



Volume 6, Issue 4

Newsletter Date November 2008

Special points of interest:

- Welcome to the third annual MINTRAC Meat Retail Trainers' Conference. This year's conference will include important professional development workshops for trainers and a range of presentations by industry representatives, industry trainers and MINTRAC staff.

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Welcome to the third annual MINTRAC Meat Retail Trainers' Conference

Yes, it is true. This is the third year MINTRAC has held the Meat Retail Trainers' Conference. It has become a much supported and anticipated conference in the meat retail sector. This year's conference is being hosted by William Angliss Institute in Melbourne, and also sponsored by Meat Standards Australia and South West Institute of TAFE. Keeping the conference affordable and accessible to delegates would not be possible without the support of these sponsors and we thank them for this support.

As usual the conference will include important professional development workshops for trainers including the annual *Assessment moderation* workshop which will be conducted by Craig Peacock and Don Buchanan from William Angliss Institute, and a *Customisation of training materials* workshop to be delivered by Jenny Kroonstuiver from MINTRAC. Attendees at each of these workshops will receive Certificates of Participation.

In addition, two simultaneous workshops will be held this year – Greg Butler and Kelly Payne from MSA will deliver the training required to earn the Unit of Competency *MTMR316A Utilise the Meat Standards Australia system for beef to meet customer requirements* and MINTRAC

staff members will facilitate a *Validation of training resources* workshop for which attendees will also receive Certificates of Participation. Those of you who have chosen to attend the *Validation of training resources* workshop will also be the first people to catch a glimpse of the new MINTRAC Meat retail support materials.

In addition to the workshops, there will be a range of presentations by industry representatives, industry trainers and MINTRAC staff.

- Andrew Spencer, CEO of Australian Pork Limited will provide an update on what is happening in the pork industry.
- Kevin Cottrill, CEO of AMIC will inform delegates on the new laws regarding listeria testing that will affect Australian Meat Retailers.
- Ken McKell, Human Resources Manager of AMIC will present a case study of changes occurring in meat retailing enterprises.
- Clive Richardson, MINTRAC will facilitate a discussion regarding the fast tracking of apprenticeships – be prepared to contribute to this session.
- Warren Nicholls, Senior Trainer from Axial Training will share his experiences in workplace training
- Brendon Watts from Brendon's Quality Meats will

provide an insight into current practices and issues within the industry.

The conference dinner has been sponsored by Meat Standards Australia. The meat provided for the dinner will be sliced and prepared in the morning MSA workshop and will allow delegates to sample the MSA Everyday quality graded beef, which I for one am looking forward to.

As usual, we will be hosted by a TAFE. This provides us all with the opportunity to sneak a look at local facilities and allows for workshops like the MSA one which would be beyond the capabilities of hotel or conference facilities. However, please consider that we need to fit within training timetables and so will move between rooms over the two days. Maps of the campus will be provided at Registration and Student Guides from William Angliss's Event Management courses will be available to ensure you don't get lost.

Don't forget to fill in your conference evaluation form at the end of day two – the feedback you provide is an important part of the planning process for the next conference, and you might even win a prize.

I hope you enjoy the two days.
Jodie Hummerston, MINTRAC

Advanced HACCP
19 - 20 November 08,
Brisbane QLD

Statistical techniques,
19 - 20 November 08,
Melbourne VIC

**Upgrade from BSZ
Cert IV in Assessment
and Workplace
Training to TAA40104
Cert IV in Training
and Assessment**

Option 1
Sydney, NSW
Date to be advised

Option 2
Distance Learning
(Maximum 10 places)
Enrol by 30 January 09

**TAADEL301A Provide
training through
instruction and
demonstration of
work skills**

26 - 27 November 08
Tamworth, NSW

10 - 11 December 08
Adelaide, SA

7 - 8 April 09
On request, 15 places in
each

21 - 22 April 09
On request, 15 places in
each

13 - 14 May 09
On request, 15 places in
each

**TAA40104 Certificate
IV in Training and
Assessment (full
course)**

19 - 21 November 08, 18
- 19 February 09, 27 - 29
May 09 Perth, WA

Conference Sponsors

MINTRAC would like to thank the following companies for their support in sponsoring this National Conference:



William Angliss Institute is a dedicated training provider for the hospitality, tourism and foods industries, delivering a range of courses from four-year degrees to short courses. Each year over 15,000 students including 1000 international students are trained at the main campus in Melbourne, Victoria. The Institute also delivers training direct to industry partners through offices interstate, four joint venture campuses in China and international consultancy projects around the world, as well as contributes to a number of ongoing local community programs.

Meat Standards Australia™ (MSA) is a beef and sheepmeat eating quality program that labels beef and sheepmeat with a guaranteed grade and recommended cooking method to identify eating quality according to consumer perceptions.



As the largest provider of vocational education and training in south-west Victoria, we work in collaboration with industry and regional communities to provide relevant, flexible and practical learning options, and offer a rich variety of opportunities and experience. Meat Training Australia provides professional training, ensuring that our client's unique training needs are catered for resulting in continued profitability, improved staff retention and skills enhancement for their staff. Features of our delivery include customised training manuals, recognition for prior learning, a self-paced delivery program with support and back up. We offer flexible entry and exit points, mentoring, higher level training opportunities and skills gap analysis of our clients' operations.

Delivering training in a meat retailing enterprise - support kit for meat industry trainers

As a gift to all conference delegates MINTRAC has included a copy of the new "Delivering training in a meat retailing enterprise" kit. The 110-page support kit contains information on:

- The Australian Meat Industry Training Package (MTM07)
- The Australian National Training System
- Planning and implementing, monitoring and evaluating training
- Working with training and assessment support materials
- Updated versions of the MINTRAC WELL-funded resources such as:
 - Communication tips for trainers
 - Maths in meat retailing

– Communication tips for trainers

– Maths in meat retailing

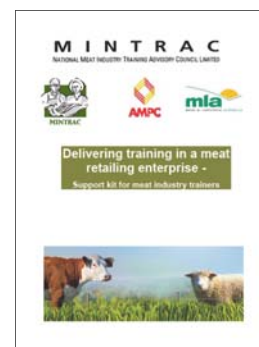
- Assessments
- Inclusive practices in training and assessment
- and much more.

The kit is a great introductory handbook for new trainers and also a good refresher handbook for current trainers.

The kit can be ordered online and emailed FOC by MINTRAC or mailed in hard copy for the cost of printing, posting and handling so it will cost you almost nothing to provide any new trainers in your organisation with a copy.

Got any feedback on the resource?

MINTRAC participates in continuous improvement and all feedback on our resources is appreciated. Don't keep your criticisms or comments to yourself. Email mintrac@mintrac.com.au to forward your suggestions or comments to us so we can fix mistakes, add new information or ideas and generally improve our resources.



VET in Schools for the Meat Industry

MINTRAC is investigating models for meat industry qualifications to be delivered as VET in Schools subjects. The ultimate aim is to develop a policy for the delivery of meat industry qualifications in Schools.

VET in Schools is the broad term given to any vocational training occurring within the secondary education (high school) framework. VET in Schools includes:

- work experience
- vocational studies
- school-based apprenticeships
- school-based traineeships.

There are a number of issues surrounding VET in Schools in the Meat Industry, not the least of which is Occupational Health and Safety. OH&S issues go beyond the usual issues surrounding trainees

and apprentices due to the age and maturity levels of the students involved. There are also issues concerning responsibility, i.e. who is responsible for the student during workplace training – the company, the RTO, the school or the parents? Certainly all parties need to be clear on this issue before the student commences.

Other questions that have arisen from interviews with RTOs and state training authorities include the following:

- What age should a student be allowed to commence VET in Schools in the meat industry?
- What models of training are acceptable for students?
- What jobs are acceptable for school students?
- Should they be limited to

jobs that do not require knives, and if so, are they going to be able to complete the qualification they have signed into?

