



# Learner Information Handbook

Metro Trains Melbourne  
Registered Training Organisation  
40535  
Version 4

# METRO TRAINING ACADEMY

## Approval

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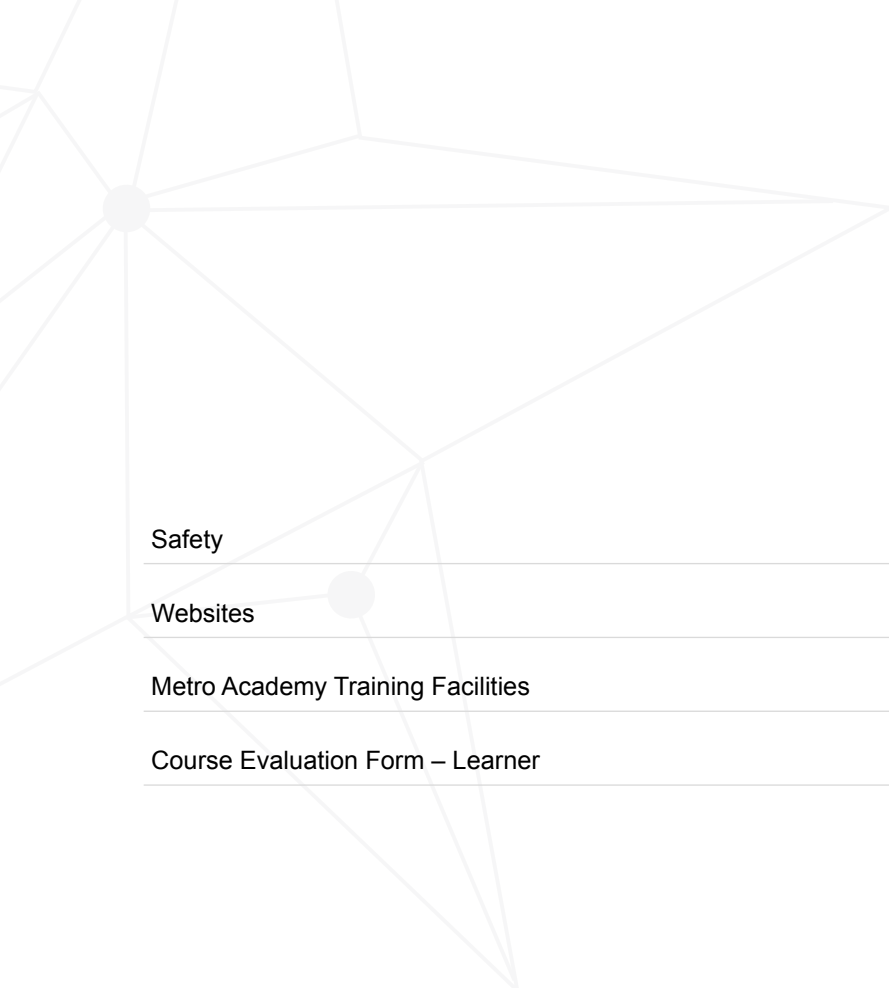
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15/12/2012	1	<ul style="list-style-type: none"> <li>First Issue</li> </ul>
16/07/2013	2	<ul style="list-style-type: none"> <li>Added External Support Agency details</li> <li>Updated contact details</li> <li>Updated directions to E-Gate from Nth Melbourne Station</li> </ul>
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## DISCLAIMER

This guide is current as at April 2015. 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.

## WELCOME

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Welcome and thank you for choosing the Metro Academy to provide your learning and development needs to enhance your career.

The Metro Academy is the training arm of Metro Trains Melbourne, offering courses linked to nationally accredited units of competency and short courses in topics ranging from safety, leadership and management and business related courses.

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

Our programs are delivered by facilitators with sound technical and facilitation expertise to ensure you get the most from your training experience.

This guide will assist you in providing useful information about the Academy during your time with us.

**Nicole Sullivan**

Learning & Development Manager

## 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 or the Academy throughout this handbook.

MTM operates a RTO registered with the Australian Skills Quality Authority (ASQA), complying with the requirements of the Vocational Education and Training Quality Framework (VQF) and the Standards for Registered Training Organisation (2015).

Policies and procedures relating to your training and assessment are available on request or can be accessed via MTM intranet web site.

