

Resources - Complete Hospitality Training

Canonical: <https://cht.edu.au/resources/>

Details:

Two kinds of thing are collected here. First, the government systems that hold most of what a vocational student actually needs — a provider does not own your training record, and several things people pay for are free. Second, a route into the substantive clusters on this site , so you can get from a question to the page that answers it in one step.

If you would rather see every page at once, the sitemap lists all 166 routes with a line on each.

CHT documents and help paths

Our source Resources page provides a domestic Course Guide (PDF) , a FAQ and a contact route for questions the published material does not answer. Check dates, fees and availability with us before relying on a downloaded guide for an enrolment decision.

The source page also describes staffing support for employers seeking trained candidates. If you are hiring, contact us with the role, location, hours and required credentials so we can confirm whether that support is currently available. It is a contact path, not a promise of placement for a particular student or venue.

Start with the question you actually have

Your question	Go to
Do I need RSA, and does mine work in this state?	RSA in Australia
Do I need a food handler certificate or a Food Safety Supervisor?	Food Safety Supervisor , food handling
Which food safety rules apply to my business?	Standard 3.2.2A explained
What does this qualification contain?	All courses
Which award covers my venue, and what should I be paid?	The awards table below
Can I get credit for what I already know?	Skills assessment , expression of interest
What do I need at each stage of a course?	Student toolkit
What are my rights as a student?	Policies
I am an international student	Visa checklist , expression of interest
Is this provider legitimate?	How to tell a good provider from a bad one
Who do I contact, and what should I have ready?	Contact

Your Unique Student Identifier

A USI is a lifetime reference number for your vocational training. It is free and is generally required for nationally recognised training, unless an applicable exemption applies.

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.

What it gives you:

Your national training transcript — every unit and qualification you have completed with any Australian RTO since 1 January 2015, in one place

The ability to prove what you hold without chasing individual providers

The basis for credit transfer when you enrol somewhere new

If you have trained before and cannot remember whether you have a USI, you almost certainly do. Retrieve it rather than creating a second one — a duplicate splits your training history, and the Act attaches a civil penalty to applying for one when you already hold it. Create or recover yours at usi.gov.au. The student toolkit sets out the rest of the USI rules, including the fact that it must not be printed on your certificate, and that the RTO must ask the Registrar to verify the identifier belongs to you before using it for any purpose.

Verifying a qualification or a provider

All of this is public, and the checks are quick.

Question	Where to check
Is this qualification or unit current?	training.gov.au , search the code
Is this RTO registered, and for what?	training.gov.au , search the RTO code
Can they deliver in my state?	Ask the provider. The National Register's scope record carries no state or territory field — it records what may be delivered and assessed, not where
Does the provider need separate state approval?	The relevant state regulator. For liquor, food safety supervision and gambling it frequently does
Is this provider CRICOS-registered?	cricos.education.gov.au — registration is per course, not per provider
What have I completed?	Your USI account transcript

Reading a certificate. A nationally recognised outcome is either a qualification testamur or a Statement of Attainment, and either names the code and the issuing RTO's registration number. A document titled "Certificate of Achievement", "Certificate of Completion" or "Certificate of Attendance" with no code and no RTO number is not a nationally recognised outcome, however well the course was run.

The NRT logo is a second test, and it works in both directions. The Nationally Recognised Training logo must appear on AQF certification documentation issued by a registered training organisation, and must not appear on any other testamur or transcript of results, or be used in a way that creates a misleading impression. It may only be used in association with nationally recognised training — a training package qualification, an accredited qualification or short course, a skill set, or a unit of competency. So the logo on a participation certificate is a defect, and its absence from a Statement of Attainment is also a defect.

Who is allowed to issue it. A third party — an agent, a broker, an employer intermediary, a group training organisation — may not issue AQF certification documentation, use the NRT logo, or use the RTO's branding. The document comes from the registered training organisation itself. And an RTO must not issue certification at all to anyone who has not been assessed as meeting the training product requirements.

When it should arrive. Once you have been assessed, certification must issue within 30 calendar days of the completion of the assessment, provided you completed the training product and have paid all agreed fees. A provider holding a certificate longer than that, other than for unpaid fees, is outside the rule.

