

# **RII60520**

## **ADVANCED DIPLOMA OF CIVIL CONSTRUCTION DESIGN**

STUDENT HANDBOOK



**PEGASUS**  
INTERNATIONAL COLLEGE

RTO Code 46222

## WELCOME TO PEGASUS INTERNATIONAL COLLEGE

Dear Students,

Welcome to Pegasus International College!

As the CEO, it is my pleasure to extend a warm and heartfelt welcome to each of you. We are thrilled that you have chosen to join our community and embark on this exciting educational journey with us. At Pegasus International College, we are committed to providing you with a dynamic and supportive learning environment that fosters growth, innovation, and excellence.

Our college is built on the foundation of industry expertise and practical knowledge, with courses designed to equip you with the skills and experience needed to excel in the civil construction industry. With our unique features such as learning guided by industry leaders and subject matter experts who combine technical excellence with practical, project-based insights, online studies via MS Teams, and industry engagement opportunities incorporated into the program, we ensure that you receive an education that is both comprehensive and relevant to current industry standards.

We understand the importance of preparing you for successful careers, and our dedicated team is here to support you every step of the way. From resume checks to mock interviews, our student support services are designed to help you confidently navigate your career path.

At Pegasus International College, we believe in nurturing talent and encouraging ambition. We are here to inspire you, challenge you, and help you achieve your fullest potential. We are excited to witness your growth and success as you take on this transformative journey.

Once again, welcome to Pegasus International College. Let's soar to new heights together!

Warm regards,

Parapti Sharma  
Chief Executive Officer  
Pegasus International College

# TABLE OF CONTENTS

---

<b>STUDENT HANDBOOK</b>	<b>2</b>
WELCOME TO PEGASUS INTERNATIONAL COLLEGE	2
<b>TABLE OF CONTENTS</b>	<b>3</b>
<b>1. INTRODUCTION</b>	<b>5</b>
SERVICE COMMITMENT	5
<b>2. STUDENT RIGHTS AND RESPONSIBILITIES</b>	<b>6</b>
STUDENT RIGHTS	6
STUDENT RESPONSIBILITIES	6
ASSESSMENT REQUIREMENTS	7
ACADEMIC INTEGRITY AND ASSESSMENT MALPRACTICE	7
BEHAVIOUR	8
MISCONDUCT INCLUDES (BUT IS NOT LIMITED TO):	8
RESPECT FOR OTHERS	8
CHANGE OF PERSONAL DETAILS	9
DISCIPLINARY PROCESSES	9
EVALUATION AND FEEDBACK	9
LEARNER SUPPORT SERVICES	10
MENTORING & ACADEMIC GUIDANCE	10
LEARNING MATERIALS	10
MAKING THE MOST OF YOUR TRAINING	11
<b>3. COURSE INFORMATION</b>	<b>12</b>
RII60520 – ADVANCED DIPLOMA OF CIVIL CONSTRUCTION DESIGN	12
COURSE FEES	12
COURSE DURATION	12
DELIVERY MODE	13
ENTRY REQUIREMENTS:	13
ENROLMENT AND SUITABILITY PROCESS	13
DELIVERY STRUCTURE	14
ATTENDANCE AND PARTICIPATION	14
UNITS OF COMPETENCY	15
UNIT	15
CORE OR ELECTIVE	15
LEARNING AND ASSESSMENT METHODS	15
CREDIT TRANSFER	15
RECOGNITION OF PRIOR LEARNING (RPL)	16
PATHWAY	16
COMPLETION	17
ASSESSMENT	17
COURSE ASSESSMENT	17
ASSESSMENT RESULTS	17
RE-ASSESSMENT	18
ASSESSMENT APPEALS	18

REASONABLE ADJUSTMENTS	18
EXTENSIONS FOR ASSESSMENT	18
LEARNING MANAGEMENT SYSTEM (LMS)	18
CERTIFICATES	19
COURSE DELIVERY	19
TRAINER AND ASSESSORS	20
<b>4. POLICIES AND PROCEDURES</b>	<b>21</b>
ACCESS AND EQUITY	21
COMPLAINTS AND APPEALS	21
<b>5. STUDENT ENROLMENT</b>	<b>22</b>
INFORMATION TO STUDENTS	22
ENROLMENT PROCESS	22
UNIQUE STUDENT IDENTIFIER (USI)	22
CHANGES TO TRAINING OR SERVICES	22
COURSE CANCELLATION BY THE COLLEGE	22
STUDENT WITHDRAWAL, DEFERRAL, OR TRANSFER	22
STUDENT RECORDS AND PRIVACY	23
RTO CANCELLATION OF COURSES	23
EQUAL OPPORTUNITY AND RESPECTFUL CONDUCT	23
HARASSMENT, VILIFICATION AND BULLYING	24
PRIVACY	24
STUDENT SUPPORT SERVICES	25
COURSE FEES AND PAYMENTS	25
<b>6. REFUND POLICY</b>	<b>26</b>
GENERAL CONDITIONS	26
COURSE CANCELLATION BY THE COLLEGE	26
STUDENT WITHDRAWAL PRIOR TO COURSE COMMENCEMENT	26
STUDENT WITHDRAWAL AFTER COURSE COMMENCEMENT	26
SPECIAL CIRCUMSTANCES	26
<b>7. CONTACT DETAILS</b>	<b>27</b>

