

# Meat Standards Australia STUDENT HANDOUT

## CODE OF PRACTICE

Training delivered by Meat Standards Australia (MSA) operates in a standardized manner and within the set policies and procedures of Meat & Livestock Australia.

### ACCESS AND EQUITY

All trainees will be recruited in an ethical and responsible manner. Our Access and Equity Policy ensures that trainee selection decisions comply with equal opportunity legislation.

### QUALITY MANAGEMENT FOCUS

MSA has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from trainees, staff, employers and industry for incorporation into future programs. Our third party certified Quality Assurance system to AS/NZS ISO 9001:2008 provides a framework for improvement of all aspects of service delivery.

### CLIENT SERVICE

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of trainee assessment results and statements of attainment or participation.

Our quality focus includes:

- Recognition of Prior Learning Policy,
- Advertising protocol,
- Refund Policy,
- Complaints and Appeals Policy,
- Access and Equity Policy.
- Student Guidance and Welfare Services

MSA does not provide welfare and guidance services. Request for assistance in this area are referred back to the participant's manager or organization.

Our trainee information will ensure that all fees and charges are known to trainees prior to enrolment, that course content and assessment procedures are explained and that vocational outcomes are outlined. MSA will ensure student information is not disclosed to third parties without written consent. Additionally, all students have access to their own personal records on request.

### MARKETING AND ADVERTISING

MSA markets our 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 organization or training product and, in the event that we utilize advertising material involving another company or individual, written consent is obtained from the parties concerned.

## REFUND POLICY

The following principles apply to refunds of course fees by MSA:

- If the training is cancelled by MSA or if the client cancels their registration at least 3 weeks prior to the commencement of training, MSA will provide a full refund of fees, or transfer to another course if so desired by the client;
- If the client cancels their registration less than 3 weeks prior to the commencement of training, MSA will not provide a refund on the course fees paid;
- If the participant leaves the course after the training commences, MSA will retain all training fees unless a valid medical certificate is produced, or severe financial hardship is demonstrated. In such cases of medical or financial hardship, up to 75% of the fees may be refunded on a pro-rata basis. Alternatively, the participant may re-enter the same unit/module at the same point in a later course;
- If a client is not satisfied with the training for substantiated reasons, the Complaints and Appeals process will be followed and another training course will be offered at no cost to the client.

## COMPLAINTS AND APPEALS POLICY

MSA has sound systems in place to ensure that complaints and appeals are managed appropriately and fairly.

In the event that a client has a complaint against any aspect of the training received, the following procedure applies:

- Raise the issue with the trainer and, if the issue is not resolved;
- Raise the issue with the Training Team Leader or the Manager – MSA and, if the issue is still not resolved;
- We will provide the client with the names and contact details of an appropriate body where further assistance can be sought.

In the event that a client would like to lodge an appeal with MSA, the following procedure applies:

- An appeal must be lodged in writing to the Trainer, Training Team Leader or the Manager – MSA within one month of completion of the course where the appeal applies,
- A lodged appeal will be reviewed by an independent person, with the appeal outcome provided in writing to the appellant and reviewed at MSA management review meetings.

Please note that disruptive participants will be removed from courses without refund or appeal. The trainer's decision is final. Complaints about this process may be submitted as per the above complaints policy.

## LANGUAGE, LITERACY AND NUMERACY

MSA does not provide detailed language, literacy and/or numeracy assessment.

Needs evaluation process

Step 1: Information on Training Application Form 3.5.1 advises prospective client organisations and individual participants that written assessments are required. If they do not feel they have an adequate level of LL&N skills, then MSA is contacted.

Step 2: The trainer discusses the LL&N requirements of the training with the participant along with the following options:

- referral to a qualified LL&N practitioner
- continue with the course with an understanding of the LL&N requirements.

NOTE: MSA will not discriminate against students who may have LL&N needs by restricting their access to further training if they choose not to follow up with the LL&N evaluation

## INFORMATION PROVIDED TO TRAINEES

Information provided to trainees or their employers before enrollment will clearly explain:

- Details of all fees and charges,
- Course content and assessment procedures,

## EXTERNAL REVIEW

MSA has agreed to participate in external monitoring and audit processes required by our AS/NZS ISO 9001:2008 requirements.

