

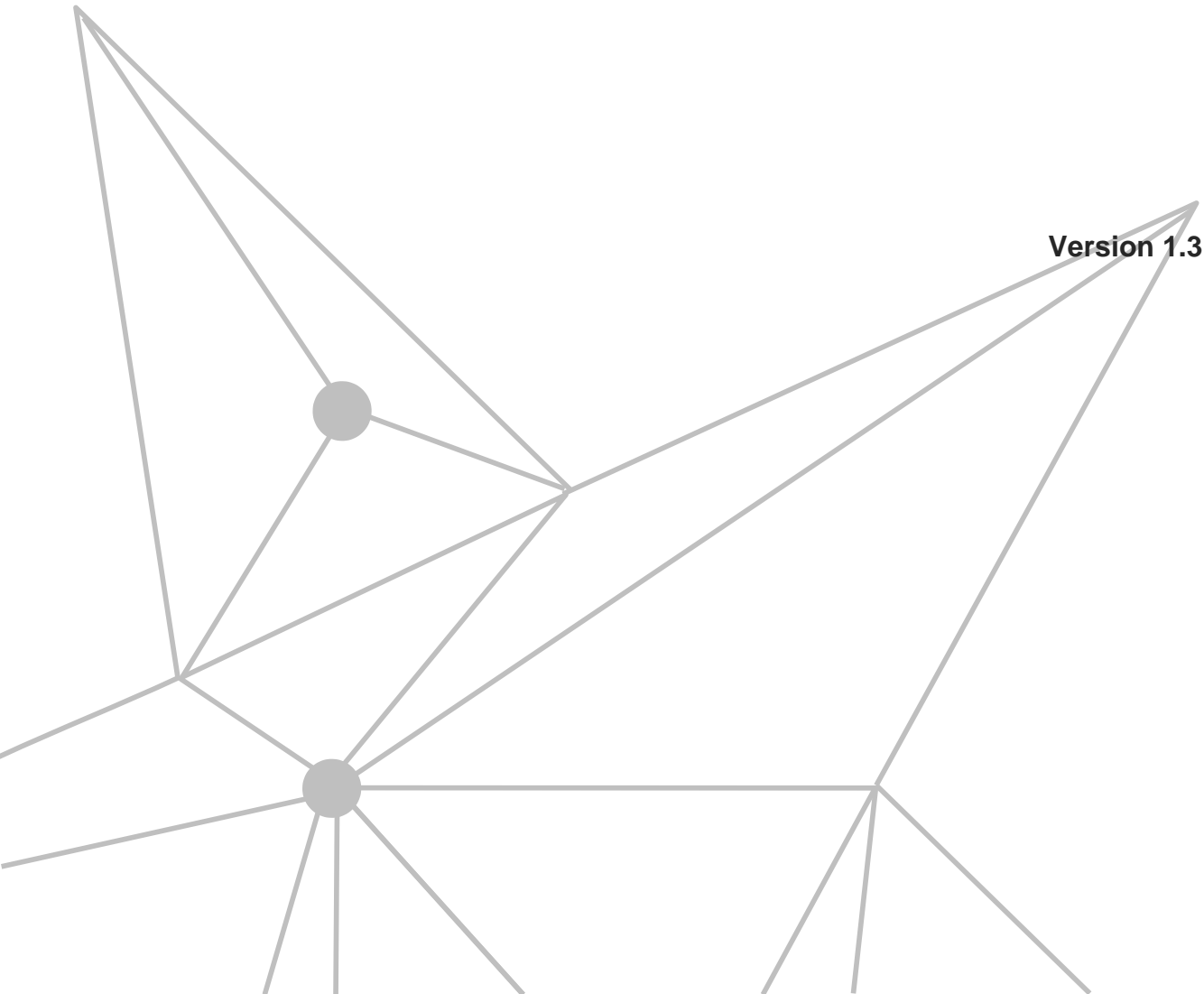


**METRO TRAINS MELBOURNE PTY. LTD.**

# **LEARNER INFORMATION HANDBOOK**

**Metro Trains Melbourne RTO 40535**

**Version 1.3**





## Approval

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## DISCLAIMER

This guide is current as of October 2023. Changes after this date may affect the accuracy and currency of the information provided. MTM takes all care to ensure the accuracy of information but reserves the right to vary information described in this guide without notice.



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## Metro Trains Melbourne RTO (Metro Academy)

Metro Trains Melbourne (MTM) Registered Training Organisation (RTO) is also known as Metro Trains Academy, Metro Training Academy and Metro Academy.

Generally, the MTM RTO will be referred to throughout this Handbook as Metro Academy, MA or the Academy.

### Welcome

Welcome and thank you for choosing the Metro Academy (MA) to provide learning and development needs to enhance your career in the rail industry.

MA is the training arm of Metro Trains Melbourne, offering courses linked to nationally accredited units of competency and short courses in safety, passenger experience and operations.

Each training program is created to include a combination of theoretical, interactive and hands-on learning experiences which provide the building blocks for developing top class skills and capability.

MA programs are delivered by qualified training staff with sound technical and facilitation expertise to ensure every learner gets the most from their learning experience.

This guide will provide information about the learning journey with MA.



## Metro Academy contact details


**METRO TRAINS MELBOURNE PTY. LTD.**

Metro Academy

GPO Box 1880 Melbourne VIC 3001

### Metro Academy Training Enquiries (South Kensington)

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 <https://www.metrotrains.com.au/academy/>





## Introduction

This handbook includes general learner induction information about the Metro Trains Melbourne (MTM) Registered Training Organisation (RTO). The RTO will be referred to as Metro Academy (MA) or the Academy throughout this handbook.

MTM operates an RTO that is registered with the Australian Skills Quality Authority (ASQA) and complies with the requirements of the Vocational Education and Training Quality Framework (VQF) and the Standards for Registered Training Organisations 2015.

Policies and procedures relating to training and assessment are available on request, some can be accessed via the MTM intranet MA site (MTM employees) or the MA website.

This handbook provides essential information relating to conditions and requirements relevant to the successful completion of training with MA.

## Metro Academy's obligation as an RTO

As a Registered Training Organisation (RTO) registered with ASQA, MA have an obligation to ensure the quality of the nationally recognised training and assessment delivered. MA always complies with the Standards for RTO's 2015 which are part of the VQF. To ensure compliance MA have developed comprehensive internal policies, procedures and systems that guide compliant operations and participate in audits with ASQA upon their request. In addition, MA ensure that any third parties that they work with who have any involvement in training and assessment comply as well. This includes MA training partners, marketing brokers and salespeople where applicable.

As an RTO MA issue Australian Qualifications Framework (AQF) certification documents in line with the MA 'Issuing Qualification Certificates and Statements of Attainment' statement as outlined in this Handbook, and the requirements of the AQF.

If at any time you feel MA have not met their obligations as an RTO, you have the right to make a complaint. Refer to the section on Complaints and Appeals in this Handbook.

## Metro Academy Courses

MA deliver a range of short courses and full qualifications for workers within the Rail Industry.

