

Signalling Strategic Taskforce Training Program

Fees, Charges and Refunds Procedure

SIGNALLING STRATEGIC TASKFORCE TRAINING PROGRAM

FEES, CHARGES AND REFUNDS PROCEDURE

1. Purpose

This procedure ensures Metro Trains Australia Pty Ltd (**MTA**) informs prospective participants 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 MTA by all participants for training or assessment related services. Fees may be payable by an individual participant or by a company.

3. Roles and responsibilities

Role	Responsibilities
Participant or Company	Lodge a request for refund of fees.
MTA's Administration Officer	Authorises or rejects refund requests. Maintains the Refund of Fees Register. Maintains all documentation pertaining to refunds and charges.
MTA Executive Director Finance and Legal	Determines fees for courses and administration annually.
MTA Accounts Department	Processes invoices, payments and refunds. Ensures payment processes meet the requirements of the RTO Standards.
MTA's Moderator and Assurance Manager	Procedure and Policy Document Endorser. Investigation and resolution of complaints. Manages the trainers and assessors.
Executive Director Business Operations	Procedure and Policy Document Approver.
Program Manager	Ensures all elements of the Signalling Strategic Taskforce Training Program are delivered. Ensures current marketing material is accurate and accessible. Manages complaints and appeals processes. Procedure and Policy Document Author.

4. Process

4.1. Fees and Charges

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

Course fees (minimum fee payable)	The base cost of your signalling course is set out below:	Initial Course (exclusive of GST)	Assessment Only (exclusive of GST)
	1. Basic Signalling Technology	\$4250	\$1250
	2. Intermediate Signalling Technology	\$8500	\$1250
	3. Advanced Signalling Technology	\$8500	\$1250
	4. Signalling Assistant Tester	\$4250	\$1250
	5. Signalling Verification Tester	\$4250	\$1250
	6. Signalling Function Tester	\$4250	\$1250
	7. Signalling Control Table Tester	\$5100	\$1250
	8. Signalling Tester in Charge	\$4250	\$1250
	<p>The course fees include:</p> <ul style="list-style-type: none"> • Pre-requisite check completed by MTA to ensure the participant satisfies all course requirements • The training and assessment as outlined in the applicable Course Brochure (assessment within the attempts allowed as outlined in the re-assessment fees) • Access to MTA's Learning Management System (LMS) • Either a digital or printed version of the Participant Workbook • An electronic competency issued to the participant and uploaded to the RIW system (if applicable) upon satisfactory course completion <p>Does not include the costs of additional materials or any incidental fees and costs.</p>		
Administration Fees	<p>MTA reserve the right to apply administration fees. An administration fee of \$40 applies for the following scenarios:</p>		

	<ul style="list-style-type: none"> • Requests to substitute participants if 5 working days notice provided and the substitute satisfies all course pre-requisite requirements • Requests to change course registration to a different date for the same course if 5 working days notice provided • Requests to change course registration to a different course if 5 working days notice provided • An administration fee of \$40 applies for the following scenarios: <ul style="list-style-type: none"> ○ Uploading of competencies issued prior to 01/04/2020 to the RIW system ○ Change of name in the MTA LMS due to participant 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, participants and companies will be consulted before any administration fees are applied.</p>
PPE non-compliance fee	A participant will be required to repay an assessment fee if they attend an assessment without the required PPE.
Re-assessment fee	<p>On the day of assessment:</p> <ul style="list-style-type: none"> • Participants will be given one attempt at the Safety Critical Knowledge Assessment questions and must attain a 100% pass mark. • If the participant achieves a 'Not Satisfactory' for the Safety Critical questions they must enrol, and pay, for the next available 'Initial Course'. • If the participant achieves a 'Satisfactory' for the Safety Critical questions the participant completes the remaining Knowledge Assessment questions. • Participants will be given two attempts at the remaining Knowledge Assessment questions to attain a 90% pass mark. • If the participant achieves a 'Not Satisfactory' for the Knowledge Assessment, they will not be permitted to undertake the Practical Assessment (where applicable) and must enrol and pay, for the next available 'Initial Course'. • If the participant achieves a 'Satisfactory' for the Knowledge Assessment they can complete the Practical Assessment. • Participants will be given two attempts at the Practical Assessment to attain a 90% pass mark. • If the participant achieves a 'Not Satisfactory' for the Practical Assessment, they must arrange for a reassessment of the Practical Assessment at a pro rata rate of the 'Initial Course' fee.