- How many hours a week are acceptable for the training?
- Who teaches the underpinning knowledge?

Over the next twelve months, a committee will be established to investigate and review these questions with the intention of creating a national policy on VET in Schools for the next version of MTM07.

If you would like to contribute to the investigation by sharing your VET in Schools experiences, good or bad, Phone Jodie Hummerston on 02 9819 6699.

MINTRAC's Interactive CDs for the Core Units of Certificate I/II of MTM07

Interactive CDs for four of the core units from Certificate I/II from MTM07 are now available from MINTRAC. The core Units covered are:

- Overview the meat industry
- Maintain personal equipment
- Hygiene and Sanitation
- Quality Assurance

The CDs have been reviewed and updated in the last twelve months to incorporate:

- changes to regulations
- changes to the training package
- meat retail and smallgoods content.

The CDs allow trainees and apprentices to independently

learn the underpinning knowledge for each unit. They include text and voice-overs (for those with literacy difficulties), video clips, activities and workbooks and automated multiple choice review questions to allow the trainee to self-check their understanding. There are specific activities targeted at Meat Retail Apprentices included on the disks.

A Hygiene and Sanitation CD has been included in your conference delegate bags. If you wish to purchase any of the other CDs, log onto the MINTRAC website. Each CD costs \$220 or \$110 for MINTRAC Associate members.

Two new CDs are still in development phase:

- Follow safe work practices
- Communicate in the workplace.

These will be available by the end of January at the same costs as the ones above. Keep an eye on MINTRAC or the MINTRAC website for release dates.



Products

Delivering training in a meat retailing

enterprise

This handbook has been developed to assist newly appointed trainers in meat retailing.

Purchase a printed copy for \$10 or request a PDF softcopy via email at no charge.

Maintain Personal Equipment

This CD supports the delivery of MTMMP1C Maintain personal equipment unit of competency from the compulsory core units at AQF 2.

Reg price: \$220.00
Meat processing levy payer: \$110.00

Apply Quality

Assurance Practices

This CD supports the delivery of MTMMP3C Apply Quality Assurance practices unit of competency from the compulsory core units at AQF 2.

Reg price: \$220.00
Meat processing levy payer: \$110.00

Hygiene and Sanitation

This CD supports the delivery of MTMMP2C Apply hygiene and sanitation practices unit of competency from the compulsory core units at AQF 2.

Reg price: \$220.00
Meat processing levy payer: \$110.00

Overview of the Meat Industry

This interactive CD introduces the trainee to the meat industry and covers much of the underpinning knowledge required to complete the unit MTMMP6C Overview the Meat Industry.

Reg price: \$220.00
Meat processing levy payer: \$110.00

Butchers go boutique

**Published in the
Sydney Morning
Herald on 30
September 2008**

John Newton and Helen Greenwood
September 30, 2008

HUDSON MEATS could be mistaken for a gourmet boutique. Shelves of pasta, cabinets of cookbooks, fridges of fine cheese and baskets of fresh fruit and vegetables are elegantly displayed in a chic, cutting-edge interior.

Butchers in Mosman, from TJ's Quality Meats in Balmain to Prime Quality Meats all over Sydney, the new butcher takes old-fashioned values and marries them with new-fashioned options.

Some, such as John Elvy from Elvy's Meats, become modern butchers by remaining old-fashioned butchers. Others,

Cammeray on October 16 with a bigger cool room and a glass display window to display the aged cuts. He is bucking a trend of the closures of local butcher shops that began in the late '80s and early '90s.

"It goes back to the rise of the food safety authorities," says Kevin Cottrill, chief executive officer of the Australian Meat Industry Council. What is now the NSW Food Authority began to impose a raft of food safety restrictions on the old butcher shops.

"Everyone remembers the removal of the sawdust from the floors and the wooden chopping blocks," he says, "but there was an overall emphasis on the proper handling of product. This coincided with the rise of the supermarket and late trading. A lot of old butchers retired."

