

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 instruction by professionals with over 10 years of experience, online studies via MS Teams, and guest lecturers from the industry every semester, 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

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1. INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with Pegasus International College.

Pegasus International College is the trading name of Pegasis Star Pty Ltd, RTO No. TBA. The college aims to deliver high quality, innovative and engaging training that is relevant to students, employers, and industry. Our commitment to continuous improvement means we are constantly developing and improving new resources, processes, and facilitation methods to remain ahead in technology and industry standards.

Pegasus International College offers the following training product and services which includes the following:

- RII60520 – Advanced Diploma of Civil Construction Design

As an RTO, Pegasus International College is bound to comply with the Standards for Registered Training Organisations (SRTOs) 2015. Training Services provided to students follow policies and processes developed to meet the VET Quality Framework and SRTOs 2015.

SERVICE COMMITMENT

Pegasus International College is committed to providing quality training and assessment services to its learners. We aim to:

- Provide training and assessment services that meet industry needs and trends.
- Deliver high quality, innovative and engaging training.
- Maintain a person-centered approach.
- Foster relationships with our students, supporting them through their career.
- Provide flexible learning opportunities.
- Provide a supportive, facilitative, and open learning environment.
- Ensure all training is delivered by qualified trainers and assessors with the necessary skills and experience.
- Ensure all training is continually monitored and improved.
- Maintain a healthy and effective learning environment for students.
- Produce competent and confident workers that benefit the community and industry.

2. STUDENT RIGHTS AND RESPONSIBILITIES

Pegasus International College has developed the following student etiquette guidelines which will help foster a healthy learning environment for all students.

ASSESSMENT

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer/assessor well in advance of the due date. This way the trainer/assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

ASSESSMENT MALPRACTICE

Assessment malpractice includes cheating, collusion and plagiarism.

Pegasus International College regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. Pegasus International College has policies and procedures in place for dealing with assessment malpractice.

- Cheating – All assessments must be 100% your own work. Cheating or the use of another person's work and submitting as your own is cheating and will not be tolerated.
- Collusion – Collusion is the presentation of work, which is the result in whole or in part of unauthorized collaboration with another person or persons. It is your responsibility to ensure that other students do not have the opportunity to copy your work.
- Plagiarism – Copying from a published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals. This includes systematic re-wording or changing key nouns and verbs.

You must follow reference guidelines if you take another person's idea and put it into your own words.

BEHAVIOUR

Students are expected to behave appropriately in a mature and professional manner at all times. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

MISCONDUCT INCLUDES

- Any offensive conduct or unlawful activity (e.g. Theft, fraud, violence, assault);
- Interfering with another person's property.
- Removing, damaging, or mistreating property or equipment.
- Cheating/plagiarism.
- Interfering with another person's ability to learn through disruptions during training.

- Breach of confidentiality.
- Inappropriate language.
- Serious negligence, including WHS non-compliance.
- Discrimination, harassment, intimidation or victimization;
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

RESPECT FOR OTHERS

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer/assessor is expected.

Pegasus International College retains the right at all times to remove disruptive students from the training environment. Thus,

- You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer/assessor.
- Inappropriate language and actions will not be tolerated.
- Harassment, bullying and intimidation of staff or fellow learners will not be tolerated.
- Treat facilities and equipment with due care and respect.
- You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

CHANGE OF PERSONAL DETAILS

Students are required to ensure their personal details recorded with are up-to-date at all times. Should your circumstances or details change please update your record through your student login account as soon as you change your information or inform the college to change it.

DISCIPLINARY PROCESSES

Pegasus International College may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice.

Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group.
- Suspension from training access.
- Expulsion from the training access; or
- Expulsion from the Training course.

EVALUATION AND FEEDBACK

Pegasus International College values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

Pegasus International College has developed some feedback forms for you to provide feedback. Thank you in advance for your comments.

LEARNER SUPPORT SERVICES

Pegasus International College understands the importance of the quality of our Trainer Support for your success. The college has identified a number of support services for students who have special needs or require additional support and assistance to undertake or complete their learning.

MENTORING & GUIDANCE

Pegasus International College can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Telephone support calls from Trainers can be booked by calling 1300 019 535. Any training and assessing queries can be sent directly to trainers and assessors via the email Admin@Pegasus.edu.au or in the official email of your nominated trainer which can be accessed 24 hours/7 days. We aim to answer all student messages within 24 hours Monday to Friday, however we must respond to student queries within 48 hours maximum Monday to Friday.

Pegasus International College office is closed for Public Holidays. The online student portal will remain open. So, students can continue with their coursework and submit assessments. There will be no trainer or admin support available during this time.

LANGUAGE, LITERACY NUMERACY

Discuss with us your options for further language literacy and numeracy development.

Reading Writing Hotline: <http://www.readingwritinghotline.edu.au/> , 1300 655 506

LEARNING MATERIALS

Students receive a copy of training and /or assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred.

MAKING THE MOST OF YOUR TRAINING

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimize your own learning and successful completion, undertake to do the following:

- Complete all training sessions and complete all required reading and learning activities.
- Prepare well in advance of each training session.
- Be a willing participant.
- Respect other people's opinions.

- Ensure you have a clear understanding of the assessment requirements.
- Take responsibility for the quality of evidence that you submit to the Assessor.
- Keep track of your progress.
- Complete and submit all assessments on time, tasks using clear and concise language.
- Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

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 Duration: Total duration is 52 weeks including 8 weeks of holidays (Providing normal academic progress is made)

Course Delivery: Synchronous Online Learning

Pre-Requisites: There are no pre-requisites for this qualification.