Reading a supersession. Qualifications are replaced over time, and the National Register records whether the old and new codes are equivalent. Equivalent means equivalent workplace outcomes, not automatic replacement of an existing certificate with a new code. Not equivalent means credit transfer and RPL, not an automatic upgrade. It differs case by case: BSB40520 is recorded as equivalent to the superseded BSB42015, while SIT40422 is not equivalent to SIT40416. Note that the equivalence flag lives on the qualification's own register record, which is a different endpoint from the RTO's scope of registration — checking the wrong one is the most common reason a search comes back empty. See our story.

Reading a trading name. RTO 3722 has traded under six names, five of them current. The RTO code identifies the issuer, not the brand — a certificate in the ended name Complete Healthcare Training is still an RTO 3722 credential.

Liquor and Responsible Service of Alcohol

RSA is one nationally recognised unit, SITHFAB021, operating under eight separate liquor regimes. The unit travels; the state certificate often does not.

Jurisdiction	Provider needs state approval?	Expiry	Interstate certificate accepted?
VIC	LCV-approved provider for the delivery mode; eligible interstate holders use the bridging pathway.	Victorian RSA Refresher every three years.	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.
NSW	NSW course providers need L&GNSW approval. Separate recognition and bridging pathways apply to interstate holders.	NSW competency card: five years. Interstate concessions have separate eligibility and certificate-age requirements.	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.
QLD	An RTO registered to deliver the national RSA unit; no separate state RSA provider-approval list.	Valid RSA training generally has no expiry; training completed before 2002 must be replaced.	Accepted where the evidence is a Statement of Attainment for the nationally accredited Provide Responsible Service of Alcohol course. An attendance certificate is insufficient.
WA	An RTO delivering the nationally accredited RSA course; no separate state RSA provider-approval list.	Keep the RSA certificate as training evidence; approved-manager cards have separate renewal requirements.	Provide the RSA certificate showing completion of the nationally accredited course. An interstate RSA card alone is not accepted as evidence.
SA	Commissioner-approved RTO for training from 1 November 2020; CBS preserves training completed before that date.	No routine RSA renewal period stated in the cited CBS guidance; check applicable licence conditions.	Check provider approval and training date. Training from 1 November 2020 must be through a Commissioner-approved RTO. Earlier RSA training need not be repeated solely because of that approval change.
TAS	Check the Commissioner's requirements for staff versus licence holders.	No RSA expiry date in the regulator's FAQ; an employer may request updated training.	Interstate certificates can be accepted under the Commissioner's conditions. Requirements differ for employees and liquor licence holders; check the appropriate role.
NT	RTO registered to deliver RSA; follow Licensing NT's guidance for the refresher.	NT guidance gives a three-year limit for interstate certificates and directs holders to a refresher; check current renewal guidance.	Certificates from an RTO registered to deliver RSA are accepted, including interstate certificates. Check certificate age and the NT refresher requirements.
ACT	ACT-approved course/refresher provider, or valid recognised interstate certification.	Three years from course completion, then an ACT-approved refresher.	Valid interstate RSA certificates are recognised, subject to the ACT's three-year currency limit and ACT-approved refresher

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

Four things on this table catch people out.

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 .

Victoria has two stages. Completing SITHFAB021 gives you a Statement of Attainment, not a Victorian RSA certificate — the certificate exists only after the Liquor Control Victoria Learning Hub stage, which includes the sexual harassment and assault module. LCV is explicit that an unapproved course yields only a Statement of Attainment and that this "does not allow you to supply alcohol in Victorian licensed venues or locations".

Victorian approval is by delivery mode. LCV publishes two lists: in-person course providers, who may deliver in person or online using a live meeting platform, and online course providers, who deliver self-paced courses. A provider on one list is not approved for the other mode, so match the list to how you intend to study. For completeness: we appear on LCV's in-person list , under one-day RSA course providers, and are not on LCV's self-paced online list.

In Queensland and Western Australia there is no approved-provider register at all , so any claim that a provider is "approved" by those states describes a scheme that does not exist; what matters there is that the unit is on the RTO's current scope.

