Restaurant & Catering

2026/27

STUDENT HANDBOOK

Restaurant & Catering Association
Registered Training Organisation 6868

1300 722 878
training@rca.asn.au
rca.asn.au/rto/training-courses

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This handbook applies to every student enrolling with R&CA from November 2026. It replaces all earlier versions.

SECTION 01

Welcome

Thank you for choosing R&CA for your training.

R&CA is the national peak body for restaurants, cafés and caterers, representing more than 57,000 businesses across every state and territory. We have been a Registered Training Organisation since 1999 and a NSW Food Authority approved Food Safety Supervisor provider since 2010. Our courses are written around how venues work, and our trainers have spent years in them.

This handbook tells you what to expect from us and what we expect from you, from the day you apply to the day you receive your certificate. Please read it before you enrol. If anything is unclear, call or email the training team and we will talk it through with you.

About our RTO

Item	Details
Legal name	Restaurant & Catering Industry Association of Australia Inc
Trading as	Restaurant & Catering Australia (R&CA)
RTO code	6868
ABN	73 080 269 905
NSW Food Authority	Approved Food Safety Supervisor training provider 24224
Office	Level 4, 55 Chandos Street, St Leonards NSW 2065
Phone	1300 722 878, Monday to Friday, 9am to 4pm
Email	training@rca.asn.au
Website	rca.asn.au/rto/training-courses

Training is delivered, assessed and certified by R&CA. The learning platform and course materials are provided by FoodLogic under licence to R&CA. You can check our registration and scope on training.gov.au.

SECTION 02

Courses we deliver

Every course leads to a Statement of Attainment or qualification recognised in every state and territory.

Course	How it is delivered	Fee (public / member)
Food Safety Supervisor, NSW SITSS00069 (SITXFSA005, SITXFSA006) plus the NSW Food Authority key focus areas	Online learning with a practical assessment by video or live video call	$129 / $103.20 Includes the $30 NSW Food Safety Supervisor certificate
Food Safety Supervisor, other states SITSS00069 (SITXFSA005, SITXFSA006)	Online learning with a practical assessment by video or live video call	$95 / $76
Responsible Service of Alcohol, NSW SITHFAB021	Face to face with our registered trainer	$158.95 / $127.16 Includes the $107 Liquor & Gaming NSW card fee
Responsible Service of Alcohol, online SITHFAB021	Online, self paced. Valid in QLD, WA, SA, TAS, ACT and NT. Not valid in Victoria	$31 / $24.80
Certificate II in Hospitality SIT20322	Completed in a working venue. Enquiries open	Quoted in writing before you enrol
Certificate II in Cookery SIT20421	Study options confirmed when you enquire	Quoted in writing before you enrol
Certificate III in Commercial Cookery SIT30821	Study options confirmed when you enquire	Quoted in writing before you enrol

Course fees are GST free. R&CA members pay 20% less on every course. Fees shown are current at November 2026. The course page always shows the current fee, and we confirm your fee in writing before you pay.

> **Training a team?**
> Members can enrol a group, online or at the venue, with one invoice and one point of contact. Email training@rca.asn.au with your venue, state and number of staff.

SECTION 03

Before you enrol

We make sure the course suits you before we take any payment.

What you need

- **A Unique Student Identifier (USI).** It is free and takes a few minutes at usi.gov.au. The law does not allow us to issue a certificate without a verified USI. Your USI also gives you a lifelong record of your training.
- **Photo identification.** We use it to confirm who you are. NSW RSA students also need 100 points of ID to collect their competency card from Service NSW.
- **A language, literacy, numeracy and digital skills check.** It has written tasks online (allow about 60 to 90 minutes) and a short spoken session with your assessor. A member of our team reviews every check before we confirm your enrolment.
- **A computer, tablet or phone with internet access** for online learning.
- **Access to a commercial kitchen or venue** for your practical assessment, or the ability to join a live video call. NSW RSA students attend in person.

What we give you before you pay

Before you enrol we give you the course details, the full fee and what it covers, the assessment requirements, our refund and cancellation policy, our complaints and appeals policy and this handbook. You confirm you have read them when you apply.

Your enrolment declaration

When you enrol you receive the national VET Privacy Notice and Student Declaration. It explains how your enrolment details are reported to the National Centre for Vocational Education Research (NCVER) and used by government. NSW Food Safety Supervisor students also agree that we give their details to the NSW Food Authority to issue their certificate. If you are under 18, a parent or guardian signs your declaration with you.