Entry Requirements:

- 18 years of age or over
- Students need to have either successfully finished Australian Year 12 or an equivalent level of education, or hold a Certificate IV or a higher qualification from an Australian educational institution
- Australian/New Zealand citizen or permanent Australian resident or hold a visa that entitles you to study in Australia (a student or working holiday visa are unacceptable).
- Have a valid Driver's Licence, Photo Card
- Meet prescribed Language, Literacy and Numeracy requirements.
- Applicants should have basic computer and MS Office skills (Word, Excel and Power Point).
- All learners are expected to have access to a laptop or computer with the Windows 7 operating system or higher with webcam. Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address). Students also must have access to a high-speed internet connection – broadband wired or wireless (5G/4G/LTE) – Minimum bandwidth requirement is 5/3 Mbps (download/upload speed).
- Pre-Training Review- All prospective students (the candidates) are interviewed through Phone or zoom and will have the course explained to them by a Student Services Officer. The purpose of this interview is to ensure the candidate understands the commitment of signing up to the course, entry requirements, course outcomes, and what is expected of the student during their studies with Pegasus International College. The review also aims to identify training needs through questions on previous education or training, relevance of the courses to learner and relevant experience

Delivery Structure: Delivery for this learning program, as a guide:

Structured Online Classroom Training: 990 hours

Formative Assessment: 575 hours

Self-Paced Research: 235 hours

Total Training and Assessment: 1,800 hours

Attendance: Students must attend all training sessions.

Units of Competency: To complete RII60520 – Advanced Diploma of Civil Construction Design, a total of 12 units must be completed.

<u>TERM</u>	<u>UNIT TITLE</u>	<u>CORE OR ELECTIVE</u>
Term 1	BSBWHS616 – Apply safe design principles to control WHS risks	Core
Term 1	BSBTWK502 – Manage team effectiveness	Core
Term 1	BSBPMG535 – Manage project information and communication	Elective
Term 1	BSBPMG632 – Manage program risk	Core
Term 2	BSBPMG530 – Manage project scope	Elective
Term 2	BSBPMG531 – Manage project time	Elective
Term 2	BSBPMG532 – Manage project quality	Elective
Term 3	RIILAT402E - Provide leadership in the supervision of diverse work teams	Elective
Term 3	RIIQUA601E – Establish and maintain a quality system	Core
Term 3	RIICWD533E - Prepare detailed design of civil concrete structures	Elective
Term 4	RIICWD534E - Prepare detailed design of civil steel structures	Elective
Term 4	RIICWD601E – Manage civil works design processes	Core

LEARNING AND ASSESSMENT METHODS

Pre-course- Before starting this course, you will be required to complete a Language, Literacy and Numeracy (LLN) questionnaire. This quick questionnaire is used to determine your LLN skill level so that we can best support you in your studies.

During the course, students will be given access to their individual Learning and Management System (LMS) portal – Moodle. Each portal will be resourced with all the required Learning and Assessment material. This course involves a number of learning and assessment methods. Typically, the learning methods may include Presentations and discussions, Demonstrations, Individual and group activities, Skills practice, Role plays, Case studies, Simulated scenarios, and Research activities.

Assessment methods generally include Written or Oral Questioning, Case Studies, Role Plays, Reports, Research Projects, Presentations, etc.

CREDIT TRANSFER (CT):

You may be eligible for Credit Transfer if you are able to demonstrate that you have achieved competency in the same or equivalent unit/s in a Nationally Recognised Training from any Registered Training Organisation. Please read the Credit Transfer Policy and Procedure for more details.

RECOGNITION OF PRIOR LEARNING (RPL):

If you think that you have already gained the skills and experience for a unit or entire qualification, you can apply for RPL to get recognised as competent for parts or a whole nationally recognised qualification. Not everyone will get credited for their skills and knowledge. Successful applicants will need to demonstrate a reasonable amount of experience in the area their course covers. Contact us to know more about our RPL process.

Pathway: It provides a pathway to further learning and work in various security roles and settings. Job roles and titles vary across different industry sectors. Possible job titles relevant to this qualification include:

- Civil Engineering Draftsperson
- Structural Modeller
- Structural Draftsperson

COMPLETION

At the successful completion of the course students will be awarded with the “Testamur” and a “Record of Results” which provides detailed Units of Competency completed in the course.

At the Partial Completion of the course students will be awarded with a “Statement of Attainment” which will detail only the Units of Competency that student has achieved competency from the course.

For more information, please contact our friendly Student Support Officer at 1300 019 535 or email your query at admin@pegasus.edu.au

ASSESSMENT

Assessment is an integral part of your learning if you wish to complete successfully and gain certification.

The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training program you will be assessed to see if you have gained the necessary skills and knowledge to achieve the qualification. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

- Observation of performance.
- Assignments.
- Written activities.
- written / oral questioning.
- projects
- case studies.
- role plays/ simulations.
- demonstration of skills.
- online assessments.
- portfolio of evidence.

Certification will only be given to students who successfully complete all assessment requirements for a course. Pegasus International College is required to meet stringent quality requirements in the conduct of all assessments.

The college has carefully constructed and developed assessment resources to meet these quality requirements, as well as be user friendly to students.

PRINCIPLES OF ASSESSMENT

Assessments will be conducted in accordance with the following principles of assessment.