# 1. INTRODUCTION

---

The purpose of this Student Handbook is to provide clear and comprehensive information about your training program, the policies and processes that apply to your enrolment, and your rights and responsibilities as a student of Pegasus International College. This Handbook is designed to support you throughout your learning journey and help you make informed decisions about your studies.

Pegasus International College is the trading name of Pegasus Star Pty Ltd, Registered Training Organisation (RTO Code 46222). We deliver nationally recognised training designed to equip students with the knowledge, skills, and practical competencies required for employment and career progression within the civil construction industry.

We are committed to maintaining high standards of training and assessment. Our programs, learning resources, and assessment practices are regularly reviewed to ensure alignment with current industry expectations and regulatory requirements.

Pegasus International College currently delivers the following nationally recognised qualification:

- RII60520 – Advanced Diploma of Civil Construction Design

As a Registered Training Organisation, Pegasus International College complies with the Standards for Registered Training Organisations 2025. Our training and assessment services are delivered in accordance with these standards to ensure integrity, quality, and consistency.

## SERVICE COMMITMENT

Pegasus International College is committed to delivering high-quality training and assessment services that prioritise student success, industry relevance, and regulatory compliance. We are dedicated to:

- Delivering nationally recognised training that aligns with current industry needs and expectations.
- Providing engaging, practical, and professionally relevant learning experiences.
- Maintaining a student-centred approach that supports individual learning needs.
- Ensuring training is delivered by qualified trainers and assessors with relevant industry expertise.
- Creating a supportive, inclusive, and respectful learning environment.
- Providing flexible and accessible learning opportunities where appropriate.
- Monitoring, evaluating, and continuously improving our training and assessment practices.
- Promoting safe and professional conduct within all learning environments.
- Supporting students in developing the competencies required for workplace performance and career progression.

## 2. STUDENT RIGHTS AND RESPONSIBILITIES

---

Pegasus International College is committed to providing a safe, respectful, and inclusive learning environment. All students have rights and responsibilities that support a positive and productive educational experience.

### STUDENT RIGHTS

As a student of Pegasus International College, you have the right to:

- Be treated fairly, respectfully, and without discrimination.
- Receive accurate and transparent information about your course, assessment requirements, fees, and relevant policies.
- Access quality training and assessment delivered by qualified trainers and assessors.
- Receive clear assessment instructions and timely, constructive feedback.
- Request reasonable adjustment where required, without compromising competency standards.
- Access student support services where needed.
- Raise concerns, lodge complaints, or submit appeals without fear of victimisation or disadvantage.
- Have complaints and appeals managed in accordance with the Complaints and Appeals Policy.

### STUDENT RESPONSIBILITIES

As a student, you are expected to:

- Act honestly and with integrity in all learning and assessment activities, including ensuring that all assessment submissions are your own work in accordance with the Academic Integrity, Plagiarism and AI Use Policy.
- Submit assessment tasks by the published due dates or apply for an approved extension prior to the due date in accordance with College policy.
- Maintain satisfactory academic progress and actively engage in training and assessment activities.
- Participate respectfully and professionally in all learning environments, including online platforms.
- Comply with all published College policies and procedures.
- Meet all agreed financial obligations in accordance with the Fees, Charges and Refund Policy.
- Maintain professional behaviour at all times.
- Take responsibility for your own learning, communication, and progression.
- Ensure your contact and personal details remain current with the College.

## ASSESSMENT REQUIREMENTS

All assessment tasks must be submitted by the specified due date published in the Learning Management System (LMS) or otherwise communicated by the College.

If you experience difficulty completing an assessment, you must contact your trainer/assessor as early as possible to discuss your circumstances.

Where circumstances outside your control prevent submission by the due date, you must apply for an extension prior to the due date using the College's Assessment Extension Request Form. Extension requests are considered in accordance with the Assessment Submission & Marking Policy and must be supported by valid grounds.

Late submissions without an approved extension may result in late submission fees or other academic consequences as outlined in College policies.

Students are provided with assessment feedback and, where applicable, reassessment opportunities in accordance with the Assessment Submission & Marking Policy. Assessment attempt limits apply.