> **If the check shows you need support**
> Needing support does not stop you from enrolling. We call you to talk through the options, which can include extra time, plain language resources, a support person or a different course that suits you better. We do this before you pay.

SECTION 04

How it works

Seven steps from application to certificate.

1 Apply online

Read the course page, fees and policies, then complete the application form on our website.

2 Check your readiness

Complete the language, literacy, numeracy and digital skills check: written tasks online, then a short spoken session with your assessor. A member of our team reviews it, usually within 2 business days.

3 Enrol and pay

We confirm the course suits you and email a secure payment link. Once you have paid, we enrol you and send your login details for the learning platform.

4 Learn online

Units open one at a time. Work through the learning modules and complete the knowledge assessments at your own pace.

5 Show your skills

Book your practical assessment with your assessor. Most practical tasks are filmed in a commercial kitchen or assessed live on a video call. NSW RSA is assessed in person.

6 Get certified

We issue your Statement of Attainment within 30 days of your final assessment. NSW Food Safety Supervisor and NSW RSA students also receive their state certificate.

7 Tell us how it went

We ask every student for feedback and use it to improve our training. You may also receive the national Student Outcomes Survey from NCVER.

SECTION 05

Fees and payment

One fee, paid once, with nothing hidden.

- You pay only after we have accepted your application and reviewed your readiness check.
- You pay the full course fee through a secure payment link. We accept major debit and credit cards.
- Your fee covers your learning materials, all assessments, one attempt plus resubmissions as set out in section 07, and your Statement of Attainment.
- The NSW Food Safety Supervisor fee includes the $30 NSW Food Authority certificate fee. The NSW RSA fee includes the $107 Liquor & Gaming NSW card fee.
- Members: enter your R&CA member number on your application to receive member pricing.
- Your employer can pay for you. Group bookings receive one invoice.

Costs that are not included

- Travel to a face to face session or practical assessment.
- Your own device and internet connection.
- A replacement certificate. We tell you the fee before you ask us to issue one.

SECTION 06

Refunds and cancellations

A summary of our refund and cancellation policy. The full policy is on our website.

Situation	What happens
You withdraw within 7 days of paying and before opening any course content	Full refund
You withdraw after opening course content or submitting an assessment	No refund. You can defer once, within 6 months, at no cost
You cancel a face to face session 3 or more business days before it starts	Full refund or transfer to another date
You cancel a face to face session with less notice	Transfer to another date
You do not attend a face to face session and have not told us	No refund
R&CA cancels a session or cannot deliver your course	You choose a full refund or a transfer
R&CA stops delivering a course you have paid for	Refund of fees for training not yet delivered
NSW Food Safety Supervisor certificate fee ($30)	Refunded in full unless the certificate has been issued

To ask for a refund, email training@rca.asn.au with your name, course and reason. We reply within 5 business days and pay approved refunds to your original payment method within 14 days. Nothing in our policy limits your rights under the Australian Consumer Law. Read the full policy at rca.asn.au/training-refunds-and-cancellations.

SECTION 07

Training and assessment

How you learn, how you are assessed and what happens if you need another attempt.

Your trainers and assessors

Every R&CA trainer and assessor holds the training and assessment credentials required by the Standards for RTOs and has current industry experience. NSW Food Safety Supervisor trainers are approved in writing by the NSW Food Authority. NSW RSA trainers are approved by Liquor & Gaming NSW.

Online learning

You learn on our online learning platform. Units open one at a time, and you work through each at your own pace. Your trainer can see your progress and will contact you if you have not logged in for a while, to check whether you need help.

Face to face sessions

NSW RSA is delivered face to face, as Liquor & Gaming NSW requires. Arrive on time with photo ID. Face to face classes have no more than 30 students.

Practical assessment

When you finish your online units, we send you a link to book your practical assessment with your assessor. Practical tasks are filmed in a commercial kitchen or assessed live on a video call. If you have not booked within 5 business days, our team will contact you to help. Ask your employer before filming at work, and follow your venue's food safety and work health and safety rules while you do.

How you are assessed

Depending on the course, assessment includes written and multiple choice questions, practical demonstration, video evidence, role plays, case studies and verbal questions. Each task is marked Satisfactory or Not Yet Satisfactory. When you have completed every task for a unit satisfactorily, the unit is marked Competent.