More information on MA full qualifications can be requested via the email or phone contact listed on the contact details.

More information on MA accredited and non-accredited short courses can be found on the MA website listed on the contact details.



## Course delivery

MA acknowledges that learners learn best by doing and gaining practical experience in real situations. Where possible, training & assessment practices reflect and incorporate the real work experiences of learners and trainers, as well as the workplace environment.

In general terms, training is provided through:

- Classes, tutorials, online learning and workshops.
- Workplace experience, observations and/or practice.
- A third party from the workplace acting as a mentor and support person.
- Completion of exercises, case studies, class notes and reading materials.

Where applicable, MA engage personnel from industry workplaces in training and assessment processes, including delivery of on-the-job training and assessment.

Workplace personnel are required to:

- Contribute to the development of a training and assessment plan.
- Participate in the delivery and monitoring of training and assessment.
- Provide feedback to MA.

For any qualifications that are to be delivered in the workplace, MA ensures that it has agreements with the workplaces and the workplaces can provide hours of work that match or exceed the required hours of workplace delivery and assessment for the intended number of learners undertaking work-based training.

## Course enrolment & induction

MA accepts applications from learners who meet the entry requirements and pre-requisites published in the Course Outline.

### *Pre-training review*

Learners are required to complete a Pre-Training Assessment/Questions so MA can identify their skills and ensure MA are able to support the learner effectively during the course. MA will create a plan for any additional support to be provided during the course if it is identified. If MA are unable to provide the level of support required by the learner to complete the course successfully, the learner may not be accepted into the course. Where possible MA refers learners to external organisations for additional support if the learner wants to enrol in the future.

### *Enrolment*

An Enrolment Form, including a completed Unique Student Identifier (USI) number and Rail Industry Worker (RIW) number (where applicable) MUST be provided prior to the course commencing.

Learners will be required to complete an enrolment form on the first day of training attendance or prior. Trainers can assist with any questions relating to the form. This may also include a Language, Literacy and Numeracy (LLN) quiz to determine the learner is at the required level to undertake the course they are seeking to enrol in.





Where Learners are seeking to enrol in a course/qualification that has e-learning material or online content, they will also be assessed for their digital capability and access to the digital resources.

If there are any entry requirements or pre-requisites for the course (listed on the course outline) these must be provided as part of the enrolment process.

If a learner is applying for Credit they should indicate this on their application form and supply certified copies of their transcripts so MA can assess any relevant Credits. See the section on Credit Transfer in this Handbook.

#### *Induction into Courses*

Induction/orientation for learners includes an information session for in the event of emergencies and site induction, as well as information about: the arrangement for training and assessment, timetable, curriculum content, attendance requirements, books and materials required, relevant policies and procedures, and services provided by MA.

#### *Full Qualifications*

Most learners who choose to complete full qualifications do so as part of an employment pathway with MTM. Depending on the full qualification and the purpose for completing it, MA may discuss with learners their career goals and the reasons they are enrolling in the course to make sure the course is suitable for the learner. MA undertakes this process in part as recognition of the learner's access to funded training opportunities through the Victorian Governments *Skills First* program and its restrictions list on funded places for qualifications.

Before finalising an enrolment, MA may ask learners to sign a Learner Agreement outlining the details of the course and the terms and conditions of enrolment including details of applicable fees, payment options and refunds.

#### *Unique Student Identifier (USI)*

All learners **MUST** have a USI before enrolling in nationally recognised training. The USI gives students access to their online USI account which is made up of ten numbers and letters. The USI account links students to their training records and results which are held in the national training collection. Students are able to access their records online, download them and share them with training organisations electronically.

Learners must provide MA with their USI.

Learners without a valid USI can create one online: <https://www.usi.gov.au/students>

MA will not be able to enrol learners into a VET qualification or unit of competency who have not supplied their USI details.

## Course Expectations and Requirements

The training and assessment offered by MA focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. Our accredited training is known as competency-based training and assessment. Each of the components of these accredited courses is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Many of MA’s units of competency are delivered together. This means groups of similar units have been combined as the training and assessment can cover multiple requirements through the same tasks and actions. Combining the units avoids unnecessary repetition and allows skills and knowledge to be assessed as part of practical task application.

Metro also offers non-accredited training, these courses are typically refreshers of the competency-based courses, induction or awareness related. These courses align to industry guidelines, business rules and requirements.

MA’s Course Outlines or Training Plans include the details of how the training is delivered as well as the assessment methods that will be used to assess achievement of the required standard of performance. Assessment methods vary from course to course but typically include written questions, projects, written assignments, and practical observations.

Courses at MA may require learners to have access to materials and equipment that include but are not limited to: computers, mobile devices and personal protective equipment (PPE). Specific materials and equipment required are detailed for each course prior to the start of training.

### Attendance requirements

If you are enrolled in a class-based course, it is an expectation that you attend every class so as not to fall behind. Please notify your trainer at least 24 hours prior to class if you are unable to attend for some reason.

### Learner Code of Conduct

#### *Purpose*

The purpose of this code is to outline the way in which learners of MA are expected to conduct themselves during their participation in training and assessment and outlines learners’ rights and responsibilities.

#### *Learners’ rights*

All learners have the right to:

- Be treated fairly and with respect by all learners and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to MA’s Privacy Policy.
- Access the information MA holds about them.

### *Learners' rights (cont.)*

- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their program, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to MA on the client services, training, assessment and support services they receive.
- In the case that the RTO closes or ceases to deliver any part of the training product the learner has enrolled in, any fees paid will be refunded in full. If the student has been deemed competent in any of the units within the course, a Statement of Attainment will be issued. If possible, the RTO will make best efforts to arrange for the discontinued training to continue with another RTO.

### *Learners' responsibilities*

All learners, throughout their program and involvement with MA, should:

- Treat all people with fairness and respect and not do anything that could offend, embarrass, or threaten others.
- Not harass, victimise, discriminate against, or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into training, any articles or items that may threaten the safety of self or others.
- Notify MA if any of their personal or contact details change.
- Provide relevant and accurate information to MA in a timely manner.
- Approach their program with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments, and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits, and training sessions.
- Notify MA if any difficulties arise as part of their involvement in the program.
- Notify MA if they are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity.
- Refrain from smoking at training venues and on the premises of MA, except in designated areas assigned for such activity.
- Make payments for their training within agreed timeframes, where relevant.

### *Applicable legislation*

This Learner Code of Conduct is informed by the following pieces of legislation, which further stipulate the rights and responsibilities of MA learners.

