Facilitate workplace-based learning	A short review of the trainer's own practice at the end of each pairing, not only of the trainee's progress	The unit's fourth stage is reviewing your own practice, after preparing, planning and facilitating
BSBHRM413 Support the learning and development of teams and individuals	A collaborative learning plan built with the trainee, plus a self-evaluation they complete themselves	It requires collecting information on team performance, identifying learning needs, providing self-evaluation opportunities, developing collaborative learning plans, and monitoring and evaluating the learning against them

Three half-hour conversations, a written plan agreed with the trainee, the trainee's own self-evaluation, and a note from the trainer on what they would do differently. A program with those four things is documented. A program without them is a set of good intentions with a roster attached.

TAEDEL414 also applies expressly to workplace supervisors and colleagues working under limited supervision including those who mentor apprentices or trainees , which matters if any of the people being cross-trained are under a training contract. 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.

Train on quiet shifts, never during service peaks

A Tuesday lunch is a teaching environment. A Friday dinner rush is not. Deliberately roster training onto low-volume shifts, accept that the shift will run slightly slower, and treat that as the cost of the program. Training during a rush teaches nothing, damages service, and produces a trainee who associates the new skill with humiliation.

The unit puts this precisely. Coaching must be completed within commercial time constraints , and among the performance problems a coach must recognise are inappropriate circumstances for coaching and breakdown in communication . A rush is an inappropriate circumstance, and the standard treats recognising that as part of the competency rather than as a soft preference.

The other two problems it names are language or cultural barriers and shyness or lack of confidence . Both are more visible on a quiet shift, which is another argument for the Tuesday.

The safety walkthrough comes before the first task

Moving an experienced person into an unfamiliar section makes them, for safety purposes, a new starter in that section. Work health and safety law requires supervision proportionate to experience and

competence , with more for young workers under 18, trainees and apprentices, new or inexperienced staff and high-risk tasks.

So the first five minutes of any cross-training session on a new section are a site-specific walkthrough:

Guards fitted and interlocked on mixers, slicers and food processors

Equipment isolated before cleaning or clearing , and never clean energised electrical equipment

Test-and-tag records and RCD protection

Where the Safety Data Sheet register lives

Correct chemical dilution, PPE, eyewash where chemicals are used, and every decanted chemical labelled

Emergency procedures and exits for that area, and first aid locations

Which Act imposes the duty depends on the state. Victoria operates under the Occupational Health and Safety Act 2004 (Vic), administered by WorkSafe Victoria, primary duty at section 21. Most other states and territories use the harmonised framework — in New South Wales, the Work Health and Safety Act 2011 (NSW), administered by SafeWork NSW, primary duty at section 19(1), with the duty holder being a person conducting a business or undertaking. Both require information, instruction, training and supervision , both apply the reasonably practicable test objectively, and neither duty can be transferred by contract. Victoria's definition of health expressly includes psychological health.

Incident and near-miss records are retained for a minimum of five years ; Victoria requires a written record within 48 hours.

Record what a person has actually been signed off on

An undocumented program is invisible when it matters. A one-line record per skill lets whoever builds the roster know who can genuinely cover what, without asking around.

Staff member	Skill	Trained by	Signed off	Limits
A. Nguyen	Bar service, basic	J. Reid	12 Aug	Not cocktails
A. Nguyen	Function set-up	S. Okonkwo	26 Aug	None
M. Petrov	Coffee, espresso	J. Reid	3 Sep	Supervised only

Signed off should mean observed doing the task unaided , not shown once. Keep the distinction visible in the record, because "supervised only" and "independent" are different things on a roster.

If you want a defensible definition of "unaided", the training package supplies volume benchmarks. These are the assessment requirements for the accredited units, and they are a reasonable internal standard even where no enrolment is involved:

Skill	The accredited benchmark
Food and beverage service	SITHFAB027 — 5 service periods, including at least one peak
Table service	SITHFAB034 — 12 service periods, with full menu advice given in every one
Cocktails	SITHFAB030 — 3 service periods, and two cocktails by each of six methods: a minimum of 12 preparations
Espresso coffee	SITHFAB025 — ten specified beverages, on three occasions each

Personal hygiene	SITXFSA005 — correct hand-washing, PPE and uniform use, personal health and hygiene practices, and hygienic food service, each on at least three occasions
Safe food handling	SITXFSA006 — hazard control at nine critical control points, plus temperature probe calibration
Mentoring, for the trainer's side of the record	TAEDEL414 — a documented, negotiated plan and at least three sessions of at least 30 minutes each with at least one mentee

The useful thing about those numbers is that they convert "seems fine on the bar" into a countable question. One good Tuesday is not five service periods including a peak.