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

## ADDRESS FOR CORRESPONDENCE

### METRO TRAINS MELBOURNE

Learning and Development  
GPO Box 1880 Melbourne VIC 3001

## CONTACT INFORMATION

### Metro Academy Training Enquiries (Flinders Street)

☎ 9610 6959  
✉ metroacademy@metrotrains.com.au

### Metro Academy Training Enquiries (South Kensington)

☎ 9610 3701  
✉ metroacademy@metrotrains.com.au

### TD Manager – Driver Trainees

☎ 9610 3714  
✉ stuart.fraser@metrotrains.com.au

### RTO Specialist

☎ 9610 3716  
✉ vacant@metrotrains.com.au

### Rail Industry Worker Enquiries

☎ 9610 2477  
✉ competencies@metrotrains.com.au

### TD Manager Infrastructure

☎ 9610 3715  
✉ bradley.sullivan@metrotrains.com.au

### TD Manager Station Operations & Authorised Officers

☎ 9610 2036  
✉ scott.minniece@metrotrains.com.au

### RTO Manager

☎ 9610 3713  
✉ brad.billing@metrotrains.com.au

### RTO Administration Officer

☎ 9610 3708  
✉ simone.vitkov@metrotrains.com.au

## ABBREVIATIONS

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AQF	Australian Qualifications Framework
ASQA	Australian Skills Quality Authority
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
MTM	Metro Trains Melbourne
NCVER	National Centre for Vocational Education Research
NRT	Nationally Recognised Training
RCC	Recognition of Current Competency
RPL	Recognition of Prior Learning
RTO	Registered Training Organisation
SOR	Scope of Registration
VET	Vocational Education and Training
VQF	Vocational Education and Training Quality Framework

## ACCESS & EQUITY

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MTM believes that all staff and clients have the right to study and work in a positive environment which values diversity and protects all members of the community from any form of discrimination or harassment.

All learners are enrolled in training programs consistent with the requirements of the training program guidelines and wherever possible the principles of reasonable adjustment are implemented.

### EXTERNAL SUPPORT

#### **Victorian Equal Opportunity & Human Rights Commission**

☎ 1300 292 153

✉ [enquiries@veohrc.vic.gov.au](mailto:enquiries@veohrc.vic.gov.au)

## ASSESSMENT

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

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

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

## BEHAVIOUR

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### DISRUPTIVE CONDUCT

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

Examples of disruptive conduct include:

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



## VIOLENT OR CRIMINAL BEHAVIOUR

If staff or learners are the victim of or witness to, any violent or criminal behaviour at the RTO 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 training department manager, RTO manager 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 & HARASSMENT

The RTO wants its 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.

MTM RTO views the issue of harassment or bullying of any of its staff/learners with the utmost seriousness and has a process in place to investigate any occurrences.

Behaviour which constitutes harassment or bullying, could contravene State and/or Federal laws and staff/learners who subject others to harassment or bullying will be subject to disciplinary action irrespective of whether that occurs during training hours or not. Flagrant or persistent breaches of this policy may result in termination.

Any staff member/learner who believes they are being harassed or bullied whilst on a training course should immediately advise the department training manager and/or contact the Manager, Learning and Development who will inform MTM's People & Performance department for further action if required.

## DRUG AND ALCOHOL USE

MTM have adopted a zero tolerance approach to drugs and alcohol abuse and have mandated zero blood alcohol content on MTM property (this includes 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.

## MTM RELATED

L0-CEO-POL-002 *Code of Conduct, Workplace Behaviour*

L0-CEO-POL-010 *Alcohol and Drugs*

## CERTIFICATION DOCUMENTS (AQF)

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Statements of attainment will be issued for units of competency successfully completed or successfully completed at time of withdrawal or cancellation provided that fees have been paid in full (external learners) for the units shown on the statement of attainment.

Statements of Attainment will only be issued for successful completion of units listed on MTM's SOR.

Qualification certification and notification (if applicable) of successful completion will only be issued where all course fees and charges have been paid in full (external learners).

## CHANGE OF PERSONAL DETAILS

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If any of your details (such as your address or name) change, it is important that you notify Metro Academy administration. You will be required to complete and submit a *Change of Personal Details* form.

## COMPLAINTS AND APPEALS

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MTM will endeavour at all times to resolve any issues the learner may have. All complaints/appeals and their outcomes will be recorded in our Complaints/Appeals Register. Information from this register will be used by the RTO to improve the quality of its services and reduce customer complaints/appeals.

### INFORMAL RESOLUTION

If you have an issue or concern the first step is to discuss it informally with the relevant person. If still unresolved, you may wish to discuss with your trainer or training and development manager of the department conducting the training.

You should attempt to resolve an issue at the lowest possible level in the first instance before considering escalating the complaint to a higher level.

If the issue or concern cannot be resolved informally, you may wish to submit a formal complaint.