#### Commonwealth:

- Age Discrimination Act 2004
- Australian Human Rights Commission 1986
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Workplace Gender Equality Act 2012
- Disability Discrimination Act 1992
- Disability Discrimination Act – Education Standards 2005
- Copyright Act 1968
- Copyright Amendment Act 2006
- Freedom of Information Act 1982
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Australian Consumer Law
- Work Health and Safety Act 2011
- Unique Student Identifiers Act 2014

#### Victoria

- Charter Of Human Rights And Responsibilities Act 2006
- Child Wellbeing And Safety Act 2005
- Children, Youth and Families Act 2005
- Crimes Amendment (Bullying) Act 2011
- Disability Act 2006
- Education Training Reform Act 2006
- Electronic Transactions Act 2000
- Equal Opportunity Act 2010 Effective from August 2011
- Information Privacy Act 2000
- Privacy and Data Protection Act 2014
- Public Records Act 1973;
- Racial and Religious Tolerance Act 2001
- Working With Children Act 2005

### **Access and Equity**

All staff and learners have the right to study and work in a positive environment which values equity and diversity. MA adheres to the principles and practices of equity in education and training; and will treat learners fairly and without discrimination. MA have procedures in place to ensure learner concerns are dealt with promptly and appropriately. MA will not engage in discrimination towards any group or individual in any form, inclusive of gender, race, nationality, religion, physical or intellectual disability, age, or physical disease where there is no risk to others. This policy applies to all services and operations of MA.

Although MA will make every effort to accommodate the special needs of individuals. As a matter of ethical conduct MA will not enrol a learner if it becomes clear that it would be unlikely for the learner to successfully complete the course. In those circumstances, where possible MA refers learners to external organisations for additional support if the learner wants to enrol in the future.

## Learner Support Services

MA are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support your needs and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

For learners that have had individual support requirements identified, an Individual Support Plan will be developed which will outline the strategies used to provide the learner with additional support over and above what is normally offered in the course.

This may include:

- Additional one-on-one support from the RTO Trainers/Assessors.
- Reasonable adjustment techniques
- Assigning of a mentor/coach that is able to provide additional support in the workplace and who works closely with the learner and the RTO Trainers/Assessors.
- Referral to relevant external services.

Speak to your trainer/assessor to discuss any support needs you have.

Additionally, here are some services in the local community that may assist you during your studies.

### *External Support Services*

For Learners requiring additional support with their studies, work or life, MA provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

#### Reading and Writing Hotline

Telephone: 1300 655 506      Website: <https://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

#### Services Australia

Telephone: 132 490              Website: <https://www.servicesaustralia.gov.au/>

If you are completing a full time course you may be eligible for benefits.



### Apprenticeship Network provider

Telephone: 180002010 Website: <https://www.australianapprenticeships.gov.au/about-aasn>

Apprenticeship Network providers handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, your provider may be able to provide support to you. They will deal with any administration related to your Training Contract.

### The Victorian Equal Opportunity & Human Rights Commission

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Website: [Victorian Equal Opportunity and Human Rights Commission | Victorian Equal Opportunity and Human Rights Commission](https://www.veohrc.vic.gov.au)

 1300 292 153 @ [enquiries@veohrc.vic.gov.au](mailto:enquiries@veohrc.vic.gov.au)

### Legal Aid Victoria

Telephone: 1300 792 387 Website: <https://www.legalaid.vic.gov.au/contact-us>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

### Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via their network of advocates located across Victoria.

### Lifeline

Telephone: 13 11 14 Website: <https://www.lifeline.org.au>

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### Fair Work Commission

Telephone: 1300 799 675 Website: [www.fwc.gov.au](http://www.fwc.gov.au)

Fair Work Commission is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out Website: <https://au.reachout.com/>

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing.



## MTM Code of conduct

MA follows the MTM Code of Conduct policy based on MTM Values. If a learner sees something or directly experiences something that might be a breach of this policy they are obligated to report it. The behaviour and actions observed are to be documented and notes kept in a safe and secure place for future reference and action. Breaches of this policy may result in disciplinary action up to termination of employment.

### Disruptive Conduct

Any person who intentionally acts to disrupt or interfere with the daily operation of the MA will be subjected to appropriate disciplinary action by MTM management or law enforcement personnel.

Examples of disruptive conduct include:

- Violence against any learner, employee or visitor to the MA.
- Theft or wilful destruction of MTM property or of the property of staff/learners of MTM.
- Obstruction of the normal processes and activities essential to the functions of the MA.

### Violent or Criminal Behaviour

If staff or learners are the victim of or witness to, any violent or criminal behaviour at the MA they are to avoid risks to themselves as much as reasonably possible and take the following steps:

- Call 000 if there is an immediate threat.
- Report the incident to the relevant Training Manager or staff and/or building security.

Provide the following information:

- Name, contact number and location;
- Nature of the incident;
- Description of the person(s) involved; and
- Description of the property involved (if any).
- Should personal safety be threatened, exit the area and/or take cover immediately using all available concealment.

### Bullying and Harassment

MA wants all staff and learners to enjoy undertaking their jobs/training without being harassed or bullied by others; therefore, all staff/learners are required to treat others with respect and dignity at all times regardless of their gender, religion, colour, racial origin, age or sexual preference.

MA views harassment or bullying of any of its staff and learners with the utmost seriousness and has a process in place to investigate all reported occurrences.

Behaviour which constitutes harassment or bullying, could contravene State and/or Federal laws and staff and learners who subject others to harassment or bullying will be subjected to disciplinary action irrespective of when the incident occurs.

Any MTM employee or learner who believes they are being harassed or bullied whilst on a training program should immediately advise the relevant Training Manager.



## Drug and Alcohol Use

MTM and MA have a zero tolerance approach to drugs and alcohol abuse and have mandated zero blood alcohol content on MTM property including offices and training rooms. This is to ensure a safe and healthy workplace for all our employees and to protect employee's health, as well as Metro's safety performance and image.

All MA staff and attending trainees/learners are subject to random drug and alcohol testing as per the MTM Drug and Alcohol Testing Procedure.

## Learner Plagiarism, Cheating and Collusion

MA has a no tolerance policy for plagiarism, cheating and collusion. Learners are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in preparing the work.

The Commonwealth Copyright Act 1968 (as amended) protects copyright owners and allows learners and researchers to make copies of reasonable portions of work for the purposes of research or study.

Cheating is defined as any behaviour whatsoever by the learners in relation to any item of assessment which may defeat the purpose of the assessment. A learner shall not cheat, attempt to cheat, or incite another learner to cheat in any assessment item.

Plagiarism is using the work of others without acknowledgement.

Collusion is the act of two or more learners, or one learner and another person (not a learner) collaborating in order to gain an unfair advantage. This may include the sharing or publishing of assessment content, including the questions and answers.

Learners are expected to exhibit honest and ethical behaviour in undertaking assessment requirements and academic penalties will apply where cheating or plagiarism is/are identified.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other Learner/s.

Allegations regarding cheating and/or plagiarism will be referred to the relevant Training Managers who will investigate the matter and advise the RTO Manager immediately.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. In all cases the learner will be advised in writing and given the opportunity to show cause within 10 business days why a penalty should not be applied.

### *Applicable Legislation*

[Commonwealth Copyright Act 1968 \(as amended\)](#)

[Standards for Registered Training Organisations 2015](#)

## Assessment arrangements

Assessment is competency based and may vary between courses depending on the outcomes required.

