

# 1. Code of Practice

## General

### **The objects of Culinary Solutions Australia Pty Ltd include:**

As a Registered Training Organisation, Culinary Solutions Australia Pty Ltd works in partnership with employers and industry professionals to recognise an individual's level of competence to award them a Nationally Recognised Hospitality Qualification or Statement of Attainment for Australia's Hospitality Industry.

The object of Culinary Solutions Australia's Code of Practice includes:

#### 1. Systems for quality training and assessment

Culinary Solutions Australia Pty Ltd has systems in place to plan for and provide quality training and assessment across all its operations

1.1a Culinary Solutions Australia Pty Ltd has and will maintain written policies and procedures for ensuring quality training and assessment consistent with its scope of registration and scale of operations.

1.1b The Chief Executive will ensure that the policies and procedures are circulated, understood and implemented consistently throughout Culinary Solutions Australia Pty Ltd.

1.2 Culinary Solutions Australia Pty Ltd has a designated person (Training Manager), with direct access to Culinary Solutions Australia Pty Ltd's Chief Executive, who has defined responsibility and authority to:

- i. ensure that Culinary Solutions Australia Pty Ltd complies with the Standards for Registered Training Organisations across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf;
- ii. ensure that Culinary Solutions Australia Pty Ltd provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the Registering body for the purposes of audit;
- iii. report to the Chief Executive on Culinary Solutions Australia Pty Ltd's compliance with the Standards for Registered Training Organisations, for review and as a basis for improvement;
- iv. apply to the Registering body for any extension to scope of registration;
- v. provides details, upon the request of the Registering body, of all operations within its scope of registration including operations in other States or Territories and outside Australia;

vi. advise the state or territory registering body that has registered it:

- within 21 calendar days of commencing delivery and/or assessment outside the state or territory of registration and/or
- within 3 months of ceasing delivery and/or assessment in a location outside the state or territory of registration

vii provide the Registering body with accurate and timely information regarding registration and compliance (including major changes to Culinary Solutions Australia Pty Ltd's system or staffing profile, relocation of Culinary Solutions Australia Pty Ltd, financial difficulties and transfer of client records).

1.3 a Culinary Solutions Australia Pty Ltd has an organisational chart and duty statements that show the lines of authority in Culinary Solutions Australia Pty Ltd, the responsibilities and allocation of functions.

1.3b The organisational chart and duty statements set out the role that each staff member of Culinary Solutions Australia Pty Ltd has in implementing and maintaining Culinary Solutions Australia Pty Ltd's training and/or assessment system.

1.4a Culinary Solutions Australia Pty Ltd will conduct an internal audit of its compliance with these Standards and the policies and procedures mentioned in Standard 1.1(a) at least annually.

1.4b Culinary Solutions Australia Pty Ltd's Chief Executive will review Culinary

1.5 Culinary Solutions Australia Pty Ltd has documented and implemented policies and procedures for dealing with customer complaints and appeals in a constructive and timely manner. The policies and procedures ensure that:

- i each complaint, complaints and appeals, appeal and its outcome is recorded in writing;
- ii each appeal is heard by an independent person or panel; and
- iii each appellant:

a. has an opportunity to formally present his or her case; and

b. is given a written statement of the appeal outcomes, including reasons for the decision.

iv Culinary Solutions Australia Pty Ltd should act upon the subject of any complaint found to be substantiated

1.6a Culinary Solutions Australia Pty Ltd will create, and comply with, a written agreement with each organisation that provides training and/or assessment on behalf of Culinary Solutions Australia Pty Ltd.

1.6b the agreement will specify how each party to the agreement will discharge its responsibilities for compliance with the Standards for Registered Training Organisations.

1.6c Culinary Solutions Australia Pty Ltd will maintain a register of all agreements made under Standard 1.6 (a) including, but not limited to:

- i the responsible person from each organisation
- ii the duration of the agreement
- iii the qualifications or units of competency to be delivered by the partner organisation.

1.7 Culinary Solutions Australia Pty Ltd has a written plan for its business that is consistent with its scope of registration and scale of operations.

1.8 Culinary Solutions Australia Pty Ltd has documented and implemented procedures to:

- i. identifies and manage risks concerned with compliance with the Standards for Registered Training Organisations; and
- ii. correct and prevent any failure to comply with the Standards for Registered Training Organisations and Culinary Solutions Australia Pty Ltd's quality system, policies or procedures.

1.9a Culinary Solutions Australia Pty Ltd will collect and analyse stakeholder and client feedback and satisfaction data on the services it provides as the basis for improvement; and

1.9b Culinary Solutions Australia Pty Ltd will use the information mentioned in Standard 1.9 (a) to review its policies and procedures.

1.10 Culinary Solutions Australia Pty Ltd has developed and implemented written procedures relating to:

- i acting on opportunities for improvement identified by any means; and
- ii continuous improvement of its systems.