



Approvals

	Name	Position
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Amendment record

Updated to include current information and contact details.

Updated to new Objective ECM Template.

Fees Protection information updated to include new reporting process.

Roles and responsibilities, Definitions & Records Management section added.

Minor updates to the following Sections: 2. Scope, 4. Process, 5. Abbreviations, 8. Document Hierarchy, 9. References.

1. Purpose

This procedure ensures that the MTM RTO informs prospective learners of the fees and charges structure for training and assessment services including the refund procedure.

2. Scope

This procedure applies to all fees payable to the MTM RTO by non-MTM employees for training or assessment related services. Fees may be payable by an individual learner or by a Company.

As an Enterprise RTO (ERTO), MTM does not charge fees for its employees and these learners are exempt under this procedure.

3. Roles and responsibilities

Learner or Company	Lodge a request for refund of fees.
Business & Training Support Lead	Authorise or reject refund requests. Maintain the refund of Fees Register. Maintain all documentation pertaining to Refunds and Charges.
Business Services Manager	Determine fees for courses and administration annually.
RTO Manager	Ensure current marketing material is accurate and accessible. Ensure payment processes meet the requirements of the RTO Standards. Manage complaints and appeals processes. Procedure Document Author.
MTM Accounts Department	Processes invoices, payments and refunds.
Head of Metro Academy	Procedure Document Endorser, investigation and resolution of complaints.
RTO CEO	Procedure Document Approver.



4. Process

4.1. Fees and charges

4.1.1. The following table lists and describes the types of fees and charges that may be payable by learners or companies.

<p>Course fees (minimum fee payable)</p>	<p>The base cost of your course. This includes:</p> <ul style="list-style-type: none"> • The training and assessment as outlined in the course information – assessment within the attempts allowed • Either a printed or digital version of the Learner Workbook • An electronic credential issued to the learner and uploaded to the RIW system (if applicable) upon course completion • Lunch (if applicable) • Payment of any licencing fees (such as WorkSafe Victoria for Construction Induction) as listed in the Course marketing material. <p>Does not include the costs of additional materials, re-assessment fees or any incidental fees and costs.</p>
<p>Administration Fees</p>	<p>MTM reserve the right to apply administration fees.</p> <p>An administration fee of \$40 applies for the following scenarios:</p> <ul style="list-style-type: none"> • Requests to substitute learners • Requests to change course registration to a different date for the same course • Requests to change course registration to a different course. <p>An administration fee of \$25 applies for the following scenarios:</p> <ul style="list-style-type: none"> • Uploading of credentials issued prior to 01/04/2020 to the RIW system • Change of name in the MTM LMS due to learner or Company setting up profile with non-legal/incorrect name. <p>NOTE: The above lists the known scenarios where administration fees will be applied. If other scenarios occur, learners and companies will be consulted before any administration fees are applied.</p>
<p>Material fees</p>	<p>Where applicable, material fees will be charged for specific resources that are needed such as: text books, protective clothing, tools and other items relevant to the course as noted in the course information.</p>
<p>Re-assessment fees</p>	<p>If a learner does not successfully complete a course/unit, they may be provided the opportunity to be re-assessed. In the event this occurs, a re-assessment fee may be charged. This fee will vary dependent on the course/unit they are re-attempting.</p>
<p>Recognition of Prior Learning (RPL) fees</p>	<p>Only charged for those learners wishing to undertake an RPL application. These fees may be charged on a full course or per unit basis dependent on the course. The learner will be advised of the relevant fees upon application.</p>
<p>Credential re-issue fees</p>	<p>The re-issue of credentials (Certificate of Completion, Qualification and Record of Result or Statement of Attainment) will incur the following charges:</p> <ul style="list-style-type: none"> • \$20 per electronically issued credential • \$100 per hard copy printed credential.

4.1.2. Fees and charges relevant to each course will be set prior to the course being advertised.



- 4.1.3. Publicly available course information will include a breakdown of all relevant fees and charges and will be accessible via the Metro Academy website. Learners will be provided and/or directed to this information prior to enrolment.
- 4.1.4. Information relating to fees, refunds and cancellations is accessible to learners via this procedure, the Learner Information Handbook and the Metro Academy website.