Daryl Williams works at one of the butchers that survived that fallout - TJ's Meats at Balmain, owned by Tony Jenkins.

"I've been working in Balmain for 35 years," Williams says. "When I first came here, there were at least 15 butchers, one on each corner. We're the only one now." That rate of attrition was repeated all over Sydney into the 1990s.

Jenkins survived by becoming one of the first organic butchers in Sydney by certifying his shop in 2001. Early innovators, such as Peter Hummerston of Hummerston Gourmet Meats and Terry Wright, survived by selling specialist meats, deli items and value adding (pre-prepared meat).

Craig Cook of Prime Quality Meats changed his focus to pre-prepared or value-added meat and moved away from traditional butchery tasks such



The changing face of butchery...Colin Holt at his ultra-modern Hudson Meats in Surry Hills.
Photo: Quentin Jones

**“Grass-fed beef,
Spanish jamon,
toulouse
sausages, aged
Tasmanian ox,
organic chooks,
Byron Bay pork
and Flinders
Island lamb.
Welcome to the
world of the
new butcher”**

The meat counter has all the hallmarks of a high-class restaurant menu: grass-fed beef, Spanish jamon, toulouse sausages, aged Tasmanian ox, organic chooks, Byron Bay pork and Flinders Island lamb. Welcome to the world of the new butcher.

This year's winner of best butcher in The Foodies' Guide To Sydney awards, Hudson Meats is at the leading edge of a constant and conspicuous upgrade in Sydney's butcher shops over the past decade.

These new-wave butchers don't just sell meat, they sell the story - where the animal came from and how it was grown - and the means to turn meat into a meal.

From Elvy's Quality Meats in Leichhardt to Penny's Quality

such as Colin Holt, the owner of Hudson Meats, are an entirely new breed.

A chef who has earned two hats, Holt says: "I wanted to take it [butchery] a bit further. I'm training the butchers who work with me to think about what happens once the meat leaves the shop, what the customer's going to do with it."

He credits Terry Wright, formerly of Terry Wright's Gourmet Meats (now run by son Clayton) as leading the way. "He was one of the first to do that but we've taken it further - from a piece of prosciutto for the first course to the ice-cream for dessert."

He has had such success with the boutique butcher concept that he opens a new shop in

Butchers go boutique cont...

Instead of three blokes out the back breaking down, they're making lamb noisettes."

As with many other butchers, Cook also began to bring in his meat directly and, more recently, to grow his own.

The new butcher is "someone who wants to know where their meat comes from and ages it properly," says Grant Hilliard from meat providore Feather & Bone.

"Of all the determinants of meat quality, what happens at the abattoir and the way it's aged are the most important. The best butchers understand this."

Hilliard has a soft spot for those who don't just deal directly with producers but also preserve the craft.

"Tony Jenkins is a classic butcher and Pino [Tomini-Foresti of Pino's Dolce Vita at Kogarah] is another. Watching him cut is like watching a painter, he holds the knife so gently."

That's why John Elvy has made the grade. He has worked in the one shop since 1952 but, long before the health authorities pounced, he'd modernised his large cool room. "All I had to do," Elvy says, "was take out the wooden blocks and sweep out the sawdust."

Elvy has survived by giving his customers exactly what they want. "They come in with their recipe books and say 'I can't get this cut anywhere [else]. I say, 'I've got it in the cool room, let's cut it just the way it says in the book.'"

So where does the new butcher go from here?

For Holt, it might be back to the kitchen.

"I'm looking at a shop in the inner west that is already approved to have a kitchen. I would love to have butchers behind glass, cutting to order, getting the customer involved in the process and telling them why we do what we do."

Hilliard sees the future as a mix of the old-fashioned and the modern. "People like to cook but they like convenience during the week, so pre-prepared product has to be done but it has to be done well. Sausages should be a finely made product, not just a dumping ground for whatever's left over."

main skills for the new butcher in the future will be "retailing, value adding, management and breaking carcasses to customer specification".

