

Why Formal Certifications Are So Important – Complete Hospitality Training

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Details:

A certificate of attendance says you were in the room. A Statement of Attainment says a registered training organisation assessed you as competent in a coded unit, and it is the only one of the two that the national training system recognises. Many bar schools, coffee academies and short-course operators issue the first while describing it in language that sounds like the second.

Telling them apart takes under a minute, and this page sets out exactly what to look for — including the full list of elements a genuine document must carry.

What a longer learning pathway can show

Our original certification guide argues that a qualification can show sustained interest in hospitality and develop skills across more than one task. That may help a worker move toward a broader role when combined with real workplace practice. The exact outcome depends on the course: a non-accredited workshop, a nationally recognised unit and a full qualification issue different documents. The credential checks below explain those distinctions without assuming every qualification has the same duration or placement requirement.

Two documents that look alike

Both carry a name, a date, a logo and a signature. The differences are specific and checkable.

Feature	Certificate of attendance or completion	Statement of Attainment
Issuer	Anyone	A registered training organisation only
RTO registration code printed	No	Yes — for CHT, RTO 3722
NRT logo	No	Yes , under the NRT Logo Conditions of Use
Unit code and full title	No	Yes — for example SITHFAB021 Provide responsible service of alcohol
Organisation's seal or unique identifier	No	Yes
USI required before issue	No	Generally yes for nationally recognised training, unless an applicable exemption applies
USI printed on the document	Sometimes	Never — it is prohibited

Appears on your USI transcript	No	Yes
Expires	Varies	Never

If the unit code and the RTO registration code are both present, along with the NRT logo, it is a Statement of Attainment. If any of those is missing, it is not, whatever the heading says.

What a genuine document must actually carry

The requirements are prescribed, not stylistic, and they differ slightly between the two instruments.

A qualification (a testamur) must show:

the name, registration code and logo of the issuing organisation

the code and title of the AQF qualification

the NRT logo , used in accordance with the NRT Logo Conditions of Use policy

the signature of an authorised individual

the organisation's seal, corporate identifier or unique watermark

a statement recognising the qualification within the Australian Qualifications Framework

where applicable, the industry descriptor, occupational or functional stream, apprenticeship statement, or language delivery notation

A Statement of Attainment must show:

the name, registration code and logo of the organisation

the full title and national code of each unit of competency or module it relates to

the NRT logo

the signature of an authorised individual

the organisation's seal, corporate identifier or unique watermark

a statement explaining that a VET statement of attainment is issued by a registered training organisation when an individual has completed one or more accredited units or modules

where the units form part of a larger course or qualification, a statement identifying that course or qualification

where applicable, language delivery notation

The NRT logo also has a negative rule, and it is the most useful single test on this page. The logo may be used on a qualification or a Statement of Attainment. It must not be used on other testamurs, or on transcripts of results . So an NRT logo on a certificate of attendance, a course completion letter or a results transcript is not a reassurance — it is a misuse of the logo, and it tells you the issuer either does not understand the boundary or is deliberately blurring it.

And three rules about timing and identity that are easy to check against your own experience:

An RTO must not issue AQF certification documentation unless you have been assessed as meeting the requirements of the training product.

Once assessed, certification must be issued within 30 calendar days of the completion of assessment , provided you have completed the qualification (or units you subsequently withdrew from) and paid all agreed fees.

Your USI must not be printed on a qualification or a statement of attainment, and the RTO must ask the Registrar to verify that a student identifier belongs to you before using it for any purpose .

If you need a copy years later

This is the quiet advantage of a formal certification, and it is worth stating plainly: an RTO must be able to produce a copy of certification documentation on request, and it must retain records of all AQF certification documentation for thirty years.

Thirty years is longer than most hospitality businesses last, and far longer than most people keep paperwork. It means a Statement of Attainment from the 1990s is still recoverable from the issuing RTO — or from whoever holds the records if that RTO's registration has since transferred — while a certificate of attendance from a bar school that closed in 2004 is simply gone. If you have lost a document, ask the RTO rather than assuming. If you are checking someone else's, the same retention rule is why "we can't find it" is an answer worth pressing on.