### FORMAL COMPLAINT

Formal complaints are to be submitted using L4-LED-FOR-010 *Complaint or Appeal Form* to your relevant training and development manager or the Manager, Learning and Development (if you wish to have the complaint handled exclusively by them).

The complaint investigation will aim to be completed within 10 to 15 working days.

The complainant will receive a written statement of the outcome, including reasons for decision within 20 working days of lodging the complaint or appeal.

## EXTERNAL REVIEW

If a complaint/appeal is not resolved to the satisfaction of both parties, the Manager, Learning and Development will call a meeting of the parties involved along with a third-party to mediate the dispute.

**(Note:** Third party mediator will be a person employed by the Dispute Settlement Centre of Victoria [www.justice.vic.gov.au](http://www.justice.vic.gov.au))

## APPEALS

Appeals may extend to requests for review of decisions including assessments made by MTM RTO or any third party providing services on behalf of our RTO where reasonable grounds can be established.

Where a learner has appealed a decision or outcome of a formal complaint they are required to notify the RTO in writing by completing a complaints or appeals form within 10 working days of receipt of the original decision.

Where a student wishes to appeal an assessment they are required to notify their trainer/assessor in the first instance. Where appropriate the trainer/assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The trainer/assessor must complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted in the comments section of the assessment instrument.

If this is still not to the learner's satisfaction, the learner may formally lodge an appeal using a complaints and appeals form. The RTO Manager will refer the assessment appeal to the relevant training and development manager for resolution. Appeal outcomes may include:

- Confirm original assessment decision as valid;
- Allow another assessment attempt;
- Recommend an alternative assessment method; or
- Nominate a different assessor to re-assess the learner.

