

Student Toolkit - Complete Hospitality Training

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

Details:

What you need at each stage of a nationally recognised course, from before you enrol to after you finish. Most of it is not specific to CHT — it is how the Australian VET system works, and knowing it is what stops you paying for something you already hold, or holding a document that turns out not to be recognised.

For the external government systems, see [resources](#) . For your rights in detail, see [policies](#) . For every page on this site with a line on what is on it, see the [sitemap](#) .

The systems we currently link for students

Our source Student Toolkit says we will tell each learner which tools to use. Do not assume you need every portal: use the one named in your course instructions, and ask us if a login or document is missing.

Tool	Current source link
Microsoft Teams meetings	Open Teams
aXcelerate learner portal	Open learner portal and certificate instructions
Cloud Assess	Open dashboard and student instructions (PDF)
Zoom	Open Zoom or use the meeting link supplied for your course
VT Portal student portal	Open portal , password help and certificate instructions
Student Handbook	Read the PDF

The portal and document links were reachable on 23 October 2026. Access still depends on your individual enrolment and credentials; do not share passwords or upload personal documents to a portal we have not directed you to use.

Before you enrol

What you must be told before you pay anything

Standard 2.1 of the Outcome Standards for RTOs sets a list, and the timing is the part that matters: it has to be given to you before enrolment or before any fees are payable , whichever comes first. The list is specific.

A full and accurate schedule of fees , including any prepaid fees

The training product code and title , its duration, the modes of delivery, the location, the dates and the scheduling

Whether any licensing or occupational licence requirements apply — the single most useful item on the list, and the reason a course can be legitimate training and still not let you do the job

Any third-party arrangements , and which services those third parties deliver

The training support and wellbeing services available to you

Every obligation to acquire materials or equipment , undertake a work placement , or travel and pay for accommodation to attend one

Any cost of obtaining a USI or of withdrawing

How to lodge an enquiry, and how long to expect to wait for an answer

The RTO must also tell you as soon as practicable about changes that affect you, including the transition of a superseded, deleted or expired training product. If a provider cannot produce that information in writing before taking money, that is the point to stop.

Your Unique Student Identifier

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.

If you have studied in Australian nationally recognised training since 2015, you already have one. Recover it. Do not create a second.

This is the most consequential piece of admin in this whole toolkit, and it is the one most often got wrong. A duplicate identifier splits your training history across two records. When you later apply for credit transfer, the RTO checks the USI you gave it, finds nothing, and the units you genuinely completed look as though they never happened. Part 3A of the Act also attaches a civil penalty of 60 penalty units to applying for an identifier when you have already been assigned one.

Four things worth knowing about how an RTO must handle your USI:

The rule	What it means for you
Permission first	An RTO must have your permission before creating or finding a USI for you, and must give you a privacy notice if it creates one on your behalf
Verification before use	The RTO must ask the Student Identifiers Registrar to verify the identifier belongs to you before using it for any purpose
Documents must not be kept	Identity documents obtained only to create a USI must not be retained unless another law requires it. A passport scan left in your file is a contravention
Not printed on your certificate	Your USI must not appear on a qualification or Statement of Attainment, and an organisation must not adopt it as its own internal student number

There is a narrow exemption for international students who complete all of their study outside Australia, and an individual exemption you can apply to the Registrar for. If you study under an exemption, the RTO must tell you before enrolment completes or training starts — whichever comes first — that your results will not be accessible through the Commonwealth and will not appear on an authenticated VET transcript. Training completed under an exemption cannot be added to a USI account retrospectively .

The pre-training review

Every learner completes one before enrolling. It is required of the RTO under Standard 2.2 of the 2025 Outcome Standards for RTOs , and it is not a sales step. It 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 establish whether you are appropriately placed in the course.

Name the instrument when you cite that number: two instruments have a "Standard 2.2" . Outcome Standard 2.2 is the pre-enrolment suitability review and applies to every learner. National Code 2018 Standard 2.2 is a separate obligation about assessing an overseas student's English, qualifications or work experience for course entry, and applies only to student visa holders.

The review does three things for you:

Confirms the qualification is the right one

Identifies recognition of prior learning and credit transfer opportunities

Establishes what support you need

The LLN assessment sits inside it , and so does the RPL conversation. This is the moment to raise existing experience or existing units. Our own student material states that RPL applications may only be made before enrolment or the start of study . The RTO must also be able to produce evidence of each pre-training review , so it is a documented step rather than a conversation. See expression of interest .

