

The Platform – Metro Academy’s New Learning Management System

The purpose of this bulletin is to update our customers and third parties about the launch, on Monday 5th June 2017, of Metro Academy’s new online booking and payment system, known as The Platform.

How do I navigate through The Platform?

There are a number of Quick Reference Guides available on our website that will guide you step by step through the process.

How secure are my details?

Metro Academy takes the capture and storage of your personal information very seriously and we are committed to keeping your information safe. We work closely with our payment, banking and software partners to ensure transactions with the Metro Academy are secure. Please note that your credit card details are not retained in the system.

What are your Terms and Conditions?

These are available on our website and they are also presented to you when you log on to The Platform.

Can I still purchase training using a Purchase Order?

No. From 5th June 2017 all payments must be made via credit card. During the transition period, from 5/6/2017 to 30/6/2017, you are welcome to contact Metro Academy for assistance with making your payment through the online booking system.

Can I cancel or reschedule my training using The Platform?

No. Please contact the Metro Academy on 9610 3701 to reschedule or cancel your training.

What notifications will I receive?

Once your training has been confirmed you will receive two separate notifications. You will receive an email containing your tax invoice and a confirmation email containing your training details, including a location map.

What credit cards do you accept?

We currently accept MasterCard or Visa.

What do I do if I forget my username or password?

Please contact the Metro Academy on 9610 3701 if you have issues with your username or password.

Who do I contact for support?

You can phone Metro Academy on 9610 3701 or send an email to Metroacademy@metrotrains.com.au