Whatever direction the new butcher takes, it'll be good news for carnivores. As the English beef farmer and writer Hugh Fearnley-Whittingstall puts it: buy only good meat, eat half as much and pay twice as much.

The Foodies Guide To Sydney 2009 by Helen Greenwood and John Newton, published by Hardie Grant, \$29.95. Available in bookstores, at smhshop.com.au or phone 1300 656 059.

This story was found at: <http://www.smh.com.au/articles/2008/09/30/1222651037868.html>

The 2008/9 MINTRAC Training Awards are now open!! For all Meat Industry Trainers

Meat Industry Training Initiative Award

Recognising a leading edge program or product developed and implemented for the purpose of providing high quality education and training in the meat industry.



Meat Industry Employer of the Year Training Award

Presented to an enterprise with 20 or more employees that demonstrates outstanding commitment and excellence in the provision of training to their employees.

Meat Industry Training Provider of the Year

For a Registered Training Organisation (RTO) with one or more qualifications from the MTM07 Australian Meat Industry Training Package on its scope of registration.

Meat Industry Trainer of the Year

Recognises innovation and excellence demonstrated by individuals providing vocational education and training to meat industry students.



Meat Industry Vocational Student of the Year

For a person who has undertaken an accredited vocational education and training qualification, relevant to the meat industry, within the last twelve months, either as a full-time or part-time student.

Award details and application forms

Go to the MINTRAC website: www.mintrac.com.au



Award Applications close on 27 February 2009.

The Naked Butcher—Gary Hine Uncovered in Mundaring WA

Situated 45km from Perth, on top of the Darling Range in the town of Mundaring, a passionate family owned business is doing their best to revolutionise the way the public and butchers view the meat industry. With a strictly "hands-on" approach, Gary Hine and Kirsten Janke have transformed a struggling business into a flourishing enterprise.

Gary commenced his career at Lowood Butchery in the Lockyer Valley in Queensland in the early 1980s. He spent the next ten years butchering and managing various shops throughout the Northern Territory. "During this time in the territory, I became more aware of the opportunities associated with "value adding" and seaming techniques used to "alter" primal cuts into more profitable alternatives" Gary said.

In the mid 1990s, Gary arrived in Western Australia and worked with some of Perth's most established butchers. After a stint in Leinster, managing the supermarket's meat department, Gary went into managing meat departments with Woolworths.

An opportunity arose when Gary was approached by the then owner of the butcher shop in Mundaring to work for her with the opportunity of buying the business in the future.

"Since Kirsten and I took over ownership of the store in January, 2007 we immediately repainted and rebadged the store. Our vision was to develop a market focusing on organic products and if unavailable, we sourced suitable free range alternatives, without compromising quality. The

RMNC Customer loyalty Program was introduced twelve months ago and have approximately 650 cards in circulation. Our aim was to develop products unique to our store, producing in-store 95% of the meat products that we sell. It has been a major benefit to developing and building relationships with our customers" says Gary.

Having recently undertaken a store re-fit, the stores turnover has increased significantly. "In the time we have had the store, the turnover has increased 700%. We now employ three fulltime butchers, a third year apprentice and two shop assistants. Our philosophy is pretty basic: "Buy the best available, charge accordingly and be honest with customers."

A unit-by-unit list of resources is available on the MINTRAC website. It contains both MINTRAC developed resources plus resources from other sources for each unit of competency in the Australian Meat Industry Training Package MTM07. If you can suggest any other resources we would be happy to add these to the listing.

Meat Retail training resources

MINTRAC Training Support materials for Meat Retail Units of Competency will be available for sale by June 2009. At last year's Meat Retail Trainers' Conference MINTRAC launched the Meat Retail assessment support materials. This year, MINTRAC has been funded to develop the training support materials to finish the job. A number of the materials have been written in draft form and will be reviewed and validated by Meat Retail Trainers who attend the conference workshop. The remaining materials will be developed

over the next six months. MINTRAC would appreciate any assistance your RTO might be able to give in completing this project. Such assistance could be in the form of:

- provision of existing training resources
- ideas and writing assistance
- validation of draft resources.