The rostering competency also expects records. SITXHRM008 Roster staff requires administering records of shift time completed and maintaining rostering records, and it requires rostering teams with a complementary skills mix — which the venue cannot do without a skills matrix in front of it. SITXMGT004 puts the same matrix inside the organisational records a supervisor must complete.

Pay it correctly from the first shift

Where someone performs duties at a higher classification, paying them at that classification is an award obligation, not a gesture.

Coverage follows the premises, not the job title, and there are four destinations rather than two:

Premises	Award
Hotels, pubs, taverns, motels, resorts, casinos, caterers	MA000009 Hospitality Industry (General) Award 2020
Not-for-profit registered clubs — RSL, bowls, golf, community	MA000058 Registered and Licensed Clubs Award 2020
Standalone restaurants, cafes, night clubs, reception centres, roadhouses	MA000119 Restaurant Industry Award 2020
Takeaway, food courts	MA000003 Fast Food Industry Award 2010

A restaurant inside a hotel falls under MA000009. Two boundaries catch people out: a registered club is not MA000009, because clause 4.4(d)(i) of the hospitality award expressly excludes clubs registered or recognised under State or Territory legislation, and a club under MA000058 must also be operating not-for-profit for members and the community; and a night club is not MA000058, because it is commercial. Each award carries its own Schedule A classification structure, so cross-training a club employee between functions is assessed against MA000058's classifications, not the hospitality award's. This is a common and expensive misreading.

Higher duties under MA000009: the two-hour rule that decides the cost

This is the single most useful provision on the page for anyone actually running a cross-training program, because a cross-training shift on a higher-graded section is work at a higher classification. Under MA000009 clause 22 :

Time 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 expressly excluded from that provision, so check the person's actual classification before relying on either row. And clause 22 is an MA000009 provision — do not assume the same wording, or the same two-hour threshold, sits in MA000058, MA000119 or MA000003. Read the award that matches the premises.

The two-hour threshold is where cross-training budgets go wrong. "Come and try the pass for the first part of service" almost always runs past two hours, and the higher rate then attaches to the whole day rather than to the two hours. That is not an argument for keeping training sessions under two hours — a ninety-minute exposure teaches very little, and the unit's "insufficient opportunity to practise" problem is waiting at the other end of that decision. It is an argument for costing the session honestly in the program plan, and for deciding deliberately which side of the line each session sits on before the roster is published rather than after somebody queries a payslip.

Two classification provisions then interact with cross-training.

The Certificate III floor, in three of the 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 matter: MA000009 and MA000119 require the employee to make use of those competencies, so the floor attaches to the work rather than to the certificate alone; 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 disputes route to MA000009 clause 40, MA000119 clause 34, or under MA000058 to the Fair Work Commission.

That is worth pairing with the rostering point below: converting informal cross-training into a qualification has a pay consequence, and under the two largest awards it lands only when the person is actually rostered to the work.

Supervisory functions. MA000009 and MA000119 both run an Introductory level plus Levels 1 to 6. Kitchen attendant grade 3 at Level 3 requires the appropriate level of training plus a supervisory course, and food and beverage supervisor sits at Level 5. Cross-training someone into a supervisory function is a classification move.