Assessment modes may comprise of written questions, verbal discussion, activities, on and off-the-job observations and third-party reports that may be completed over the on-the-job training period to confirm competency.

Assessments may be conducted in a classroom, simulated environment, blended modes or in the real-work environment.

At the beginning of each unit or grouping of units, the assessor will go through the arrangements for assessment with learners who will be given all the details about the assessment requirements.

At this time learners will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that they'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

To demonstrate competency in a Unit, the learner must satisfactorily meet the requirements for all assessment tasks and be deemed competent at the completion of assessment. Learners who are deemed not yet satisfactory in the assessment tasks may be given the opportunity to re-attempt the assessment.

## Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). Learners must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more tasks are assessed as Not Satisfactory, learners will be given an overall outcome for the unit of Not Yet Competent (NYC). Learners can have one more attempt (assessment task dependant) to complete the task and achieve a Satisfactory outcome. Learners will be given a timeframe for resubmission and advised what must be included in the re-submission.

If, after the final attempt, learners are still assessed as Not Satisfactory for a task they may need to complete additional training and assessment to support them in achieving a Competent outcome (if this option is available). This may incur an additional fee for self-funded learners as identified in the fees and charges information.

## Assessment principles

MA has an assessment system that ensures assessment:

- Is conducted in accordance with the Rules of Evidence and the Principles of Assessment.
- Is conducted in line with the requirements of the relevant Training Package or VET Accredited Course.
- Requires the learner to demonstrate all the skills and knowledge outlined in the components of the relevant unit of competency or module.

- Requires the learner to demonstrate the ability to perform tasks in a variety of situations, adapt to different contexts and environments and perform tasks to an appropriate level expected by a workplace.
- Considers the learners' dimensions of competency when making all assessment decisions.
- Where required to ensure no learners are disadvantaged, assessors make Reasonable Adjustments to assessment tasks or processes to accommodate individual needs.

MA has a plan for, and implements, systematic validation of assessment practices and judgments.

### **Reasonable adjustment in assessment**

Some learners may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Learners can speak to the assessor if an adjustment is needed. Note: Any adjustments are made at the discretion of the assessor based on identified needs and must meet Training Package and other regulatory requirements.

### **Appealing assessment decisions**

If a learner does not agree with any assessment decision, they can lodge an assessment appeal. Refer to the section on Complaints and Appeals in this handbook for information about how to lodge an appeal.

### **Submitting your assessments**

Requirements for the submission of assessments will be communicated to learners by trainer/assessors and where applicable in Course Outlines or on the MA LMS.

When submitting hard copy assessment tasks learners will be required to make a declaration that the work is their own.

Learners are expected to keep a copy of all tasks/assessments that they submit as MA are not able to return copies as they must be kept as evidence in learner files. Additionally, MA will not be held responsible for any items that go missing in the post. If this occurs, learners will be asked to re-submit the work.

Assessments will be marked within 30 days of receipt. The assessor will provide learners with feedback and confirm the outcome of the assessment task.

## Credit Transfer and Mutual Recognition

A Credit Transfer is formal recognition of the previous studies learners have completed for the purpose of reducing the units that learners are required to complete in their course.

MA grants learners credit towards their course for units of competency that have already been completed with another RTO or authorised issuing organisation, such as a university. MA can also grant learners Credit Transfer for subjects or units completed where equivalence can be established between the unit in the learners course, and the subject or unit the learner has already completed.

There is no charge to apply for Credit.

To apply, learners must fill in the Request for Credit Transfer Form and provide certified copies of transcripts from previous study. Learners can apply for Credit Transfer at any time however it is preferred that it is done as part of the initial application so that Credits are known upfront.

In some cases MA may ask for additional information about the subject or unit you previously studied to determine equivalence. A credit transfer application may be returned if it does not provide the required information.

You will be advised in writing of the outcome of your Credit Application.

### Example

If a learner has successfully completed the unit of competency – TLIF107C Follow OH&S procedures or TLIF1001 Follow work health and safety procedures as part of another course or at another RTO, the learner may be eligible for credit transfer if the identical unit is part of the course they are enrolling in with MA, or the Unit of Competency is an equivalent Unit of Competency.

## Recognition of Prior Learning

MA is committed to recognising the skills and knowledge of learners. Recognition of Prior Learning (RPL)/Recognition of Current Competency (RCC) is an assessment process that matches the skills and knowledge learners have achieved, through study and life/work experience against specific modules/units within a course. Where the learner successfully completes the RPL/RCC assessment they may receive an ungraded pass for those modules/units.

Current evidence can include certification, references from past employers, and testimonials from clients, work samples or the completion of assessment tasks. Further information about RPL/RCC can be obtained from the relevant Training Manager.

MA offers RPL as required by the Standards for Registered Training Organisations (RTOs) 2015. In certain instances, due to the safety critical nature of the rail industry and as a result of MTM business requirements, a learner may be required to undertake some if not all training and assessment in relation to particular job roles and tasks.

Fees are applicable for learners wanting to apply for RPL who are not MTM employees. Fees will be charged by unit of competency, however, the cost of RPL must not exceed the cost of the course. Fees will be capped once the cost of the full course is reached. Fees will be determined after consultation between the learner and the relevant Training Manager and will be determined based on the complexity of the RPL.

## Post Completion Information

### RTO AQF Certification Policy

#### *Purpose*

The purpose of this policy and procedure is to outline MA's approach to ensuring it only issues qualifications, statements of attainment and records of results to learners who have completed all requirements of the program they are enrolled in.

It outlines the systems in place to ensure certification is issued correctly and only after learners have fully demonstrated competence against the required units or subjects.

This complies with many of the components of Standard 3 including Clauses 3.1, 3.2, 3.3, 3.4 and 3.6 as well as Schedules 4 & 5 of the RTO Standards 2015.

MA delivers traineeships.

This policy and procedure outlines MA's approach to ensuring compliance with the following requirements:

- Guidelines about Apprenticeships/Traineeships (clause 5.2.)

#### *Definitions*

**AQF** means Australian Qualifications Framework which can be accessed at <http://www.aqf.edu.au/>

**AQF Qualifications Issuance Policy** means the national policy outlined in the AQF

**ASQA** means Australian Skills Quality Authority which is the national VET regulator and the RTO's registering body

**Certification document** means a Testamur, Statement of Attainment or Record of Results.

**Department** means the Victorian Department of Education and Training.

**Program** means any nationally recognised qualification, unit of competency, skill set or short course in which a learner is enrolled with the RTO.

**Record of Results** is a record of all the units and subjects completed and their results that lead to an AQF qualification or VET Accredited Course being issued and is issued alongside an AQF qualification or Statement of Attainment. Learners who complete part of the requirements of an AQF qualification are entitled to receive a record of results.

**Standards** means the Standards for Registered Training Organisations (RTOs) 2015 from the VET Quality Framework

**Statement of Attainment** confirms that one or more nationally recognised units or subjects has been achieved by an individual but is only used where there has been partial completion of a program or VET accredited course.