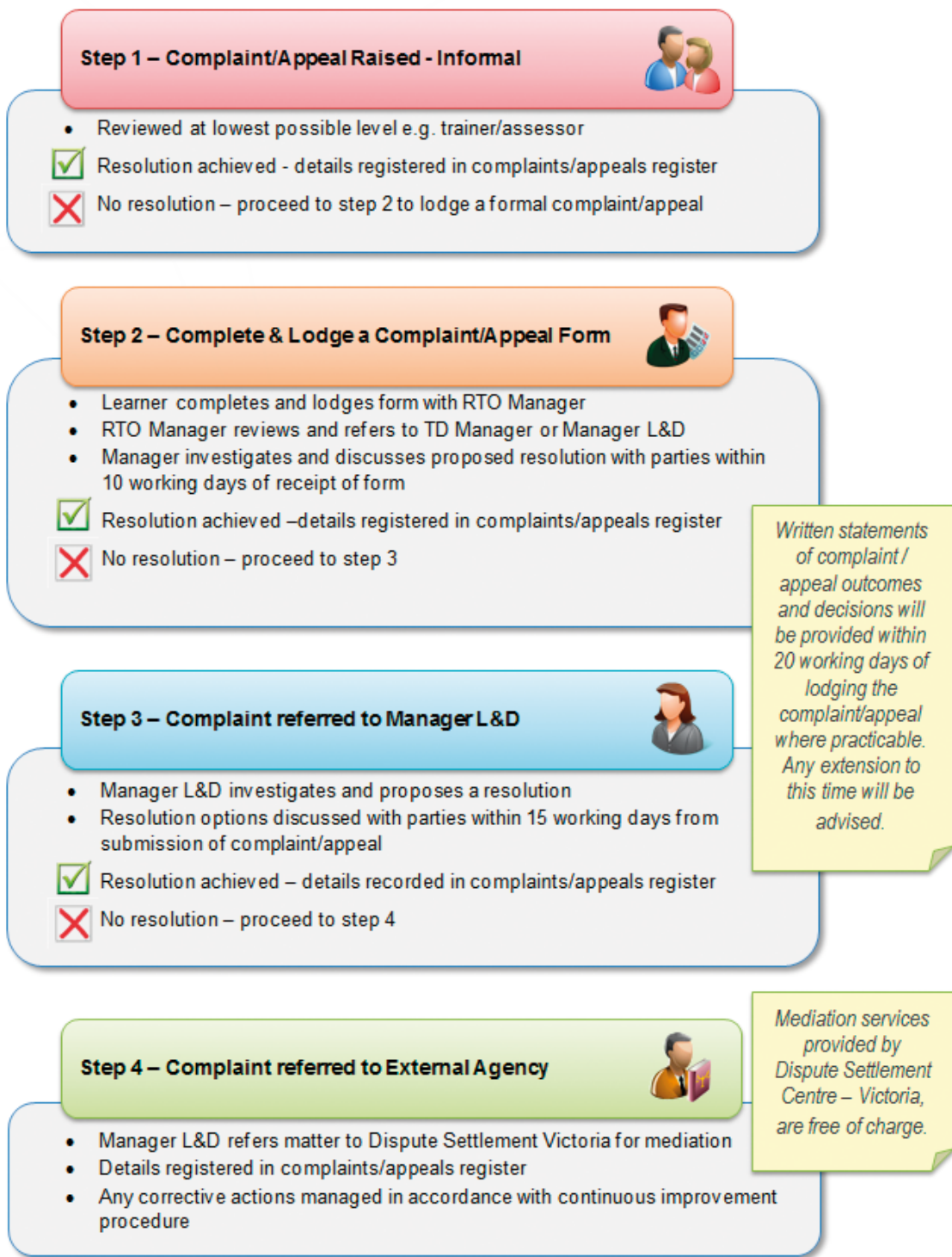


Figure 1 – RTO Complaint or Appeal Process

## COPYRIGHT, CHEATING & PLAGIARISM

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.

A reasonable portion of printed material is not more than 10% of the total number of pages or one chapter of a book or one article from a compilation.

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 student to cheat in any assessment item.

Plagiarism is using the work of others without acknowledgement and infringes the RTO rules, breaks criminal law and incurs liabilities at civil law.

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

Allegations regarding cheating and/or plagiarism will be referred to the relevant training and development managers who will investigate the matter and advise the Manager, Learning & Development.

In all cases the learner will be advised in writing and given the opportunity to show cause within 14 days why a penalty should not be applied.

### RELATED LEGISLATION

*Commonwealth Copyright Act 1968 (as amended)*

## CREDIT TRANSFER & MUTUAL RECOGNITION

Credit transfer may be available for study previously completed. Learners who have already successfully completed any of the modules/units of competency in the course in which they are enrolling may be eligible for credit transfer. Under mutual recognition the RTO will recognise qualifications and statements of attainment issued by any Australian RTO.

### Example

If you have successfully completed the unit of competency – TLIF107C Follow OH&S safety procedures as part of another course or at another RTO you are eligible for credit transfer if the identical unit is part of the course you are enrolling in with Metro Academy.

Requests for credit transfer are to be submitted to Metro Academy administration of L4-LED-FOR-024 Request for Credit Transfer.

Please refer to the Recognition of Prior Learning section of this handbook for details regarding RPL and RCC.

## ENROLMENT & INDUCTION

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### ENROLMENT FORMS

You will be required to complete an enrolment form on the first day of training attendance. Trainers can assist with any questions you may have relating to the form.

### INDUCTION INTO COURSES

Induction/orientation for learners will include information about: assessment processes, timetable, curriculum content, attendance requirements, books and materials required, relevant policies and procedures, and services provided by the RTO. You will be required to complete an enrolment form if you are undertaking training in nationally accredited units of competency or qualifications on MTM's SOR.

### UNIQUE STUDENT IDENTIFIER (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation like Metro Academy, you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

You **MUST** have a USI before you enroll into any nationally recognised training course.

#### **For MTM Staff**

- You have the option of creating your own USI following the steps below; or
- When you sign the enrollment form for accredited training provided by MTM RTO, you give permission for Metro Academy to register for a USI on your behalf (if you do not already have one). If you choose this option you will need to provide one form of identification listed in Step 1 of "Steps to create your USI" below.
- Any accredited training that you undertake with other RTO's; you will be notified of their requirements relating to obtaining a USI (if you do not have one).

#### **For Non-MTM Staff**

- You will be required to register for a USI as part of the booking process prior to attending accredited training provided by MTM RTO (Metro Academy).

### EXTERNAL SUPPORT

You can create and access your USI at:

🖱 [www.usi.gov.au](http://www.usi.gov.au)

## FEES, REFUNDS & CANCELLATIONS

Information regarding fees and charges is contained within L2-LED-PRO-019 RTO *Fees and Charges Procedure* and is available from the RTO Administration Officer or through MTM intranet web site.

### MTM STAFF

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

### EXTERNAL LEARNERS

Learners will be provided with a *Rail Industry Course Guide* for MTM training and assessment services including details of the MTM refund policy.

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

### REFUNDS

Full refunds will be given if notification is received more than five full working days prior to the course commencement date.

- No refunds will be issued after course commencement.
- No refund will be made for non-attendance.

### CANCELLATIONS

Cancellation fees will be applied as follows:

- Notified less than five full working days prior to course commencement – 25% of the full course fee.
- Notified less than 48 hours prior to course commencement – 50% of the full course fee.
- Notified on day of course commencement – Full course fee payable.

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.