The Victorian course also carries content the national unit does not. LCV states the approved Victorian course includes SITHFAB021 plus Victorian liquor laws, drink spiking , ID checks and preventing secondary supply, the use of prone restraint , harm minimisation strategies, and compliance and enforcement. Two further Victorian points: an employer must be given a copy of your RSA Certificate of Completion and keep it on site for inspectors or Victoria Police — not the Statement of Attainment — and Advanced RSA training is a separate requirement attaching to some licence types only.

Pages: RSA in Australia | Melbourne | Sydney | Queensland | Perth | RSA online | how long does an RSA last | renewing online in Victoria | who needs an RSA course | RSA course scams | managing intoxicated patrons | bar and gaming licences

Food safety

Standard 3.2.2A commenced 8 December 2023 and introduced three tools. Its categories are activity-based , not audience-based.

	Category one	Category two
What it is	A caterer or food service business that processes unpackaged potentially hazardous food into food that is both potentially hazardous and ready to eat	Retail sale of ready-to-eat potentially hazardous food the business did not make

Examples	Restaurants, cafes, pubs, bakeries, hospitals, aged care, childcare, school canteens, mobile vendors	Delis, butchers, seafood retailers, some convenience stores
Food handler training	Required	Required
Food Safety Supervisor	Required	Required
Substantiation records	Required	Not required

If it has a kitchen and cooks, it is category one. Slicing, weighing, repacking, reheating and hot-holding do not count as making the food. Category one records are kept for three months after being made and must be accessible at the premises.

Three points that are commonly got wrong:

Food handler training 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 is not required to keep records of it. The accredited unit SITXFSA005 buys portability and proof, not permission.

The five-year clock belongs to the Food Safety Supervisor certificate, not to food handler training. An FSS must hold a certificate issued within the immediately preceding five years, and must remain reasonably available.

The alternative to completed training is skills and knowledge commensurate with the activity, not supervision by someone who has been trained.

State variation matters here too. NSW issues its own FSS certificate through an RTO approved by the NSW Food Authority, and we are not on that list — so we cannot issue the NSW Food Safety Supervisor certificate. Queensland excludes RPL for the mandatory five-yearly recertification; Victoria encourages it. In Victoria, businesses are classified by the highest-risk activity on the premises, into classes 1, 2, 3A, 3 and 4, and only class 4 notifies rather than registers.

Pages: Food Safety Supervisor | food handling | virtual food handling SITXFSA005 | Standard 3.2.2A explained | what food safety certificate do I need | who needs a food handling certificate | how long does an FSS certificate last in Victoria | how long do I need to keep records for | why food safety matters

The qualifications

RTO 3722's scope holds 17 current qualifications, 81 current skill sets and 579 current units, all at extent "deliver and assess". The qualification pages on this site carry the packaging rules, the core and elective split and the delivery position.

Qualification	Size
SIT30622 Certificate III in Hospitality	15 units, 6 core
SIT30722 Certificate III in Hospitality (Restaurant Front of House)	20 units, 9 core
SIT30821 Certificate III in Commercial Cookery	25 units, 20 core
SIT40422 Certificate IV in Hospitality	21 units, 9 core, CRICOS 116358F
SIT40521 Certificate IV in Kitchen Management	33 units, 27 core
SIT50322 Diploma of Event Management	20 units, 13 core, CRICOS 118427D

SIT50422 Diploma of Hospitality Management	28 units, 11 core, CRICOS 115534C
BSB30120 Certificate III in Business	13 units, 6 core
BSB40520 Certificate IV in Leadership and Management	12 units, 5 core

One qualification on the scope list, SIR30216 Certificate III in Retail , carries an end date of 28 June 2024 and is not available.

The Australian Qualifications Framework also sets an expected volume of learning for each level, independent 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 . The volume has to be sufficient for a graduate to achieve the learning outcomes, and the regulator names both marketing unrealistically short courses and accelerating training without allowing time for skill development as risks. A full qualification advertised well below its band is the thing to question.