4.2. Collection of fees

- 4.2.1. Course fees must be paid in full at the time of course registration via the online payment gateway.
 - a) Course fees collected in advance do 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.
- 4.2.2. Fees not constituted as course fees will generally be collected after the commencement of training via the MTM Accounts Department.
 - a) The MTM Accounts Department will raise and issue the invoice and seek payment via credit card.
- 4.2.3. Companies may request to make arrangements 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
 - 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 Metro Academy
 - 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.

4.3. Fee Protection

- 4.3.1. MTM RTO does not seek to collect more than \$1500 of course fees in advance.
- 4.3.2. MTM RTO reviews a fee payment report monthly. If it is identified that MTM RTO holds more than \$1500 in advance fees from any individual learner, any courses that have not yet been commenced and cause the total funds from the learner held by MTM RTO to exceed \$1500 are cancelled. The individual learner is refunded their payment and requested to rebook courses when total funds held by the MTM RTO for non-commenced courses does not exceed \$1500.

4.4. Cancellation or Change to Enrolment

- 4.4.1. If a learner cannot attend the course they are enrolled in, the learner or Company must contact MTM at least 5 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.



4.5. Refund of Fees

- 4.5.1. Refunds will be applied as per the following Terms and Conditions:
- a) Cancellations notified more the 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 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.

4.6. Applications for Refunds

- 4.6.1. Refund requests including the reasons for the refund are to be submitted in writing using the A4005 Application for Refund of Fees, addressed to the Business & Training Support Lead and submitted to metroacademy@metrotrains.com.au for review.
- 4.6.2. Where a request for more than one (1) course date is being made, an A4005 Application for Refund of Fees for each separate date must be completed.
- 4.6.3. The outcome of the request will be advised in writing within 5 business days of the request being received.

4.7. Refund Approvals

- 4.7.1. The Business & Training Support Lead is responsible for authorising or rejecting refund requests.
- 4.7.2. The MTM Accounts Department will endeavour to process the payment for any approved refunds within 28 days of receipt of the refund request.
- 4.7.3. The refund will be credited back to the account that payment was received from. This includes payments made with a credit card.

4.8. Refund Appeals

- 4.8.1. Where the learner or Company do not agree with the refund request outcome, they have the right to appeal the refund decision. MTM will be happy to review the decision made and to take into account any extenuating circumstances.
- 4.8.2. Any appeals related to refunds and fees will be dealt with in accordance with the A4294 RTO Complaints and Appeals Procedure.
- 4.8.3. The RTO Complaints and Appeals Procedure is accessible on the Metro Academy website or upon request via metroacademy@metrotrains.com.au



5. Abbreviations

ASQA	Australian Skills Quality Authority
ERTO	Enterprise Registered Training Organisation
LMS	Learning Management System and Payment Gateway
MTM	Metro Trains Melbourne
PPE	Personal Protective Equipment
RIW	Rail Industry Worker
RTO	Registered Training Organisation
VET	Vocational Education and Training

6. Definitions

Appeal	Request for reconsideration or review of a decision. For e.g. assessment result.
Complaint	The formal expression of a grievance. The act of saying or writing that you are unhappy or dissatisfied with something or someone. For e.g. a complaint about another person's behaviour.
Fee Protection	Where an RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6 of the RTO Standards 2015

7. Records management

- 7.1. Requests for refunds of fees will be recorded in the Refund of Fees Register maintained by the Business & Training Support Lead.
- 7.2. Electronic copies of all documentation (emails, forms etc.) will be saved and maintained by the Business & Training Support Lead.
- 7.3. Records and correspondence will be retained in accordance with document A985 Records Management Procedure, the requirements of ASQA and any applicable state or national law.

8. Document hierarchy

8.1. Parent document

A4931 Metro Academy Operations Manual (MAOM).

8.2. Subordinate documents

A4005 Application for Refund of Fees Form.

Refund of Fees Register.



9. References

A985 Records Management Procedure.

A4294 RTO Complaints and Appeals Procedure.

Standards for Registered Training Organisations 2015:

Standard Five Clause 5.2, 5.3

Standard Seven Clauses 7.3

Schedule 6