

This Is Why Certified Training Is Vital to the Hospitality Industry - Complete Hospitality Training

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Details:

The difference between certified training and good in-house training is not quality. A well-run venue can teach someone to pour, plate and handle a room better than a classroom will. The difference is that a certificate is a legal instrument and an in-house induction is not.

Four things follow from that, and none of them are about how well the person was taught. There is also one important place where the law does not require certification, and it is worth knowing so you do not buy something you do not need.

Pair assessed knowledge with practice

Our original certified-training guide discusses the work behind the document: learn why food temperature, hygiene and alcohol service matter, then practise the tasks safely. A person starting in hospitality might choose a focused food-handling, RSA or coffee course before a broader qualification. Check whether each offering is nationally recognised, how it is assessed and which state rules apply. A short workshop can still teach useful practical skills even if it does not issue a nationally recognised Statement of Attainment; the two should be described accurately.

The sections below explain what the credential itself changes in law, portability and classification. Keep learning on the job as well: a certificate is evidence of assessment at a point in time, not a substitute for careful work on every shift.

1. A certificate changes what someone must be paid

This is the least understood consequence and the most immediate. Three of the four awards that cover hospitality work define an appropriate level of training — completing a qualification or the relevant units of competency from a training package — and attach a note that sets a floor:

The minimum classification level for an employee who has completed AQF Certificate III or higher qualifications relevant to the classification in which they are employed, and who makes use of skills and knowledge derived from those competencies, is Level 4 .

A nationally recognised certificate is therefore direct evidence of an award entitlement. In-house training, however thorough, produces no such evidence. The same person doing the same work sits at a different classification floor depending on whether their competence was formally assessed by someone entitled to assess it.

Which award, though — and there are four

Coverage is decided by the premises, not the job title .

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

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

Three details matter about the Level 4 floor itself, because it is a pay entitlement rather than a courtesy. MA000009 and MA000119 require you to actually make use of the skills derived from those competencies, so it is not automatic on completion. MA000058 omits the words "or higher" and adds that the Fair Work Commission may require the employee to demonstrate they utilise the relevant skills. And the dispute route differs: clause 40 under MA000009 , clause 34 under MA000119 , and referral to the Fair Work Commission under MA000058 .

What Level 4 actually is: the tradesperson tier

The floor lands on a specific rung, and the award's own words are the point. In MA000119 , "standard rate" means the minimum rate for a Level 4 classification (Cook grade 3 (tradesperson)) in Table 3 — Minimum rates — so every penalty and allowance expressed as a percentage of the standard rate is calculated off the Level 4 rate.

Here is where the classifications sit in that table:

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)
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Two consequences follow, and both are arguments for certified training over in-house training.

Level 4 is the tradesperson tier. The award itself appends "(tradesperson)" to the Level 4 grades. So the Certificate III classification floor does not land on a slightly better operator grade — it lands on a grade the award labels a trade grade, reached without serving an apprenticeship. A venue that trains someone in-house to the same standard of work cannot produce that outcome, because the floor is keyed to the qualification rather than to the competence.

Clerical grade 3 also sits at Level 4. That is why a business qualification, and not only a hospitality one, can be relevant to a classification in a hospitality venue. The administrative stream has its own Level 4 rung, and the test in the classification note is "relevant to the classification in which they are employed", not "hospitality-specific".

Under MA000009 the equivalent Level 4 grades are Cook (tradesperson) grade 3 and Food and beverage attendant (tradesperson) grade 4 , and that award's cook stream reaches grade 3 by apprenticeship, trade test or the appropriate level of training — three routes, of which the third is the certified-training one.

No pay rates are published here: award rates re-set every 1 July, so use the Fair Work Ombudsman's Pay and Conditions Tool with the correct award code. See working hours, rosters and public holidays and superannuation, tax and payslips .

2. Some work cannot be done without it at all

Certain hospitality tasks are gated on a credential held by the individual, not on the employer's confidence in them.