## LEARNER FEEDBACK

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MTM values feedback from learners. A feedback form is provided in this handbook and learners are encouraged to photocopy the form and provide feedback at any time. At the conclusion of your course you will be asked to provide an evaluation of your training. Further to this evaluation, you may receive an invitation via email to complete a Quality Indicator Survey regarding your training with the organisation.

Please take the time to complete feedback forms and surveys as this allows us to continually improve the product we deliver.

## LEARNER SUPPORT

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Participants will have direct access to trainers to assist and coordinate program requirements and to offer assistance where individual support requirements have been identified.

If the participant has commenced the program and either requests additional support or the requirement for additional support is identified by the trainer/assessor, support will be provided through direct access to trainers and managers/supervisors. Strategies that may be used to support learners include:

- Reasonable adjustment techniques
- Additional one-on-one tutorials
- Assigning a mentor

Each case will be considered on an individual basis depending on the type of support required.

The RTO will make every effort to ensure that the participants have every reasonable opportunity to complete the program through recording of attendance and following up with any participants that might have missed a session and offering as far as is practicable an opportunity to make up for any missed sessions.

### EXTERNAL SUPPORT

#### Reading & Writing Hotline

☎ 1300 655 506

#### Victorian Adult Literacy & Basic Education Council

🖱 [www.valbec.org.au](http://www.valbec.org.au)



## MARKETING & ADVERTISING

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Specific course brochures or guides are available for MTM's current suite of courses. Information about each course is available from the RTO Administration Officer in your area.

MTM will obtain written permission from person/s or organisation/s prior to publication of materials, which, refers to the person/s or organisation/s in our materials.

MTM will clearly separate nationally recognised training from non-nationally recognised training in its materials to ensure it does not mislead students/clients and will ensure that advertised outcomes are consistent with AQF qualifications or statements of attainment.

## PARTNERSHIP WITH OTHER RTO'S

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In addition to delivering accredited training on MTM's SOR, MTM delivers nationally recognised qualifications on behalf of other selected RTOs.

If you are undertaking accredited training that is not on MTM's SOR, you will be enrolled as a student with one of these partners.

## PRIVACY

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MTM RTO support the privacy principles contained in the Privacy Act 1988 (Cwlth) as amended, and collects and stores your personal information for the purposes of complying with Commonwealth and State safety legislation and regulations, providing Commonwealth and State education and training authorities with information for mandatory statistical analysis, such as AVETMISS, NCVET and to assist in improving MTM's training products and services.

## RECORD KEEPING

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

Records of enrolments, completions and AQF certification documentation issued to learners will be managed using an electronic student 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 the RTO and can request access by completing and submitting a *request for access to records* form.

The RTO administration officer must verify the learner's identity through either presentation of appropriate identification or answering a series of specific targeted questions e.g. date of birth, residential address, and employer details etc. The *request for access to records* form must be signed by both the learner and the RTO Manager as an official record of the access and identity verification. There may be a waiting period of up to 7 days before access is granted.

Records of participation will only be provided to a person whom they relate to. On request from the employer, the RTO will provide progress updates to a learner's employer in the form of a report outlining the learner's progress.

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

Learners may nominate third parties they wish to access their records by completing an *information release* form. This process is conducted by the RTO administration officer who ensures the form is completed, scanned and saved into the learner's file.

In the event the VET Regulator requires electronic data for learner/s, this will be provided in the format requested. The request for this data will only be actioned via a written request addressed to the Manager, Learning and Development. Verbal requests will not be actioned

Access to learner records will be limited to employees of MTM RTO administrative and training staff.

## RECOGNITION OF PRIOR LEARNING

MTM RTO is committed to recognising the skills and knowledge of students. RPL/RCC is an assessment process that matches the skills and knowledge learners have achieved, through study and life/work experience with what would be covered in specific modules/units within a course. Where the learner successfully completes the RPL/RCC assessment they will receive an ungraded pass for those modules/units.

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 your training manager or trainer.

Please Note: Some courses require learners to attend all scheduled training by MTM regardless of RPL granted or credit transfer of any units of competency. Please contact your training manager or trainer for further details.

## SAFETY

No safety rule is a complete substitute for common sense, nor can safety rules/procedures be devised to cover every situation that may occur. Good judgment must be used in every training situation.

### REPORTING

Trainers and students must report any hazardous condition that might injure a person or damage property. The hazard should also be pointed out to any person with the potential to be exposed to it.

### ACCIDENT OR INJURY

In the event of a staff member or student sustaining injuries that appear serious, life threatening or require medical or emergency treatment, Trainers should:

- Immediately phone 000
- Contact MTM Security
- Notify the Departmental Training Manager.