## ACADEMIC INTEGRITY AND ASSESSMENT MALPRACTICE

Pegasus International College is committed to maintaining the integrity, fairness, and credibility of its assessment processes. All students must ensure that assessment submissions demonstrate their own knowledge and competency.

Academic misconduct includes, but is not limited to:

- **Cheating** – Submitting work that is not your own, copying another student's work, or using unauthorised materials during assessment.
- **Collusion** – Unauthorised collaboration with another person resulting in submitted work that is not entirely your own.
- **Plagiarism** – Using another person's words, ideas, or work without proper acknowledgement or referencing. This includes copying from books, websites, articles, or other published sources, as well as rewording content without appropriate citation.
- **Inappropriate use of Artificial Intelligence (AI)** – Submitting assessment work that is wholly or substantially generated by AI in a way that prevents demonstration of your own competency.

Where concerns arise regarding the authenticity of assessment work, the College may take reasonable steps to verify authorship. This may include requesting clarification, conducting a discussion with the student, or requiring resubmission.

Where academic misconduct is confirmed, the College will manage the matter in accordance with the Academic Integrity, Plagiarism and AI Use Policy. Outcomes may include reassessment, formal warning, recording of a Not Yet Competent (NYC) result, suspension, or cancellation of enrolment, depending on the seriousness of the breach.

Students have the right to appeal assessment decisions in accordance with the Complaints and Appeals Policy.

## BEHAVIOUR

Students are expected to behave in a mature, respectful, and professional manner at all times. All students are responsible for their conduct and participation during training and assessment activities, including online learning environments.

Misconduct will not be tolerated.

### MISCONDUCT INCLUDES (BUT IS NOT LIMITED TO):

- Offensive, threatening, or unlawful conduct (e.g., theft, fraud, violence, or assault).
- Interfering with, damaging, or misusing College property, equipment, or systems.
- Academic misconduct, including cheating, plagiarism, collusion, or inappropriate use of AI.
- Disrupting training sessions or interfering with another student's ability to learn.
- Breach of confidentiality or misuse of personal information.
- Use of inappropriate, abusive, or discriminatory language.
- Discrimination, harassment, bullying, intimidation, or victimisation.
- Serious negligence, including non-compliance with Work Health and Safety (WHS) requirements.
- Attending training while affected by drugs or alcohol and being unfit to participate safely.

## RESPECT FOR OTHERS

All students are expected to contribute to a positive learning environment. Respect for fellow students, trainers, assessors, and staff is required at all times.

Students must:

- Treat staff and fellow students with courtesy and professionalism.
- Follow reasonable instructions provided by trainers or authorised staff.
- Use online platforms (including MS Teams and the LMS) responsibly and respectfully.
- Treat facilities, equipment, and digital systems with care.
- Respect the rights, diversity, and cultural backgrounds of others.

Pegasus International College reserves the right to remove a student from a training session (including online sessions) where behaviour is disruptive, unsafe, or inappropriate.

Where serious misconduct occurs, the College may take disciplinary action in accordance with relevant College policies. This may include formal warning, suspension, or cancellation of enrolment. Students will be afforded procedural fairness and have the right to appeal decisions in accordance with the Complaints and Appeals Policy.

## CHANGE OF PERSONAL DETAILS

Students are required to ensure that their personal and contact details recorded with Pegasus International College are accurate and up to date at all times.

If your personal details change (including phone number, email address, residential address, or emergency contact information), you must notify the College as soon as possible by completing the Change of Personal Details Form.

The Change of Personal Details Form is available through the College website or via request to administration. Supporting evidence may be required where applicable. All information is handled in accordance with the College's Privacy Policy.

Failure to maintain accurate contact details may result in missed communications regarding assessments, academic progress, payments, warnings, or other important matters relating to your enrolment.

## DISCIPLINARY PROCESSES

Pegasus International College may initiate disciplinary action where a student engages in misconduct, breaches College policies, or fails to comply with behavioural or academic expectations.

Disciplinary action may include, but is not limited to:

- Formal warning
- Implementation of a Performance Management Plan (where academic progress is affected)
- Temporary suspension from training or access to learning systems
- Cancellation of enrolment

Disciplinary decisions are made in accordance with relevant College policies, including the Academic Progress & Student Performance Management Policy and the Academic Integrity Policy.

Students will be informed in writing of any disciplinary decision and provided with the opportunity to respond. Students have the right to appeal disciplinary decisions in accordance with the Complaints and Appeals Policy.

## EVALUATION AND FEEDBACK

Pegasus International College values feedback from students as part of its commitment to continuous improvement.

Students are encouraged to provide both positive and constructive feedback regarding training delivery, assessment, support services, and facilities.

