

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

Policy Name	Fees, Charges & Refund Policy
RTO Name	Pegasus International College
RTO Code	46222
Standard	Standards for RTOs 2025 — Standard 2.1, 4.1, 4.2, 4.3, 4.4, Compliance Standard 18, Compliance Standard 20
Version	V1
Effective Date	March 2026
Review Date	May 2027
Policy Owner	CEO

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) RESPONSIBILITIES

CEO

- Sets the applicable fees, charges and refund policies.
- Reviews and approves any refund applications.

Administrative & Support Staff

- All administrative duties associated with the publishing, collecting and reporting of fees, charges and refunds.
- Provides clear information on fees and charges, payment options and plans, and refunds, to current and prospective students and clients.

Accounts Staff

- Processes approved refunds within the specified timelines.
- Confirms receipt of fees and charges.
- Maintains accurate financial records.

3) GENERAL PRINCIPLES

Pegasus International College will strive to:

- Ensure fees and charges are set in a manner that is fair, competitive and transparent.
- Approach the collection and refund of fees and charges reasonably, flexibly and in the best interests of students and clients.
- Inform students of their rights as a consumer, including any statutory cooling-off periods that may apply.
- Inform students of the College's guarantee to honour its commitment to delivering the agreed-upon training services.
- Advise students that the College reserves the right to discontinue the delivery of training and assessment services if fees are not paid in accordance with the agreed payment schedule.
- Clearly advertise all fees and charges in marketing materials and on the College website, including:
 - The applicable course fees, resource fees, and any other charges such as re-issue of certificates or statements of attainment.
 - Where GST is payable, as per section 38-85 GSTR 2003/1 Goods and Services Tax Act.
 - Payment terms, including when fees are due; the \$1,500 prepaid fee collection threshold for self-funded students in nationally recognised training; and instalment schedules where applicable.
 - Methods of payment accepted (e.g. bank transfer, debit or credit card).
 - Any non-refundable deposit, administration or enrolment fees, where applicable.
 - Any discounts, fee reductions or exemptions available to eligible students (e.g. concession card holders), where applicable.
 - The refund policy and process, including refund conditions, the refund application process, and timeframes for processing.
- Protect pre-paid student fees in accordance with the Standards for RTOs 2025 Compliance Standard 18.

4) 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.

5) 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.

6) PREPAID FEE PROTECTION (STANDARD 18)

Pegasus International College is obligated to protect the pre-paid fees of learners where payment is made directly by the learner (not by an employer or a funding authority). In compliance with Compliance Standard 18 of the Standards for RTOs 2025, the College applies the following fee-protection mechanism:

- **Nationally recognised training (self-funded students):** The College will collect no more than \$1,500 from the student prior to the commencement of the course. The balance of fees is spread equally over the course of the training program and invoiced prior to the commencement of each semester or term, due within 5 business days, unless otherwise stated. Where payment plans are required, the amount will be invoiced equally either fortnightly or monthly over the duration of the course.
- **Employer-sponsored students:** Where the learner's employer is responsible for course fees, the entire course fees are collected from the employer prior to commencement or as part of a commercial agreement.
- **Government-funded students:** Fees will be collected from the relevant funding authority in accordance with the applicable funding contracts.

If Pegasus International College is unable to deliver a course or fulfil its service agreement, the College will, at the student's election: (a) place the student into an equivalent course at no additional cost; or (b) issue a full refund for any services not yet provided. These arrangements protect students in the event the College ceases delivering a course or ceases to operate.

7) GOODS AND SERVICES TAX (GST)

Under section 38-85 of the GSTR 2003/1 GST Act, GST is exempt on nationally recognised training courses delivered by the College. GST may only be applied to administrative fees and charges, such as the re-issue of certificates or the printing of learning materials, or to educational products and courses that are not exempt under the aforementioned tax ruling. The College will clearly identify where GST is applicable in all published fee schedules and invoices.

8) STATUTORY COOLING-OFF PERIOD

The Standards for RTOs 2025 require the College to inform students of their rights in relation to statutory cooling-off periods. The Australian Consumer Law defines a cooling-off period as a specified timeframe of 10 business days during which a consumer may legally withdraw from a contract entered into through unsolicited marketing or sales tactics, with little or no penalty.