If a task is not yet satisfactory

Your assessor gives you written feedback on what to fix, and you resubmit. You have up to three further attempts at each task at no extra cost. If you still have not met the requirements, we meet with you to agree a support plan before any further attempt.

Your work must be your own

Submitting work you did not do yourself is academic misconduct. This includes copying another person's work, letting someone else complete your assessment and presenting work generated by an artificial intelligence tool as your own. Your assessor may ask you to explain your answers verbally to confirm they are yours.

Reasonable adjustment

If you have a disability, an injury or a learning need, tell us at enrolment or at any time. We can change how you are assessed, for example extra time, verbal answers or a support person, without lowering the standard you need to meet.

SECTION 08

Credit transfer and recognition of prior learning

Recognition for training you have already done and skills you already have.

Credit transfer

If you have already completed a unit in your course with any Registered Training Organisation, we credit it at no cost. Send us your Statement of Attainment or transcript, or give us permission to view your USI transcript.

Recognition of prior learning (RPL)

If you have the skills from work experience, you can apply to have them assessed against the units in your qualification. RPL is an assessment, so you need to provide evidence such as a work history, references from employers and examples of your work. We quote the RPL fee in writing before you apply.

> **Where RPL does not apply**
> RPL is not available for the NSW Food Safety Supervisor certificate under our NSW Food Authority approval. NSW RSA must be completed face to face under Liquor & Gaming NSW rules.

SECTION 09

Your certificate

What you receive and when.

Course	What you receive	When
All courses	Statement of Attainment, or qualification and record of results, emailed to you	Within 30 days of your final assessment, once your USI is verified and fees are paid
Food Safety Supervisor, NSW	NSW Food Safety Supervisor certificate, issued through the NSW Food Authority	Within 10 working days of being assessed competent
Responsible Service of Alcohol, NSW	Interim certificate from Liquor & Gaming NSW, valid for 90 days	After you are assessed competent

NSW RSA competency card

Take your interim certificate and 100 points of ID to a Service NSW centre within 90 days to have your photo taken for your competency card. The card is valid for 5 years. You cannot work in a licensed venue on an expired interim certificate.

Food Safety Supervisor certificates

Under Food Standards Code Standard 3.2.2A, a Food Safety Supervisor certificate must have been obtained within the last 5 years. Keep a copy for your employer and for inspections.

Online RSA in other states

Your Statement of Attainment for SITHFAB021 is recognised in QLD, WA, SA, TAS, ACT and NT. Some regulators have extra requirements, such as a separate certificate or a refresher. Check with the liquor regulator in your state before you start work.

Lost certificates

We keep a record of every certificate we issue for 30 years. Email us if you need a replacement. Your USI transcript also lists your results.

SECTION 10

Support while you study

Ask early. We would rather help in week one than in week six.

From R&CA

- **Your trainer** for questions about the course content and your assessments.
- **The training team** on 1300 722 878 or training@rca.asn.au for enrolment, payment, technical and general questions.
- **Language, literacy, numeracy and digital support** based on your readiness check, or whenever you ask.
- **Reasonable adjustment** for disability, injury or learning needs. See section 07.
- **Extra time** if something in your life gets in the way. Talk to us and we will work out a plan.

Free support services

Service	What it offers	Contact
Emergency	Police, ambulance or fire in an emergency	000
Lifeline	24/7 crisis support	13 11 14
Beyond Blue	24/7 mental health support	1300 22 4636
13YARN	24/7 crisis support for Aboriginal and Torres Strait Islander people	13 92 76
MensLine Australia	24/7 counselling for men	1300 78 99 78
1800RESPECT	24/7 support for people affected by domestic, family or sexual violence	1800 737 732
Kids Helpline	24/7 counselling for young people aged 5 to 25	1800 55 1800

SECTION 11

Rights and responsibilities

What you can expect from us, and what we expect from you.

You can expect R&CA to

- give you accurate information about your course, fees and assessment before you enrol
- deliver the training and assessment you paid for, to the standard the Standards for RTOs require
- treat you fairly and respectfully, without discrimination or harassment
- give you clear feedback on your assessments and a fair way to appeal a decision
- protect your personal information
- issue your certificate on time once you have met the requirements

We expect you to

- give us accurate information and tell us if your contact details change
- complete your own work and act honestly in every assessment
- treat trainers, staff and other students with respect, in person and online
- follow food safety and work health and safety rules at sessions and when filming
- attend face to face sessions on time, or tell us early if you cannot
- tell us early if you are falling behind or need support

Misconduct

Cheating, plagiarism, harassment, bullying, discrimination, unsafe behaviour, damage to property and being affected by alcohol or drugs at a session are misconduct. If we believe misconduct has occurred, we tell you in writing what the concern is and give you the chance to respond. Outcomes range from a warning to cancellation of your enrolment. You can appeal any decision through our complaints and appeals process.