<p><u>VALID</u></p>	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • Assessment against the unit/s of competency and the associated assessment requirement covers the broad range of skills and knowledge that are essential to competent performance. • Assessment of knowledge and skills is integrated with their practical application. • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessments requirements.
<p><u>RELIABLE</u></p>	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>
<p><u>FLEXIBLE</u></p>	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • Reflecting the learner’s needs. • Assessing competencies held by the Learner no matter how or where they have been acquired; and • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
<p><u>FAIR</u></p>	<p>The individual learner’s needs are considered in the assessment process.</p> <p>Where appropriate reasonable adjustments are applied by the RTO to take into account the individual learner’s needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary</p>

RULES OF EVIDENCE AND ASSESSMENT

Pegasus International College is required to ensure that all evidence provided by students, as proof of their competency, meets the following "rules of evidence".

<u>VALID</u>	The assessor is assured that the learner has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.
<u>SUFFICIENT</u>	The assessor is assured that the quality, quantity, and relevance of the assessment evidence. enables a judgement to be made of a learner's competency.
<u>AUTHENTIC</u>	The assessor is assured that the evidence presented for assessment is the learner's own work.
<u>CURRENT</u>	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

COURSE ASSESSMENT

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to students and are outlined within learner / assessment resources.

PRESENTATION OF ASSESSMENTS/ ASSIGNMENTS

- All assessments should be typed.
- You need to submit the assessments through your individual assigned portal (login account) of Learning Management System (LMS), by the due date.
- All assignments are registered as they are received.
- We endeavour to assess all assessments within 14 working days of receipt.

ASSESSMENT RESULTS

Students have access to their own learning account on LMS which will indicate assessments undertaken and the units of competency that the individual has attained.

Results of assessment are provided to students as soon as is practical. These results are available through your student login account. Students will receive a copy of all written comments and the evidence summary through their LMS login. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

RE-ASSESSMENT

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS).

Students must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for the unit. If one or more of the tasks are assessed as Not Satisfactory, they will be given an outcome for the unit of Not Yet Competent (NYC). The student can have a total of 3 attempts to complete each task and achieve a 'Satisfactory' outcome (noting that the fourth attempt is chargeable as per the fees and refunds policy). The student will be advised of the timeframe for resubmission (usually within one month) and advised what they must include in their re-submission (usually the whole task again). If, after the third attempt, the student is still assessed as Not Satisfactory for a task, they will need to re-enrol in the unit.

ASSESSMENT APPEALS

Students can make an appeal against any assessment decision by following the Student Complaints and Appeals Policy and Procedures outlined in the Student Handbook or can be assessed from the college's website.

Appeals will be dealt with following the Complaints and Appeals Procedure.

REASONABLE ADJUSTMENTS

Students with disabilities are encouraged to discuss any 'reasonable adjustments' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable to accommodate or where other adjustments may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

EXTENSIONS FOR ASSESSMENT

It is expected that all assessment tasks will be handed in on the due date. Should you require additional time to complete an assessment you must communicate with your assessor and apply for an extension.

LEARNING MANAGEMENT SYSTEM (LMS)

Pegasus International College's Learning Management System (LMS) is Moodle. This system may be referred to as the 'LMS' or as 'Moodle' - it is the same system.

The LMS is an online learning environment that allows the students to locate learning materials and activities related to your studies from any location with internet access. All the Online classroom sessions will be conducted through MS Teams via this system as per the planned schedule.

All the enrolled student's personal login accounts will be created and will be provided with the unique username and password and will login be using these details.

A dedicated IT support is assigned to handle the issues with the logins or any student's IT related query. Please contact for support admin@pegasus.edu.au

CERTIFICATES

Types of Certifications

In general, Pegasus International College issues three types of certificates. Certificates can only be awarded in accordance with our approved qualification scope.

- **Qualification** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the qualification.
- **Record of Results** – accompanies a qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the qualification listing all units of competency achieved for the qualification.
- **Statement of Attainment (SOA)** – issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit or a cluster of units of competency. Minimum achievement for an SOA is one unit of competency. You can request a SOA at any time during your training.

Certificates will only be posted to students at their nominated postal address as shown in their student login account. The onus is on the student to ensure their address details are correct.

Certificates will not be sent to other parties without the expressed prior written permission from the student. Duplicate or replacement copies of certificates incur a fee.

COURSE DELIVERY

Pegasus International College ensures the following resources are in place:

- Trainer/assessors and Assessors with appropriate qualifications, and experience.
- Course materials appropriate to the methods of delivery and assessment requirements.
- All necessary copyright authorisations.
- Appropriate equipment and facilities.

Training and assessment methods used meet specific quality requirements and are chosen to best suit the unit of competency, while considering the learning style of the student. The provision of training is through online classroom sessions.

Learning is a partnership that involves participation from all involved.

LANGUAGE, LITERACY AND NUMERACY

Each Training Package sets a minimum requirement in the language, literacy, and numeracy skills of participants, with which Pegasus International College must abide.

Pegasus International College makes appropriate concessions for language, literacy, and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity, and fairness of assessment.

Where there are entry requirements for courses e.g. literacy in English and numeracy, these are clearly stated in pre- enrolment and enrolment information.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. Pegasus International College can assist in providing this additional development prior to completing your enrolment into vocational skills.

RECOGNITION

Recognition is the collective term and includes:

- Recognition of prior learning (RPL);
- Credit Transfer

All students have the opportunity to apply for recognition. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

Pegasus International College believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

Pegasus International College aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, you need to contact Student Support Officer at admin@pegasus.edu.au. Student Support Officer will provide the information you need to complete an application.

RECOGNITION PRIOR LEARNING (RPL) PROCESS

RPL is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that Recognition is an **assessment process** not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal training
- work experience, and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The focus of Recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

RECOGNITION DECISION

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the Unit of Competency(s);
- Any Regulatory requirements.
- Authenticity – That it is your own evidence and can be authenticated.
- That you can perform the competency consistently and reliably.
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF).
- Sufficiency – There is sufficient evidence to make a judgment.