It is also why the trading-name point below matters: the record is kept against the registration, not against whichever name was on the letterhead at the time.

Who can issue which

Only a registered training organisation may issue nationally recognised qualifications and Statements of Attainment, and only for units within its scope of registration. Both the registration and the scope are public on training.gov.au. Our scope covers 17 current qualifications, 81 current skill sets and 579 current units, every component at extent deliver and assess. Our delivery footprint is not uniform across states — both Diplomas are delivered in Victoria only — and one qualification on the record, SIR30216 Certificate III in Retail, passed its end date on 28 June 2024 and is not available.

A venue, a bar school or a coffee academy that is not itself an RTO can issue a certificate of completion and nothing more. Some partner with an RTO, in which case the Statement of Attainment comes from the RTO and carries that RTO's code — the partner's own certificate remains a certificate of attendance. Third-party arrangements are regulated: an RTO must have formal arrangements with and adequate oversight of third parties that market to or recruit students, marketing must identify which services a third party delivers, and RTOs must clearly distinguish nationally recognised training from non-accredited training. Blurring that line is a risk the regulator names by name.

One quirk worth knowing when you are checking an older document: an RTO can trade under several names, and a certificate issued in any of them is still an RTO 3722 credential. The organisation record for RTO 3722 carries six trading names, five of them current — Victorian Bar School, Complete Hospitality Training, Ready Serve Achieve Melbourne, Coffee School by CHT and Alchemy Institute of Australia — plus Complete Healthcare Training, which ran from 24 October 2023 to 19 April 2025 and has ended. The legal entity behind all of them is Complete Hospitality Training (Vic) Pty Ltd, ABN 27 006 947 262, ACN 006 947 262, which has held RTO code 3722 since 1 June 1994. So if the name on your certificate is not the name on the website, check the RTO code rather than the name.

That last one is worth saying in full, because it is the single most practical verification fact on this page: anyone holding a document issued in the name Complete Healthcare Training between 24 October 2023 and 19 April 2025 holds an RTO 3722 credential. Not a lookalike, not a defunct competitor's paperwork — the same registration, the same legal entity, the same national record. The name simply ended.

What has to happen before the document exists

A genuine certification is the end of a process with prescribed steps, and two of them are worth knowing because they affect what you get and how long it takes.

The pre-training review comes first. Every learner completes one before enrolment, under Standard 2.2 of the Outcome Standards for RTOs. Name the instrument if you ask about it, because the National Code 2018 has a different Standard 2.2 dealing with an overseas student's English and entry qualifications, and the two get confused. The review must consider your language, literacy and

numeracy , your digital literacy , and your individual requirements including physical skills, prior experience and any prerequisites or entry requirements — and it must inform whether you are appropriately placed in that training product at all. It is also the point at which recognition of prior learning and credit transfer are raised.

The training has to take long enough. The AQF sets a volume of learning for each level, and it does not change with delivery mode: Certificate II 0.5 to 1 year , Certificate III 1 to 2 years , Certificate IV 0.5 to 2 years with the short end reserved for specialist qualifications that build on prior knowledge, Diploma 1 to 2 years . The requirement behind the numbers is that the volume must be sufficient for graduates to achieve the learning outcomes . This is why a very short path to a full qualification is a question rather than a bargain: the regulator names "accelerating or shortening training without allowing students sufficient time for skill development and knowledge application" and marketing unrealistically short courses as compliance risks in their own right. A document is only worth what the assessment behind it was worth.

And if something goes wrong, there are two separate processes. Complaints are dealt with under Standard 2.7 : procedural fairness, timeframes set by the RTO and publicly available procedures, with escalation avenues if a matter is unresolved. Named failures include not capturing informal complaints , such as a verbal conversation with a trainer, not letting all parties respond, and never looking at trends or root causes. Appeals against decisions, including assessment decisions , sit under Standard 2.8 , and require independent review at no or low cost with students told all avenues for independent review.