Language, literacy and numeracy, and ACSF Level 3

You will complete an LLN assessment as part of the application and enrolment process. Our own course information states that learners are expected to have learning, reading, writing, oral communication and numeracy skills at Australian Core Skills Framework (ACSF) Level 3 , which is equivalent to senior secondary school level . That expectation applies across multiple qualifications we offer, including the Certificate III and Certificate IV programs in hospitality, business, and leadership and management .

The assessment determines your ACSF level and does three things:

Identifies your current skill level , and whether you have the minimum skills to participate successfully and develop the employability skills the course requires

Identifies whether you will need LLN support to undertake the course

Informs the training and assessment strategy designed for you

It is not a screening test for its own sake. Where support is needed, the RTO is then required to provide it, and our material says anyone wanting help with language, literacy or numeracy can speak confidentially with their trainer, and that training and assessment methods can be discussed and varied to help a participant demonstrate competence.

Units with prerequisites

Some units cannot be taken in any order, and a prerequisite discovered late delays completion.

Unit	Prerequisite
SITHFAB025 Prepare and serve espresso coffee	SITXFSA005 Use hygienic practices for food safety
SITHCCC026 Package prepared foodstuffs	SITXFSA005

The packaging rules for each qualification mark units that carry one or more prerequisites. Check the individual unit record on training.gov.au rather than assuming, and confirm the sequence at enrolment.

How long a qualification should take

The Australian Qualifications Framework sets an expected volume of learning for each level, and it is independent of the delivery mode:

Level	Typical volume of learning
Certificate II	0.5 to 1 year
Certificate III	1 to 2 years
Certificate IV	0.5 to 2 years , with flexibility for short specialist qualifications building on prior knowledge
Diploma	1 to 2 years

The volume must be sufficient for a graduate to achieve the learning outcomes. The regulator names "accelerating or shortening training without allowing students sufficient time for skill development and knowledge application" as a risk, and separately names marketing unrealistically short courses as a risk in its own right. A full Certificate III advertised as completable in a few weeks is the thing those provisions exist to catch.

Reading the codes

Every nationally recognised qualification, skill set and unit has a code, and the code carries information. Once you can read it you can verify a claim in about thirty seconds.

Part of the code	What it tells you	Example
First three letters	The training package	SIT tourism and hospitality, BSB business, CHC community services, SIR retail, HLT health, CUA creative arts, AHC agriculture and horticulture
First digit	The AQF level	SIT2 Certificate II, SIT3 Certificate III, SIT4 Certificate IV, SIT5 Diploma
SS in the middle	It is a skill set , not a qualification	SITSS00069 Food Safety Supervision Skill Set
Letters after the package code, on units	The field	SITHFAB food and beverage, SITHCCC commercial cookery, SITXFSA food safety, SITXHRM human resources, SITXWHS work health and safety

So SITHFAB021 is a hospitality food-and-beverage unit; SIT30821 is a Certificate III in the tourism and hospitality package; SITSS00071 is a skill set. A skill set is not a qualification — it is a defined group of units with its own code, and it produces a Statement of Attainment rather than a testamur.

RTO 3722's scope currently holds 17 qualifications , 81 skill sets and 579 units , all at extent "deliver and assess". One qualification on that list, SIR30216 Certificate III in Retail , carries an end date of 28 June 2024 and is not available. Its CRICOS registration, provider code 04242E , covers three qualifications only — SIT40422 (116358F), SIT50322 (118427D) and SIT50422 (115534C) — so if you are on a student visa the rest of the scope is not open to you.

Checking a provider yourself

All of this is public, and none of it requires asking the provider.

Question	How to check
Is this organisation a registered RTO?	Search its RTO code on training.gov.au , the National Register
Is the qualification or unit on its scope?	The same record — scope lists every qualification, skill set and unit, with an extent and an end date
Is the qualification code still current?	Search the code itself. Superseded and expired products are marked
Is the provider CRICOS-registered, and for which courses?	cricos.education.gov.au — CRICOS registration is per course , not per provider
Does the provider need separate state approval for this?	The state regulator, not the National Register. For liquor, food safety supervision and gambling it frequently does

An RTO's national scope does not itself establish state licensing approval. Check the relevant regulator's provider and recognition rules for food safety, alcohol service and gaming. 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 .

