

Student Support Sessions - Complete Hospitality Training

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

Details:

This page carries CHT's student support session search — a live interface filtered by date range and course ID. The search itself is not reproduced here.

What this page sets out is what student support actually covers, what CHT is obliged to provide rather than choosing to provide, and how to ask for something that is not on the list.

Support is an obligation, not a courtesy

CHT is regulated by ASQA under the 2025 Outcome Standards for RTOs . An entire quality area — Quality Area 2, VET student support , Standards 2.1 to 2.8 — is devoted to it. The relevant ones here:

Standard 2.3 — Access to support. VET students must have access to support services, trainers and assessors, and other staff. The RTO must be able to demonstrate how it determines the training support services provided to each student, and how it makes them available.

Standard 2.4 — Reasonable adjustments. Reasonable adjustments must be made to support students with disability to access and participate. Students must be supported to disclose a disability if they wish to do so — disclosure is the student's choice, and the obligation is to make disclosure safe rather than to require it.

Standard 2.5 — Diversity and inclusion. The learning environment must promote and support the diversity of the student cohort.

Standard 2.6 — Wellbeing. This one is new in 2025 — no equivalent existed in the 2015 Standards. It requires the RTO to identify the wellbeing needs of its student cohort by reference to the training product content , and to advise students of available wellbeing support services and any organisation they can contact.

That phrase — by reference to the training product content — matters in hospitality. Training that involves alcohol service, gambling service, commercial kitchen pressure or shift work carries wellbeing considerations that a generic policy would miss.

Two categories that are treated differently

The Outcome Standards draw a distinction worth understanding:

	Covers	Note
Training support services	Services and resources designed to support and skill students to complete their training — academic support, language literacy and numeracy help, study skills	Determined per student
Wellbeing support services	Services and resources assisting with students' wellbeing	May involve referral to external organisations

Counselling sits outside the definition of "services" for some purposes in the instrument, which is why wellbeing support often means referral to a specialist organisation rather than in-house provision. That is a legitimate and expected model, not a gap.

Support that begins before enrolment

Two standards apply earlier than most students realise.

Standard 2.1 — Information for VET students requires students to be told, among other things, what training support services and wellbeing support services are available.

Standard 2.2 — Pre-enrolment suitability advice underpins CHT's pre-training review, which every learner completes before enrolling in a qualification. It establishes that the qualification suits your goal, identifies recognition of prior learning and credit transfer opportunities that may shorten your course, and determines what support you need.

If you are enrolling and you already know you will need support, the pre-training review is the moment to say so — not later.

If you are an overseas student

CHT is CRICOS-registered (04242E), so National Code 2018 Standard 6 — Overseas student support services applies in addition. It requires the provider to support the student in adjusting to study and life in Australia, including access to an age and culturally appropriate orientation program covering the support services available.

These obligations are cumulative with the Outcome Standards, not a substitute for them.

Booking and asking

To	Use
Book a session	Student support booking
Ask about support before enrolling	Course enquiry or contact
Request a reasonable adjustment	Raise it at the pre-training review, or contact CHT directly
Read CHT's access, equity and support policies	Policies
Raise a concern about support you did or did not receive	Complaints process — policies
Find enrolled-student resources	Toolkit

Common questions

Do I have to disclose a disability?

No. Standard 2.4 requires that you be supported to disclose if you wish. The choice is yours, but an adjustment generally cannot be made for something CHT does not know about.

Is support only for students who are struggling?

No. Recognition of prior learning and credit transfer are support mechanisms too, and they shorten courses rather than extend them.

Does support cost extra?

CHT does not publish a separate charge for student support. Confirm directly if this matters to your budget.

What if I need counselling?

Wellbeing support frequently means referral to a specialist external organisation. Ask CHT what referral pathways it uses.

I am on a student visa. Is this different for me?

You have these rights plus those under National Code Standard 6, including orientation.

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 .

Standards cited from the Outcome Standards for Registered Training Organisations 2025 (F2025L00354), Schedule 1 Part 2, and the National Code of Practice 2018, Part B.