Pegasus International College is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) – you have been deemed competent against all the requirements of the Unit/s of Competency.
- Not Yet Competent (NYC) – you have not yet demonstrated competency to all requirements.

Your assessor will advise you what you can do if you receive a NYC for your assessment task. If you are deemed NYC in your initial assessment, you are allowed a second attempt. However, if you are deemed NYC in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

SPECIAL NEEDS

Students intending to enrol for training with us are requested to advise us if they have any physical or other impairment (e.g. English language, literacy or numeracy difficulties, dyslexia, etc.) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the Academic Manager any 'special needs' and/or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

The Academic Manager, in collaboration with the student, will assess the potential for the student to successfully complete the training which may include flexible delivery options to optimise the ease and benefit of the student's learning.

TRAINER AND ASSESSORS

All Trainers and Assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

4. POLICIES AND PROCEDURES

ACCESS AND EQUITY

Pegasus International College is committed to promoting, encouraging, and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. Pegasus International College will ensure services offered are provided in a fair and equitable manner to all students, free from bias.

Pegasus International College abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction, or religious belief.

All students have equitable access to training resources and facilities, support services and information, trainers, and assessors, learning and assessment materials and opportunities.

For further information, see Access & Equity Policy and Procedure.

COMPLAINTS AND APPEALS

1. Complaints

- 1.1. Complaints are treated seriously and dealt with promptly, impartially, sensitively, and confidentially.
- 1.2. Complaints will be resolved on an individual case basis, as they arise.
- 1.3. All students have the right to express a concern or problem and/or lodge a complaint if they are dissatisfied with the training and assessment services that they have been provided (including through a third party) or the behavioural conduct of another learner.
- 1.4. All complaints are acknowledged in writing and finalised as soon as practicable.
- 1.5. The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation and conciliation.
- 1.6. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process, including the conduct of separate interviews initially.
- 1.7. In the interest of confidentiality, the number of people involved in the resolution process will be kept to a minimum.
- 1.8. Final decisions will be made by the CEO or an authorised independent party to the complaint.
- 1.9. The complaint resolution procedure emphasises mediation and education while acknowledging that in some instances formal procedures and disciplinary action may be required.

- 1.10. If the complaints process fails to resolve the complaint or the complainant is not satisfied with the outcome of the complaint the matter will be referred to an independent third party for review, at the request of the complainant. All costs incurred for the third-party review will be advised to the complainant.
- 1.11. If the complaint takes excess of 60 calendar days to finalise, Pegasus International College will inform the complainant in writing providing the reasons why more than 60 calendar days are required. The complainant will also be provided with regular updates on the progress of the complaint.
- 1.12. Victimisation of complainants, respondents or anyone one else involved in the complaint resolution process will not be tolerated.
- 1.13. All complaints will be handled as Staff-In-Confidence and will not affect or bias the progress of the student in any current or future training. The rights of the complainant and respondent will be acknowledged and protected throughout the complaint resolution process.

2. Appeals

- 2.1. Students have the right to lodge an appeal against an assessment decision if they feel they were unfairly treated during an assessment, and/or where they feel the assessment decision is incorrect and they have grounds for an appeal.
- 2.2. The principles of natural justice and procedural fairness are adopted at every stage of the appeal process.
- 2.3. The appeals policy is publicly available, via the Pegasus Star Pty Ltd T/A Pegasus International College website.
- 2.4. The appellant can provide detail of their appeal either verbally and/or in writing.
- 2.5. All appeals must be lodged within 7 calendar days of the date of the assessment result notification to the student.
- 2.6. If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review, at the request of the appellant. All costs incurred for the third-party review will be advised to the appellant.
- 2.7. Every appeal is heard by a suitably qualified independent assessor or panel, who will be asked to make an independent assessment of the application.
- 2.8. All appeals are acknowledged in writing and finalised as soon as practicable.
- 2.9. Pegasus Star Pty Ltd T/A Pegasus International College may charge a fee for the appeals process where an external assessor is engaged. Should this be the case, all costs incurred will be advised to the appellant.
- 2.10. If the appeal will take in excess of 60 calendar days to finalise, Pegasus International College will inform the appellant in writing providing the reasons why more than 60 calendar days are required. The appellant will also be provided with regular updates on the progress of the appeal.
- 2.11. Pegasus Star Pty Ltd T/A Pegasus International College strives to deal with appeal issues as soon as they emerge, in order to avoid further disruption or the need for a formal complaint process.

2.12. All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the participant in any current or future training.

PROCEDURE

1. Complaints

- 1.1. Students will lodge a complaint in writing to info@pegasus.edu.au
- 1.2. Admin should forward the email to the CEO.
- 1.3. On receipt of the complaint documentation, acknowledge receipt of the claim, in writing, to the complainant within two (2) working days, this may be via email, letter or fax.
- 1.4. Keep all documentation in a Complaints file, which will remain in place until the complaint is resolved. After which time all complaints documentation will be placed on the Student file.
- 1.5. Review, investigate and mediate to resolve the complaint within seven (7) days. Actions which may be taken include, but are not limited to:
 - 1.5.1. Discussing the facts of the complaint with the complainant.
 - 1.5.2. Where appropriate and applicable, discuss the complaint with the respondent giving details of the complaint and complainant, giving cause to procedural fairness.
 - 1.5.3. Where appropriate and applicable, encourage and facilitate the disputants to engage in mediation on an informal level.
 - 1.5.4. Interview all parties individually, including any witnesses.
 - 1.5.5. Conduct interviews privately and confidentially
 - 1.5.6. Where applicable, report the outcome of the meeting with the respondent to the complainant.
 - 1.5.7. Seek preferred outcome from each of the parties.
- 1.6. Determine a resolution to resolve the complaint, within Pegasus Star Pty Ltd T/A Pegasus International College policies.
- 1.7. Advise all parties of the outcome of the complaint in writing, within five (5) working days.
- 1.8. Confirm all parties are satisfied with the outcome of the complaint.
- 1.9. If student is dissatisfied with outcome, advise the student of their right to further progress the appeal through the External Arbitrator.
- 1.10. Complete all necessary documentation including the "Complaints Progress form", noting actions and outcomes of the complaint's resolution process.
- 1.11. Place all documentation in the student's complaints file and provide to admin for completion.
- 1.12. Implement agreed actions and /or administrative arrangements.