Feedback may be collected through surveys, informal feedback mechanisms, or formal feedback forms. All feedback is reviewed and may inform improvements to training and support services.

## LEARNER SUPPORT SERVICES

Pegasus International College is committed to supporting students throughout their training.

Support services are available to assist students with academic, foundation skills, or personal matters that may impact participation in training and assessment.

Support may include:

- One-to-one academic guidance from trainers and assessors
- Reasonable adjustment (where appropriate and without compromising competency requirements)
- Foundation skills support in accordance with the LLND / Foundation Skills Policy
- Referral to external support services where specialised assistance is required

There is no cost for accessing internal student support services.

## MENTORING & ACADEMIC GUIDANCE

Students may contact their trainer or assessor for clarification of course content, assessment requirements, and study strategies.

Training and assessment queries may be directed via the College's official communication channels, including the College email or the official email address of your trainer.

The College aims to respond to student enquiries within reasonable timeframes during business days (Monday to Friday). Response times may vary depending on volume and complexity of the enquiry.

The College office is closed on public holidays. While the online student portal remains accessible, trainer and administrative support may not be available during these periods.

## LEARNING MATERIALS

Students receive access to required training and assessment materials as part of their course fee.

Replacement of lost or damaged materials may incur additional fees in accordance with the published Schedule of Fees

All learning materials remain the intellectual property of Pegasus International College and are provided for personal study use only.

## MAKING THE MOST OF YOUR TRAINING

Students are encouraged to take an active role in their learning and progression. To maximise your training experience, you should:

- Attend and participate in all scheduled training sessions.
- Complete required reading and learning activities.
- Prepare in advance for training sessions and assessment tasks.
- Seek clarification where assessment requirements are unclear.
- Submit quality evidence that clearly demonstrates your competency.
- Monitor your academic progress and meet assessment deadlines.
- Communicate promptly with your trainer if you experience difficulty.

Successful completion of your course requires active participation and personal commitment.

## 3. COURSE INFORMATION

---

### RII60520 – ADVANCED DIPLOMA OF CIVIL CONSTRUCTION DESIGN

This qualification reflects the role of an individual working as a structural/civil designer or a structural/civil draftsman, who supports professional engineers. They perform tasks that are broad, specialised, complex and technical and include strategic areas and initiating activities. They are responsible for the design of complex projects to ensure the implementation of the site requirements and are required to demonstrate self-directed application of theoretical and technical knowledge and initiate solutions to technical problems or management requirements.

Licensing, legislative, regulatory and certification requirements that apply to this qualification can vary between states, territories, and industry sectors.

### COURSE FEES

Pegasus International College offers two delivery pathways for this qualification. Fees differ depending on the selected program duration.

#### 1-Year Program (52 Weeks Including Breaks)

Total Course Fees: **\$13,500**

- Tuition Fees: \$13,000
- Enrolment Fee: \$350 (non-refundable)
- Material Fee: \$150 (non-refundable)

#### 2-Year Program (104 Weeks Including Breaks)

Total Course Fees: **\$23,500**

- Tuition Fees: \$23,000
- Enrolment Fee: \$350 (non-refundable)
- Material Fee: \$150 (non-refundable)

All fees are payable in accordance with the Fees, Charges & Refund Policy and the published Schedule of Fees. Students are encouraged to review the Refund Policy prior to enrolment.

### COURSE DURATION

Pegasus International College offers the RII60520 – Advanced Diploma of Civil Construction Design in two delivery pathways:

- **1 Year Program:** 52 weeks, including 4 weeks of scheduled breaks.
- **2 Year Program:** 104 weeks, including 8 weeks of scheduled breaks.

The applicable duration will be confirmed in the student's Offer Letter and Enrolment Documentation.

All students are required to maintain satisfactory academic progress in accordance with the Academic Progress & Student Performance Management Policy.

## DELIVERY MODE

Synchronous online learning.

Training is delivered through live online sessions and supported by the College's Learning Management System (LMS).

## ENTRY REQUIREMENTS:

There are no formal training package prerequisites for this qualification.

To enrol, applicants must:

- Be at least 18 years of age.
- Have successfully completed Australian Year 12 (or equivalent), or hold a Certificate IV or higher qualification from an Australian institution.
- Be an Australian citizen, New Zealand citizen, permanent resident, or hold a visa that permits study in a domestic student capacity.
- Meet the College's Language, Literacy, Numeracy and Digital (LLND) requirements in accordance with the LLND / Foundation Skills Policy.
- Possess basic computer skills, including use of Microsoft Word, Excel, and PowerPoint.
- Have access to a windows laptop or computer with webcam capability and reliable high-speed internet access suitable for live online learning.
- Maintain an active email address and be contactable by phone.