Check which level the destination task sits at before the roster goes up

This is the step most programs omit. A cross-training move is a move between named classifications, and under MA000119 those classifications sit on a ladder. Read the move, not the task:

The cross-training move	What it crosses under MA000119
Food and beverage attendant grade 3 to grade 4 (tradesperson)	Level 3 to Level 4
Cook grade 2 to cook grade 3 (tradesperson)	Level 3 to Level 4
Kitchen attendant grade 3 to cook grade 3 (tradesperson)	Level 3 to Level 4
Clerical grade 2 to clerical grade 3	Level 3 to Level 4 — administrative work sits on the same rung as the trade grades
Storeperson grade 3	Already Level 4
Food and beverage attendant grade 4 to food and beverage supervisor	Level 4 to Level 5
Cook grade 3 to cook grade 4 (tradesperson)	Level 4 to Level 5

Cook grade 4 to cook grade 5 (tradesperson)	Level 5 to Level 6
---	--------------------

Three things to take from that. Level 4 is the tradesperson tier — the award itself labels the food and beverage and cook classifications at that level "(tradesperson)", and it is the same rung the Certificate III floor lands on, so a trade grade is reachable without serving an apprenticeship. Clerical grade 3 sits at Level 4 as well, which is why cross-training someone from the floor onto administrative work is a classification question and why a business qualification is relevant inside a hospitality venue. And 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, and a Level 4 error spreads well past one person's base pay.

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 — which is the route a cross-training program is actually using.

Check the higher duties provisions before the roster goes up rather than after someone queries a payslip. Every employee must also be given a payslip; the period within which it must be issued is set by the Fair Work Act 2009 and its regulations, so confirm the current requirement with the Fair Work Ombudsman rather than from a web page. Under MA000009 clause 3.3 the employer must make copies of the award and the National Employment Standards available to all employees, on a noticeboard or by accessible electronic means. Minimum rates are re-set periodically, so read the current figure from the award or the Fair Work Ombudsman's Pay and Conditions Tool.

Check the licensing gate before the shift, not after

Some cross-training moves cross a legal threshold, and no amount of good coaching fixes a missing credential.

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.

Queensland and Western Australia operate no approved-provider register for RSA, so an "OLGR-approved" or "DLGSC-approved" claim describes a scheme that does not exist.

Food handling. Under Standard 3.2.2A, which commenced 8 December 2023, food handler training must be completed before the person engages in a prescribed activity, or the person must hold skills and knowledge commensurate with the activity. The alternative is not "working under someone who has done the training" — that framing predates the Standard and confuses the food handler tool with the separate Food Safety Supervisor tool.

The training must cover safe handling of food, food contamination, cleaning and sanitising of premises and equipment, and personal hygiene. It does not have to be nationally accredited, mandates no refresher period, and carries no record-keeping duty. A free non-accredited course satisfies the law; SITXFSA005 adds portability and proof.

Food Safety Supervisor. The five-year clock belongs here, not to food handler training. The certificate must have been issued within the immediately preceding five years, and the supervisor must remain reasonably available — on site or easily contacted, for instance by phone. Cross-training a second person into the certification is the practical fix for leave and absence. In New South Wales 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 FSS certificate .

Gaming. SITHGAM022 Provide responsible gambling services is a prerequisite requirement for all gaming supervisors and gaming workers before they work in gaming roles, and gaming supervisors — pit boss and pit manager — must hold an individual or occupational gaming licence and be competent in the units covering the particular table games they supervise. Separately, Victorian Responsible Service of Gambling is free government training and no registered training organisation can provide it, ourselves included.

The four failure modes

Training during a rush. No record of who can do what, so the program has no operational effect. Resentment, because the extra skill looks like unpaid extra work. And starting everyone at once, which floods the trainers and finishes nothing.

A fifth is worth adding: training someone and then never rostering them to it . SITXHRM008 element 4 requires monitoring the roster's effectiveness in consultation with colleagues and improving the roster development process. Unused training is the most common finding of that review. It is also the fastest way to make the program look pointless to everyone watching — and where the person has completed a qualification, it withholds the Level 4 floor that under MA000009 and MA000119 depends on the competencies being used.

The resentment failure mode has a concrete cause worth naming, given the higher duties table above: a program that routinely puts people on higher-graded sections for more than two hours without applying MA000009 clause 22 is not producing goodwill, it is producing an underpayment with a written roster as the evidence.

Converting an informal program into something portable

An in-house program produces venue-specific capability. It does not produce a nationally recognised record, which is what the employee values and what a future employer can verify.