1.13. Monitor the learning environment to ensure that the behaviour/incident does not re-occur.

Referral to an external arbitrator

1.14. Contact and engage the External Arbitrator for a review of the complaint, providing all relevant documentation.

1.15. Cooperate with External Arbitrator for a review of the complaint.

1.16. Review, investigate and mediate the complaint with all relevant parties and make a ruling.

1.17. Prepare a formal written report on the investigation, providing a copy to both CEO and complainant.

1.18. Pegasus Star Pty Ltd T/A Pegasus International College will consider all practical and reasonable resolutions recommended by the External Arbitrator.

2. Appeals

2.1. If the student is unhappy with the assessment decision, they should first seek to discuss the decision and options with the Assessor, to determine and fully understand the reasons for the decision.

2.2. With a view to resolving the matter, discuss with the student: give specific feedback on their performance, identify areas of improvement, and provide options to the student such as further training and/or assessment.

2.3. If the matter is successfully resolved, enter the details into the student management system.

2.4. If the matter is not successfully resolved, the student should lodge their appeal in writing to info@pegasus.edu.au within 7 days of the result notification.

2.5. The email must clearly state the grounds for appeal and should include sufficient evidence to support the claim.

2.6. Admin should then forward the appeal on to the CEO

2.7. On receipt of the appeals application, acknowledges receipt of the claim, in writing, to the appellant within two working days, this may be via email, letter or fax.

2.8. Keep all documentation in the Appeals file, which will remain in place until the appeal is resolved. After which time all appeal documentation will be placed on the Student file.

2.9. Nominates, within five working days, an independent assessor or panel to review the appeal and make a determination.

2.10. Advise the appellant in writing of the name of the independent Assessor or panel.

2.11. Appeals claim is reviewed and investigated which includes:

2.11.1. A review of the application form and supporting evidence.

2.11.2. A review of all assessment documentation and process.

2.11.3. An interview with the appellant to allow them the opportunity to formally state their claim.

2.11.4. An interview with the Assessor.

2.12. Determine the appeal outcome and provide an explanation to justify their decision.

2.13. The independent assessor/panel will advise the CEO of the appeals outcome, in writing, within 5 working days

2.14. Note actions on the student file

CEO

2.15. If the outcome involves reassessment go onto the next step

2.16. Arrange for the appellant to be re-assessed and inform the appellant of the details regarding the re-assessment, in writing, in accordance with assessment processes.

2.17. Place a copy of the re-assessment correspondence on the Student file.

2.18. If the appellant is dissatisfied with the result or the process of the appeal, the appellant may lodge a complaint with External Arbitrator.

2.19. If appellant refuses to be reassessed, the progress of the appeal to the External Arbitrator is at the discretion of the Appellant.

Independent Assessor

2.20. The appellant has the option to nominate an independent observer to be present during the re-assessment.

2.21. Conduct the re-assessment.

2.22. Determine the assessment outcome against the competencies.

2.23. Complete all relevant assessment documentation, (in accordance with the Assessment policy) notifying the appellant and the CEO of the outcome, in writing

CEO

2.24. Supply the appellant with the appeals outcome in writing within 2 working days

2.25. If the appeal is upheld, and if Pegasus Star Pty Ltd T/A Pegasus International College is satisfied with the outcome:

2.25.1. Finalise the appeals documentation, place all documentation in the student's appeals file.

2.25.2. Complete documentation for the issuance of a Statement of Attainment or qualifications (as appropriate).

2.25.3. The appeals file is closed, and provided to Admin.

2.26. If the appeal is upheld and if Pegasus Star Pty Ltd T/A Pegasus International College is NOT satisfied with the outcome, progress with Appeal with the External Arbitrator.

2.27. Note actions on student file.

- 2.28.If the Appeal is rejected notify the appellant in writing that the original decision/judgement is to stand.
- 2.29.Student continues to progress through the usual Assessment process.
- 2.30.Note actions on student file.
- 2.31. If student is dissatisfied with outcome, advise the student of their right to further progress the appeal through the External Arbitrator.

STUDENT ENROLMENT

1. Information to Students

- 2.1. Prior to commencement of classes, students will be provided with access to a Student Handbook, Course Information, and student policies.