Where relevant to course participation or industry requirements, students may be required to provide appropriate identification documentation.

## ENROLMENT AND SUITABILITY PROCESS

Pegasus International College implements a structured enrolment and suitability process to ensure students are appropriately informed and supported prior to commencing their studies.

Prior to enrolment, applicants are required to:

- Complete an Enrolment Form, including disclosure of any relevant medical condition or personal circumstances; and
- Complete a Language, Literacy, Numeracy and Digital (LLND) assessment.

Following submission of enrolment documentation, students participate in:

- A phone discussion with a College representative to confirm suitability and clarify course expectations; and
- A formal Orientation session conducted online.

Orientation covers course requirements, assessment processes, student rights and responsibilities, support services, and technology requirements.

Enrolment proceeds only where the College is satisfied that the course is suitable for the student and that appropriate support arrangements are identified where required.

Further details are outlined in the Student Orientation & Suitability Checklist and Student Support Services Policy.

## DELIVERY STRUCTURE

The qualification is delivered over the scheduled course duration through a combination of:

- Structured online classroom sessions
- Supervised practical and project-based activities
- Formative learning activities
- Independent self-directed study

Students are expected to undertake both structured training hours and independent study each week, consistent with the volume of learning requirements for an Advanced Diploma qualification. The total volume of learning for this qualification is approximately 1,360 hours, comprising structured supervised training and independent learning.

## ATTENDANCE AND PARTICIPATION

Students are expected to attend and actively participate in all scheduled training sessions. Regular participation supports satisfactory academic progress.

## UNITS OF COMPETENCY

To complete RII60520 – Advanced Diploma of Civil Construction Design, students must achieve competency in 12 units (5 core units and 7 elective units) in accordance with training package packaging rules. The units are delivered across terms as follows:

<u>UNIT</u>	<u>CORE OR ELECTIVE</u>
BSBWHS616 – Apply safe design principles to control WHS risks	Core
BSBTWK502 – Manage team effectiveness	Core
MEM30012 – Apply mathematical techniques in a manufacturing engineering or related environment	Elective
BSBPMG632 – Manage program risk	Core
BSBPMG530 – Manage project scope	Elective
MEM30005 – Calculate force systems within simple beam structures	Elective
BSBPMG532 – Manage project quality	Elective
RIILAT402E – Provide leadership in the supervision of diverse work teams	Elective
RIIQUA601E – Establish and maintain a quality system	Core
RIICWD601E – Manage civil works design processes	Core
RIICWD534E – Prepare detailed design of civil steel structures	Elective
RIICWD533E – Prepare detailed design of civil concrete structures	Elective

## LEARNING AND ASSESSMENT METHODS

Prior to commencing the course, students are required to complete a Language, Literacy, Numeracy and Digital (LLND) assessment to identify any foundation skill support needs.

Training is delivered through structured online sessions supported by independent study. Students access all learning materials, assessment tasks, and submission portals through the College's Learning Management System (LMS).

Assessment is competency-based and may include written tasks, project work, practical activities, and presentations. Students must demonstrate the required skills and knowledge to achieve competency in each unit.

All assessment requirements are outlined in the relevant unit materials and explained during training sessions.

## CREDIT TRANSFER

Pegasus International College provides Credit Transfer in accordance with national recognition requirements.

If you have successfully completed identical units of competency through another Registered Training Organisation (RTO), you may apply for Credit Transfer by providing an authenticated Statement of Attainment or Qualification.

## RECOGNITION OF PRIOR LEARNING (RPL)

- Pegasus International College does not offer Recognition of Prior Learning (RPL) for this qualification.
- All students are required to complete the structured training and assessment for the enrolled units unless Credit Transfer applies.

## PATHWAY

This qualification provides a pathway to further training and employment within the civil construction and design industry.

Possible occupational outcomes may include:

- Civil Engineering Draftsperson
- Structural Modeller
- Structural Draftsperson
- Civil / Structural Technical Officer

Further training pathways may include higher-level qualifications or tertiary studies in civil engineering or related disciplines.

## COMPLETION

Upon successful completion of all required units of competency, students will be issued with:

- A Testamur (Qualification Certificate); and
- A Record of Results listing the units of competency achieved.

If a student withdraws or does not complete all units, a Statement of Attainment will be issued for any units in which competency has been achieved.

Certification is issued in accordance with regulatory requirements and College policy. For further information, please contact the Student Support Team on 1300 019 535 or email [admin@pegasus.edu.au](mailto:admin@pegasus.edu.au).

## ASSESSMENT

Assessment is competency-based. Students must demonstrate the required skills and knowledge for each unit of competency. Assessment may include written tasks, practical activities, project work, and other methods relevant to the unit requirements.

