

Our Story - Complete Hospitality Training

Canonical: <https://cht.edu.au/our-story/>

Details:

We have been a registered training organisation since 1 June 1994. Our current registration period runs to 30 June 2032, exercised by the Australian Skills Quality Authority under the National Vocational Education and Training Regulator Act 2011 .

Our formal registration is one part of our story. The current national-register record for RTO 3722 and our scope can be independently checked; our earlier family and training history is recorded on CHT's source About page and is distinct from the legal RTO registration. The last section explains how to check the public registers.

Before the RTO: the family training story

Russell Steabben helped develop an early bartending course in 1972 after teaching at William Angliss Institute. Russell and Gillian Steabben founded the Australian Catering Academy in 1985, acquired Victorian Bar School in 1989, and established Complete Hospitality Training in 1994. Our source account describes a family-owned organisation built around practical, hands-on hospitality training. These milestones explain the heritage behind CHT; they are not earlier registration dates for RTO 3722.

Our purpose is to open opportunities for learners through service. We aspire to lead in hospitality-focused vocational training and teach the value of service. The values we call RECIPE are Respect, Enthusiasm, Commitment, Integrity, Passion and Excellence. Our current About page explains the story and values in more detail.

The organisation, on the record

Legal name	Complete Hospitality Training (Vic) Pty Ltd
RTO code	3722
ABN	27 006 947 262
ACN	006 947 262
CRICOS provider code	04242E
Registered since	1 June 1994
Current registration period	1 July 2025 to 30 June 2032
Regulator	Australian Skills Quality Authority (ASQA)

The legal name and the RTO code both start on the same date, 1 June 1994. The formal RTO record is continuous from that date; the earlier training heritage described above is a different claim.

Thirty-two years, five registration periods, two regulators

An RTO is not registered once. Registration is granted for a period, and each renewal requires demonstrating continued compliance to the regulator. Our record shows five consecutive periods and one change of regulator.

Period	Regulator
1 June 1994 to 29 June 2008	Victorian Registration and Qualifications Authority
30 June 2008 to 7 September 2017	Victorian Registration and Qualifications Authority
8 September 2017 to 30 June 2018	Australian Skills Quality Authority
1 July 2018 to 30 June 2025	Australian Skills Quality Authority
1 July 2025 to 30 June 2032	Australian Skills Quality Authority (current)

The 2008 period was ended early, and the recorded reason is a transfer of registration to another legal authority. In plain terms: on 8 September 2017 CHT moved from the Victorian regulator to the national regulator. For twenty-three years it answered to Victoria; since 2017 it has answered to ASQA.

That detail is worth knowing because it explains something readers sometimes find confusing. A provider that has operated since the 1990s will have been audited under several different rulebooks by more than one regulator. Continuity of registration is not continuity of framework.

The rules changed underneath

The current framework is the 2025 Outcome Standards for RTOs , made as the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 . It is organised into four Quality Areas containing 23 Outcome Standards — training and assessment, VET student support, VET workforce, and governance — with each standard stating a required outcome followed by performance indicators the RTO must be able to demonstrate.

It commenced on 1 July 2025 with no transition period , which has a neat consequence for this page: our entire current registration term, 1 July 2025 to 30 June 2032, sits under one rulebook. The previous period, 1 July 2018 to 30 June 2025, ran under the 2015 Standards from beginning to end. The registration history and the framework history line up exactly once, and this is the once.

The move from process to outcomes replaced several fixed numbers with judgements the RTO has to justify, and tightened others.

Matter	2015 Standards	2025 Outcome Standards
Notifying a material event affecting compliance	90 calendar days	10 business days
Notifying a change of ownership	90 days after the change	Before the change takes effect
Validation cycle	50% of products within 3 years	A documented risk-based approach , every product at least once every 5 years
Transitioning existing students from a superseded product	Exactly 12 months	In a timely manner , justified by the RTO
Retaining assessment evidence	Not expressly specified	2 years after the student completes the product
Responding to a complaint	Fixed 60 calendar days	Reasonable timeframes set by the RTO and published

Note that three of those are looser and three are tighter . The pattern is not deregulation; it is the removal of a number the regulator would otherwise have to defend, in exchange for the RTO having to defend its own.