One caution about the National Register: the scope record does not carry a state or territory field . It tells you what a provider may deliver and assess, not where. Delivery location has to come from the provider. Our own footprint is not uniform — commercial cookery is SA, TAS, VIC and WA, kitchen management is VIC and WA, and both diplomas are Victoria only.

RPL and credit transfer are not the same thing

	Recognition of prior learning	Credit transfer
Standard	1.6	1.7
What it recognises	Skills and experience, however acquired	A training product you have already completed
Evidence	Resume, employer letters, an interview with the assessor, work skills, paid or unpaid work	Your AQF certification documentation or an authenticated VET transcript
Is there an assessment?	Yes — against the same evidence requirements as the course	No reassessment
Granularity	Unit by unit	Whole units only
Where it is raised	Pre-training review	Pre-training review

An RTO must offer both, must make you aware of the policy, must document the decision, and must make it in a way that is fair, transparent and consistent between students while maintaining the integrity of the training product. Credit transfer can be prevented by a licensing or regulatory requirement, but not by the RTO's preference, and where it is granted Standard 1.7 requires it to be recorded on your

AQF certification documentation or your authenticated VET transcript — so recognised units appear on the paperwork rather than being silently assumed.

Using the wrong word has a real cost. Ask for RPL when you already hold the unit and you have volunteered for an assessment you did not need. See skills assessment .

While you are studying

Support you are entitled to

Standard	What it gives you
2.1	Accurate information about the training, before any fees are payable
2.3	Access to support, timely responses to queries , and knowing how to contact your trainers and assessors
2.4	Reasonable adjustments to the assessment method, consistent with the Disability Standards for Education 2005
2.5	A safe and inclusive environment, culturally safe for First Nations people
2.6	Wellbeing support identified by reference to the course content, and to be told what services and external contacts exist
2.7	Feedback and complaints
2.8	Appeals, with independent review at no or low cost

Reasonable adjustments are worth understanding properly. If a disability or other circumstance affects how you can demonstrate competence, the RTO must consider adjusting the method of assessment, and must do so consistently with the Disability Standards for Education 2005 . If an adjustment is not appropriate or not possible, you must be told the reasons. What does not change is the competency standard itself — the unit's requirements are the same for everyone, and an adjustment must not jeopardise the integrity of the training product or the industry standard. That is what keeps the qualification meaningful to an employer. You should be able to disclose a disability at enrolment and throughout , not only at the start.

What assessment itself has to satisfy

This is the part students rarely know, and it is the basis of any challenge to a result. Standard 1.4 requires every assessment to meet four principles of assessment and every judgement to apply four rules of evidence .

Principles of assessment	What it means for you
Fairness	Your needs are accommodated, reasonable adjustment is available, and reassessment is permitted where necessary

Flexibility	Assessment fits the context, the product and you, and judges your skills regardless of how or where you acquired them — this is the clause that makes RPL possible
Validity	Includes practical application so you demonstrate in a practical setting
Reliability	Evidence is interpreted consistently, so the outcome would be the same with a different assessor
Rules of evidence	What it means for you
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Validity	The evidence gives the assessor reasonable assurance you hold the skills and knowledge described
Sufficiency	There is enough of it, relevant and good enough, to support a judgement
Authenticity	It is your own original work
Currency	It shows your current skills and knowledge

Two related protections. Under Standard 1.3 the assessment tool must have been reviewed before it was used , and a purchased tool must be contextualised to the actual cohort rather than applied generically. And no assessment judgement may be made by a person working under direction — they may teach and gather evidence, but the decision belongs to someone credentialed to make it. See trainers and assessors .

What competency actually requires

Competency is not a mark, and it is not attendance. Several hospitality units specify a minimum number of real occasions, which is why a one-day course cannot produce them:

Unit	What completion requires
SITHFAB027 Serve food and beverage	5 service periods, including at least one peak period
SITHFAB034 Provide table service of food and beverage	12 service periods, with full menu advice in every one
SITHFAB030 Prepare and serve cocktails	3 service periods, and two cocktails by each of six methods — 12 preparations minimum
SITHFAB025 Prepare and serve espresso coffee	Ten specified beverages, on three occasions each
SITXFSA005 Use hygienic practices for food safety	Correct hand-washing, uniform and PPE use, personal health and hygiene practices and hygienic food service, each on at least three occasions
SITXFSA006 Participate in safe food handling practices	Controlling hazards at nine critical control points, plus calibrating a temperature probe

If a course promises one of these in materially less, that is the thing to question. Unrealistically short courses are a risk ASQA names explicitly, and so is accelerating training without allowing enough time for skills to develop.