Pegasus International College does not engage in unsolicited marketing or sales tactics. Accordingly, a statutory cooling-off period will not generally be applicable to students who have enrolled with the College. Students who have concerns about the circumstances of their enrolment are encouraged to contact the College or refer to the Complaints and Appeals Policy.

9) FEE EXTENSION REQUESTS

If a student is experiencing financial difficulty and requires a reasonable extension to pay fees by the due date, they should contact the Administrative & Support Staff as soon as possible. This information is also communicated to students in the Student Handbook. Each extension request will be assessed on its individual merits. The College will endeavour to provide reasonable extensions where appropriate, and the outcome of all requests will be communicated to the student in writing within 10 business days of receiving the request.

10) 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.

11) 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.

12) 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.

13) WITHDRAWAL AND REFUNDS

Students who wish to withdraw from a course must submit a Withdrawal and Refund Application Form. Refund eligibility is assessed in accordance with this policy, and where a refund is approved, it will be processed within ten (10) business days of the refund decision being finalised.

Before Course Commencement

Where a student withdraws before the course has commenced, a refund of all fees paid will be issued, excluding the non-refundable Enrolment Fee and Material Fees. These fees are retained regardless of when the withdrawal occurs.

After Course Commencement — Pro-Rata Refund

Where a student withdraws after the course has commenced, any refund owed is calculated on a pro-rata basis according to the number of units of competency not yet delivered. The calculation is as follows:

1. The Enrolment Fee, Material Fees, and a Cancellation Fee of \$150 are deducted from the total course fees to determine the Refundable Course Fees.
2. The Refundable Course Fees are divided by the total number of units in the course to determine the Refundable Cost per Unit.
3. The Refundable Cost per Unit is multiplied by the number of units already completed by the student.
4. This amount is deducted from the total fees paid by the student to determine the Final Refund Amount.

Where the pro-rata calculation results in a negative amount — that is, the student has received more in training value than the fees paid — the student will be invoiced for the outstanding difference. The CEO may exercise discretion to waive this amount in whole or in part, having regard to the student's circumstances.

Non-Refundable Fees

The following fees are non-refundable under all circumstances:

- Enrolment Fee
- Material Fees
- Cancellation Fee (\$150, applicable upon withdrawal after commencement)

Fees paid are not transferable to another person or student.

Compassionate and Compelling Circumstances

Notwithstanding the above, the CEO may approve a refund outside of these conditions where a student demonstrates compelling or compassionate grounds in writing.

Where the College is unable to deliver a course or fulfil its service agreement, it will calculate the refund based on the units of competency not yet delivered. Where a training program has not yet commenced, a full refund of fees paid will be issued. Where a program is cancelled part-way through, refunds will be calculated based on the units not yet delivered, and a Statement of Attainment will be issued for units already completed. Fees for purchased texts, training workbooks or printed materials are non-refundable.

14) 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.

15) LEGISLATIVE AND STANDARDS COMPLIANCE

This policy aligns with the following:

Standards for RTOs 2025

- **Outcome Standards**
 - **Standard 2.1** – VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.
 - **Standard 4.1** – The RTO operates with integrity and is accountable for the delivery of quality services.
 - **Standard 4.2** – Roles and responsibilities are clearly defined and understood.
 - **Standard 4.3** – Risks to VET students, staff and the RTO are identified and managed.
 - **Standard 4.4** – The RTO undertakes systematic monitoring and evaluation to support the delivery of quality services and continuous improvement.
- **Compliance Standards**
 - **Standard 18** – Prepaid fee protection measures.
 - **Standard 20** – Compliance with laws
- **Australian Consumer Law**

Failure to comply with this policy may have serious consequences, including:

- **For the College** – breaches of legislation or regulatory requirements may result in financial penalties, loss of registration, reputation damage, or regulatory enforcement actions such as audits or sanctions.
- **For Staff Members** – staff found to have knowingly or negligently failed to comply with this policy may face disciplinary action, up to and including termination of employment.
- **For Students and Clients** – disruption to their training, financial losses and/or limited access to refunds.

16) 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.

17) CONTINUOUS IMPROVEMENT

Feedback from staff, students, clients, and industry stakeholders will be used to inform improvements to fee and refund processes and the effectiveness of this policy. An internal audit is to be conducted at least once per year to assess compliance with this policy and the relevant legislative and regulatory requirements. The audit schedule is outlined in the College's Continuous Improvement Schedule and areas for improvement are documented in the Continuous Improvement Register.