Task	Gate	Notes
Serving alcohol	Responsible Service of Alcohol, SITHFAB021 , before the first shift	One national unit, eight jurisdictional schemes
Running a category one or category two food business	A certified Food Safety Supervisor under Standard 3.2.2A	Appointed before the business engages in a prescribed activity, and must remain reasonably available
Gaming work in Victoria	Responsible Service of Gambling	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.

These are not gradable. A venue cannot decide that its own training is sufficient.

The Food Safety Supervisor certificate must have been issued within the immediately preceding five years , and the certificate relied on by the business must stay within that five-year window; renewal pathways vary by jurisdiction and provider. Queensland explicitly excludes RPL for the five-yearly recertification; Victoria encourages it. In New South Wales the certificate must come from a provider on the NSW Food Authority's approved list under section 106H of the Food Act 2003 (NSW) — we are not on that list and cannot issue one . The classic and expensive mistake there is treating the national Statement of Attainment as the certificate: an approved NSW RTO issues two separate documents , and keeping only the Statement of Attainment does not satisfy section 106G.

RSA acceptance differs sharply by state, and getting this wrong is the most avoidable cost in hospitality:

Jurisdiction	Interstate certificate accepted?	Expiry	Approved-provider register?
Queensland	Accepted where the evidence is a Statement of Attainment for the nationally accredited Provide Responsible Service of Alcohol course. An attendance certificate is insufficient.	Valid RSA training generally has no expiry; training completed before 2002 must be replaced.	An RTO registered to deliver the national RSA unit; no separate state RSA provider-approval list.
Western Australia	Provide the RSA certificate showing completion of the nationally accredited course. An interstate RSA card alone is not accepted as evidence.	Keep the RSA certificate as training evidence; approved-manager cards have separate renewal requirements.	An RTO delivering the nationally accredited RSA course; no separate state RSA provider-approval list.
Victoria	Use a current Victorian RSA certificate. Eligible interstate holders can apply for free bridging: approved original training within three years, with the online-course residence condition. Specific exemptions apply at qualifying producer events.	Victorian RSA Refresher every three years.	LCV-approved provider for the delivery mode; eligible interstate holders use the bridging pathway.
New South Wales	Eligible temporary interstate workers can use approved interstate RSA. Permanent movers and security or RSA marshal roles must meet NSW training and competency-card requirements; eligible holders can use bridging instead of the full NSW RSA course.	NSW competency card: five years. Interstate concessions have separate eligibility and certificate-age requirements.	NSW course providers need L&GNSW approval. Separate recognition and bridging pathways apply to interstate holders.
South Australia	Check provider approval and training date. Training from 1 November 2020 must be through a Commissioner-approved	No routine RSA renewal period stated in the cited CBS guidance; check applicable licence conditions.	Commissioner-approved RTO for training from 1 November 2020; CBS preserves training completed before that date.

	RTO. Earlier RSA training need not be repeated solely because of that approval change.		
Northern Territory	Certificates from an RTO registered to deliver RSA are accepted, including interstate certificates. Check certificate age and the NT refresher requirements.	NT guidance gives a three-year limit for interstate certificates and directs holders to a refresher; check current renewal guidance.	RTO registered to deliver RSA; follow Licensing NT's guidance for the refresher.
Australian Capital Territory	Valid interstate RSA certificates are recognised, subject to the ACT's three-year currency limit and ACT-approved refresher requirements.	Three years from course completion, then an ACT-approved refresher.	ACT-approved course/refresher provider, or valid recognised interstate certification.
Tasmania	Interstate certificates can be accepted under the Commissioner's conditions. Requirements differ for employees and liquor licence holders; check the appropriate role.	No RSA expiry date in the regulator's FAQ; an employer may request updated training.	Check the Commissioner's requirements for staff versus licence holders.