The materials will be available for sale by June 2009. The assessment tools will be included with the training materials, but will also remain available on their own.

If you have any feedback on the Assessment tools please email Jodie Hummerston at jhummerston@mintrac.com.au. All feedback will be appreciated as part of our continuous improvement process.

Remember that MINTRAC training resources should act as a starting point only and should be customised before use. Jenny Kroonstuiver's workshop on day one of the conference will talk you through the process of customising materials.

Hummerstons in Lane Cove asked to feed the Pope

Article from:
Daily Telegraph

By Steve Gee

July 17, 2008 12:00am

For 20 years their suburban butcher shop has been a gourmet drawcard for discerning meat lovers on the lower North Shore.

However when a new customer put in a \$700 order nine days ago, the last thing Lane Cove butchers Steve Hack and Mark McKinnon expected was to be feeding the Pope.

"The lady just came in for about five minutes . . . she said she had to put in a big order," said Mr Hack, who co-owns Hummerstons World of Gourmet Meats with Mr McKinnon.

"I said, it looks like you're feeding a massive amount of people and she said 'yes I'm feeding the Pope'.

"And the next thing we have a \$700 order. It was a bit of a surprise. It's not every day you're asked to feed the Pope."

For the three days Pope Benedict stayed at the Opus

Dei Centre at Kenthurst, the Lane Cove butchers provided all of his carnivorous desires - from French-trimmed lamb shanks to minced beef. All up the Pontiff and his large party chomped through 30 shanks, 30 chicken breasts, 8kg of turkey breast, about 10kg of pork fillets and about 3kg of mince.

"We've been told everything went down well - especially the lamb," Mr McKinnon said.

The unlikely alliance followed a tip-off from some of Hummerstons' customers, who are related to officials at Opus Dei, where the Pope bunked down, following his arrival on Sunday.

Chuffed at the sale, the store posted a sign advising: "Hummerstons are feeding His Holiness Pope Benedict" and the response was great. Although not a Catholic, Mr Hack said the sale had given staff a "buzz".

"It's a bit of an honour really," he said. "When they came in they just said they heard we had good meat. The customers like it. We have a good Catholic base here."



Steve Hack co-owner of Hummerstons butcher shop

HUMMERSTONS



Are feeding
His Holiness
POPE BENEDICT XVI



And He's excited about
Lamb Shanks
Turkey Breast
Chicken Breast
Beef Mince
Pork Fillets

Butchers buddy

The Butcher's Buddy has been designed for professional meat industry, but re-developed to suit anybody who needs a sharp knife, without compromising performance.

Save your knives, Save your time, Save your effort!



- Two independent clamping jaws, this allows the knife dresser to sharpen any shape blade.
- The technology used in this machine provides vital levels of clamping force to ensure

the knife won't slip.

- Optional setting angle for boning or general purpose use, 15 or 20 degrees.
- Geared handle for convenient one handed operation
- Vertical mounting operation, clamps to any bench top.
- Quality zinc plated mild steel construction and stainless steel jaws, clamp and stoning rod to meet all necessary hygiene standards.
- 400 grit carborundum grinding stone included

For more information, contact Argus Realcold Pty Ltd at argusorders@realcold.com



National Meat Industry Training Advisory Council Limited

Plan Ahead!

Don't forget to budget
for the 2009 National
Meat Retail
conference.

Approximately
\$400.00.

Dates and location will
be announced in the
next MINTRACker.

MINTRAC
Suite 2, 150 Victoria Rd
Drummoyne NSW 2047

Phone: 02 9819 6699

Fax: 02 9819 6099

E-mail:

mintrac@mintrac.com.au

Web: www.mintrac.com.au