If you disagree with a result

You have a right of appeal under Standard 2.8 . Being assessed as not yet competent is a decision, and decisions can be appealed. You must be told your right to appeal and all avenues for independent review , and that review must be available at no or low cost .

Separately, Standard 2.7 covers complaints, which concern conduct rather than decisions. A complaint can be made in any form — it does not have to be written on a form to count, and an informal conversation with a trainer is still a complaint. 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 , with escalation avenues. So ask for the published timeframe and hold the provider to that. Ask us for the policy; we are required to make the procedures publicly available. See policies and contact .

After you finish

What you receive

You completed	You receive
A full qualification	A qualification testamur
Individual units, part of a qualification, or a skill set	A Statement of Attainment

An RTO must issue certification within 30 calendar days of the completion of the assessment , provided you completed the training product and have paid all agreed fees. It must not issue certification to anyone who has not been assessed as meeting the training product requirements.

What must appear on the documents:

Document	Must carry
Qualification testamur	The issuing organisation's name, registration code and logo; the qualification code and title; the Nationally Recognised Training logo ; an authorised signature; a seal, corporate identifier or unique watermark; and a statement recognising the qualification within the AQF
Statement of Attainment	The issuing organisation's name, registration code and logo; the full title and national code of every unit ; the NRT logo; an authorised signature; a seal or identifier; and the statement that a VET statement of attainment is issued when an individual has completed one or more accredited units

Your USI must not be printed on either document. If it is, that is a defect in the document, not a feature.

Documents that are not nationally recognised

A document titled Certificate of Achievement , Certificate of Completion or Certificate of Attendance , with no unit code and no RTO number , is not a nationally recognised outcome — however well the course was run and however much it cost. The test is the code and the RTO number, then whether that unit sits on that RTO's current scope.

The NRT logo is a second, quicker test, and it works in both directions. It must appear on AQF certification documentation issued by a registered training organisation, and it 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 too.

One further prohibition matters if your course was arranged through an agent, an employer or a broker: a third party may not issue AQF certification documentation, use the NRT logo, or use the RTO's branding. Your certificate comes from the registered training organisation itself.

A certificate issued under a different name

RTO 3722 has traded as Victorian Bar School (from 1994), Complete Hospitality Training (2011), Ready Serve Achieve Melbourne (2018), Coffee School by CHT (2021), Alchemy Institute of Australia (2024), and Complete Healthcare Training , which ran from 24 October 2023 until 19 April 2025 .

The RTO code identifies the issuer, not the brand . A document in any of those names carrying RTO 3722 is an RTO 3722 credential, including one in a trading name that has since ended.

Getting a replacement

Contact us as the issuing RTO, with your name as enrolled and your USI if you have it. A replacement is available on written application, and CHT applies a fee that increases once a course is more than twelve months old — confirm the current amount directly rather than relying on any published figure.

Before you do that, check your USI transcript . It records every unit you have completed with any Australian RTO since 1 January 2015, and it is usually faster to retrieve than a reissued document.

One exception worth knowing: a lost Victorian RSA certificate is replaced free by completing the three-yearly refresher through the Liquor Control Victoria Learning Hub. You should not pay anyone to replace it. If you have lost the certificate number itself, Liquor Control Victoria will provide it on request — it needs your full name, date of birth, when you completed the original course and the name of the training organisation. See RSA Melbourne and can I renew my RSA online in Victoria .

Your student file

An RTO must retain your records until three years after you completed or withdrew , in hard copy or electronic form, and must retain the assessment evidence for a training product for two years after you complete it. You can access your own file and the records held about you by making a written application to the RTO, and a time is then arranged for you to view them. Our material sets out an email, post and in-person route for that request — confirm the current address with melbourne@cht.edu.au before sending anything.