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

For a new Victorian RSA course, use an LCV-approved provider for the delivery mode and complete the required LCV Learning Hub surveys and sexual harassment and assault module as well as the national unit. Victorian certificate holders must complete the free RSA Refresher every three years. In Victoria, an interstate RSA certificate generally cannot be used on its own. Eligible holders can apply for the free RSA Refresher bridging course to obtain a Victorian certificate. LCV requires approved original RSA training completed within the last three years and, for an online course, residence interstate or overseas at the time. Allow about ten working days for the application. LCV lists a specific exemption for interstate liquor producers at qualifying temporary or major events. Check the Victorian eligibility and event rules before relying on a certificate. Queensland and Western Australia accept suitable national RSA training evidence from an RTO. This is subject to the correct credential: Queensland requires a Statement of Attainment for the national RSA course, and WA requires the RSA certificate rather than an interstate card alone. Check the Queensland requirements and WA requirements .

3. Where certification is NOT required — and the honest version

This is the part most training providers leave out, and it matters.

Food handler training does not have to be accredited. Under Standard 3.2.2A a food handler must complete training before engaging in a prescribed activity, and the course must cover four topics: safe handling of food, food contamination, cleaning and sanitising of premises and equipment, and personal hygiene. A free, non-accredited course covering those four topics satisfies the law. There is no

mandated refresher period , and the business is not required to keep records of it.

The alternative to completed training is possessing skills and knowledge commensurate with the activity — not being supervised by someone who has done the training. Supervision belongs to the separate Food Safety Supervisor tool and does not substitute. That older "trained or supervised by someone who has" framing predates Standard 3.2.2A, which commenced 8 December 2023 .

So what does the accredited unit SITXFSA005 buy? Portability and proof, not permission. It produces a Statement of Attainment attached to your USI, it credit-transfers into a qualification, and it is documented evidence rather than an assertion. Those are real benefits, but they are not legal necessity, and any provider telling you a food handler must hold an accredited certificate is overselling. The five-year clock belongs to the Food Safety Supervisor certificate, not to food handler training.

See what food safety certificate do I need and understanding Standard 3.2.2A .

4. It travels; in-house training does not

A qualification issued by a registered training organisation is recognised by every employer and every state, because it comes from the national training package rather than from one venue's judgement. Partial completion still produces a Statement of Attainment for the units achieved, which is itself portable.

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. We check the issuing RTO and the unit codes when verifying a credential; a USI request alone does not establish whether a provider is legitimate. Keep your certificate and ask the issuing RTO for a replacement if needed. A USI transcript can help verify reported training, but it is not a guarantee that every credential will appear.

For the employee this is the whole argument: the training stays with them when the venue closes, the owner sells, or they move interstate. For the employer, it is the reason a trained team is easier to recruit into and harder to keep.

How the regulator says a bad provider behaves

Because certification is a legal instrument, the regulator also polices how it is marketed. All information given to students by an RTO or any third party acting for it must be clear, accurate and current , and the regulator publishes the failure modes it looks for. Read as a buyer rather than as a provider, that list is a usable checklist.

What the regulator names as a risk	What it looks like in an advertisement
False or misleading marketing of a course, a qualification, or delivery and assessment	Claims about outcomes, recognition or employment the provider cannot substantiate
Marketing unrealistically short courses that compromise the integrity of the training product, or cause students extension costs	A qualification advertised as taking a fraction of the time everyone else needs
Promoting easier paths to a qualification through inappropriately short duration or inadequate RPL	RPL offered as a form-filling exercise rather than as an assessment
Not remaining aware of all marketing material in circulation	Old claims still live on an affiliate site, a broker's page or a social post

Using images that do not accurately depict the facilities and resources actually used	Stock photography of a kitchen you will never train in
Not clearly distinguishing Nationally Recognised Training from non-accredited training	A course list mixing the two, with no national codes and no NRT logo
Failing to comply with Australian Consumer Law	Pressure selling, unclear terms, misrepresented refunds

Two further obligations sit alongside those. Marketing must identify which services are delivered by third parties , and it must not imply a connection with another person or organisation without that person's consent .

Three of these are checkable before you pay anything. Ask for the national code of every product on offer and check it on training.gov.au against the provider's scope. Ask whether the photographs on the website are of the facilities you will actually use. And ask which parts of the delivery, if any, are subcontracted.

