

REGISTERED TRAINING ORGANISATION:

RTO No. 7085

TRAINING CODE OF PRACTICE

AUS-MEAT Limited is an industry owned company operating as a joint venture between Meat & Livestock Australia (MLA) and the Australian Meat Processor Corporation (AMPC). AUS-MEAT runs efficient, disciplined business practices operating under internationally recognised Quality Management Systems: ISO 9001: 2000.

Legislative Requirements

AUS-MEAT Limited will meet all legislative requirements of State and Federal Government. In particular:

- *Workplace Health and Safety Act 1995*
- *Vocational Education Training and Employment Act 2000*
- Requirements of the Department of Education, Training and Arts

AUS-MEAT Training services are conducted under the AUS-MEAT Business Management System and our Trainers and Assessors will comply with our Terms and Conditions of Employment whilst performing Training & Assessment Services.

Recognised Prior Learning

As a Registered Training Organisation, AUS-MEAT Limited has agreed to operate within the Principles and Standards of the Australian Qualifications Framework (*AQTF 2007 Essential Standards for Registration*). This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations. We have a Recognised Prior Learning process and will provide full details upon application.

Access & Equity

All clients will be recruited in an ethical and responsible manner and consistent with the requirements of the Australian Quality Training Framework (AQTF 2007). Our Access and Equity Policy ensures that client selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

Quality Management Focus

AUS-MEAT Limited has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from clients, staff and employers for incorporation into future programs.

Client Service

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of client assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines. Our quality focus includes:

- Recognition of Prior Learning Policy (RPL)
- Fair and Equitable Refund Policy
- Complaints and Appeal Policy
- Access and Equity Policy
- Student welfare and guidance information
- Adherence to our Privacy Policy

Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by personnel and clients.

Our client information will ensure that all fees and charges are known to clients before enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined.

External Audit

AUS-MEAT Limited has agreed to participate in monitoring and audit processes required by the Dept of Education, Training and Arts. This covers random compliance audits, audit following complaint and audit for the purposes of re-registration.

Management and Administration

AUS-MEAT Limited has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards client fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Client records are managed securely and confidentially and are available for client perusal on request (see our Privacy Policy). AUS-MEAT Limited has adequate insurance policies.

Marketing and Advertising

AUS-MEAT Limited markets our vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Training and Assessment Standards

AUS-MEAT Limited has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the AQF Principles (including Recognition for Prior Learning and Credit Transfer).

Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of all clients.

Sanctions

AUS-MEAT Limited will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this Code or supporting regulatory requirements, we may have our registration as a Registered Training Organisation withdrawn.

Disciplinary Procedures

AUS-MEAT is committed to providing a high level of Training and Assessment services. Any client who in the opinion of the AUS-MEAT Ltd Trainer is disruptive or adversely affecting the teaching, delivery of Training or the concentration of any other client may be required to leave the course for a specified time.

Further Information about our Training Services:

Phone 1800 621 903, ausmeat@ausmeat.com.au