Several obligations have no 2015 equivalent at all , which is the more substantial part of the change:

Standard 2.5 — a safe and inclusive learning environment, and one that is culturally safe for First Nations people .

Standard 2.6 — wellbeing needs identified by reference to the training product's content . An organisation teaching responsible service of alcohol and licensed-venue content has a different wellbeing profile from one teaching business administration, and is expected to say so.

Standard 3.1 — enough trainers, assessors and staff for what is offered, with facilitated access to continuing professional development.

Standard 4.3 — risk management, including disclosure of real or apparent conflicts of interest, financial position and cashflows understood by the governing persons, and, where learners are under 18 , risks managed under the National Principles for Child Safe Organisations .

Standard 4.4 — continuous improvement as a standard in its own right, covering the entire scope of operations rather than only the products being marketed. For a provider holding 81 skill sets and marketing a fraction of them, that is a real obligation rather than a formality.

Standard 1.3 — assessment tools reviewed before they are used , not audited afterwards.

The 2025 instrument also introduces "governing person" as a single defined term, replacing the 2015 list of executive officers, high managerial agents and persons exercising control or influence. It reaches anyone responsible for overseeing, directing or exercising control over the organisation, and those people must be fit and proper by reference to the Fit and Proper Person Requirements in the instrument's schedule. An Annual Declaration on Compliance is lodged by the listed chief executive.

Some of the changes are liberalising rather than tightening. The trainer credential rules, for example, now accept a diploma or higher qualification in adult education or vocational education and training , where the earlier wording said only "adult education", and they accept TAE40110 without the add-on units that used to be required alongside it.

The qualifications changed more often than the rules

Every qualification CHT currently delivers has superseded at least one earlier code, and for each pair the National Register records whether the old and new versions are equivalent . That flag is the most practically useful piece of a long provider history, because someone who trained years ago may hold a superseded code, and the mapping helps us assess credit-transfer and transition options. The flag does not automatically award the newer qualification.

Of our sixteen available qualifications, five are equivalent to their predecessor and eleven are not.

Current code	Qualification	Supersedes	Equivalent?
SIT20322	Certificate II in Hospitality	SIT20316	Yes
SIT20421	Certificate II in Cookery	SIT20416	Yes
SIT30622	Certificate III in Hospitality	SIT30616	No
SIT30722	Certificate III in Hospitality (Restaurant Front of House)	SIT30716	No

SIT30821	Certificate III in Commercial Cookery	SIT30816	Yes
SIT40422	Certificate IV in Hospitality	SIT40416	No
SIT40521	Certificate IV in Kitchen Management	SIT40516 Certificate IV in Commercial Cookery	Yes , despite the change of name
SIT50322	Diploma of Event Management	SIT50316	No
SIT50422	Diploma of Hospitality Management	SIT50416	No
BSB30120	Certificate III in Business	Six codes — BSB30115, BSB30215, BSB30415, BSB30815, BSB30915, BSB31115	No, none of them
BSB40120	Certificate IV in Business	Eight codes , including BSB40215, BSB40315, BSB40515, BSB40615, BSB41115 and BSB41618	No, none of them
BSB40520	Certificate IV in Leadership and Management	BSB42015	Yes
BSB50120	Diploma of Business	Seven codes , including BSB50215, BSB50315, BSB50415, BSB50815, BSB51518 and BSB51715	No, none of them
CHC33021	Certificate III in Individual Support	CHC33015	No
CHC43015	Certificate IV in Ageing Support	Two codes — CHC40108 and CHC40212	No, neither of them
CHC43415	Certificate IV in Leisure and Health	CHC40608	No

SIR30216 Certificate III in Retail is the seventeenth qualification on scope, but its end date has passed, so it is excluded from this table.