Why the distinction matters

The USI transcript. Only recognised units appear on it. Your national record is built entirely from Statements of Attainment and qualifications; attendance certificates leave no trace. If you studied any time from 2015 onward you already have a USI — recover it rather than creating a second, because duplicates split your training history across two records.

The award floor. Under MA000009 , MA000119 and MA000058 , an employee holding a relevant AQF Certificate III or higher who uses those competencies at work has a minimum classification of Level 4 . The Certificate III must be a real one — SIT30622 , SIT30722 , SIT30821 , BSB30120 — issued by an RTO. A bar academy certificate, however good the teaching, does not move the classification.

Three details matter here, because this 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 the day the certificate arrives. 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 .

Which award applies is decided by the premises, not the job title , and there are four: MA000009 for hotels, pubs, taverns, motels, resorts, casinos and caterers; MA000058 for not-for-profit registered clubs, because MA000009 expressly excludes clubs registered or recognised under State or Territory legislation; MA000119 for standalone restaurants, cafes, night clubs , reception centres and roadhouses; and MA000003 for takeaway and food-court outlets. The Level 4 floor appears in three of those four. The fast food award, MA000003 , has no equivalent provision — so the same certificate that lifts your classification in a pub, a restaurant or a club does nothing for it behind a food-court counter.

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

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 .

Standard 3.2.2A requires category one and category two food businesses to have a certified Food Safety Supervisor , appointed before the business engages in a prescribed activity, remaining reasonably available , and holding a certificate issued within the immediately preceding five years . New South Wales requires that certificate to come from a provider on the NSW Food Authority's approved list , and we are not on that list . The classic error there is treating the national Statement of Attainment as the certificate: an approved NSW RTO issues two separate documents .

None of these gates can be passed with a certificate of attendance.

One gate that does not need a certificate at all. Food handler training under Standard 3.2.2A does not have to be accredited. A free, non-accredited course covering safe food handling, food contamination, cleaning and sanitising, and personal hygiene satisfies the law. There is no mandated refresher period and the business need not keep records of it. The accredited unit SITXFSA005 buys portability and proof, not permission — which is the honest version of why a formal certification is worth having here.

Recognition of prior learning. RPL assesses existing evidence against unit requirements, and RTOs must offer it under Standard 1.6 . It is a genuine assessment against the same evidence requirements as the unit itself, not a waiver. A Statement of Attainment is direct evidence of what it records; a certificate of attendance is, at best, supporting material. The evidence you bring is judged against four rules — valid, sufficient, authentic and current — so a formal document does much of that work for you before anyone looks at it.

Credit transfer, which is the stronger of the two if you hold the paperwork. Credit transfer is Standard 1.7 , and it is not an assessment at all: a whole unit you have already completed at any Australian RTO is credited without reassessment , with your Statement of Attainment as the evidence. That is the practical value of a formal document stated at its plainest — an attendance certificate can only ever be argued about, while a Statement of Attainment simply transfers. It also means a unit completed inside a skill set is a permanent building block: it credit-transfers into a full qualification later under Standard 1.7, and stands as a credential in the meantime. Our policy is that credit transfer attracts no student fee , while RPL is not available through government funding and is a fee-for-service service. 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 .

Four questions to ask before paying

What is the unit code , and what is the RTO registration code ?

Is that unit on that RTO's scope , and delivered in this state, on training.gov.au and with the provider?

Will I be asked for a USI ? If not, nothing nationally recognised is being issued.

What exactly will the document say — will it carry the NRT logo and the full unit title and code?

A fifth, if the course leads to a licence: are you approved by the state regulator, in the states that actually operate a register?

The broader case for certified training is made at why certified training is vital in the hospitality industry and why nationally recognised certificates are so important in the food industry . For provider checks generally, see the difference between a good and a bad course provider and beware of RSA course scams .

About us

We are Complete Hospitality Training , RTO 3722, CRICOS 04242E. Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010. Contact melbourne@cht.edu.au or +61 3 9654 1554 .