Photos and stories

We only use your photo, video or comments in R&CA promotional material if you give us written consent. You can withdraw consent at any time by emailing training@rca.asn.au.

SECTION 12

Complaints and appeals

Raising a concern costs nothing and never affects how we treat you.

You can complain about any part of your training, assessment, our staff, our trainers or our services. You can appeal an assessment result or any other decision we make about you.

1 Tell us

Email training@rca.asn.au or call 1300 722 878. Tell us what happened and the outcome you are looking for. Lodge an assessment appeal within 20 business days of receiving your result.

2 We acknowledge it

We confirm we have received your complaint or appeal in writing within 2 business days.

3 We review it

A staff member who was not involved reviews it. For an assessment appeal, a different qualified assessor reviews your evidence and may reassess you.

4 We give you an outcome

We aim to give you a written outcome, with reasons, within 20 business days. If it will take longer, we tell you why and update you at least every 10 business days.

5 Independent review

If you are not satisfied, you can ask for a review by a person outside R&CA's training team. We cover the cost.

External help

Organisation	For	Contact
National Training Complaints Hotline	Any complaint about training	13 38 73
Australian Skills Quality Authority (ASQA)	The national VET regulator	asqa.gov.au
NSW Food Authority	The NSW Food Safety Supervisor program	1300 552 406
Liquor & Gaming NSW	NSW RSA	nsw.gov.au/liquor-and-gaming
NSW Fair Trading	Consumer matters, including refunds	13 32 20

Your enrolment continues while your complaint or appeal is being dealt with. Read the full policy at rca.asn.au/training-complaints-and-appeals.

SECTION 13

Privacy and your records

How we collect, use, share and protect your information.

We handle your personal information under the Privacy Act 1988 and the Australian Privacy Principles. Our full privacy policy is on our website.

What we collect and why

We collect your contact details, date of birth, USI, enrolment details, readiness check, assessment evidence and results. We use them to enrol you, deliver and assess your training, issue your certificate and meet our legal reporting obligations.

Who we share it with

- the National Centre for Vocational Education Research (NCVER) and Australian, state and territory government agencies, as set out in the VET Privacy Notice you receive at enrolment
- the Student Identifiers Registrar, to verify your USI
- the Australian Skills Quality Authority (ASQA), when it audits our training
- the NSW Food Authority, to issue NSW Food Safety Supervisor certificates
- Liquor & Gaming NSW, to issue NSW RSA interim certificates and competency cards
- your employer, only if they are paying for your training or you have agreed

We never sell your information. You may be invited to take part in an NCVER survey, which you can decline.

How we store it

Your records are held securely in our student management system and learning platform, with access limited to staff who need it. We keep records of the certificates we issue for 30 years, as the law requires.

Seeing and correcting your records

You can ask for a copy of the information we hold about you, or ask us to correct it, by emailing training@rca.asn.au. Keep your contact details up to date so your certificate and results reach you.

SECTION 14

Laws and standards we follow

The rules that govern how we train you and protect your rights.

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations 2025: the Outcome Standards, Compliance Standards and Credential Policy
- Student Identifiers Act 2014
- Privacy Act 1988 and the Australian Privacy Principles
- Australian Consumer Law, in the Competition and Consumer Act 2010
- Work Health and Safety Act 2011 (NSW) and the equivalent laws in other states and territories
- Disability Discrimination Act 1992, Sex Discrimination Act 1984, Racial Discrimination Act 1975, Age Discrimination Act 2004 and Anti-Discrimination Act 1977 (NSW)
- Copyright Act 1968
- Food Act 2003 (NSW), Food Regulation 2025 (NSW) and Food Standards Code Standard 3.2.2A
- Liquor Act 2007 (NSW), Liquor Regulation 2018 (NSW) and the liquor laws of other states and territories

R&CA is regulated by the Australian Skills Quality Authority. Our policies are reviewed every year and whenever the law changes. Ask the training team for a copy of any policy referred to in this handbook.

Restaurant & Catering

The Voice of Hospitality.

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