A whole qualification is often more than the 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". For cross-training, the closely matching skill sets include SITSS00068 Food Handling, SITSS00069 Food Safety Supervision, SITSS00071 Responsible service of alcohol, SITSS00080 Espresso Machine Operation, SITSS00075 Beverage Advice, SITSS00094 Sommelier and SITSS00087 Mentoring and Supervision. Ask by code rather than choosing from the marketed list.

Recognition of prior learning is the bridge for what has already been taught in-house. Registered training organisations must offer RPL under Standard 1.6 , it is raised at the pre-training review under Standard 2.2 of the Outcome Standards for RTOs as an assessment for that individual learner, and it is a genuine assessment against the same evidence requirements as classroom delivery rather than a waiver or a discount. Credit transfer under Standard 1.7 is the separate route for a unit already completed at any RTO, evidenced by AQF certification documentation or an authenticated VET transcript, with no reassessment. A well-documented cross-training record is exactly the evidence an RPL assessment wants, which is another reason to keep the matrix properly. We verify evidence of equivalent prior completion, check the training-product requirements and any licensing or regulatory restrictions, and document the decision before granting credit. See ASQA's credit-transfer guidance .

On a large qualification the effect can be substantial: SIT40521 Certificate IV in Kitchen Management is 33 units with 27 core, and an experienced chef may already hold a meaningful share. How much is determined per learner, so no honest figure can be given in advance.

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.

See Certificate III in Hospitality, the restaurant front-of-house stream, Certificate IV in Hospitality and its workplace-delivered version, Certificate IV in Kitchen Management, barista training, bartending, food handling and Food Safety Supervisor. Start with a skills assessment or an expression of interest.

Related reading: the benefits of cross-training, building a training plan, rostering and time management, positive reinforcement in hospitality training, training hospitality workers for success and health and safety best practice.

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 since 1 June 1994, with our current registration period running 1 July 2025 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.

SITXHRM007 Coach others in job skills

TAEDEL414 Mentor in the workplace

SITSS00087 Mentoring and Supervision

BSBHRM413 Support the learning and development of teams and individuals

SITXHRM008 Roster staff

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)

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

How many people should be cross-trained at a time?

One or two per trainer per period. Volume is what collapses these programs. Note that SITXHRM007 sets its own assessment benchmark at coaching two different colleagues, which is a reasonable load for one coach.

Which contingencies should the program be written into?

SITXMGT004 Monitor work operations requires a supervisor to plan workflow for at least six of nine contingencies, and three of the nine are the cross-training program itself: staffing levels and skill profiles, rostering requirements and procedural requirements. The other six — delays, difficult service situations, equipment failure, financial resources, staff performance, and product or marketing changes — are the reasons a training shift gets cancelled, which is why they belong in the same plan.

If we put someone on a higher-graded section for a training shift, what do we pay?

Under MA000009 clause 22, two or more hours in a day at a higher classification attracts the higher rate for the whole day; less than two hours attracts it for the time actually worked. Food and beverage attendants grades 2 and 3 are excluded from that provision. Clause 22 is an MA000009 provision, so check the award covering your premises rather than assuming the same threshold applies.

Should we keep training sessions under two hours to avoid the whole-day rate?

That is the wrong way to use the provision. A session short enough to dodge clause 22 is usually too short to teach anything, and SITXHRM007 names insufficient opportunity to practise as a performance problem in its own right. Cost the session properly in the program plan instead, and decide deliberately which side of the two-hour line it sits on before the roster is published.

Does an in-house program need to follow the RTO Standards?

No. Those standards bind registered training organisations issuing nationally recognised qualifications. An internal venue program is governed by employment, food safety, liquor and work health and safety law instead. If nationally recognised units are wanted, that is a separate arrangement through an RTO.

What should the trainer's own plan look like?

TAEDEL414 Mentor in the workplace gives a usable shape and a usable minimum: a negotiated, documented plan with at least one mentee and at least three sessions of at least 30 minutes each, with scope, boundaries, ground rules and confidentiality agreed up front. TAEDEL412 adds a review of the trainer's own practice at the end, and BSBHRM413 adds a collaborative learning plan and a self-evaluation completed by the trainee. All three are current on our scope.

Can existing informal skills be turned into a formal qualification?