**Student Identifier** means a unique number assigned to an individual by the Registrar, in accordance with the Student Identifiers Act 2014.

**Testamur** is an official certification document that confirms that an AQF qualification has been awarded to an individual. This may be called an ‘award’, ‘qualification’ ‘parchment’, or ‘certificate’.

### *Policy*

1. In accordance with the Standards, MA issues AQF certification documentation to learners who have been assessed as meeting the requirements of a unit, subject or program as specified in the relevant Training Package, Pre-accredited or VET Accredited Course.
2. Statements of Attainment and Qualifications are only issued for successful completion of units listed on MTM’s scope of registration.
3. All AQF certification documents issued by MA meet the requirements of Schedule 5 of the Standards as well as the requirements of the national AQF Qualifications Issuance Policy.
4. Certification documents are issued within 30 days of the learner being assessed as meeting the requirements of the program, providing that all fees the learner owes for the program have been paid and the MA has a verified USI for the learner
5. To ensure authenticity of certification documents and to ensure they cannot be fraudulently reproduced, our certification documents:
  - a. Include an individual certificate number on them that can be verified against our database.
  - b. Include our branded paper which is difficult to reproduce.
  - c. Include a unique QR Code.
6. MA:
  - a. Maintains a register of AQF qualifications it is authorised to issue and of all AQF qualifications issued, in its student management system.
  - b. Retains records of AQF certification documentation issued for a period of 30 years, on its student management system.
  - c. Reports the AQF Qualifications issued to ASQA on a regular basis as required by ASQA.
  - d. Does not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014.
7. Student identifiers are not included on a Statement of Attainment or a Testamur.
8. Current and past learners can request a copy of their certification documents at any time. There may be an additional cost for re-issuance, see “Re-issuing of Qualification ...” below.



9. Members of the public are welcome to contact MA office to confirm the details of any qualification, statement of attainment or record of results issued by MA. The person making the enquiry must provide the details of the document including learner name, program or unit details, issue date and document number.
10. MA reserves the right to withhold the issuing of formal results relating to the training program undertaken if any accounts remain outstanding.

### **Obtaining Learner Qualification Certificate or Statement of Attainment**

Upon the successful completion of the training program the learner will receive a formal Qualification Certificate or Statement of Attainment. Qualification Certificates and Statements of Attainment are issued under the AQF guidelines. No responsibility is taken for certificates discovered missing from email inbox/address where the email and/or address of the learner is different to the addresses recorded.

### **Re-Issue of Qualification Certificates and Statements of Attainment**

Where a Qualification Certificate or Statement of Attainment is requested to be re-issued the following charges will apply:

- Reprint of Original \$100.00 per certificate or Statement of Attainment;
- Electronic Copy \$20.00 per certificate or Statement of Attainment;
- MA to upload certificate directly to RIW \$25.00 per certificate or Statement of Attainment.

Learners will need to complete a Reprint / Copy Request Form and submit it to:

[certificates@metrotrains.com.au](mailto:certificates@metrotrains.com.au)

#### *Further Enquiries and Assistance*

For accredited training certification information or assistance, please contact:

[certificates@metrotrains.com.au](mailto:certificates@metrotrains.com.au)

For non-accredited Certificates of Completion

[theplatform@metrotrains.com.au](mailto:theplatform@metrotrains.com.au)



## Learner Feedback

Learner feedback is important to MA and assists in ensuring that services meet learner needs. MA uses feedback from Learners and employers to contribute to continuous improvement processes, to improve our level of service and maximize the opportunities and benefits for all learners. Feedback also assists MA in meeting a range of quality standards which is a requirement of Registered Training Organisations 2015.

### Surveys from us

All learners will be provided with feedback surveys throughout their course. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

### Quality Indicator Survey

All students will be provided with a Quality Indicator Survey during their course. We are required by our regulatory body to collect this survey from each student. Information collected on the survey will be used by us to improve our systems and processes and we are required to report information from this process to ASQA each year. Please assist us by completing and returning your survey.

### Surveys from Australian Skills Quality Authority – our regulatory body

Learners may also be contacted by our regulatory body, Australian Skills and Quality Authority to participate in surveys about our training and assessment services, so that they are able to monitor our compliance and quality of service delivery.

### Surveys from the Department of Education and Training and National Centre for Vocational Education and Research

Learners may receive a survey by the National Centre for Vocational Education and Research (NCVER) which collects data to enable the accurate, reliable, and consistent measurement of activity in the Vocational Education and Training sector. The NCVER may also send invitations to participate in a Department endorsed project or you may be contacted by the Department (or authorised persons) for audit purposes.

### State and Federal Government Surveys

Learners who have undertaken a Traineeship with MA may be selected to complete an annual government survey issued either via a state or Federal Government body.

Please take the time to complete feedback forms and surveys as this allows MA to continually improve the quality of training.

We also welcome feedback from you at any time by email and phone.



## Fees refunds and cancellations

Information regarding fees and charges is contained within *RTO Fees, Charges and Refund Procedure* and is available from the MA, MA website or through MTM intranet Metro website.

<https://www.metrotrains.com.au/academy/>

### MTM Staff

MTM staff will not be charged a fee for training and assessment.

### External Learners

MTM may collect fees in advance of the commencement day of training in line with regulatory requirements. Unless otherwise informed, fees are due by the first day of training for the course/unit of competency or qualification being attempted.

### Fee information and learner rights

Fee information relevant to a program is provided on the Course Outline as well as the RTO website. In compliance with Clause 5.3 of the Standards, this information is provided prior to the commencement of training. Fee information includes:

- All costs for the program and payment terms

Learners have the right to a 'cooling off period' if they signed up to a program as a result of tele-marketing or door-to-door sales. The cooling off period is 7 days from the date they signed their Agreement. To exercise this right, the learner must notify our office in writing within 7 days of enrolment.

### Collection of Fees

Course fees must be paid in full at the time of course registration via the online payment gateway.

- a) Course fees will not exceed the prepaid fee threshold of \$1500
- b) All payments via the online payment gateway must be made by credit card. VISA and MasterCard are the only accepted credit cards
- c) An invoice showing a zero balance will be provided upon payment. This is system generated and will be emailed directly to the email account linked to the profile of the person making the payment.

Fees not constituted as course fees will generally be collected after the commencement of training via the MTM Accounts Department. The MTM Accounts Department will raise and issue the invoice and seek payment via credit card.

Companies may request to pay on a tax invoice provided that the request has been made and approved prior to enrolment.

- a) Companies will need to submit their request at least 20 business days prior to the course date. Requests must be submitted in writing to [metroacademy@metrotrains.com.au](mailto:metroacademy@metrotrains.com.au)
- b) Approval is not guaranteed. MTM reserve the right to reject any request to pay on tax invoice
- c) The outcome of the request will be advised in writing within 5 business days of the request being received

- d) Approved companies must provide a Purchase Order within 5 business days of being given the written approval from MA
- e) The MTM Accounts Department will raise and issue the invoice to the company for payment
- f) MTM reserve the right to discontinue any arrangements to pay on invoice should payment fall beyond the MTM payment terms.