2. Enrolment of Individual Students

- 2.1. Enrolment into training programs will be conducted at all times in an ethical and responsible manner, ensuring fairness and compliance with the Pegasus Star Pty Ltd T/A Pegasus International College Access & Equity Policy.
- 2.2. Enrolments are subject to availability of places on the training program, based on the maximum number of students who can be accommodated under the particular circumstances (e.g. safety, capacity of training venue, type of course, learning structures etc. within program).
- 2.3. All prospective students will be provided with information regarding the RTO and its course, in accordance with Pegasus Star Pty Ltd T/A Pegasus International College Student Information Policy.
- 2.4. Pegasus Star Pty Ltd T/A Pegasus International College will review the individual needs of each prospective student, taking into account their existing skills and competencies, advising them of the most appropriate training product to meet their needs.
- 2.5. If a training program is fully booked at the time a student enquires about enrolment into that particular training program they will either be placed on a 'Wait List' or offered a place on another date that the program has been scheduled, which is not fully booked.
- 2.6. Students on the 'Wait List' are given priority should a place become available. This is strictly on a first-in, first-served basis.
- 2.7. Enrolments will be considered tentative until payment and the Student Identifier has been received. Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment. The tentative booking will be contacted to confirm payment. If payment is not made the place will be given to the new student.
- 2.8. All Students enrolled on courses are advised in writing, upon receipt of their enrolment form and payment, that their place on the course is confirmed.
- 2.9. Course fees are payable in advance (subject to Financial Management Policy – Course Fees).

3. Identifying Student Support Needs

- 3.1. Students intending to enrol for training are requested, to advise of any physical or other impairments/ needs (e.g. English language difficulties, dyslexia) which may adversely affect their ability to successfully undertake the training.
- 3.2. Students intending to enrol for training are assessed on their language, literacy and numeracy abilities to determine their capability to successfully undertake the training and determine whether any additional support is needed.

4. USI

- 4.1. All students are required to provide their unique Student Identifier, in accordance with requirements of Student Identifier Act.
- 4.2. Students will be advised on the process of obtaining a Student Identifier if they do not already have one, via <http://www.usi.gov.au/Pages/default.aspx>
- 4.3. Pegasus Star Pty Ltd T/A Pegasus International College will verify and maintain all Student Identifier numbers in its Student Management System (SMS).

5. Changes to Training and Assessment

- 5.1. Any changes to a training program, services or third party provider will be advised to students, as soon as possible prior to the date the change is to occur.

6. Cancellation of Courses and Refunds

- 6.1. It is NOT Pegasus Star Pty Ltd T/A Pegasus International College normal policy to cancel scheduled training programs.
- 6.2. However, if for some unforeseen reason a course is cancelled or postponed, all students will be offered the opportunity to attend the training program on another date, at another location (if available), or in another delivery mode.
- 6.3. If, in the event that the student does not accept the offer, or for some reason the offer cannot be made, the course fees will be refunded in full within one week of the date of the cancellation of the course. (See Refund Policy)
- 6.4. If a student is nonresponsive to college communications for thirty (30) days then Pegasus Star Pty Ltd T/A Pegasus International College has the right to withdraw enrolment

7. Enrolment Changes

- 7.1. Defer Enrolment – Students are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance.
- 7.2. Course Withdrawal – Students are able to withdraw from their course, anytime they wish (see Refund/Cancellation Policy).
- 7.3. Transfer to another “Course” – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability. Transferring to another course is subject to cancellation/withdrawal in the enrolled course and charges apply (see Refund/Cancellation Policy).

8. Student Record of Enrolment

- 8.1. Pegasus Star Pty Ltd T/A Pegasus International College is obligated to report all enrolments, in compliance with national reporting requirements. (See Management of RTO Policy)
- 8.2. Individual student records are created for each enrolment and maintained for a period of 30 years. (See Records Policy)

PROCEDURE

New Enrolments

1. Initial Enquiry

- 1.1. Dedicated Student Support Helpline number (1300 019 535) or email Info@Pegasus.edu.au
- 1.2. Provide course information to the student by:
 - 1.2.1. Referring a student to the website.
 - 1.2.2. Post/fax or email.
 - 1.2.3. Sending student handbook and course information
- 1.3. Create a record of the enquiry on CRM / SMS/Enquiry Diary

ACADEMIC MANAGER/Academic Manager/Student Support Officer

- 1.4. Arrange a phone call or zoom session with the student. Follow the Induction Form to counsel the student.
- 1.5. Provide the Student Handbook and course information.
- 1.6. Highlight the key information about the course: Course structure, content, assessment, certification, fee and payment options, refund, etc.
- 1.7. Allow the enough time to student to ask any further information needed and any clarify any issues that are still not clear

2. Follow Up of Initial Enquiry – Admin

- 2.1. Contact all initial enquiries within one (1) week, attempt to confirm enrolment.

ACADEMIC MANAGER

- 2.2. Remind the Admin to contact all the initial enquiries within one (1) week and update the enrolment status.

3. Processing Course Enrolments – Admin

- 3.1. Request the student to complete the 'Enrolment form' which can be downloaded from the website, fill and save it and send it by email at Admin@Pegasus.edu.au, including language, literacy, and numeracy (LLN) test. Advise that the LLN test must be completed by themselves without others' assistance.
- 3.2. Determine if the student meets the minimum eligibility for the course.
- 3.3. Ask whether the student has any previous VET qualification,
- 3.4. Determine any possibility of the Credit Transfer and hand in the Credit Transfer Form if applicable.
- 3.5. Request the student to provide access to Pegasus Star Pty Ltd T/A Pegasus International College to the USI registry (see USI Access Guideline).

- 3.6. Inform the Trainer/Assessor/ACADEMIC MANAGER about any Credit Transfer applications.
- 3.7. Ensure to receive at least two forms of ID.
- 3.8. Forward the completed application to the trainer/assessor/ACADEMIC MANAGER for enrolment approval, LLN Assessment, and Credit Transfer approval.