What the flag actually means for a person holding an old code

Flag	Consequence
Equivalent	The old and new training products have equivalent workplace outcomes. A new certificate is not awarded automatically; credit-transfer or transition decisions still require evidence and a review of the applicable requirements.

Not equivalent	The content changed enough that the register does not deem the two interchangeable. Reaching the current code means credit transfer for units that carried over unchanged, plus recognition of prior learning for the rest. That is an assessment, not an automatic upgrade.
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The flag is set qualification by qualification and cannot be inferred from the fact that one code replaced another. The register also records its reasoning. For SIT30622 , for instance, the note reads: "Changes to packaging rules, changes to core units. Elective list updated."

Both processes are obligations rather than favours: recognition of prior learning sits at Standard 1.6 of the Outcome Standards, credit transfer at Standard 1.7, and both are raised at the pre-training review under Standard 2.2 of the Outcome Standards for RTOs .

The business qualifications are a merger, not a renaming

The pattern in the BSB rows is not a coincidence. BSB30120 supersedes six earlier qualifications, BSB40120 eight and BSB50120 seven, and none is equivalent to any predecessor. That is the 2020 restructure of the BSB training package, which merged many narrow qualifications into a few broad ones. A single qualification cannot be content-equivalent to eight predecessors at once, which is why almost nothing in this package maps across as equivalent. BSB40520 is the exception because it was a one-to-one replacement of BSB42015 .

So anyone holding a superseded BSB qualification should expect a credit transfer and RPL assessment rather than an upgrade.

One qualification supersedes two predecessors

CHC43015 Certificate IV in Ageing Support is the only non-BSB qualification on our scope that maps to more than one earlier code. It supersedes both CHC40108 and CHC40212 , and it is equivalent to neither. Anyone checking their own position from a page that names only CHC40108 has an incomplete picture rather than a wrong one.

Six trading names, five of them current

We operate under several trading names, each reflecting a different specialisation. All are the same legal entity, and a certificate issued under any of them carries RTO code 3722.

Trading name	From	Status
Victorian Bar School	1 June 1994	Current — the original name, same date as the RTO code
Complete Hospitality Training	12 December 2011	Current
Ready Serve Achieve Melbourne	6 March 2018	Current
Coffee School by CHT	20 May 2021	Current
Alchemy Institute of Australia	12 September 2024	Current
Complete Healthcare Training	24 October 2023	Ended 19 April 2025

The sixth name matters for anyone verifying a document. Complete Healthcare Training was a registered trading name of RTO 3722 between October 2023 and April 2025. A certificate or Statement

of Attainment issued in that name during that window is a genuine RTO 3722 credential, even though the name is no longer in use. Verification runs through the RTO code, not the trading name on the letterhead.

The original name also tells you where the organisation started. Victorian Bar School, registered in 1994, is a bar-training school. Everything else came later.

The business-names register tells a slightly different story

Those six are the training register's trading names. The Australian Business Register keeps its own list of registered business names for the same legal entity, and under ABN 27 006 947 262 it carries seven current ones: COMPLETE HOSPITALITY TRAINING (12 Dec 2011), Melbourne Barista (14 Jun 2017), Victorian Bar School (6 Mar 2018), Ready Serve Achieve Melbourne (6 Mar 2018), THE COFFEE SCHOOL (25 Nov 2020), Coffee School by CHT (20 May 2021) and Alchemy Institute of Australia (12 Sep 2024).

Two of those, Melbourne Barista and THE COFFEE SCHOOL , are absent from the training register's list entirely. And the dates differ — Victorian Bar School is 1 June 1994 on the training register and 6 March 2018 on the ABR.

Neither register is wrong, and the difference is instructive rather than troubling: they record different events. A training-register trading-name date records when a name was recorded against the RTO; a business-name date records when the name was registered under business-names law. Do not compare the two columns , and do not read an earlier date on one register as contradicting a later date on the other. The same caution applies to the corporate record: the ABR shows the ABN as active from 22 May 2000 and GST registered from 1 July 2000 , while the RTO code and the legal name both begin on 1 June 1994 . Those are three different registrations, not a dispute about when the organisation started.