### Fee Protection

MA will not require a learner to ever pay more than \$1500 in advance for Services not yet provided, either prior to program commencement or at any stage during their program.

As the MTM RTO does not collect more than \$1500 of course fees in advance, MA is not required to have a formal fee protection arrangement in place.

### Cancellation or change to enrolment

If a learner cannot attend the course they are enrolled in, the learner or Company must contact MTM at least 5 business days prior to the course commencement date and either:

- a) Provide a substitute attendee for the course (an administration fee will apply)
- b) Request the enrolment in the course be changed to the same course at a future date (an administration fee will apply)
- c) Request the enrolment in the course be changed to a different course, if applicable (an administration fee will apply)
- d) Cancel the enrolment and request a refund.

### Refund of Fees

Refunds will be applied as per the following Terms and Conditions:

- a) Cancellations notified more than 5 business days prior to the course commencement will receive a full refund of the course fee
- b) Cancellations notified 3-5 business days prior to the course commencement date will receive a 75% refund of the full course fee
- c) Cancellations notified 2 business days or less prior to the course commencement date will receive a 50% refund of the full course fee
- d) Cancellations notified on the day of the course commencement will not be eligible for a refund unless due to extenuating circumstances (written evidence to be provided). Approval is not guaranteed. MTM reserve the right to reject any refund requests in this situation.
- e) No refunds will be issued after course commencement
- f) No refunds will be issued for non-attendance
- g) No refunds will be issued if a learner is turned away on the day of course commencement due to not adhering to our strict Personal Protective Equipment (PPE) requirements as stated in the course information and email confirmation for each course
- h) To allow for the checking of prerequisites required for training, unassigned inventory (training places) must be assigned a minimum of two business days prior to course commencement. Course fees will be forfeited if inventory is not assigned by the due date. No refunds will be issued.

- i) MTM reserves the right to cancel any course that does not have the required enrolment numbers or in the event of exceptional circumstances. A full refund or alternative courses will be offered in these circumstances.
- j) If a learner is removed from a course as a result of learner misconduct, course fees will be forfeited.

### Applications for Refunds

Submit refund requests in writing using the [Application for Refund of Fees Form](#). Include the reasons for the refund on the form.

Address the form to the Business & Training Support Lead and submit to [metroacademy@metrotrains.com.au](mailto:metroacademy@metrotrains.com.au) for review.

The form can be accessed via the MTM website under MA.

Where a request for more than one (1) course date is being made, an Application for Refund of Fees Form for each separate date must be completed.

The outcome of the request will be advised in writing within 5 business days of the request being received.

### Refund Approvals

The MA Business & Training Support Lead is responsible for managing refund requests.

The MTM Accounts Department will endeavour to process the payment for any approved refunds within 28 business days of receipt of the refund request.

The refund will be credited back to the account that payment was received from. This includes payments made with a credit card.

### Refund Appeals

Where the learner or Company do not agree with the refund request outcome, they have the right to appeal the refund decision. MA will review the decision made and consider any extenuating circumstances.

Any appeals related to refunds and fees will be dealt with in accordance with [MA Complaints and Appeals Procedure](#).

## Complaints and appeals

MA responds to all allegations involving the conduct of:

- The RTO, its trainers and assessors and other staff.
- Any third-party providing Services on behalf of MA.
- Any learner or client of MA.

Complaints may be made in relation to any of MA's services and activities such as:

- the application and enrolment process
- marketing information
- the quality of training and assessment provided
- training and assessment matters, including learner progress, student support and assessment requirements
- the way someone has been treated
- the actions of another learner
- program curriculum
- issuance of testamurs/statements of attainment or other official documents

Appeals should be made to request that a decision made by MA is reviewed. Decisions may have been about:

- program admissions
- refund assessments
- response to a complaint
- assessment outcomes / results
- other general decisions made by MA

The MTM RTO expects that all persons involved in a complaint or appeal process maintain confidentiality at all times and only discuss the complaint or appeal with people directly involved in the management and resolution of the complaint or appeal

If a person feels that they have grounds for a complaint or appeal then they may bring this to the attention of the RTO.

### Principles of resolution

MA is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this process, MA ensures that complaints and appeals:

- Are responded to in a consistent and transparent manner.
- Are responded to promptly, objectively, with sensitivity and confidentiality.
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

MA will maintain a record of all complaints and appeals and their outcomes on the RTO Complaints/RTO Appeals Register, which are securely stored according to the RTO Privacy Policy and Procedures.

Nothing in this process limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Where a learner chooses to access the MA complaints procedure, and where safe and reasonable to do so, MA will maintain the learners' enrolment while the complaints/appeals process is ongoing.

### Informal Resolution

The MA RTO will firstly try to address a complaint or appeal informally at the lowest possible level (for e.g. by the trainer, assessor or relevant Training Manager). This may include discussions and general mediation between parties to resolve the issue. Where a learner wishes to appeal an assessment decision, it is preferred they notify the assessor in the first instance. Where appropriate, the assessor may decide to re-assess the learner to ensure a fair and equitable decision is gained.

If the informal process is unsuccessful, the learner can submit a formal complaint or appeal.

### Formal Resolution

Some or all members of the Governance Group of MA may be involved in resolving complaints and appeals.

Where a third-party delivering Services on behalf of the RTO is involved, they may also be included in the process of resolving the complaint or appeal. Additionally, where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made. They will also be advised in writing of any allegations made against them.

In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task.

### Formal Complaint

Formal complaints and appeals must be lodged in writing, preferably using the [RTO Complaint or Appeal Form](#). The following details must be included:

- a) Personal details; full legal name, date of birth, email address and mobile number
- b) Description/nature of complaint/appeal; including date, time, location and people involved
- c) Steps the learner has taken to resolve the issue
- d) Desired outcome/resolution
- e) Signature and date of submission.

All formal complaints and appeals should be addressed to the RTO Manager and submitted to [rtomanager@metrotrains.com.au](mailto:rtomanager@metrotrains.com.au).

The RTO Manager will record the formal complaint or appeal in the RTO Complaints and Appeals Register and refer the matter to the relevant MA Manager to commence resolution action. If the MA Manager is directly involved in the original determination being appealed or a party to the complaint or appeal, the matter will be reviewed by the RTO Manager.

The relevant MA Manager or RTO Manager will review the complaint or appeal and attempt resolution within 60 calendar days of the RTO Manager receiving the complaint or appeal. If the complaint or appeal is resolved to the satisfaction of all parties, the MA Manager or RTO Manager will record the outcome in the applicable section of the RTO Complaint and Appeal Form. If completed by the MA Manager, the form must be forwarded to the RTO Manager.

If no resolution is reached within 60 calendar days, the complaint or appeal will be referred to the General Manager of MA for review and investigation. The General Manager of MA will aim to complete their review and investigation within 60 calendar days.