Sometimes, through recognition of prior learning, which RTOs must offer under Standard 1.6. It is a genuine assessment against the same evidence requirements, raised at the pre-training review and

determined per learner. Credit transfer under Standard 1.7 is the separate route where the unit has already been completed at another RTO. Good internal records make either easier.

Can training be delivered on site?

Yes, we offer workplace-delivered training. An expression of interest is the starting point for scoping it.

What does "signed off" actually mean?

Observed performing the task unaided, not shown once. The accredited units give countable benchmarks worth borrowing: five service periods including a peak for food and beverage service, twelve for table service, and ten espresso beverages on three occasions each.

What is the six-step coaching method?

Explanation, demonstration, review, listening to the trainee's explanation, observing and evaluating the trainee's demonstration, then feedback. Skipping the two verbal steps is the most common coaching failure.

Why does the standard care when coaching happens?

Because "inappropriate circumstances for coaching" is one of the performance problems SITXHRM007 requires a coach to identify and address, and coaching must be completed within commercial time constraints. A service peak fails both tests.

Which award do we pay a cross-trained employee under?

Whichever of the four covers the premises: MA000009, MA000058 for not-for-profit registered clubs, MA000119 for standalone restaurants, cafes and night clubs, or MA000003 for takeaway and food courts. Each has its own classification structure, so higher duties are assessed against the right instrument.

What level does a cross-training move land on under the restaurant award?

Under MA000119, food and beverage attendant grade 4 (tradesperson), cook grade 3 (tradesperson), clerical grade 3 and storeperson grade 3 all sit at Level 4; food and beverage supervisor, cook grade 4 (tradesperson) and clerical supervisor at Level 5; cook grade 5 (tradesperson) at Level 6. Food and beverage attendant grade 3, cook grade 2, kitchen attendant grade 3 and clerical grade 2 sit at Level 3, so a move to the grade above crosses into Level 4. MA000119's "standard rate" is the Level 4 rate for cook grade 3 (tradesperson) in Table 3.

Does moving someone onto administrative work count as a classification move?

Under MA000119 it can. Clerical grade 3 sits at Level 4, the same level as the two tradesperson grades, while clerical grade 2 sits at Level 3. That is also why a business qualification is relevant to an administrative classification inside a hospitality venue.

Does finishing a qualification change what we have to pay?

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. MA000003 has no equivalent provision, and under MA000009 and MA000119 the employee must make use of those competencies, so rostering them to the work is part of it.

Can we put someone on the bar and organise the RSA afterwards?

No. The certificate must be held before the shift and must be valid in that jurisdiction. In Victoria, a Statement of Attainment without the LCV Learning Hub second stage is not an RSA.

Who has to do the Victorian three-yearly RSA refresher?

Anyone holding a Victorian RSA certificate, not only licensees. Treat it as a recurring date on the skills matrix for every Victorian staff member who serves alcohol.

Does food handler training have to be done before a kitchen cross-training shift?

Yes, unless the person already holds skills and knowledge commensurate with the activity. It must be completed before they engage in a prescribed activity.

Do we have to keep records of food handler training?

No. Standard 3.2.2A imposes no record-keeping duty for that tool and no refresher period. Keeping records anyway is sensible, not mandatory.

Does cross-training someone into a supervisory function change their classification?

It can. Under MA000009, kitchen attendant grade 3 requires a supervisory course in addition to the appropriate level of training, and food and beverage supervisor sits at Level 5. Check the higher duties provisions in the applicable award, and note the clause 22 two-hour threshold above.

Do we need a safety induction for someone moving between sections?

Yes. Site-specific induction and supervision proportionate to experience attach to the section, not to the person's length of service at the venue.

Is there something smaller than a full qualification?

Yes. We hold 81 current skill sets on scope, several of which map directly onto single cross-training functions such as food handling, food safety supervision, RSA, espresso machine operation and beverage advice.

What happens if trained staff are never rostered to the new skill?

The program has no operational effect and the team stops believing in it. SITXHRM008 element 4 requires evaluating the roster with colleagues, which is where this shows up — and under MA000009 and MA000119 it also keeps a qualified employee's Level 4 floor out of reach.