

The purpose of this policy is to ensure that all fees, charges, payment arrangements, refunds, and actions relating to non-payment are managed fairly, transparently, and consistently, in accordance with the Standards for Registered Training Organisations (RTO Standards) 2025.

Pegasus International College is committed to providing students with clear and accurate information about their financial obligations prior to enrolment and throughout their studies, and to applying fee-related decisions in a reasonable and equitable manner.

## 1) SCOPE

This policy applies to:

- All students enrolled in nationally recognised training delivered by Pegasus International College
- Tuition fees and any additional charges associated with enrolment
- Payment plans and scheduled instalments
- Withdrawals, refunds, and fee adjustments
- Actions taken in relation to late payments or overdue accounts

## 2) FEE DISCLOSURE

Pegasus International College ensures that all fees and charges are disclosed to students prior to enrolment. Students are provided with enrolment documentation that outlines the total course fees, payment arrangements (where applicable), and relevant terms and conditions, including refund and withdrawal information. Additional fees, including those relating to re-enrolment, late payments, reassessment, or additional assessment attempts, are published in the College's Schedule of Fees, which is available to students via the College website and learning systems. Students are encouraged to familiarise themselves with the Schedule of Fees as part of their enrolment.

## 3) PAYMENT ARRANGEMENTS

Payment plans may be offered at the discretion of the College to support students in meeting their financial commitments. Where approved, payment plans clearly outline the frequency, amount, and due dates of instalments and are provided to students as part of their enrolment documentation or payment setup process. Students are expected to comply with the agreed payment schedule and are encouraged to contact the College as early as possible if they experience difficulty meeting a scheduled payment.

## 4) LATE OR DISHONOURED PAYMENTS

Where a scheduled payment is late or dishonoured, the College may apply an administrative fee to cover additional administrative handling.

This may include:

- **Late or dishonoured payment:** An administrative fee of \$30 may be applied to the student's outstanding balance.
- **Third-party charges:** Any fees charged by external payment providers may also apply.

Late payment fees and applicable charges are published in the Schedule of Fees and made available to students via the College website and learning systems. Late payment fees may be waived at the discretion of the College in exceptional circumstances.

## 5) OVERDUE ACCOUNTS AND SUSPENSION OF SERVICES

If fees remain unpaid after the agreed due date, the College will issue reminders and provide the student with a reasonable opportunity to rectify the outstanding amount. Where an account remains overdue for an extended period, the College may take further action to manage the overdue account.

Key timeframes and actions may include:

- Generally three (3) months or more overdue: The College may issue a formal written warning and, where appropriate, temporarily suspend access to training, assessment activities, or learning systems until the matter is resolved.

## 6) ENROLMENT CANCELLATION FOR NON-PAYMENT

If fees remain unpaid for a prolonged period despite reminders, warnings, and reasonable opportunities to comply, the College may proceed with cancellation of the student's enrolment.

This may occur where:

- **Generally five (5) months or more overdue:** Fees remain outstanding and previous attempts to resolve the matter have not been successful.

Before any cancellation occurs, the student will be provided with written notice of the intention to cancel and advised of their right to lodge an appeal under the Complaints and Appeals Policy. Enrolment cancellation will not be finalised until the appeal period has expired or any appeal has been completed.

## 7) WITHDRAWAL AND REFUNDS

Students who wish to withdraw from a course or unit are required to submit a Withdrawal and Refund Application Form. Refund eligibility is assessed in accordance with this Fees, Charges and Refund Policy. Where a refund is approved, it will be processed within ten (10) business days of the refund decision being finalised.

## 8) STUDENT RIGHTS AND APPEALS

Students have the right to raise concerns or lodge an appeal in relation to fee-related decisions, including payment arrangements, suspension of services, or enrolment cancellation. All complaints and appeals are managed in accordance with the Complaints and Appeals Policy. No adverse action will be taken against a student while an internal complaint or appeal is under consideration.

## 9) COMPLIANCE AND RECORD KEEPING

The College maintains appropriate records relating to fee-related decisions and actions in accordance with the 2025 RTO Standards.

## 10) STUDENT AWARENESS

Students are informed of this policy through the Student Handbook and enrolment documentation, and the policy is made available for ongoing access via the College website and learning systems. Students are expected to familiarise themselves with fee requirements, payment obligations, and the potential consequences of non-payment as part of their enrolment.

## 11) POLICY REVIEW

This policy is reviewed periodically to ensure it remains current, effective, and aligned with regulatory requirements and operational practices.