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

Source records and further guidance

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

SITHFAB021 Provide responsible service of alcohol

BSB30120 Certificate III in Business

BSB40520 Certificate IV in Leadership and Management

SIT30622 Certificate III in Hospitality

SIT30722 Certificate III in Hospitality (Restaurant Front of House)

Responsible Service of Alcohol training requirements (Victoria)

Responsible Service of Alcohol training requirements (Queensland)

Responsible Service of Alcohol training requirements (Western Australia)

Responsible Service of Alcohol training requirements (South Australia)

Responsible Service of Alcohol training requirements (Tasmania)

Responsible Service of Alcohol training requirements (Northern Territory)

Responsible Service of Alcohol training requirements (Australian Capital Territory)

Food Safety Supervisor certificate requirements (New South Wales)

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

Hospitality Industry (General) Award 2020 (MA000009)

Restaurant Industry Award 2020 (MA000119)

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

Outcome Standards for Registered Training Organisations 2025 (full text)

Unique Student Identifier (USI) requirements for RTOs

Is a certificate of attendance worthless?

No — the skills may be real and useful. It simply has no standing in the national training system, so it cannot pass a licensing gate, lift an award classification, or appear on a USI transcript.

A course says it is "accredited". Is that the same as nationally recognised?

Not on its own. Ask for the unit code and the RTO registration code; if both are present and on scope on training.gov.au, it is nationally recognised. "Accredited" without a code is not something you can check, and failing to distinguish nationally recognised from non-accredited training is a named regulatory risk.

Does the NRT logo prove a document is genuine?

Only in combination with the unit code and the RTO registration code. The logo may lawfully appear only on a qualification or a Statement of Attainment, and it must not be used on other testamurs or on transcripts of results. So the logo on a certificate of attendance or a results transcript is evidence of misuse rather than of recognition.

Does a Statement of Attainment expire?

No. Some things built on it carry their own currency periods — a Food Safety Supervisor certificate at five years, Victorian RSA currency for licensees, NT and ACT RSA at three years — but the Statement itself stands. Qualifications can be superseded when a 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.

I have lost my certificate. Can I get another one?

Yes. An RTO must be able to produce a copy of certification documentation on request, and must retain records of all AQF certification documentation for thirty years. Ask the issuing RTO by its code rather than by whichever trading name appeared on the original.

Which awards give a Certificate III a pay floor?

Three of the four. Under MA000009, MA000119 and MA000058, a relevant AQF Certificate III or higher, used at work, sets a minimum classification of Level 4. The fast food award, MA000003, has no equivalent provision.

Is that floor automatic once the certificate arrives?

Not quite. MA000009 and MA000119 require you to be making use of the skills derived from those competencies. MA000058 drops the words "or higher" and adds that the Fair Work Commission may require the employee to demonstrate they use the relevant skills. If the employer disagrees, the dispute clause is 40 under MA000009, 34 under MA000119, and a referral to the Fair Work Commission under MA000058.

Why is my USI not printed on my certificate?

Because an RTO is prohibited from including a student identifier on a qualification or a statement of attainment. The USI links the record in the national database; it is not part of the document.

How long should I wait for the document?

30 calendar days from the completion of your assessment, provided you were assessed as competent and all agreed fees are paid. A provider sitting on results past that window is out of step with the rule.

My certificate has a different trading name on it. Is it still valid?

If it carries RTO 3722, yes. One RTO can hold several trading names, and a credential issued under any of them is an RTO 3722 credential. For RTO 3722 those names are Victorian Bar School, Complete Hospitality Training, Ready Serve Achieve Melbourne, Coffee School by CHT, Alchemy Institute of Australia and Complete Healthcare Training, the last of which ran from 24 October 2023 and

ended on 19 April 2025. A document in the Complete Healthcare Training name from that window is a genuine RTO 3722 credential. Check the code, not the name.

Can a certificate of attendance be converted into a Statement of Attainment?