Internal audit self-assurance questions for this policy include:

- Are all course fees, charges, payment terms and refund conditions clearly published on the website and in marketing materials?
- Are all records accurately stored according to financial recordkeeping standards?
- Are fee extension requests assessed individually, and are outcomes communicated promptly?
- Is the refund application process easy to follow and consistently applied?

18) RELATED DOCUMENTS

- Continuous Improvement Register
- Continuous Improvement Schedule
- Direct Debit and Payment Schedule
- Overdue Payment E-mail templates
- Overdue Payment Final Reminder letter template
- Student Handbook
- Schedule of Fees

SETTING AND ADVERTISING OF FEES PROCEDURE

This procedure outlines the process for setting and advertising fees at Pegasus International College to ensure they are fair, competitive, transparent and compliant with the Standards for RTOs 2025.

STEP 1: UNDERTAKE COMPETITOR FEE ANALYSIS

Select a range of comparable RTOs with similar target markets and the same course offerings to conduct a fee analysis. When dissecting competitor pricing:

- Consider the value and services offered, not just the fee structure.
- Assess the College's positioning in the market to understand what fee thresholds are appropriate for our courses.

STEP 2: ANALYSE COSTS AND VALUE

Having completed a competitor fee analysis, analyse the College's costs, factoring in the value of services offered and quality of training delivery. A fair and competitive price can then be set for each course, and the fee structure and payment terms arrived at.

STEP 3: CONFIRM COMPLIANCE OF THE NEW FEE STRUCTURE

Before finalising the new fee structure, confirm that it meets the Prepaid Fee Protection requirements of Compliance Standard 18 of the Standards for RTOs 2025. This means:

- The College does not collect more than \$1,500 prior to the commencement of the training program from the student (this only applies where the student is paying for the course fees by themselves and they are not employer sponsored).

STEP 4: UPDATE MARKETING MATERIALS AND WEBSITE

Once the new fees and charges has been set, they will need to be updated on all marketing materials and on the website to ensure prospective students and clients are correctly informed prior to enrolment.

FEE COLLECTION PROCEDURE

This procedure outlines the process for collecting fees from students following enrolment at Pegasus International College.

STEP 1: ISSUE INVOICE UPON ENROLMENT

Upon successful enrolment, collect an initial deposit from the student and issue a Payment Plan as follows:

- Self-funded students (total fees \$1,500 or less): Invoice the entire course fees upon enrolment, sent via email. No payment plan applies.
- Self-funded students (total fees exceeding \$1,500): Collect an initial deposit of \$500 upon enrolment, sent via email. Once the deposit is received, issue a Payment Plan to the student outlining all monthly instalments and their respective due dates across the duration of their study. Monthly invoices are then issued to the student prior to each payment due date for the duration of the program.
- Employer-sponsored students: Invoice the employer for the entire course fees upon enrolment, sent via email as part of the commercial agreement.

STEP 2: CONFIRM RECEIPT OF FEES

The Accounts Staff must confirm that fees have been received promptly upon the payment due date. Where fees are not received by the due date:

- Send an overdue payment email reminder to the student.
- Where the account remains in arrears after 30 days and three email reminders have been sent without response, the Administrative & Support Staff is to contact the student by telephone to discuss the outstanding balance and seek a mutual payment agreement.
- Where the student is not contactable and has not attended training for at least 10 business days, send an Overdue Payment Reminder Letter to the student.

REFUNDS PROCEDURE

STEP 1: ACKNOWLEDGE RECEIPT OF REFUND APPLICATION

Upon receipt of a completed Withdrawal and Refund Application Form, the Administrative & Support Staff must ensure all required fields are populated and send the student a written acknowledgement within 2 business days of receipt.

STEP 2: CEO REVIEW AND DECISION

The form is forwarded to the CEO for review and approval. The CEO must assess the application within 5 business days of receipt and communicate the outcome to Administrative & Support Staff.

STEP 3A: IF APPROVED

- Send an approval letter to the student within 2 business days of CEO approval, advising that the refund will be processed within 10 business days.
- Notify the Accounts department to action the refund within 10 business days. If the student paid by electronic funds transfer, the refund is to be issued to the bank account in the student's name. If the student paid by credit or debit card, the refund will be processed to the same card used for payment.
- The Administrative & Support Staff is to ensure that the Accounts department issues the refund to the student within 10 business days.