Pay, awards and working in Australia

Which modern award covers a hospitality job is decided by the premises, not the job title . The same job title maps to a different award and a different pay table depending on where the person works. There are four destinations, and each covers its industry to the exclusion of the others.

Award	Code	Premises it covers
Hospitality Industry (General) Award 2020	MA000009	Hotels, pubs, taverns, motels, resorts, casinos, caterers, accommodation
Registered and Licensed Clubs Award 2020	MA000058	Not-for-profit registered clubs — RSL, bowls, golf, sporting, community
Restaurant Industry Award 2020	MA000119	Standalone restaurants, cafes, night clubs , reception centres, roadhouses
Fast Food Industry Award 2010	MA000003	Takeaway, food courts, food sold mainly to be eaten away from the counter

Two traps in that table. Clubs are not covered by MA000009 — clause 4.4(d)(i) expressly excludes clubs registered or recognised under State or Territory legislation, and a club is covered by MA000058 only if 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 in the clubs award — a night club is a commercial venue, so it sits in MA000119.

The Level 4 floor. Under MA000009 (clause 18.1), MA000119 (clause 18.1) and MA000058 (clause 18.3), a relevant AQF Certificate III or higher, used at work , sets a minimum classification of Level 4 . MA000009 and MA000119 both require that the employee actually makes use of the skills and knowledge derived from the Certificate III competencies, so it is not automatic on completion. The fast food award has no equivalent provision .

No dollar rates appear anywhere on this site. Award rates re-set every 1 July and a stale rate is worse than none — use the Fair Work Ombudsman's Pay and Conditions Tool with the award code above.

Pages: working hours, rosters and public holidays | superannuation, tax and payslips | applying for a tax file number | rostering and time management | health and safety best practice | what hospitality jobs

are in demand

International students

Only three of our courses are CRICOS-registered under provider code 04242E : SIT40422 (116358F), SIT50322 (118427D) and SIT50422 (115534C), all at the Melbourne campus. Neither dedicated cookery qualification is CRICOS-registered.

Under the National Code 2018 a provider must give you information on, or access to, services covering your employment rights and conditions and how to resolve workplace issues , including through the Fair Work Ombudsman, and must give relevant information or referrals at no additional cost if you ask. Before reporting a student for unsatisfactory course progress or attendance, the provider must give written notice as soon as practicable, give reasons, and advise the right to appeal within 20 working days .

A written agreement must also be entered into before or at the same time as accepting payment, listing all tuition and non-tuition fees, the refund terms in plain English, what happens if the course is not delivered, and the role of the Tuition Protection Service .

Pages: visa checklist | setting up a bank account in Australia | expression of interest | policies

Funding and fees

We hold a Victorian VET Funding Contract as TOID 3722; New South Wales delivery is fee-for-service . Three things to know before you ask:

Subsidised is not free. A student contribution generally applies. Concessions are mandatory and capped at no more than 20% of the standard tuition fee, and full fee waivers must be offered to certain groups including Aboriginal and Torres Strait Islander students.

Eligibility to enrol is not eligibility for a subsidy. You can enrol fee-for-service either way. A student enrolled in any school is not eligible for a Skills First subsidy unless they are a school-based apprentice or trainee.

There are volume limits — two subsidised programs at once, two AQF qualifications per calendar year, two skill sets per calendar year, counting commencements rather than completions.

The provider determines eligibility and holds the evidence. Use the Victorian Government's own online eligibility indicator as the authority. And 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.

Pages: what hospitality courses cost in Australia | government-funded hospitality training | choosing the right course

Free government training worth knowing about

Several things people pay for are available free from government, and a provider should tell you so.

Victorian RSG is free approved training: online modules through RSG Online and venue-arranged sessions with venue support workers. National SITHGAM training does not replace it. See the official training requirements and our RSG guide .

