

Student Support Booking - Complete Hospitality Training

Canonical: <https://cht.edu.au/student-support-booking/>

Details:

This page carries CHT's booking interface for student support sessions. The booking tool is a live element and is not reproduced here.

This page is the companion to student support sessions , which explains what support covers and what CHT is obliged to provide. This one is about the practical act of booking: what to prepare, what to expect, and what to do when the tool does not give you what you need.

Before you book

A support session works better when the person you meet knows what it is for. Two minutes of preparation changes the outcome.

Have ready:

which course or qualification you are enrolled in, and roughly where you are up to

what specifically is in the way — a particular unit, an assessment, written work, scheduling, a practical component, or something outside the course affecting your study

whether you have a deadline , and what it is

any adjustment already agreed with CHT, so it does not have to be renegotiated

If you are asking about recognition of prior learning or credit transfer , bring the evidence: previous qualifications, statements of attainment, or a record of relevant work. RPL is a support mechanism that can shorten a course, and it moves faster with documents in hand.

What you can ask for

Support is not limited to catching up. Legitimate reasons to book include:

Academic	Help with a unit, an assessment, or study technique
Language, literacy and numeracy	Support with written or numeracy demands of the course
Reasonable adjustment	An adjustment relating to disability, under Standard 2.4
Recognition	RPL or credit transfer against units you have already covered
Wellbeing	Including referral to an external specialist service
Progress	Concerns about pace, attendance, or completing on time

On reasonable adjustment specifically: disclosure is your choice. The standards require CHT to support you to disclose a disability if you wish to — not to require it. But an adjustment generally cannot be made for something CHT has not been told about, so a support session is a reasonable place to raise it if you want to.

If the booking tool does not help

This matters, because a booking interface is a convenience and not the extent of CHT's obligation.

Under Standard 2.3 of the 2025 Outcome Standards , students must have access to support services, trainers and assessors, and other staff. That obligation does not disappear because no slot appears in a calendar. If you cannot get a suitable session:

contact CHT directly — see contact

say what you need and by when

if you still cannot get access to support, that is a matter for the complaints process, not a dead end — see policies

Confidentiality

What you discuss in a support session involves personal information, and in some cases sensitive information such as health information. How CHT collects, uses, stores and discloses it is governed by its privacy obligations — see privacy .

If you want to know who will see a disclosure before you make it, ask that question first. It is a reasonable thing to ask and you are entitled to an answer.

Common questions

Do I need to be enrolled to book a session?

The booking tool is aimed at enrolled students. If you are not yet enrolled and want to discuss support, use course enquiry — support needs are also covered in the pre-training review before enrolment.

Can I book more than one session?

Nothing published suggests a limit. Ask CHT if you need ongoing support rather than a single session.

What if I need to reschedule?

Contact CHT directly rather than simply not attending.

Is there a cost?

CHT does not publish a separate charge for student support. Confirm if it matters.

Can someone attend with me?

Ask. It is a common and usually accommodated request.

What if my issue is a complaint rather than a support need?

Use the complaints process — see policies . It carries obligations a support session does not.

Related pages

[Student support sessions](#) · [Toolkit](#) · [Policies](#) · [Privacy](#) · [Contact](#)

About the provider

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 .

Standard 2.3 is cited from the Outcome Standards for Registered Training Organisations 2025 (F2025L00354), Schedule 1 Part 2 Division 2.