The ABR also settles the entity's own identifiers: entity name COMPLETE HOSPITALITY TRAINING (VIC.) PTY. LTD. , an Australian private company , ACN 006 947 262 , main business location VIC 3000 , and not entitled to receive tax deductible gifts.

What the scope grew into

"Hospitality Training" describes the origin rather than the present scope. Measured on the current scope of registration, RTO 3722 holds:

	Count
Current qualifications	17
Current skill sets	81
Current units of competency	579
Training packages drawn on	16
Extent, every current component	Deliver and assess

There are no assess-only entries. Every current component is held at the full extent, which means we may both deliver the training and make the assessment judgement.

The skill sets are the clearest sign of how far the scope has travelled. They span hospitality (SITSS), business and cyber (BSBSS), community services (CHCSS), health and infection control (HLTSS), retail (SIRSS), creative arts (CUASS) and horticulture (AHCSS) — seven training package prefixes, not one.

The seventeen qualifications break down as nine hospitality and cookery, four business, three community services, and one retail qualification that has passed its end date. All seventeen are listed with their predecessors in the equivalence table above, except SIR30216 .

SIR30216 Certificate III in Retail carries an end date of 28 June 2024 , which has passed, so it is not available. It remains on the record as part of the history of the scope. Sixteen of the seventeen run to 30 June 2032.

Note that SIT20322 and SIT20421 are different qualifications, not two versions of one. SIT20322 is Certificate II in Hospitality ; SIT20421 is Certificate II in Cookery . Both are current, and both happen to be equivalent to their own predecessor.

Delivery reach is not uniform across the scope, and the state limits come from our own delivery information rather than from the scope register, which carries no jurisdiction field. The courses pages carry the current position for each qualification.

Three separate regimes, not one accreditation

The organisation answers to three distinct authorities, and standing in one does not imply standing in another. This site states each separately for that reason.

Regime	Identifier	What it covers
Vocational education	RTO 3722	The full scope above, regulated by ASQA
International students	CRICOS provider 04242E	Three courses only — SIT40422 (116358F), SIT50322 (118427D), SIT50422 (115534C), Melbourne campus, 300 registered places
Migration skills assessment	Trades Recognition Australia	Chef (ANZSCO 351311) and Cook (351411) only

Both limits are worth stating plainly. Most of our scope is not CRICOS-registered — neither dedicated cookery qualification is, for instance. And on the migration side, TRA assesses tradespersons and technicians, so a hospitality management graduate falls outside the occupations we are appointed to assess. Cafe or Restaurant Manager is not on the Core Skills Occupation List at all. See skills assessment for what is and is not covered.

A fourth kind of authority is worth naming for completeness, because it is the one most often confused with registration. Liquor, food safety and gaming approvals are held by state regulators and are separate from RTO registration. We appear on Liquor Control Victoria's published list of approved RSA course providers, on the in-person list for one-day RSA courses. It is not on LCV's list of approved online providers, and approval is granted by delivery mode rather than to the organisation at large. It is not an approved provider with Liquor & Gaming NSW, and not on the NSW Food Authority's approved provider list, so we cannot issue the NSW Food Safety Supervisor certificate. See RSA in Australia .

Where the organisation operates

Site	Address
Head office	Level 3, 28 Elizabeth Street, Melbourne VIC 3000
Sydney	410 Elizabeth Street, Surry Hills NSW 2010

Victorian delivery may be government subsidised, since we hold a VET Funding Contract under Skills First as TOID 3722, with the provider determining eligibility. New South Wales delivery is fee-for-service. Subsidised is not the same as free. Confirm the current fee and any subsidy directly.