Victorian RSA Refresher. Free and online through the Liquor Control Victoria Learning Hub, about 90 minutes, and required every three years of everyone holding a Victorian RSA certificate — not only licensees. LCV's wording is that you must do the free RSA Refresher course every three years to keep

your certificate current, and that RSA training "including the RSA Refresher course" carries the sexual harassment and assault module. The same course doubles as the free bridging course for someone arriving with an interstate certificate. Licensees separately carry the obligation in s 108AA of the Liquor Control Reform Act 1998 , which is a distinct provision and not the same thing as the three-yearly currency rule. A lost Victorian RSA certificate is replaced free by completing the refresher — you should not pay anyone for that, and if you have lost the certificate number, LCV will provide it if you email contact@liquor.vic.gov.au with your full name, date of birth, when you completed the original course and the training organisation's name. See RSA online .

Basic food safety courses. Several states publish free non-accredited food handler courses. They may satisfy a basic food handler obligation, but they are not accredited , produce no Statement of Attainment, and do not count toward a qualification. See food handling .

The distinction to hold onto: free government training can satisfy a compliance obligation ; accredited training gives you a portable credential . They are different goods, and you may need one, the other, or both.

Regulators and who handles what

Body	Handles
ASQA	RTO registration and scope; complaints about RTOs
Student Identifiers Registrar	USIs, verification, exemptions — not ASQA
OAIC	Privacy complaints, including misuse of a USI
Overseas Students Ombudsman	International student complaints
Liquor Control Victoria	Victorian RSA, the two approved provider lists (in-person and self-paced online), the Learning Hub, the RSA Refresher and the bridging course
Liquor & Gaming NSW	NSW RSA and RCG, approved providers, competency cards
OLGR (Queensland)	Liquor licensing — but no RSA provider-approval register
The Western Australian liquor regulator	Liquor licensing — likewise no provider-approval register
Liquor and Gambling Commissioner (SA)	The South Australian closed list of approved RSA providers
NSW Food Authority	NSW Food Safety Supervisor certificates and approved RTOs
Safe Food Victoria	Victorian food business classes
Trades Recognition Australia	Migration skills assessments for Chef and Cook
Fair Work Ombudsman	Award coverage, pay rates, workplace complaints
Department of Home Affairs	Visas and the Core Skills Occupation List

The most common mistake here is assuming a national credential settles a state question. For liquor, gambling and food safety it frequently does not.

Your rights as a student

The governing instrument is the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 , usually called the Outcome Standards for RTOs . It commenced on 1 July 2025 with no transition period and is arranged as four Quality Areas containing 23 Outcome Standards , supported by a Credential Policy and a set of Compliance Requirements .

Under it you are entitled to accurate information about the training before any fees are payable (2.1), a pre-training review before enrolling (2.2), access to support and timely responses (2.3), reasonable adjustments to assessment method where needed, consistent with the Disability Standards for Education 2005 (2.4), a safe and inclusive environment that is culturally safe for First Nations people (2.5), wellbeing support identified by reference to the course content (2.6), a complaints process (2.7) and an appeals process with independent review at no or low cost (2.8), including the right to appeal an assessment decision. Recognition of prior learning (1.6) and credit transfer (1.7) must both be offered, and assessment must satisfy the four principles of assessment and four rules of evidence (1.4).

The workforce standards are worth knowing as questions to ask rather than rights to claim. Standard 3.1 requires an appropriate number of trainers, assessors and staff for what is offered, with access to continuing professional development. Standard 3.2 requires delivery by credentialed people, with the Credential Policy specifying which credentials each role needs — and a person working under direction may teach but may not make an assessment judgement. Standard 3.3 requires industry competencies relevant to, and at least to the level of, the training product, plus a practical understanding of current industry practice. For a practical course those three are the most useful things to ask about. See trainers and assessors , policies for the detail and student toolkit for how to use them.

One timing note on complaints: there is no longer a fixed statutory response period . The old 60-calendar-day rule was repealed in 2025, and the RTO now sets and publishes its own reasonable timeframes. Ask for the published timeframe.

And on records: an RTO must retain your student records until three years after you completed or withdrew, and the assessment evidence for a training product for two years after you complete it. You may access your own file on written application.

Related pages

Sitemap — every route on this site with a description

All courses and news and guides , 117 articles

About us , our story and trainers and assessors

Skills assessment and RPL

Success stories — what workplace training arrangements involve

Contact and expression of interest

About us

Complete Hospitality Training (Vic) Pty Ltd , RTO 3722 , registered since 1 June 1994 , current registration period 1 July 2025 to 30 June 2032 under ASQA. 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. 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. 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 .