Students must successfully complete all required assessment tasks to achieve Competency Achieved (CA) for a unit. Where competency is not demonstrated, reassessment opportunities are provided in accordance with the Assessment Submission and Marking Policy.

Students have the right to appeal assessment decisions in accordance with the Complaints and Appeals Policy. Certification is issued only after all qualification requirements have been successfully completed. Students who are identified as being at risk of not making satisfactory academic progress will be formally notified and supported through an intervention strategy in accordance with the Academic Progress & Student Performance Management Policy.

## COURSE ASSESSMENT

Assessment tasks are required for each unit of competency and must be submitted through the College's Learning Management System (LMS) by the published due dates, unless an approved extension has been granted. Assessment instructions and submission requirements are outlined in the relevant unit materials.

## ASSESSMENT RESULTS

Assessment outcomes are recorded in the LMS and are accessible through your student login account.

Individual assessment tasks are graded as:

- Satisfactory (S) or Not Yet Satisfactory (NYS)

A final unit outcome is recorded as:

- Competency Achieved (CA); or
- Not Yet Competent (NYC)

Students receive feedback through the LMS outlining the assessment decision and any required improvements. Assessment results are confidential and will only be released to third parties with written student authorisation or where required by law.

## RE-ASSESSMENT

Where a student receives a Not Yet Satisfactory (NYS) outcome, reassessment opportunities are provided in accordance with the Assessment Submission and Marking Policy.

Students are generally permitted up to three assessment attempts per task. If competency is not achieved within the permitted attempts, the student may be required to re-enrol in the unit.

Additional assessment attempts or re-enrolment may incur fees in accordance with the Schedule of Fees.

## ASSESSMENT APPEALS

Students may appeal an assessment decision in accordance with the Complaints and Appeals Policy and Procedure.

Appeals must be lodged within the timeframe specified in the Complaints and Appeals Policy.

## REASONABLE ADJUSTMENTS

Pegasus International College is committed to providing equitable access to training and assessment. Students who require reasonable adjustment due to disability, medical condition, or other relevant circumstances are encouraged to discuss their needs with the College.

Reasonable adjustments will be considered where practicable and will not compromise the integrity or competency requirements of the qualification.

## EXTENSIONS FOR ASSESSMENT

Assessment tasks must be submitted by the published due date. If you require additional time due to exceptional circumstances, you must apply for an extension prior to the due date using the College's approved Extension Request Form.

Extension requests are assessed in accordance with the Assessment Submission and Marking Policy.

## LEARNING MANAGEMENT SYSTEM (LMS)

Pegasus International College uses Moodle as its Learning Management System (LMS).

The LMS provides access to learning materials, assessment tasks, submission portals, and communication tools.

Students are issued individual login credentials upon enrolment. Students are responsible for maintaining the confidentiality of their login details.

For technical assistance or access issues, students should contact the College via [admin@pegasus.edu.au](mailto:admin@pegasus.edu.au).

## CERTIFICATES

### Types of Certifications

Pegasus International College issues certification in accordance with its approved scope of registration.

Upon successful completion of all required units of competency for the qualification, students will be issued with:

- A Qualification Testamur (Certificate); and
- A Record of Results listing the units achieved

If a student completes one or more units but does not complete the full qualification, a Statement of Attainment will be issued for the units in which competency has been achieved.

Certification is issued only after all academic and financial requirements have been met. Certificates will be issued to the student's nominated postal address. Students are responsible for ensuring their contact details are current.

Certificates will not be released to third parties without written authorisation from the student, except where required by law. Replacement or duplicate certificates may incur a fee in accordance with the Schedule of Fees.

## COURSE DELIVERY

Training is delivered through structured online classroom sessions supported by independent learning activities.

Pegasus International College ensures that:

- Training and assessment are delivered by appropriately qualified trainers and assessors.
- Learning materials and assessment resources align with unit requirements.
- Appropriate facilities, digital systems, and resources are available to support learning.

Students are expected to actively participate in training sessions and engage with learning materials to support successful course completion.

## LANGUAGE, LITERACY, NUMERACY AND DIGITAL SKILLS (LLND)

Pegasus International College conducts a Language, Literacy, Numeracy and Digital (LLND) assessment prior to enrolment to identify any foundation skill support needs.

Where appropriate, reasonable support strategies may be implemented to assist students, provided that competency standards are not compromised.

Students requiring additional support are encouraged to discuss their needs with the College.

## SUPPORT FOR STUDENTS WITH ADDITIONAL NEEDS

Students who have a disability, medical condition, or other circumstance that may impact participation in training and assessment are encouraged to inform the College prior to or during enrolment.