If injuries are not serious but may require medical treatment, trainers/students are to notify the Learning and Development Manager and assist the injured person in arranging for medical treatment.

First aid kits are available in for cuts, stings, or other minor injuries. Medication should only be administered under a doctor's direction.

Report all accidents immediately to the Department Manager if during normal business hours of operations. If an accident occurs in the evening, report it immediately the next morning.

All injuries sustained during training will be managed in accordance with L0-SQE-PRO-013 *First Aid Procedure*.

### LEARNER SAFETY RESPONSIBILITIES

Learners are to be supplied with safeguards to reduce or eliminate accidents and injuries. RTO personnel will thoroughly induct learners who work or study in areas where accidents are more likely to happen through the dangers associated with their specific area (i.e. tools, chemicals, etc.).

The appropriate safety devices, clothing or equipment must be available for learners before participating in activities requiring safety items. MTM will induct learners in the Academy safety procedures during the Induction process, and learners are expected to follow safety procedures at all times.

### FIRE

The primary concern of the fire protection plan is to save lives. The protection of property is secondary. Each employee and learner should become familiar with the fire alarm signal, fire extinguisher, evacuation procedures, and be prepared should a fire occur. An evacuation map is located in each building showing the proper exit procedures.

Smoking is prohibited in all buildings, and employees should not smoke outdoors where a hazard from smoking exists.

### EMERGENCY PLANS

Each training venue will contain an emergency plan specific to that venue and may include signage and booklets providing relevant details in the event of an emergency. Facilitators will advise of emergency procedures applicable to the training venue at the beginning of the program.

All learners are expected to familiarize themselves with the emergency plan/procedure for the training venue they are attending.

### EXTERNAL SUPPORT

#### **Worksafe**

☎ 03 9641 1555

🖱 [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)

### MTM RELATED POLICY

L0-CEO-POL-003 *Safety*

L0-SQE-PRO-013 *First Aid Procedure*

## WEBSITES

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### **Metro Trains Melbourne official website**

↳ [www.metrotrains.com.au](http://www.metrotrains.com.au)

### **Metro Academy link**

↳ [www.metrotrains.com.au/academy](http://www.metrotrains.com.au/academy)

### **MTM staff intranet (Depot)**

↳ <http://intranet.metrotrains.com.au>

### **MTM intranet (Depot) Metro Academy Link**

↳ <http://intranet.metrotrains.com.au/AboutUs/OrgStructure/HR/Academy/Pages/default.aspx>

### **Australian Skills Quality Authority (VET Regulator)**

↳ [www.asqa.gov.au](http://www.asqa.gov.au)

### **Commonwealth Government Training Information Service**

↳ [www.training.gov.au](http://www.training.gov.au)

### **Transport and Logistics Industry Skills Council**

↳ [www.tlisc.org.au](http://www.tlisc.org.au)

### **MySkills**

↳ [www.myskills.gov.au](http://www.myskills.gov.au)