The RTO Manager will provide the person making the complaint or appeal a formal response in writing. The response will detail the complaint or appeal outcome, including reasons for the decision.

If more than 60 calendar days from receipt are required to review and investigate the complaint or appeal, the RTO Manager will:

- a) Inform the person making the complaint or appeal in writing, including reasons why more than 60 calendar days are required
- b) Provide weekly progress updates to the person making the complaint or appeal.

If a complaint or appeal is not resolved to the satisfaction of both parties, the person making the complaint or appeal may request to refer the matter to a third party for mediation.

### Independent Parties

MA acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by MA.

The MA recommends the Dispute Settlement Centre of Victoria [www.disputes.vic.gov.au/](http://www.disputes.vic.gov.au/) as an independent third party.

MA Victoria will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.

The RTO Manager will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.





## Privacy

MA is committed to the privacy principles contained in the Privacy Act 1988 (Cth), the Privacy Amendment (Enhancing privacy Protection) Act 2012 (Cth) as amended and the Victorian Privacy and Data Protection Act 2014. MA also collects and stores personal information for the purposes of complying with Commonwealth and State safety legislation and regulations.

The VET Enrolment Form contains the Privacy Notice as required under the Data Provision Requirements 2020 advising learners of MA's requirement to disclose information to the NCVER. There is also a Learner Declaration and Consent advising learners that MA may disclose information relating to their training to their parent or guardian if under 18 years of age or to their employer.

MA will not share a current or past learners training records and/or personal information with external third parties (other than those mentioned above) without written consent unless required by law.

Learners may choose to authorise MA to disclose their training records or information pertaining to their training to a nominated third party by completing and submitting the Information Release Consent Form.

Learners may also request for electronic copies of their certification documentation (certificates) and nominate an external third party as the recipient by completing the relevant section of the Certificate Reprint/Copy Request Form (please refer to the Fees and Charges Policy as there may be a fee if requests are for a reprint).

You can access a copy of the Student Privacy Policy on the MA website.

## Record Keeping

MA will maintain hardcopy files for individual learners in a secured area and store scanned electronic records on MTM ICT system.

Records of enrolments, completions and AQF certification documentation issued to learners will be managed using an electronic record management system. Records will be kept in accordance with the requirements of the VET Regulator.

### Access to Records

Learners have reasonable rights to access their records of participation in training and assessment provided by MA and can request access by completing and submitting a Request for Access to Records Form.

No staff member will release any information about learners to any third party unless prior written authorisation is obtained from the learner or disclosure as required by law.

Learners may choose to authorise MA to disclose their training records or information pertaining to their training to a nominated third party by completing and submitting the Information Release Consent Form.

Learners may also request for electronic copies of their certification documentation (certificates) and nominate an external third party as the recipient by completing the relevant section of the Certificate Reprint/Copy Request Form.

## Change of personal details

Changes in personal details need to be advised using the [Change of Personal Details form](#)

### Notifying You if Things Change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

Depending on the type of change, we may send a letter to your home address, send you an email, or an SMS message.

### Guarantee to Learners

In the unlikely event that MTM RTO ceases operation or delivery of a current course or qualification, MTM RTO will ensure any fees paid will be refunded in full. If the student has been deemed competent in any of the units within the course, a Statement of Attainment will be issued. If possible, the RTO will make best efforts to arrange for the discontinued training to continue with another RTO.

## Applicable Legislation

### Workplace Health and Safety

Under the Workplace Health and Safety Act 2011 (Cth), MA must provide a safe environment for both staff and learners, as well as providing information to staff and learners in relation to health and safety and welfare. MA has policies and procedures in place to ensure your safety and prior to all training being conducted, we inspect the delivery site to ensure it is safe and hazard free.

MA is committed to providing a safe workplace and learning environment for staff and learners. MA ensures strict compliance with workplace health and safety legislation by educating all personnel during their induction process and by ensuring staff incorporate WHS considerations when planning and delivering training and when undertaking assessments. All personnel and participants are expected to accept responsibility for a safe work / learning environment and follow safety standards clearly outlined in the induction process and at the commencement of each face-to-face course. These standards are designed to:

- Prevent accidents and ill health caused by work / learning conditions;
- Protect from any health hazard which may arise out of work or conditions in which work / learning is carried out; and
- Maintain a workplace environment designed to satisfy needs for safety, health and wellbeing at work / study.



As a learner you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol while participating in training and assessment.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy etc.

## National VET Regulator Act (Commonwealth)

As a Learner in Australia's VET sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with ASQA, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards, known as the Standards for Registered Training Organisations 2015 that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

MA has several mechanisms in place to ensure compliance with these standards and this legislation and is regularly audited both internally and by ASQA to ensure ongoing compliance.

## Privacy Act

In collecting your personal information MA will comply with the requirements set out in the Privacy Act 1988 (Cth). Please refer to our Privacy Policy for further detail.

## Harassment, victimisation and bullying

MA is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. MA will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Australian law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or learner. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or learner, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per MA Complaints and Appeals procedure.

## Equal opportunity

The principles and practices adopted by MA aim to ensure, that current and prospective learners, clients and other stakeholders are treated fairly and equitably in their dealings with MA.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

MA provides equity in access to the level of training and support required by each learner. All learners are supported in a manner that enables them to achieve their full potential and

success in their training outcomes. All learners are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

### Working with Children's Act

The Working with Children Act 2005 (Vic) outlines the process for assessing a person's suitability to work or volunteer with children, referring to this work as child-related work. A child is anyone under the age of 18 years old.

The Working with Children (WWC) Check helps protect children from physical and sexual harm. The scheme aims to prevent those who pose a risk to children from working or volunteering with them.

In the event that a course or program delivered by MA is offered to learners under the age of 18, MA will ensure that (where required by law) any trainers/assessors employed by us to deliver a course that accepts learners under the age of 18, have successfully completed a Working with Children's Check.

### Copyright Act

The Copyright Act 1968 protects any writer of textual materials, computer programs, compilations, artistic and dramatic works, publications, broadcasts, music and sound recordings against copying of their original works. As learners there are provisions in the act for you to use copyright material without permission providing the use is 'fair'.

## Marketing and advertising

Specific course brochures or guides are available for MA's current suite of courses. Information about each course is available from the MA Website.

[MA Course Offerings | Metro Trains](#)

### Nationally recognised short courses include

Construction Induction (White Card)	Train Track Safety Awareness
Lookout	Handsignaller
Track Force Protection Coordinator 3.1, 3.2 & 3.3	Track Vehicle Operator 1

These courses contain nationally recognised units of competency. For more information read the course outlines on the MA website.



## Nationally recognised AQF Qualification Information

### **TLI33122 Certificate III in Rail Customer Service.**

This qualification is for Leading Station Assistants employed by Metro Trains Melbourne. Learners are enrolled in the qualification as part of a 24-month traineeship and must complete 12 units of competency to be issued the qualification.