4. Recognition and LLN Assessment – Trainer / Assessor

- 4.1. See the LLN test of the student and provide the feedback
 - 4.1.1. Satisfactory: Can proceed with the training
 - 4.1.2. Satisfactory but needs to improve in a specific area: If so, please provide a comment on what additional support is needed
 - 4.1.3. Not Satisfactory: Provide the comment why not satisfactory and why cannot continue the course.
- 4.2. Review the Credit Transfer application if there is,
 - 4.2.1. Check the application
 - 4.2.2. Ensure the Unit Code Unit Name, and evidence supplied
 - 4.2.3. Verify the evidence received by the student with the issuing RTO or via the USI Registry
 - 4.2.4. Request the CEO for access to the USI registry if it is to verify through the US registry.
 - 4.2.5. If applicable, Verify the Credit Transfer units and provide the assessment outcome.
 - 4.2.6. Sign the Credit Transfer Form
- 4.3. Handover the Enrolment Form to the Admin

5. Finalising Enrolment – Admin

- 5.1. Ensure to receive two forms of ID, as advised in the enrolment information.
- 5.2. Check to see if student details are on SMS (if applicable)
- 5.3. All student enrolments are processed through SMS, so process the enrolment in SMS.
- 5.4. Enter the AVETMISS data if the student has not applied himself/herself in SMS.
- 5.5. Verify the data if the student has applied directly to the SMS.
- 5.6. Approve the enrolment and generate the student ID
- 5.7. Ensure the USI has been recorded in the SMS
- 5.8. Enrol into the units of the course enrolled
- 5.9. Create the payment schedule, raise an invoice, and process the payment.
- 5.10. Take the payment and ensure to give a copy of the invoice and receipt to the student.

- 5.11. Create a student file (See 'Records Management Procedures' for details).
- 5.12. Hand in relevant course materials to the student, send an email (using the template), and provide access to all the course materials.
- 5.13. Store all the documents in the newly created student file.
- 5.14. Notify the trainer/assessor of the necessary planning of the course delivery.

Student Withdrawal / Deferral / Amendment

6. Application to Withdraw/ defer/ amend enrolment – Student

- 6.1. Student completes 'Course Withdrawal/Amend Form' on the website or sends an email to info@pegasus.edu.au.
- 6.2. Student mentions the course withdrawal/amendment and the reason for doing it.

Admin

- 6.3. Reviews the course withdrawal/amendment request and checks the feasibility and completeness of the request.
- 6.4. Communicates with the student about the refund process and application for a refund, if applicable (see Refund Policy)
- 6.5. Collects the refund request (see Refund Procedures)
- 6.6. Forwards the request to ACADEMIC MANAGER for approval/ authorisation.
- 6.7. Includes the confirmation of the course fee payments, and bank details of the student to the applicable refund.

7. Authorisation – Academic Manager

- 7.1. Reviews 'Course Withdrawal/Amend Form' request.
- 7.2. Determines whether the application is approved.
- 7.3. For the cancellation/refund, determines the refund amount (where applicable)

8. Processing Withdraw/ deferral / amend enrolment request – Admin

- 8.1. Make relevant changes in SMS – cancellation of the course and unit enrolment.
- 8.2. Make relevant notification on student file.
- 8.3. Cancels the course status if the request was withdrawal.
- 8.4. Contact student to advise outcome.
- 8.5. Makes the refund payment to the student if the refund was applicable.

- 8.6. Receive the payment for the necessary charges (if any) as indicated in the request form, in case of amendment/deferral
- 8.7. Provide/revoke student's relevant materials /logins (as applicable)

STUDENT RECORDS

Pegasus International College maintains an individual student file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. No other person/student can and will have access to your personal student file without your prior written permission. If you would like access to your personal records simply contact CEO/ ACADEMIC MANAGER.

CANCELLATION & TRANSFERS

Enrolment cancellation/withdrawal / deferral / amendment

Students who wish to withdraw/cancel/defer/amend their course are required to complete a Course Withdrawal Amend form.

Student Transfers

- a) **Transfer to another "Course date"** – Students are able to transfer to another course date, providing they make a request in writing a minimum of one week in advance. The transfer is subject to course availability.
- b) **Transfer to another "Course"** – Should a student wish to transfer to another course, they need to make the request in writing a minimum of one week in advance. The transfer is subject to course availability.
- c) **Transfer to another "Student"** – Prior arrangement no later than one week prior to the course. An administration fee is applicable for all transfers to another student.

RTO Cancellation of courses

Pegasus International College reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days. The college has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by us.

EQUAL OPPORTUNITY

Pegasus International College is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

Rights and Responsibilities

Pegasus International College has a legal and moral obligation to provide equal opportunity in employment and a learning environment free from harassment for employees, contractors and students.

Pegasus International College is committed to providing an environment which recognises and respects the diversity of employees, contractors and students. The college is committed to providing a work and study environment free from harassment, vilification and bullying and supports the rights of all employees, contractors and students to work and study in a safe and healthy environment free from such behaviour.

The college will:

- Ensure that employees, contractors and students understand that these types of actions and behaviour will not be tolerated in the work/study environment.
- Request that any behaviour which could be considered harassment, vilification or bullying cease immediately.

All employees, contractors and students have a role to play in eliminating harassment, vilification and bullying by not encouraging or showing support for harassment, vilification or bullying aimed at work or study colleagues. This can be achieved by:

- Refusing to join in with these types of actions and behaviours.
- Supporting the person in saying no to these behaviours.
- Acting as a witness if the person being harassed decides to lodge a complaint.