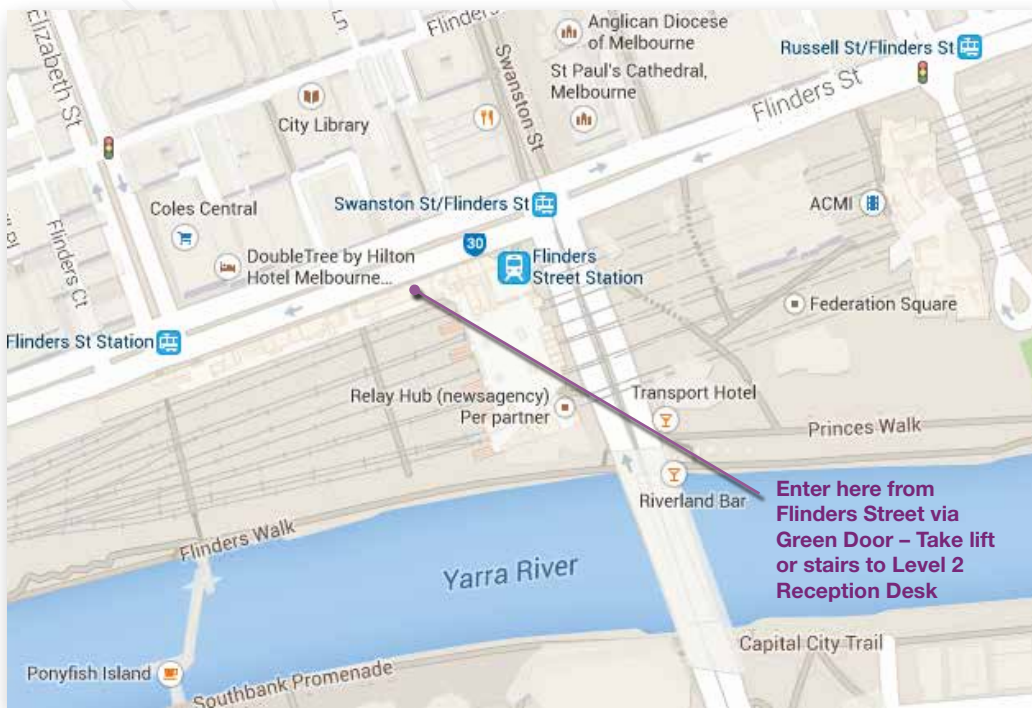
# METRO ACADEMY TRAINING FACILITIES

## METRO ACADEMY – FLINDERS STREET STATION

Level 2, Flinders Street Railway Station  
Melbourne, VIC, Australia 3000

☎ 9610 6959

✉ metroacademy@metrotrains.com.au



## LEVEL 2, FLINDERS STREET STATION

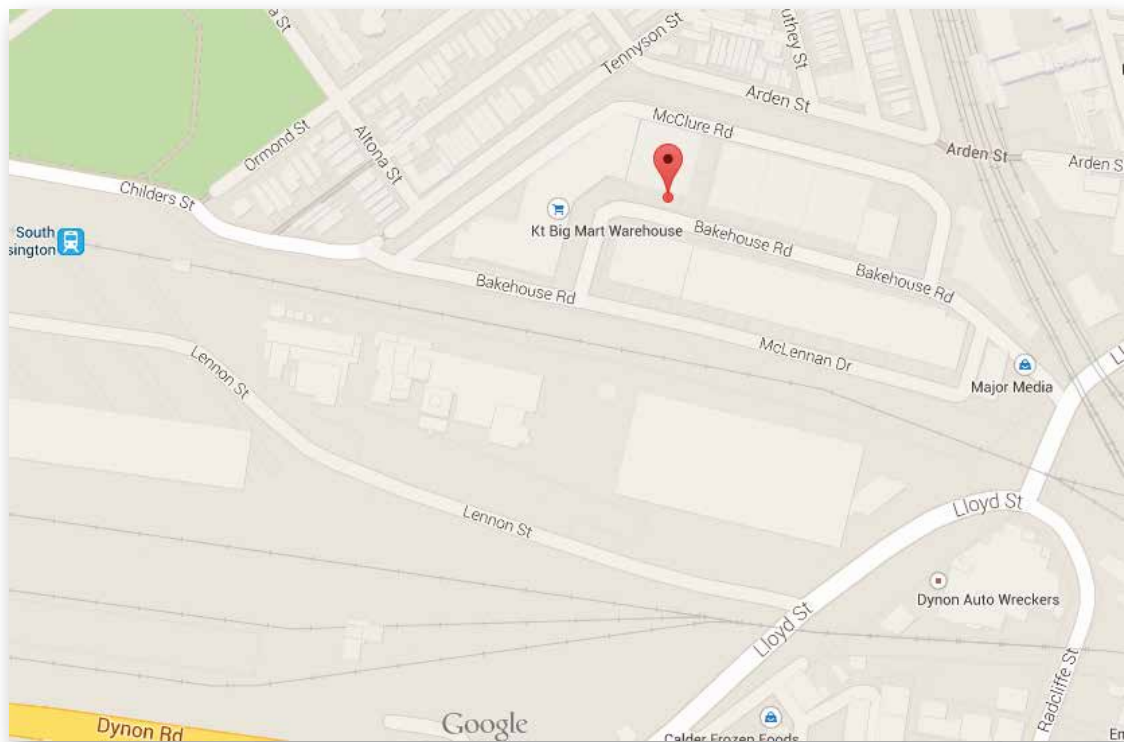


## METRO ACADEMY SOUTH KENSINGTON

42-50 Bakehouse Road  
Kensington VIC 3031

☎ 9610 3701

✉ metroacademy@metrotrains.com.au

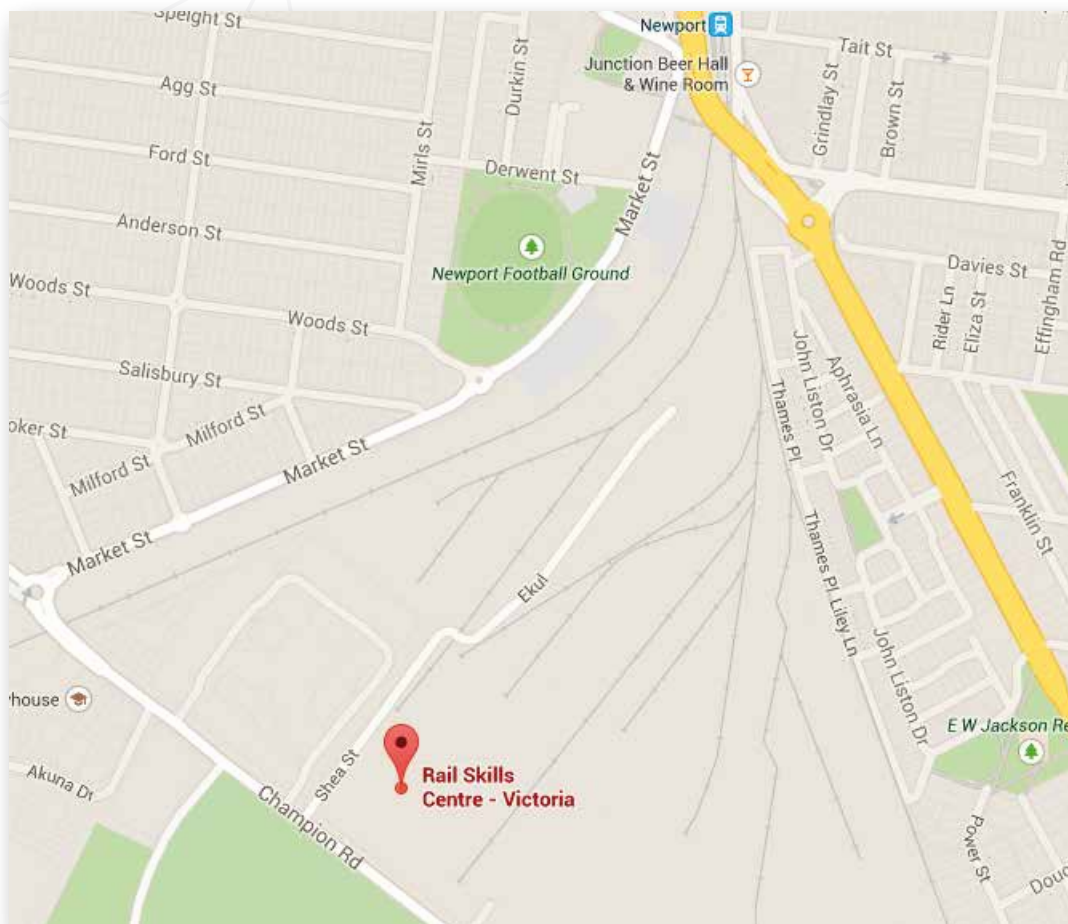


## RAIL SKILLS CENTRE VICTORIA

Shea Street, Newport, VIC, 3015

☎ 9619 7021

Melways Ref: **Map 55, J6**



### ACCESS TO RAIL SKILLS CENTRE

- Access from Newport Railway Station is via the pathway adjacent to the old Newport Power Station and the pedestrian crossing beside the Newport Station car park.
- Vehicle access is via Shea Street off Champion Road.



## COURSE EVALUATION FORM - LEARNER

In order to assess the effectiveness of this training/assessment and to assist in planning for future training programs, please assist us by completing this evaluation.

<b>Name (Optional)</b>		<b>Survey Date</b>	
<b>Qualification, Unit of Competence or Course Title</b>			
<b>Trainer</b>		<b>Venue</b>	

### EVALUATION

For each of the statements listed below, please circle the number from the scale that reflects your opinion – where 1 is 'Strongly Disagree' and 5 is 'Strongly Agree'.

Response		Strongly Agree ↔ Strongly Disagree				
Pre Course						
1.	The course content and assessment procedure was clearly explained at the start of the course.	5	4	3	2	1
Instructor						
2.	The trainer was well organised and prepared.	5	4	3	2	1
3.	The trainer had a good knowledge of the subjects covered.	5	4	3	2	1
4.	The trainer's explanations were presented in a way that I understood.	5	4	3	2	1
5.	The trainer has supported me throughout the course to ensure my individual needs have been addressed.	5	4	3	2	1
Course Material						
6.	The course material was presented clearly.	5	4	3	2	1
7.	The course material was easy to understand.	5	4	3	2	1
8.	The course material will assist me in my work.	5	4	3	2	1
9.	The practical work (if applicable) was well organised.	5	4	3	2	1
Facilities						
10.	The facilities and equipment were suitable for the training.	5	4	3	2	1
<b>Positive Feedback</b>		<b>Recommendations for Improvement</b>				

Form Number: L4-LED-FOR-051 Course Evaluation Student