How to check every claim on this page

None of this needs to be taken on trust. Note that three different training.gov.au endpoints are involved, which is the most common reason a check comes back empty: the organisation record, the scope of registration, and the record for an individual qualification are separate things.

To verify	Where
Registration status, periods, regulator	The organisation record at training.gov.au, RTO code 3722
Legal name, ABN, ACN	The same organisation record, and the ABN lookup
Trading names and their dates	The trading name section of the same record
Whether a qualification is on scope, and its end date	The scope of registration for RTO 3722
What a qualification superseded, and whether it is equivalent	The qualification's own National Register entry, which carries the mapping and the equivalence flag with the register's reasons
CRICOS registration for a course	The CRICOS register, provider 04242E
An RSA course provider's approval in Victoria	Liquor Control Victoria's own published lists of approved providers, which are separate for in-person and online delivery
A certificate someone holds	The issuing RTO, by code, plus the holder's USI transcript
Legal entity name, entity type, ACN and registered business names	The Australian Business Register , ABN 27 006 947 262 — a fourth register, separate from all three training.gov.au endpoints
Whether two name lists disagree	They often will. The training register and the ABR record different events, so their dates are not comparable

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. 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. We verify a credential with the issuing RTO or suitable authenticated evidence; a photograph alone is not independent verification.

Two details about the USI that cause needless worry. The identifier itself must not be printed on a qualification or Statement of Attainment, so its absence from the document is correct. And an RTO must ask the Registrar to verify that a student identifier belongs to the person before using it for any purpose — which is why you may be asked to confirm details that feel redundant.

If a provider will not give you an RTO code and a unit or qualification code, there is nothing to check. That is the test to apply to any provider, including this one. See policies for the obligations an RTO

owes a student, and trainers and assessors for what the Standards require of the people delivering the training.

About us

Complete Hospitality Training (Vic) Pty Ltd , RTO 3722 , CRICOS provider code 04242E , ABN 27 006 947 262.

Level 3, 28 Elizabeth Street, Melbourne VIC 3000, and 410 Elizabeth Street, Surry Hills NSW 2010.
melbourne@cht.edu.au | +61 3 9654 1554 .

See about , all courses , workplace and employer training , policies , resources or contact .

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.

SIT20322 Certificate II in Hospitality

SIT20421 Certificate II in Cookery

SIT40422 Certificate IV in Hospitality

SIT50322 Diploma of Event Management

SIT50422 Diploma of Hospitality Management

Responsible Service of Alcohol training requirements (Victoria)

Responsible Service of Alcohol training requirements (New South Wales)

Food Safety Supervisor certificate requirements (New South Wales)

Skills First (Victoria) — VET Funding Contract obligations

Outcome Standards for Registered Training Organisations 2025 (full text)

Unique Student Identifier (USI) requirements for RTOs

Equivalence wording clarified on 2 October 2026. We verify evidence and applicable requirements before making credit-transfer decisions; an equivalence mapping is not an automatic award of a newer qualification. ASQA credit-transfer guidance ; ASQA training-product changes .

How long have you been operating?

RTO 3722 has been registered since 1 June 1994, which is thirty-two years as at 2026. The legal name and the original trading name, Victorian Bar School, start on the same date.

Is the registration current?

Yes. The current period runs from 1 July 2025 to 30 June 2032 and is exercised by ASQA under the National Vocational Education and Training Regulator Act 2011.

Who regulates CHT?

ASQA, the national VET regulator, since 8 September 2017. Before that date we were registered by the Victorian Registration and Qualifications Authority.

Why did the regulator change in 2017?

The record shows the earlier registration period was ended to facilitate a transfer of registration to another legal authority. CHT moved from the Victorian regulator to the national one.

Which rulebook applies now, and when did it change?

The 2025 Outcome Standards for RTOs, in force from 1 July 2025 with no transition period. They are arranged as four Quality Areas containing 23 Outcome Standards, supported by a Credential Policy and a set of Compliance Requirements. The whole of the current registration term runs under them.

What actually changed between the 2015 and 2025 standards?