## MANAGEMENT AND ADMINISTRATION

MSA has policies and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards trainee fees until used for training/assessment. We have a Refund Policy, which is fair and equitable. Trainee records are managed securely and confidentially and are available for trainee perusal on request. Trainees must supply written consent for their results to be made available to other individuals or companies. MSA has adequate insurance policies.

## TRAINING AND ASSESSMENT STANDARDS

MSA has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Adequate facilities, equipment and training materials will be utilized to ensure the learning environment is conducive to the success of trainees.

## ACCESS AND EQUITY POLICY

As part of our commitment to customer satisfaction, MSA will seek to meet the needs of all individuals and client employers who express interest in our training programs – within the financial constraints of conducting a viable business.

We will achieve this by:

- Ensuring that our enrolment process is not discriminatory and offers fair access to all;
- Fully reviewing the training needs expressed by individuals and /or client employees;
- Assessing the extent to which the proposed participant is likely to succeed in the planned training sessions and assessment;
- Analysing alternative learning and assessment strategies that may lead to increased learning;
- Utilizing trainers with highly developed adult learning skills or other specialized skills as required, or by referring potential client to another provider which is better placed to achieve successful outcomes;
- Fairly allocating resources to all groups of participants and individuals;
- Ensuring that access and equity issues are considered during the development of training resources and assessment strategies;

## RECOGNITION OF PRIOR LEARNING POLICY

### *PURPOSE*

The overall aim of the MSA Recognition of Prior Learning Policy is to ensure that an individual's prior learning achieved through formal and informal training, work experience or other life experiences is acknowledged and recognized by MSA, with the end result being the granting of a qualification that has full equivalent status to qualifications completed by attendance and assessment.

### *ASSESSMENT GUIDELINES*

The assessment guidelines must provide for the recognition of prior learning (and current competence) regardless of how acquired.

In other words:

- RPL focuses on identifying the endorsed industry/organization competency standards currently held by individuals as a result of formal or informal training;
- RPL underpins any system of competency-based training;
- It is essential that MSA demonstrates commitment to recognizing the prior learning, and current competence of individuals;
- RPL is available to all potential applicants;
- RPL involves processes which are fair to all parties;
- RPL involves the provision of adequate support to potential applicants.

### *STAGES OF THE RPL PROCESS*

The RPL process includes the following stages:

- Information;
- Initial support;
- Application, utilizing the RPL applicant's guide and the RPL application form;
- Assessment;
- Post-assessment guidance; and/or
- Certification.

### *ASSESSMENT PROCESS*

Once all documentation has been received, the decision can be made as to whether all requirements have been met and a qualification can be awarded.

This decision is made based on the evidence provided to justify the RPL. The evidence gathered should comply with the four key assessment principles:

- i. Validity
- ii. Fairness
- iii. Flexibility
- iv. Reliability

#### *Validity*

- The assessment process must cover a broad range of skills and knowledge needed to demonstrate competency;
- Assessment of competency should be a process, integrating knowledge and skills with practical application;
- During assessment, judgments to determine an individual's competency are, wherever practical, made on evidence gathered on a number of occasions and in a variety of contexts or situations and using different methods;
- Assessment processes are monitored and reviewed to ensure that there is consistency in the interpretation of evidence;

#### *Fairness*

- Assessment procedures and the evidence gathered (whether product or process) must be made clear to all individuals seeking assessment;
- People assessed have the opportunity for a review and an appeal of assessment decisions;
- Reasonable adjustments are made to assessment procedures for people with special needs;
- Assessment practices must be equitable to all groups of individuals;
- Assessment processes should provide for the recognition of competencies no matter how, where or when they have been acquired.

#### *Flexibility*

- There is a process for individuals to seek recognition of their current competency in one or more of the units of competency, without having to participate in a training program.

#### *Reliability*

- Criteria for the judgment of competence is stated clearly and adhered to;
- Assessment practices in the training and assessment of people is monitored and reviewed to ensure consistency of judgment;
- As a minimum requirement people assessing trainee assessors will have demonstrated competency matched to Certificate IV level of training and assessment.

It is the responsibility of the individual applicant to provide all evidence for their RPL application. MSA will take no responsibility for any areas that evidence is not provided for, or where the applicant has not achieved competency. It is the applicant's responsibility to ensure that the competency standards are met.