The "unrealistically short courses" risk deserves particular attention, because it is the one dressed up as a benefit. Shorter is marketed as efficient. The regulator treats it as a risk to the integrity of the training product and to the student, who may then pay for an extension.

What "certified" actually means

Only a registered training organisation can issue nationally recognised qualifications, and only within its scope of registration . Our scope covers 17 current qualifications , 81 current skill sets and 579 current units , every component at extent deliver and assess , reaching across hospitality, business and cyber, community services, health and infection control, retail, creative arts and horticulture. One qualification on that record, SIR30216 Certificate III in Retail, passed its end date on 28 June 2024 and is not available. A provider cannot issue something outside its scope, and both a qualification's currency and any RTO's scope are public records on training.gov.au.

The organisation record is worth a look too: we have held RTO code 3722 since 1 June 1994 , and our current registration period runs from 1 July 2025 to 30 June 2032 under the Australian Skills Quality Authority. We also carry six trading names, five current — so a certificate in the name Complete Healthcare Training , used between 24 October 2023 and 19 April 2025, is a genuine RTO 3722 credential even though the name has ended.

Three further things sit behind a genuine certificate, and they are what you are actually paying for:

The assessor was entitled to judge you. To make assessment judgements a person must hold TAE40122 , TAE40116 , TAE40110 , a diploma or higher in adult education or VET, or a secondary teaching qualification plus an approved assessor skill set — and must have current industry skills and knowledge in the training product. Someone without those credentials may help collect evidence under direction but may not judge you competent.

The assessment met four principles and four rules of evidence. Fairness, flexibility, validity — which requires practical application components — and reliability, so that another assessor would reach the same judgement. The evidence itself must be valid, sufficient, authentic and current. The whole assessment system must also be quality assured through regular validation .

The document itself carries proof. A qualification must show the issuing organisation's name, registration code and logo, the code and title of the qualification, the NRT logo , an authorised signature, the organisation's seal or unique identifier, and a statement recognising the qualification within the AQF. A Statement of Attainment must carry the full title and national code of every unit . Your USI must not be printed on either. Certification must be issued within 30 calendar days of the completion of assessment , provided all agreed fees are paid.

None of that exists behind an in-house induction, which is the point.

About us

We are Complete Hospitality Training — legal name Complete Hospitality Training (Vic) Pty Ltd , RTO 3722 , CRICOS 04242E , ABN 27 006 947 262 , ACN 006 947 262 , all from 1 June 1994 . Registration transferred from the Victorian regulator (VRQA) to the national regulator (ASQA) on 8 September 2017 , and the current registration period runs 1 July 2025 to 30 June 2032 , exercised under the National Vocational Education and Training Regulator Act 2011 .

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 .

Trading names on the RTO 3722 record — six in total, five current. Victorian Bar School (from 1 June 1994, the original), Complete Hospitality Training (2011), Ready Serve Achieve Melbourne (2018), Coffee School by CHT (2021) and Alchemy Institute of Australia (2024). The sixth, Complete Healthcare Training , ran from 24 October 2023 to 19 April 2025 and has ended. A certificate issued under any of those names is an RTO 3722 credential, which is the practical point when verifying a credential whose provider name does not match the name you were given.

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

Source records and further guidance

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

SITHFAB021 Provide responsible service of alcohol

SITXFSA005 Use hygienic practices for food safety

BSB40520 Certificate IV in Leadership and Management

SIT40422 Certificate IV in Hospitality

SITSS00068 Food Handling Skill Set

Responsible Service of Alcohol training requirements (Victoria)

Responsible Service of Alcohol training requirements (Queensland)

Responsible Service of Alcohol training requirements (Western Australia)

Responsible Service of Alcohol training requirements (South Australia)

Responsible Service of Alcohol training requirements (Tasmania)

Responsible Service of Alcohol training requirements (Northern Territory)

Responsible Service of Alcohol training requirements (Australian Capital Territory)

Food Safety Supervisor certificate requirements (New South Wales)

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

Hospitality Industry (General) Award 2020 (MA000009)

Restaurant Industry Award 2020 (MA000119)

National Code of Practice for Providers of Education and Training to Overseas Students 2018 — Standards 1 to 11

Outcome Standards for Registered Training Organisations 2025 (full text)

Unique Student Identifier (USI) requirements for RTOs

Does a certificate really affect pay?