Using it elsewhere

Units you complete can be credit-transferred into a qualification at any RTO, which is what makes a short course a genuine starting point rather than a dead end. A Statement of Attainment for SITHFAB021 earned as a standalone RSA course is the same unit that sits core in SIT30722 ; SITXFSA005 from a food handling course is core in commercial cookery and an option in most of the

rest. 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 .

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. 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.

What do I need before enrolling?

A USI, the pre-training review and the LLN assessment. Check that we can deliver in your state and, if you are on a student visa, that the course is CRICOS-registered.

What am I entitled to be told before I pay?

Under Standard 2.1, the full fee schedule including prepaid fees, the training product code and title, duration, delivery modes, location and dates, whether any licensing requirements apply, third-party arrangements, the support and wellbeing services available, every obligation around materials, equipment, placement and travel, any cost of obtaining a USI or withdrawing, and how to lodge an enquiry and how long to expect to wait.

I think I already have a USI. Should I just make a new one?

No. Recover the existing one. A duplicate splits your training history across two records and can make a later credit transfer application fail, and the Act attaches a civil penalty to applying for a second identifier.

What level of English and maths am I expected to have?

Our course information states an expectation of ACSF Level 3 — equivalent to senior secondary school level — in learning, reading, writing, oral communication and numeracy. That applies across multiple qualifications we offer, including our Certificate III and Certificate IV programs in hospitality, business, and leadership and management.

Is the LLN assessment a test I can fail?

It determines your ACSF level rather than issuing a pass mark. Its three purposes are to identify your current skill level, identify whether you need LLN support, and inform the training and assessment strategy. Where support is needed the RTO must provide it.

How long should a Certificate III take?

The AQF band is typically one to two years, and the volume must be sufficient for a graduate to achieve the learning outcomes. Certificate II is typically 0.5 to 1 year, Certificate IV 0.5 to 2 years, and a Diploma 1 to 2 years. A full qualification advertised far below its band is worth questioning.

Can assessment be adjusted for a disability?

Yes, under Standard 2.4, consistently with the Disability Standards for Education 2005. The method can be adjusted; the competency standard cannot, and an adjustment must not compromise the integrity of the training product. If an adjustment is not possible you must be told why.

On what grounds can I challenge an assessment?

Against the four principles in Standard 1.4 — fairness, flexibility, validity and reliability — and the four rules of evidence: validity, sufficiency, authenticity and currency. Reliability in particular means the outcome should not depend on which assessor you got.

Can I appeal a result?

Yes, under Standard 2.8. You must also be told all avenues for independent review, available at no or low cost.

How long does a provider have to respond to a complaint?

There is no longer a fixed 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.

What is the difference between a testamur and a Statement of Attainment?

A testamur is issued for a full qualification. A Statement of Attainment is issued for individual units, part of a qualification, or a skill set. Both carry the issuing RTO's registration code and the NRT logo, and both appear on your national training transcript.

How long do you have to issue my certificate?

An RTO must issue certification within 30 calendar days of the completion of the assessment, provided you completed the training product and paid all agreed fees.

Should my USI be printed on my certificate?

No. An RTO must not print a USI on a qualification or Statement of Attainment.

Is a Certificate of Completion a nationally recognised qualification?

No. Without a unit code and an RTO number it is not a nationally recognised outcome. Check the code against that RTO's current scope on training.gov.au, and check the NRT logo, which 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 do I replace a lost certificate?

Apply in writing to the issuing RTO with your name as enrolled and your USI, and check your USI transcript in the meantime. A fee applies, and it increases after twelve months — confirm the current amount. A Victorian RSA certificate is replaced free through the LCV refresher.

My certificate is in a trading name I do not recognise. Is it real?

Check the RTO number. RTO 3722 has traded under six names, and a certificate in any of them carrying 3722 is an RTO 3722 credential.

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.

Can I see my own student file?

Yes. Make a written application to the RTO. Records are retained until three years after you complete or withdraw, and assessment evidence for two years after you complete a training product.

Do my units count if I study elsewhere later?

Yes, by credit transfer, provided the unit appears in the new qualification and no licensing rule prevents it. It works on whole units only, and where granted it must be recorded on your certification documentation or transcript.

Where can I see everything on this site?

The sitemap (/sitemap/) lists every route with a description of what is on it, and news and guides (/news/) indexes all 117 articles.