### **22599VIC Certificate III in Public Transport Customer Service and Compliance**

This qualification is for MTM, Vline & Ventura staff employed for the role of Authorised Officer. MTM employees will complete this qualification as part of a 12-month traineeship and must successfully complete 18 units of competency to be issued the qualification.

### **TLI42622 Certificate IV in Train Driving**

This qualification is for Train Drivers employed by Metro Trains Melbourne.

Learners are enrolled in the qualification as part of a 12-month traineeship and must complete 21 units of competency to be issued the qualification.

### **Graduate Certificate of Railway Signalling Systems\***

This program is for qualified engineers identified for employment through the LXRP Rail Signalling Cadetship. Learners are enrolled over a 2-year period, completing 4 units of competency a number of workshops, practical training and assessment at Rail Academy Newport. Learners complete a total of 4 units to be awarded the Graduate Certificate of Railway Signalling Systems.

The above course codes are current as at October 2023, please visit [www.training.gov.au](http://www.training.gov.au) for the latest course codes.

## **Traineeships**

An Australian traineeship can be undertaken on a full-time or part-time basis.

Traineeships are entered into for a period of 12 – 24 months and are governed by the Victorian Registration and Qualifications Authority (VRQA) and an external Traineeship Network Provider. Trainees enrolling with MA will sign a training contract for the duration of their traineeship. Further information will be provided by the relevant department Training Manager.

Please note that the completion of any of the above qualifications may prevent you from being able to access government subsidised courses that you may wish to undertake in the future. Please visit [www.skills.vic.gov.au](http://www.skills.vic.gov.au) for more information on eligibility for government funded training.

For more information regarding traineeships visit:

[Apprenticeships and Traineeships \(vrqa.vic.gov.au\)](http://vrqa.vic.gov.au)



## Metro Academy Training Facilities

### METRO ACADEMY

42-50 BAKEHOUSE ROAD

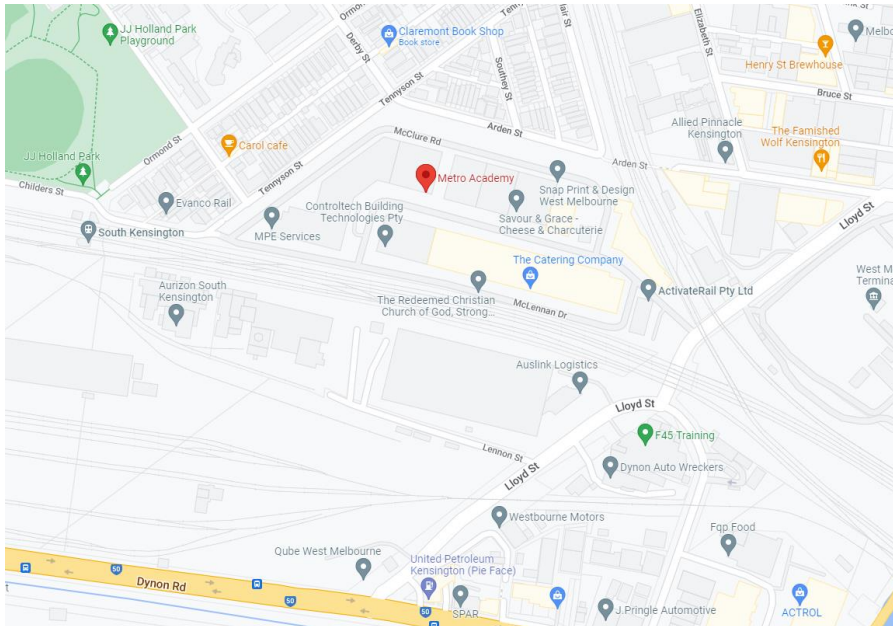


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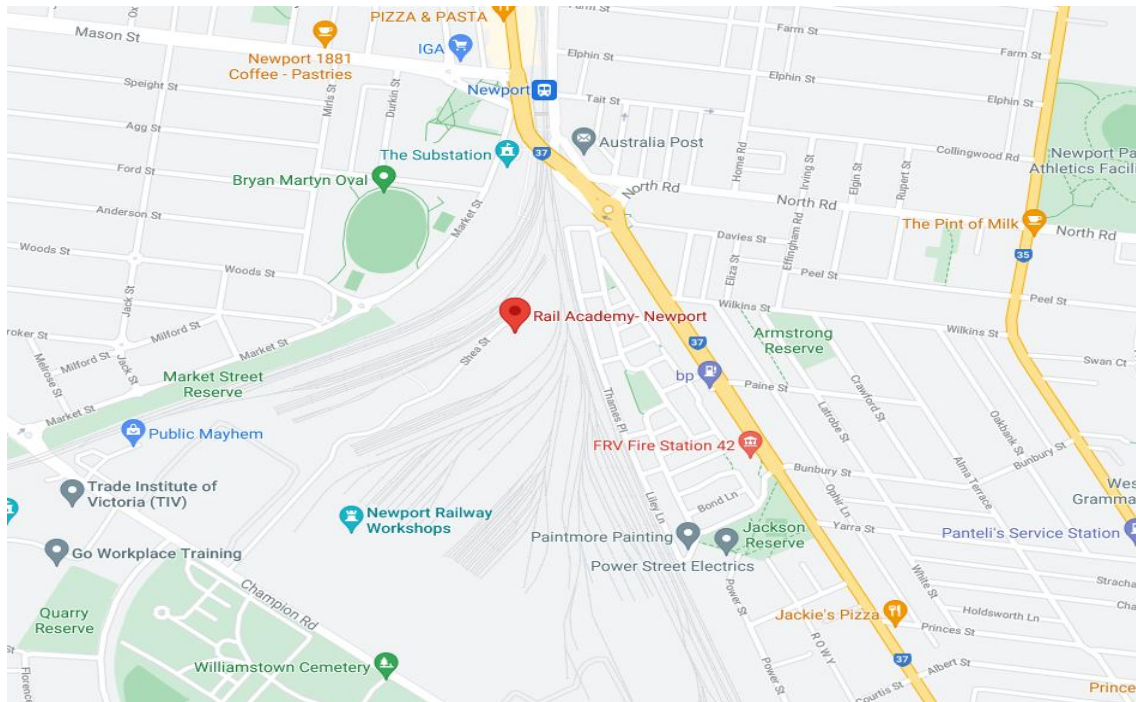




## RAIL ACADEMY NEWPORT (RAN) VICTORIA

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DELIVERY LOCATIONS ARE ACCURATE AS AT OCTOBER 2023.

## ABBREVIATIONS AND ACRONYMS

AQF	Australian Qualifications Framework
ASQA	Australian Skills Quality Authority
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
LLN	Language, Literacy and Numeracy
MA	Metro Academy
MTM	Metro Trains Melbourne
NCVER	National Centre for Vocational Education Research
PPE	Personal Protective Equipment
RCC	Recognition of Current Competency
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
USI	Unique Student Identifier
VET	Vocational Education and Training
VQF	Vocational Education and Training Quality Framework
VRQA	Victorian Registration and Qualifications Authority