What is a USI and do I need one?

For nationally recognised training, a USI is generally required before your qualification or Statement of Attainment can be issued, unless an applicable exemption applies. We can explain the requirements for your enrolment. See the official USI exemption guidance (<https://www.usi.gov.au/students/create-your-usi/exemptions-usi>). Creating a USI is free; recover an existing one rather than creating another.

How do I find out what training I have already completed?

Your national training transcript, through your USI account. It lists every unit completed with any Australian RTO since 1 January 2015.

How do I check a certificate is genuine?

Look for the unit or qualification code and the RTO registration number, then check that RTO's current scope on training.gov.au. A "Certificate of Achievement" with no code and no RTO number is not nationally recognised. Check the NRT logo too: it must appear on genuine certification documentation and must not appear on anything else.

Can an agent or my employer issue the certificate?

No. A third party may not issue AQF certification documentation, use the NRT logo, or use the RTO's branding. The document comes from the RTO.

How long should a certificate take to arrive?

Within 30 calendar days of the completion of the assessment, provided you completed the training product and paid all agreed fees.

Does training.gov.au tell me which states a provider can deliver in?

No. The scope record carries no state or territory field — it records what may be delivered and assessed, not where. Ask the provider for its delivery locations.

Which framework do Australian RTOs operate under?

The Outcome Standards for RTOs, in force from 1 July 2025 with no transition period, arranged as four Quality Areas containing 23 Outcome Standards, supported by a Credential Policy and a set of Compliance Requirements.

What should I ask about the trainer on a practical course?

Which credential they hold and whether it permits them to make the assessment judgement (Standard 3.2 and the Credential Policy), and when they last worked in the industry they are teaching (Standard 3.3, which requires competencies relevant to and at least to the level of the training product, plus a practical understanding of current practice).

Is there free food safety training?

Yes, several states publish free non-accredited food handler courses, and non-accredited training can satisfy the food handler obligation under Standard 3.2.2A. It produces no Statement of Attainment and does not count toward a qualification.

Does food handler training expire?

Standard 3.2.2A mandates no refresher period for food handler training and does not require the business to keep records of it. The five-year clock belongs to the Food Safety Supervisor certificate.

Is Victorian RSG training really free?

Yes. Approved Victorian RSG is free, with online modules and venue-arranged sessions delivered by venue support workers. An RTO's gaming unit does not discharge the requirement.

Which award covers my job?

It depends on the premises, not your job title. Hotels, pubs and casinos are MA000009; not-for-profit registered clubs are MA000058; standalone restaurants, cafes and night clubs are MA000119; takeaway and food courts are MA000003.

Does my Certificate III change my pay rate?

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 has no equivalent provision. Check the actual rate with the Fair Work Ombudsman's Pay and Conditions Tool.

Does my RSA certificate 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>).

Who is the Victorian three-yearly refresher for?

Everyone holding a Victorian RSA certificate, not only licensees. It is free, online and takes about 90 minutes, and it includes the sexual harassment and assault module. Licensees additionally have the separate obligation under s 108AA of the Liquor Control Reform Act 1998.

Which CHT courses can an international student do?

Only the three CRICOS-registered ones: SIT40422, SIT50322 and SIT50422. Neither dedicated cookery qualification is CRICOS-registered.

How long should a qualification take?

The AQF sets typical volumes of learning: 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. It must be sufficient for a graduate to achieve the learning outcomes, and unrealistically short courses are a risk the regulator names.

Where do I complain about an RTO?

To the RTO first, then the Australian Skills Quality Authority. International students may also approach the Overseas Students Ombudsman, and privacy complaints go to the OAIC.

Can I appeal an assessment result?

Yes. Standard 2.8 requires an appeals process, and you must be told all avenues for independent review at no or low cost.

I lost my certificate. What now?

Apply in writing to the issuing RTO, and check your USI transcript in the meantime. In Victoria a lost RSA certificate is replaced free by completing the LCV refresher, and LCV will re-issue the certificate number by email.