Some fixed numbers were replaced by judgements the RTO must justify — the 50%-in-three-years validation rule became a documented risk-based approach, and the fixed 60-day complaint timeframe became a published reasonable timeframe. Others were tightened: a material event must now be notified within 10 business days rather than 90 calendar days, and a change of ownership before it happens rather than after. And several obligations are new outright, including wellbeing, diversity and inclusion, workforce management, conflict-of-interest disclosure, child safety for under-18 learners, and continuous improvement as a standard in its own right.

Why are there several different school names?

They are trading names of one company, Complete Hospitality Training (Vic) Pty Ltd, RTO 3722, each used for a different specialisation. Five are current.

I hold a certificate that says Complete Healthcare Training. Is it genuine?

If it was issued between 24 October 2023 and 19 April 2025, that was a registered trading name of RTO 3722. It is an RTO 3722 credential. The name is no longer in use, so verify by RTO code rather than by name.

I hold an older qualification code. Is it still valid?

A completed qualification stays completed. Whether it is treated as equivalent to the current code depends on the equivalence flag recorded for that specific pair. Five of our sixteen available qualifications are equivalent to their predecessor; eleven are not. The table above gives each one.

What happens if my old code is not equivalent to the current one?

Reaching the current qualification means credit transfer for the units that carried over unchanged, plus recognition of prior learning for the rest. It is an assessment against the same requirements, not an automatic upgrade. Credit transfer is Standard 1.7 and recognition of prior learning is Standard 1.6.

Why is almost no business qualification equivalent to its predecessor?

Because the 2020 restructure of the BSB training package merged many narrow qualifications into a few broad ones. Certificate III in Business supersedes six earlier codes, Certificate IV in Business eight and Diploma of Business seven, and one qualification cannot be content-equivalent to eight at once. Certificate IV in Leadership and Management is the exception, as a one-to-one replacement of BSB42015.

How many qualifications do you actually hold on scope?

Seventeen current qualifications, alongside 81 current skill sets and 579 current units, drawn from 16 training packages. Every current component is held at extent "deliver and assess".

Do you still only teach hospitality?

No. Business and community services qualifications sit on scope alongside hospitality and cookery, and the skill sets reach into health, retail, creative arts and horticulture.

Can international students enrol in any CHT course?

No. CRICOS registration covers three courses only: SIT40422, SIT50322 and SIT50422, at the Melbourne campus. Everything else on scope is domestic delivery.

Is Certificate III in Retail still available?

No. SIR30216 carries an end date of 28 June 2024, which has passed.

Does a long registration history guarantee quality?

No, and it should not be read that way. What it establishes is continuity of registration and repeated renewals against the regulator's requirements. Course quality is a separate question, judged on the qualification, the delivery mode, the assessment and the trainer's currency.

Does your RTO registration mean you are approved by liquor and food regulators too?

No. Those are separate registers held by state bodies. We are on Liquor Control Victoria's approved list for in-person one-day RSA delivery, are not on LCV's online list, and are not approved by Liquor & Gaming NSW or the NSW Food Authority. Check each regulator directly rather than inferring approval from RTO registration.

Is training here government funded?

We hold a Victorian VET Funding Contract under Skills First as T01D 3722, and the provider determines whether an individual is eligible. NSW delivery is fee-for-service. Subsidised training is not free training. Confirm the current fee and any subsidy directly.

What is the organisation's registered entity name?

The Australian Business Register records it as COMPLETE HOSPITALITY TRAINING (VIC.) PTY. LTD., an Australian private company, ABN 27 006 947 262, ACN 006 947 262, main business location VIC 3000. The familiar form "Complete Hospitality Training" is a registered business name.

The ABN says active from 2000, but this page says registered since 1994. Which is right?

Both. They are different registrations. RTO code 3722 and the legal name both begin on 1 June 1994 on the national training register; the ABN has been active since 22 May 2000 and GST registration dates from 1 July 2000. An ABN start date is not a trading-history claim.