Not directly. An RTO with the unit on scope can assess your existing skills through recognition of prior learning under Standard 1.6, and the attendance certificate can form part of that evidence. If you hold the actual unit from another RTO, that is credit transfer under Standard 1.7 instead — no reassessment, and no student fee with us. See skills assessment (/skills-assessment/). We first verify the evidence and equivalence, check that the units fit your training product, and check for licensing or regulatory restrictions before granting credit. See ASQA's credit-transfer guidance (<https://www.asqa.gov.au/for-providers/standards-for-RTOs/practice-guides/quality-area-1-training-and-assessment/RPL-and-credit-transfer-practice-guide>).

What happens before I am enrolled?

A pre-training review, under Standard 2.2 of the Outcome Standards for RTOs — not the National Code 2018's Standard 2.2, which is a different provision about an overseas student's English and entry qualifications. It must consider your language, literacy and numeracy, your digital literacy, and your individual requirements including physical skills, prior experience and any prerequisites, and it must inform whether you are appropriately placed in the training product. It is also where RPL and credit transfer are raised.

How long should the course itself take?

Long enough to meet the AQF volume of learning for the level, regardless of delivery mode — Certificate II 0.5 to 1 year, Certificate III 1 to 2 years, Certificate IV 0.5 to 2 years, Diploma 1 to 2 years — with the volume required to be sufficient for graduates to achieve the learning outcomes. A qualification offered in a fraction of that is a reason to ask questions: shortening training without allowing time for skill development, and marketing unrealistically short courses, are both named compliance risks.

Who is allowed to assess me?

Someone holding TAE40122, TAE40116, TAE40110, a diploma or higher in adult education or VET, or a secondary teaching qualification plus an approved assessor skill set — and with current industry skills and knowledge in the training product. A person with relevant credentials but not one of those may deliver training and help collect evidence under direction, but may not make assessment judgements about you.

What if I disagree with an assessment decision, or want to complain?

They are two different processes. Complaints under Standard 2.7 must afford procedural fairness, run to timeframes the RTO sets, be publicly available and provide escalation avenues — and informal complaints, including a verbal conversation with a trainer, must be captured. Appeals under Standard 2.8 cover decisions including assessment decisions, must afford procedural fairness and clear timeframes, and must provide independent review at no or low cost, with all avenues for independent review disclosed to you. See policies (/policies/).

Does the number of units on the document matter?

It tells an employer what you can actually do. A Statement of Attainment lists every unit by full title and national code, so a two-unit skill set and a nine-unit partial qualification are visibly different. It is also why finishing units rather than abandoning them mid-way matters — a completed unit is a permanent, portable asset.

Is a skill set a lesser document?

Smaller, not lesser. A skill set produces a Statement of Attainment on exactly the same terms, and its units credit-transfer into a full qualification later under Standard 1.7. For a licensing requirement a skill set is often precisely the right instrument. We hold 81 current ones, including SITSS00068 Food Handling, SITSS00069 Food Safety Supervision, SITSS00070 Hospitality Compliance, SITSS00071 Responsible service of alcohol, SITSS00080 Espresso Machine Operation, SITSS00075 Beverage Advice and SITSS00094 Sommelier.

Which award covers a club?

MA000058 Registered and Licensed Clubs, not MA000009 — the hospitality award expressly excludes registered clubs at clause 4.4(d)(i), and the club must also be operating not-for-profit for members and the community. A night club is commercial, so that is MA000119.

Can I get a formal qualification without leaving my job?

Often yes, through workplace delivery. Where a placement is involved there are three routes — a placement the provider arranges, one you arrange, or a work placement at your existing paid job — and all three require a Placement Agreement completed before it starts. See the workplace training pages (/workplace-training/certificate-iv-in-hospitality/) or send a course enquiry (/contact/).

Where do I check a provider before paying?

training.gov.au for the RTO code and the scope; the CRICOS register if you need a student visa; the relevant state liquor regulator's list where one exists; and the NSW Food Authority list for a NSW Food Safety Supervisor certificate. Delivery states are worth confirming with the provider, because the scope record itself carries no state field. Then ask for the policies (/policies/) and an itemised fee schedule. Start from the courses list (/courses/) or an expression of interest (/eoi/).