Yes. Under MA000009, MA000119 and MA000058, a relevant AQF Certificate III or higher used at work sets a minimum classification of Level 4. That is a floor, not a guideline. The fast food award, MA000003, has no equivalent provision.

Is the Level 4 floor automatic once I finish?

Not quite. Under MA000009 and MA000119 you must also make use of the skills derived from those competencies in the work you do. MA000058 drops the words "or higher" and adds that the Fair Work Commission may require you to demonstrate you use the relevant skills.

What does Level 4 mean in the restaurant award?

It is the tradesperson tier. In MA000119, "standard rate" means the minimum rate for a Level 4 classification (Cook grade 3 (tradesperson)) in Table 3 — Minimum rates, and the Level 4 row contains Food and beverage attendant grade 4 (tradesperson), Cook grade 3 (tradesperson), Clerical grade 3 and Storeperson grade 3. Level 3 below it holds Cook grade 2 and Food and beverage attendant grade 3; Level 5 above it holds Food and beverage supervisor and Cook grade 4 (tradesperson); Level 6 holds Cook grade 5 (tradesperson). So a relevant Certificate III used at work reaches a grade the award itself labels a trade grade, without an apprenticeship.

Can a business qualification be relevant to a hospitality classification?

It can. Clerical grade 3 sits at Level 4 in the MA000119 table alongside the two tradesperson grades, so the administrative stream has its own Level 4 rung. The test in the classification note is that the qualification is relevant to the classification the employee is employed in, not that it is hospitality-specific.

Which award covers a club?

MA000058 Registered and Licensed Clubs — the hospitality award expressly excludes registered clubs at clause 4.4(d)(i). The club must also be operating not-for-profit for members and the community. A night club is commercial, so that is MA000119.

Is in-house training worthless?

No — it is often better teaching. It simply produces no portable credential and no award evidence. The best arrangement is usually both: in-house training for how this venue works, certified training for what the law and the award recognise.

Does a food handler need an accredited certificate?

No. A free non-accredited course covering safe food handling, food contamination, cleaning and sanitising, and personal hygiene satisfies Standard 3.2.2A. There is no mandated refresher period and the business need not keep records of it. SITXFSA005 buys portability and proof, not permission.

Can a supervisor's training cover an untrained food handler?

No. The alternative to completed training is the handler possessing skills and knowledge commensurate with the activity. Supervision is a separate tool — the Food Safety Supervisor — and does not substitute for the handler's own training or knowledge.

Which food businesses have to keep records?

Only category one — a caterer or food service business that processes unpackaged potentially hazardous food into food that is both potentially hazardous and ready to eat. The legal test is whether the business performs that prescribed processing activity; having a kitchen or cooking is only a practical clue. The records cover receipt, storage, cooking, cooling, reheating, display, transport and cleaning, and are kept three months and accessible at the premises. Category two is retail sale of ready-to-eat food the business did not make; slicing, weighing, repacking, reheating and hot-holding do not count as making it.

Does my RSA work in another state?

An RSA Statement of Attainment is a national training record, but permission to serve alcohol depends on the destination's rules. NSW permits eligible temporary interstate workers; permanent movers and security or RSA marshal roles must meet NSW training and competency-card requirements, using bridging where eligible. Victoria offers bridging to eligible interstate holders. SA applies approved-provider rules to training from 1 November 2020, with earlier training not required to be repeated solely for that change. QLD and WA require suitable national RSA evidence. Tasmania distinguishes staff from licence holders; the ACT and NT have local currency and refresher requirements. Check the regulator before your first shift. See RSA recognition by jurisdiction ([/rsa/](#)), NSW's rules (<https://www.nsw.gov.au/business-and-economy/liquor-and-gaming/training/rsa-bridging>) and SA's rules (<https://www.cbs.sa.gov.au/sections/LGL/RSA-approved-providers>).