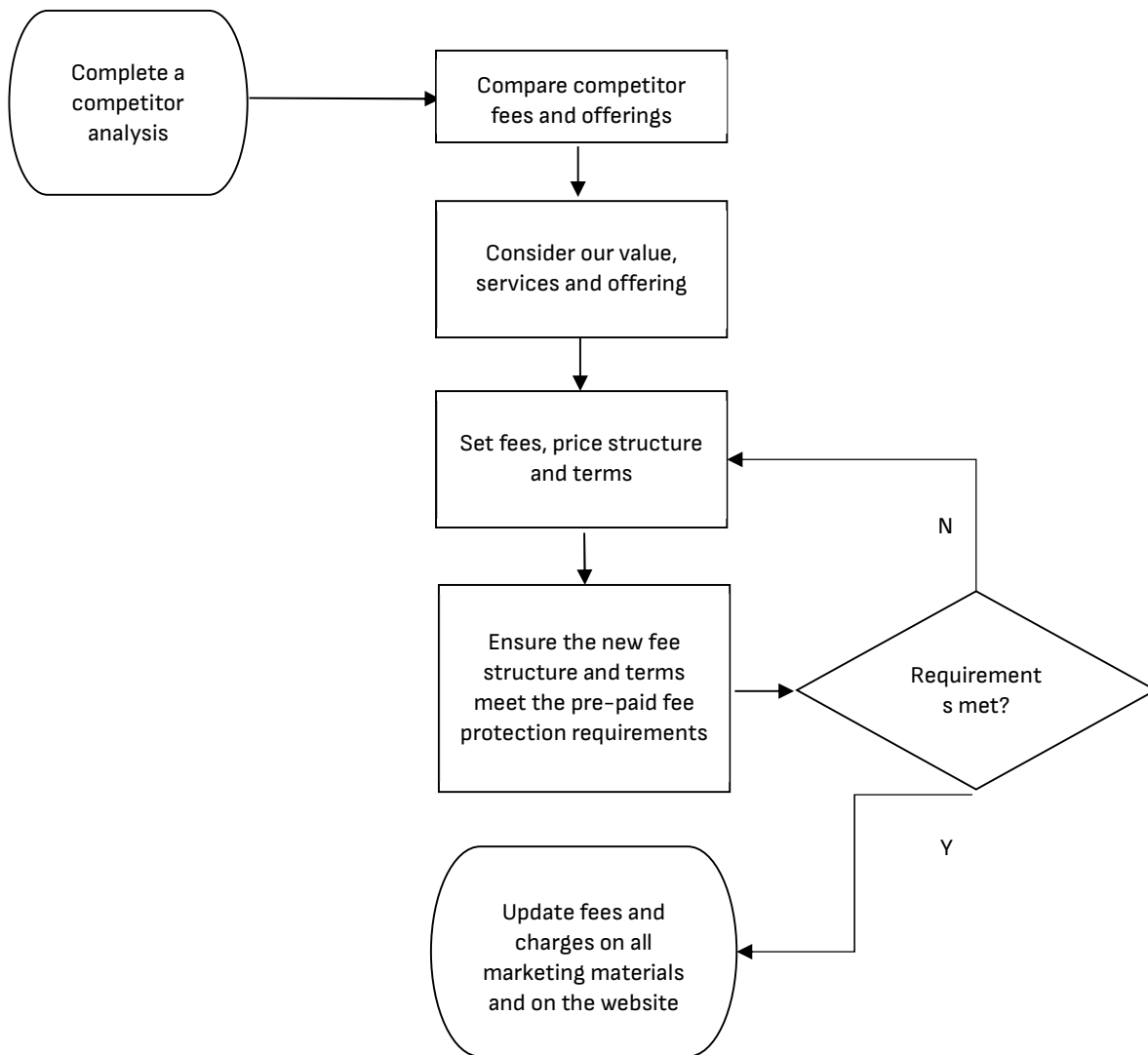
STEP 3B: IF DECLINED

Send a decline letter to the student within 2 business days of the CEO's decision, explaining the outcome and advising the student of their right to lodge an appeal under the Complaints and Appeals Policy.

STEP 4: RECORD MANAGEMENT

All information from the Withdrawal and Refund Application Form must be saved in student's folder on OneDrive/SharePoint.

SETTING AND ADVERTISING OF FEES PROCESS FLOW-CHART



REFUNDS PROCESS FLOW-CHART

