

TRAINING THE NATURAL WAY

MISSION STATEMENT

“At MEAT Ipswich we provide butchery training services that allow all students to experience learning success and become valued members of a butchery operation.”

MEAT (Ipswich) Ltd is a National Butchery School, an employer led organisation, working together by delivering the structure and assessment strategy. M.E.A.T also works closely with other small/medium business and farmers delivering bespoke courses and consultancy within the meat industry nationally and internationally.

Our mission statement summarises the nature of the service we offer and is available to all employers, customers, candidates and prospective candidates. Our service is designed to help individuals make an informed decision about how to improve business, job prospects or skills, obtain a qualification or just make the most out of a current job.

MEAT can provide

Free information, advice and guidance on a range of training courses and learning programs including apprenticeships, vocational qualifications, business and management development, health and safety, food safety, allergens and other areas of training.

- Information about courses and programme available to you
- Advice about their suitability to your needs
- Guidance on education and training, jobs and career development to enable you to make informed choices
- A free, impartial and confidential consultation from an experienced member of staff
- A service to learners, prospective learners and employers
- Information and advice on support services available to assist learners and employers on a programme of study or training, information and advice on local, national, international learning and training opportunities and progression routes into employment, further and higher education
- Comprehensive careers resources available through a range of formats including an on-line Information directory
- Referral, where relevant, to other appropriate agencies and providers

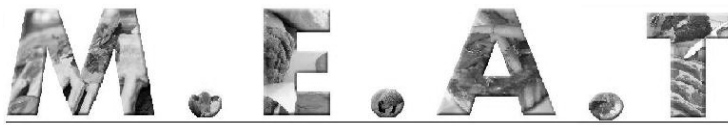
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Registered Office: As above.
Registered in England No: 2207714



M.E.A.T
(Ipswich) Limited



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MISSION STATEMENT CONTINUED

What you can expect from MEAT

Our service is delivered in accordance with the principles of the nationally recognised **Matrix** quality standard (www.matrixstandard.com) and as such candidates, employers and customers can expect a service that is:

- Professional and knowledgeable
- Confidential
- Impartial
- Open and transparent
- Accessible and visible
- Committed to equality and diversity
- Responsive to the present and future needs of the individual

What MEAT expects from candidates, employers and customers

- Attend appointments on time
- Treat premises and members of staff with politeness and respect
- Deal patiently with requests to wait for information

How clients can help us to improve the service

MEAT aim to meet your needs on every occasion; however, we may not always get it right. We welcome your feedback and you will be given the opportunity to do this by

- Following MEAT's complaints procedure
 - Telling a member of staff either in person, by telephone, in writing, by email or via our website
 - Completing learner feedback in workbooks, raising concerns through review meetings, suggestions or complaints
 - Completing a learner survey
- How we will make learners/employers aware of our services

We will:

- Provide details of our services in the candidates, employers and customers handbook, website and social media

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