Competency re-issue fees	<p>The re-issue of competencies (Certificate of Completion, Qualification and Record of Result or Statement of Attainment) will incur the following charges:</p> <ul style="list-style-type: none"> • \$40 per electronically issued competency • \$100 per hard copy printed competency.
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Publicly available course information will include a breakdown of all relevant fees and charges and will be accessible via this procedure and the MTA Training website (training@metrotrainsau.com). Participants will be provided and/or directed to this information prior to enrolment.

Information relating to fees, refunds and cancellations is accessible to participants via this procedure, the Course Brochure and the MTA Training website (training@metrotrainsau.com).

4.2. Collection of Fees

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

- All payments via the online payment gateway must be made by credit card. VISA and MasterCard are the only accepted credit cards

Fees not constituted as course fees will generally be collected after the commencement of training via the MTA Accounts Department.

- The MTA Accounts Department will raise and issue the invoice and seek payment via credit card.

4.3. Fee Protection

In the event MTA closes or otherwise ceases to provide the training and assessment services as required by the payment of a course fee by a participant, the participant may apply to the Victorian Infrastructure Delivery Authority (**VIDA**) for a full refund.

4.4. Cancellation or Change to Enrolment

If a participant cannot attend the course they are enrolled in, the participant or company must contact MTA at least 5 days prior to the course commencement date and either:

- Provide a substitute attendee for the course, provided the substitute satisfies all course pre-requisite requirements (an administration fee will apply)

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

5. Refund of Fees

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

5.1 Course Cancellation by MTA

- MTA to advise no less than 5 days in advance if scheduled course will be cancelled / rescheduled
- Participants will be rescheduled or 100% refund provided

5.2 Course Cancellation by Participant

Full Refund of Course Fee Paid	Participant Cancels 5 or more working days before day of course commencement
75% Refund of Course Fee Paid	Participant Cancels 3 to 5 working days before day of course commencement
50% Refund of Course Fee Paid	Participant Cancels 2 working days before day of course commencement
No Refund of Course Fee Paid	Participant Cancels 1 day before or on day of course commencement

5.3 Course Substitution Administration Fees

\$40 + GST	Substitution of Participant Request, provided 5 working days notice provided
\$40 + GST	Substitution of Course Date Request - same course as originally enrolled, provided 5 working days notice provided
\$40 + GST	Substitution of Course Request - to a different course from that originally enrolled, provided 5 working days notice provided

Notes:

1. Course Substitution Administration Fees are in addition to the refund terms and conditions.
2. Substitution of Course Date or Course Requests must be made in writing 10 days prior to current enrolled course commencement
3. The above lists the known scenarios where administration fees will be applied. If other scenarios occur, participants and companies will be consulted before any administration fees are applied.
4. No refunds will be issued after course commencement
5. No refunds will be issued for non-attendance
6. No refunds will be issued if a participant 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 Brochure and email confirmation for each course
7. MTA 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.
8. If a participant is removed from a course as a result of participant misconduct, course fees will be forfeited.

5.4 Applications for Refunds

Refund requests including the reasons for the refund are to be submitted via a Service Request on the MTA website.

A separate Service Request must be submitted for each course where a refund is being requested for more than one course.

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

5.5 Refund Approvals

MTA’s Administration Officer is responsible for authorising or rejecting refund requests.

The MTA Accounts Department will endeavour to process the payment for any approved refunds within 28 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.

5.6 Refund Appeals

Where the participant or company do not agree with the refund request outcome, they have the right to appeal the refund decision. MTA will be happy to review the decision made and to take into account any extenuating circumstances.

Any appeals related to refunds and fees are to be submitted via a Service Request on the MTA website.

The Signalling Strategic Taskforce Training Program: Complaints and Appeals Procedure is accessible on the MTA website or upon request via a Service Request.

6. Definitions

Appeal	Request for reconsideration or review of a decision. For e.g. assessment result.
Assessment Only	For participants who already hold an applicable Network Job Role. Refer to Participant Entry Requirements for specific requirements.
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.
Initial Course	For participants who hold the applicable National Job Role and wish to progress to the applicable MTM/V/Line Network Job Role. Refer to Participant Entry Requirements for specific requirements.

7. Records management

Requests for refunds of fees will be recorded in the Refund of Fees Register maintained by MTA's Administration Officer.

Electronic copies of all documentation (emails, forms etc.) will be saved and maintained by MTA's Administration Officer.

Records and correspondence will be retained in accordance with the Retention, Disposal and Destruction Policy (L3-RIW-POL-214), the requirements of ASQA and any applicable state or national law.

8. References

Refund of Fees Register

Signalling Strategic Taskforce Training Program: Complaints and Appeals Procedure

L3-RIW-POL-214 Retention, Disposal and Destruction Policy

Standards for Registered Training Organisations 2015