



## 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: 2015.*

### **Confidentiality**

AUS-MEAT Limited is committed to maintaining the highest degree of integrity in all of our dealings with past and present participants and clients. The protection of all personal information received in the course of providing general business dealings is kept confidential at all times.

### **Duty of Care**

AUS-MEAT Limited ensures that all training is conducted in a safe environment and conducted in a safe manner. AUS-MEAT Limited works in conjunction with other businesses to take reasonable care at all times in all training sessions.

### **Professional Conduct**

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

### **Integrity and Ethics**

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 Requirements**

AUS-MEAT Limited ensures all resources meet the requirements of the relevant endorsed Training Packages or accredited VET courses, for the delivery, assessment and issuing of qualifications.

Training and assessment strategies undertaken by AUS-MEAT Limited have been developed through extensive consultation with leading industry bodies, subject matter experts as well as qualified Trainers and Assessors to ensure development of training packages continue to be developed and improved in line with industry standards.

*AUS-MEAT Limited ensure that our trainers and assessors can demonstrate current industry skills directly relevant to the training/assessment being undertaken and have the necessary training and assessment competencies as determined by the Australian Skills Quality Authority (ASQA) or equivalent.*



### **Access and Equity**

AUS-MEAT Limited ensures the principles of equity are incorporated in to all programs.

Every learner/client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package or funding body will be accepted into the relevant program.

We are committed to all learners having access to programs irrespective of gender, culture, linguistic background, race, location, socio-economic background or disability.

### **Recognised Prior Learning**

As a Registered Training Organisation, AUS-MEAT Limited has agreed to operate within the 2015 Standards for Registered Training Organisations, 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.

### **Learners' Rights and Responsibilities**

AUS-MEAT Limited is committed to ensuring each learner is in an environment that is conducive to learning. Any misconduct which, in the opinion of the AUS-MEAT Limited Trainer, is disruptive or adversely affecting the teaching, delivery of training or the concentration of any other client/learner may be required to leave the course for a specified time.

### **Complaints and Appeals**

Each complaint received by AUS-MEAT Limited is supported with fair and effective methods. For each Appeal a fair and impartial process is in place to ensure each appeal is assessed on a case by case basis. For all complaints and appeals please contact the Training Manager, AUS-MEAT Limited on 07 3361 9200 or in writing:

AUS-MEAT Limited  
PO Box 3403  
Tingalpa QLD 4173

### **Legislative Requirements**

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

- *Work Health and Safety Act 2011*
- *Standards for Registered Training Organisations 2015*
- *Privacy Act 1988*

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.

### **Quality Assurance**

AUS-MEAT Limited has a commitment to providing a quality service and we value feedback from clients, staff and learners to focus on continuous improvement.



AUS-MEAT Limited participates in monitoring and auditing processes to ensure RTO requirements are met and Training continues to be conducted at a high standard.

### **Payment and Fees**

AUS-MEAT Limited aims to be flexible in the way that our services are charged and we propose training solutions that meet the requirements of our clients and learners whilst keeping costs to a minimum and incorporating only the costs of the training program. We have a cancellation and refund policy that ensures clients are refunded where required and cancellations are fair and just in all dealings.

### **Agreement**

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.

### **Further Information about our Training Services:**

Phone 07 3361 9200 OR [training@ausmeat.com.au](mailto:training@ausmeat.com.au)