Pegasus International College will consider reasonable adjustments to support student participation, provided that such adjustments do not compromise the competency requirements of the qualification.

Support arrangements are discussed confidentially and implemented where appropriate.

## TRAINER AND ASSESSORS

Training and assessment are delivered by appropriately qualified trainers and assessors who hold the required training and vocational competencies and maintain current industry skills relevant to the units delivered.

## 4. POLICIES AND PROCEDURES

---

### ACCESS AND EQUITY

Pegasus International College is committed to providing a fair, inclusive, and supportive learning environment.

All students are treated equitably and without discrimination. Access to training, assessment, and support services is provided in accordance with applicable legislation and College policies.

Students who require additional support or reasonable adjustment are encouraged to discuss their needs with the College. Further information regarding student support and reasonable adjustment is outlined in the Student Support Services Policy.

### COMPLAINTS AND APPEALS

#### Complaints

Students have the right to lodge a complaint regarding:

- Training and assessment services
- The conduct of staff or other students
- Any other matter relating to their enrolment

Complaints must be submitted in writing to [info@pegasus.edu.au](mailto:info@pegasus.edu.au).

Complaints are acknowledged in writing and managed confidentially. Pegasus International College aims to resolve complaints as soon as practicable. If a complaint is not resolved within 60 calendar days, the student will be informed in writing of the reasons for the delay and provided with regular updates.

Students have the right to escalate the complaint to an independent third party if they are not satisfied with the outcome. Victimisation of any person involved in a complaint is not tolerated.

#### Appeals

Students have the right to appeal an assessment decision or other academic or administrative decision. Appeals must be lodged in writing within 7 calendar days of the decision being notified.

Appeals are reviewed in accordance with the Complaints and Appeals Policy and principles of natural justice and procedural fairness. If the appeal is not resolved internally, the student may request review by an independent third party.

Where an appeal process exceeds 60 calendar days, the student will be notified in writing and provided with regular updates. Enrolment will remain active during the complaints and appeals process unless there is a serious safety or compliance risk.

Further information is available in the Complaints and Appeals Policy and Procedure.

# 5. STUDENT ENROLMENT

---

## INFORMATION TO STUDENTS

Prior to enrolment, students are provided with access to the Student Handbook, Course Information, and relevant policies to ensure they can make an informed decision about their enrolment.

## ENROLMENT PROCESS

To enrol, students must:

- Complete the required Enrolment Form.
- Meet the published entry requirements.
- Complete the LLND assessment.
- Provide a valid Unique Student Identifier (USI).
- Pay the required course fees in accordance with the Fees, Charges and Refund Policy.

Enrolment is confirmed in writing once all documentation and payment requirements have been met. Places in a course are subject to availability.

## UNIQUE STUDENT IDENTIFIER (USI)

All students undertaking nationally recognised training must provide a valid USI prior to certification being issued. Students who do not have a USI will be provided with information on how to obtain one via [www.usi.gov.au](http://www.usi.gov.au).

## CHANGES TO TRAINING OR SERVICES

Where changes occur to training arrangements, services, or delivery, students will be advised as soon as practicable.

## COURSE CANCELLATION BY THE COLLEGE

If Pegasus International College cancels or postpones a course, affected students will be offered an alternative commencement date or a full refund in accordance with the Fees, Charges and Refund Policy.

## STUDENT WITHDRAWAL, DEFERRAL, OR TRANSFER

Students may request to withdraw, defer, or transfer their enrolment by submitting a written request to the College.

Refund eligibility and applicable fees are determined in accordance with the Fees, Charges and Refund Policy.

Requests are subject to approval and course availability where applicable.

## STUDENT RECORDS AND PRIVACY

Pegasus International College maintains an individual record for each student in accordance with regulatory and reporting requirements.

Student records are confidential and will not be released to third parties without written consent from the student, except where required by law.

Students may request access to their personal records by contacting the College.

## RTO CANCELLATION OF COURSES

Pegasus International College reserves the right to cancel a course prior to commencement where minimum enrolment numbers are not met or due to unforeseen circumstances.

Where a course is cancelled by the College, affected students will be offered an alternative commencement date or a full refund in accordance with the Fees, Charges and Refund Policy.

## EQUAL OPPORTUNITY AND RESPECTFUL CONDUCT

Pegasus International College is committed to providing a safe, inclusive, and respectful learning environment free from discrimination, harassment, bullying, and victimisation.

All students are entitled to study in an environment that respects diversity, including differences in age, gender, culture, disability, religion, sexuality, and background.

Discrimination, harassment, vilification, bullying, or any form of inappropriate behaviour will not be tolerated.

Students are expected to:

- Treat others with fairness, dignity, and respect.
- Refrain from discriminatory, harassing, or bullying behaviour.
- Support a safe and inclusive learning environment.