Is a provider that says it is "OLGR-approved" legitimate?

That is a warning sign. Queensland and Western Australia operate no approved-provider register for RSA at all, so "OLGR-approved" or "DLGSC-approved" describes a scheme that does not exist.

How do I tell a badly run provider from a good one before I pay?

Use the regulator's own risk list as a checklist. Be wary of unrealistically short courses, of easier paths to a qualification through inadequate RPL, of images that do not depict the facilities actually used, and of a course list that does not clearly distinguish Nationally Recognised Training from non-accredited training. Then do three checkable things: ask for the national code of every product and verify it on training.gov.au against the provider's scope; ask whether the photographs are of the facilities you will use; and ask which parts of the delivery are subcontracted, which the provider must disclose. See the difference between a good and a bad course provider ([/news/difference-between-a-good-and-bad-course-provider/](#)).

Does a provider have to tell me if someone else is delivering my course?

Yes. Marketing must identify which services are delivered by third parties, and must not imply a connection with another organisation without that organisation's consent.

What if someone only finishes part of a course?

They receive a Statement of Attainment for the units completed, carrying the full title and national code of each one. It is nationally recognised, it does not expire, and those units credit-transfer into a later enrolment.

Do certificates expire?

Qualifications and Statements of Attainment do not. Some things built on them do: a Food Safety Supervisor certificate at five years, the Victorian RSA three-yearly refresher, which applies to anyone holding a Victorian certificate, and NT and ACT RSA at three years. Qualifications can also be superseded when the training package is updated, which is different from expiring — SIT40422 supersedes SIT40416 and is not equivalent, while BSB40520 is equivalent to BSB42015. A qualification can also carry an end date, which is what has happened to SIR30216.

My certificate has a provider name on it that no longer exists. Is it still valid?

If the name is one of the six on the RTO 3722 record, yes. Five are current — Victorian Bar School, Complete Hospitality Training, Ready Serve Achieve Melbourne, Coffee School by CHT and Alchemy Institute of Australia. The sixth, Complete Healthcare Training, ran from 24 October 2023 to 19 April 2025 and has ended, but a certificate issued in that name is an RTO 3722 credential. Trading names and their date ranges are on the training.gov.au organisation record.

Can we buy a short course instead of a full qualification?

Often, and it is a real credential rather than a lesser one. We hold 81 current skill sets, including SITSS00068 Food Handling, SITSS00069 Food Safety Supervision, SITSS00070 Hospitality Compliance, SITSS00071 Responsible service of alcohol and SITSS00080 Espresso Machine Operation. Each produces a Statement of Attainment and its units credit-transfer.

How can a provider's claims be checked?

On training.gov.au. An RTO's scope of registration, its registration period and every qualification's status are public. Then ask which credential the person assessing you holds. Both answers are verifiable. See the difference between a good and a bad course provider (/news/difference-between-a-good-and-bad-course-provider/).

Can training be delivered at the venue?

Yes, where the units suit workplace delivery. See the workplace training pages (/workplace-training/sit30622-certificate-iii-in-hospitality/) or send a course enquiry (/contact/). Where a placement is involved, a Placement Agreement must be completed before it starts, covering supervision, conduct and learning outcomes.

Can experience be certified without redoing the course?

Yes, through recognition of prior learning, which RTOs must offer under Standard 1.6. It is a genuine assessment against the same evidence requirements — valid, sufficient, authentic and current — not a waiver. Raise it at the pre-training review. For a long-serving employee with no paperwork, RPL is usually the right instrument.

What does certified training cost?

That depends on the qualification, your funding position and your RPL outcome, so no figure is published here. Ask for the total cost in writing. For a Skills First place, the 2026 rules require a clear refund policy before enrolment and, before training starts, written documentation showing that the program is subsidised and the total cost to you, including tuition after the government contribution and any concession or waiver, plus any other applicable fees for services, amenities, goods or materials. See what hospitality courses cost in Australia (</news/what-is-the-cost-of-hospitality-courses-in-australia/>).