Students who experience or witness inappropriate behaviour are encouraged to report the matter in accordance with the Complaints and Appeals Policy.

All concerns are handled confidentially and without victimisation.

## HARASSMENT, VILIFICATION AND BULLYING

Pegasus International College is committed to maintaining a safe, respectful, and inclusive learning environment.

Harassment, vilification, bullying, discrimination, and sexual harassment are not tolerated under any circumstances. Harassment includes any unwanted behaviour that humiliates, intimidates, offends, or threatens another person.

Bullying includes repeated behaviour that intimidates, degrades, or humiliates another person. Sexual harassment includes any unwelcome conduct of a sexual nature that makes a person feel offended, humiliated, or intimidated.

All students have the right to study in an environment free from such behaviour. Students who experience or witness inappropriate behaviour are encouraged to report the matter in accordance with the Complaints and Appeals Policy.

All reports are handled confidentially and without victimisation.

## PRIVACY

Pegasus International College is committed to protecting the privacy of students and complies with the Privacy Act 1988 and relevant privacy legislation.

Personal information is collected during enquiry, enrolment, and throughout the provision of training and assessment services. This information is used to:

- Administer your enrolment and academic progress;
- Deliver training and assessment services;
- Meet regulatory and reporting obligations;
- Communicate important information relating to your studies.

Personal information is stored securely and will only be disclosed to third parties where required by law or with the student's written consent. Students may request access to their personal information by contacting the College.

Further details are available in the Privacy Policy.

## STUDENT SUPPORT SERVICES

Pegasus International College is committed to supporting students throughout their training and assessment. Support needs may relate to:

- Language, Literacy, Numeracy and Digital (LLND) skills
- Disability or medical conditions
- Study skills or academic assistance
- Personal circumstances impacting study
- Cultural or access considerations

Support needs are identified during the enrolment and suitability process and may be reviewed throughout the course.

Where required, an Individual Support Plan may be developed in consultation with the student. Support arrangements may include:

- Additional academic guidance from trainers
- Reasonable adjustment in training or assessment
- Access to additional learning resources
- Referral to appropriate external support services

Support is provided confidentially and in accordance with College policies.

Where Pegasus International College is unable to provide a required service directly, students may be referred to appropriate external support providers. Further information is available in the Student Support Services Policy.

## COURSE FEES AND PAYMENTS

Course fees are outlined in the Course Information and Schedule of Fees available on the College website. All fees are payable in accordance with the Fees, Charges and Refund Policy. Pegasus International College offers the following payment methods:

- Visa
- MasterCard
- American Express
- Direct Deposit
- Approved Payment Plan (where applicable)

Enrolment is confirmed once all required documentation and applicable fees have been received. Refund eligibility and fee conditions are determined in accordance with the Fees, Charges and Refund Policy.

## 6. REFUND POLICY

---

Pegasus International College manages refunds in accordance with the Fees, Charges and Refund Policy.

### GENERAL CONDITIONS

- All refund requests must be submitted in writing.
- Refund requests are assessed in accordance with the Refund Policy.
- If a refund is approved, it will be processed within ten (10) business days of the refund decision being finalised.

### COURSE CANCELLATION BY THE COLLEGE

If Pegasus International College cancels a course prior to commencement, students will be offered an alternative commencement date or a full refund.

### STUDENT WITHDRAWAL PRIOR TO COURSE COMMENCEMENT

Where a student withdraws prior to course commencement, refunds may apply in accordance with the Refund Policy. Non-refundable fees may apply as outlined in the Schedule of Fees.

### STUDENT WITHDRAWAL AFTER COURSE COMMENCEMENT

Where a student withdraws after course commencement, refunds are calculated in accordance with the Refund Policy and may be determined on a pro-rata basis.

### SPECIAL CIRCUMSTANCES

Refunds in special circumstances (such as serious illness or misadventure) may be considered upon receipt of appropriate supporting evidence.

Full details, including eligibility criteria and applicable fees, are outlined in the Fees, Charges and Refund Policy.

## 7. CONTACT DETAILS

---

Assessment materials and submission portals are available through the Learning Management System (LMS). Students will receive login details and a Student ID upon confirmation of enrolment.

Students must quote their Student ID in all communications with the College.

For enquiries, please contact:

- **Assessment, Assignment Submission, Student Support, or Complaints**  
Email: [admin@pegasus.edu.au](mailto:admin@pegasus.edu.au)
- **Refund Enquiries**  
Email: [accounts@pegasus.edu.au](mailto:accounts@pegasus.edu.au)
- **General Enquiries**  
Email: [info@pegasus.edu.au](mailto:info@pegasus.edu.au)