If an employee, contractor or student feels harassed, vilified or bullied, the employee, contractor or student is encouraged to inform the person where the behaviour is unwanted, unacceptable and/or offensive. If the employee, contractor or student feels unable to approach the person, or if the behaviour continues following their request that the behaviour cease, the CEO/ACADEMIC MANAGER should be contacted.

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

- Act to prevent harassment, discrimination and victimization against others;
- Respect differences among other staff, students and contractors, such as cultural and social diversity;
- Treat people fairly, without discrimination, harassment or victimization;
- Refuse to join in with these behaviours;
- Supporting the person in saying no to these behaviours;
- Acting as a witness if the person being harassed decides to lodge a complaint.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is against the law to discriminate against a person because of their age, sex, pregnancy, disability (includes, past, present or possible future disability), race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Both direct and indirect discrimination are against the law:

- Direct discrimination – means treatment that is obviously unfair or unequal.
- Indirect discrimination – means having a requirement that is the same for everyone but has an effect or result that is unfair to particular groups.

Harassment, Vilification and Bullying

All employees, contractors and students have an equal opportunity to work and study. Pegasus International College will not tolerate behaviour which is of a harassing, vilifying or bullying nature.

It is against the law for employees, contractors and students to be harassed during the course of their work or study because of their sex, pregnancy, race (including colour, nationality, descent, ethnic or religious background), marital status, disability, sexuality, HIV/AIDS status or transgender. Federal anti-discrimination legislation applies to staff, contractors and students.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends or intimidates a person, and occurs

because of a person's:

- Race, colour, ethnic or ethno-religious background, descent or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

It is unlawful for a person to be harassed due to a relationship to or association with a person of a particular race, sex, marital status, disability, homosexuality, transgender or age.

Harassment in the work and study environment can be overt or subtle, direct or indirect. It can be verbal, non-verbal or physical. Harassment can occur when power is used incorrectly.

Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include:

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender or HIV/AIDS status.

Examples of circumstances and behaviour that may constitute vilification on the basis of a person's race, sexuality, on transgender grounds, or disability (HIV/AIDS) etc are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc. People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up". Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers and students.

Sexual harassment

Pegasus International College will not tolerate sexual harassment in the learning or work environment.

The college deplores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all people.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and students have the right to work and study in an environment free from sexual harassment.

Forms of sexual harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another. Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting. Examples of sexual harassment include, but are not limited to:

- Insensitive jokes and pranks.

- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

PRIVACY

Pegasus International College abides by the Privacy Act and respects students, staff, and trainer/assessors' right to privacy.

As an RTO, is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered.

Pegasus International College collects information from students upon initial enquiry in order to send course information and is collected at enrolment and during the provision of the training and assessment services. The college may use personal information to advise students of upcoming events and training courses, for marketing and research purposes. In addition, feedback on services provided through surveys is collected. This feedback assists us to improve the quality of the services and training and is treated confidentially.

Pegasus International College will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988.

For further information, see Privacy Policy.

STUDENT SUPPORT

Pegasus International College is committed to assisting students to complete their studies through the provision of academic and welfare support. Student support needs may concern (but are not limited to):

- language, literacy and numeracy (LLN) issues
- disability
- digital literacy
- study assistance
- access
- cultural issues
- complaints and appeals
- personal circumstances

Student support needs are considered during the course development process by assessing the needs of the proposed target group and ensuring that the proposed training and assessment approach takes these needs into account.

As part of the enrolment process, Pegasus International College identifies students' suitability for the course, as well as their support needs.

Where support needs are identified, a Student Support Plan is developed on commencement of the student in the course and in collaboration with the student. The Student Support Plan is regularly reviewed and adjusted as required.

Pegasus International College ensures that sufficient support staff are in place to meet the needs of the enrolled students. Pegasus International College nominates specific personnel for student support, the details of whom are provided to students.

A course-appropriate orientation is provided to students to assist them to adjust to prepare for their studies.

Students are provided with information about the support services available in the Student Handbook and as part of their orientation.

Support services provided by Pegasus International College can include:

- Pre-enrolment materials
- one-to-one online support from the trainer/assessor
- support with personal issues
- access to additional learning resources
- reasonable adjustment in assessment

- learning resources centres
- buddy program
- information about external sources of support.
- Mediation services or referral to these services
- Counselling services or referral to these services
- Any other services that Pegasus International College considers necessary to support learners to achieve competency.

Where Pegasus International College is unable to provide the support service required by the student, Pegasus International College will refer the student to an external provider.

Pegasus International College surveys students about support services provided and uses the feedback to improve services provided. Pegasus International College will offer following support and services to students:

- Pegasus International College will provide the students with a Student Handbook, Course Brochure, Policies and Procedures, and resources available to the students to make them informed decision.
- Where required, Individual Support Plan for each Student or Applicant will be created, and this may include:
 - additional one-on-one session with Trainer and Assessor
 - workplace support such as workplace mentor, additional visits by the Trainer and Assessor etc.
 - reasonable adjustment if necessary for a student with learner support needs and this be recorded in the individual support plan.
 - reasonable adjustment if the student declares any disability and/or health impairment and this be recorded in the individual support plan.
 - External support or referral, depending on the needs of the student, may be to improve their LLN skills or Foundation Skills or study skills or skills in relevant component of the ICT, formal writing skills etc.
- Pegasus International College may offer few options for eligible students to access financial support via scholarships to complete their course.
- First Nations students and students from diverse backgrounds will be provided with the following:
 - culturally appropriate and targeted orientation programs and support services for the duration of their enrolment at Pegasus International College.
 - If an Aboriginal or Torres Strait Islander student requires support or assistance with regards to study or general matters, they may liaise directly with their trainer or contact the student support team. Outside community services available include (but not limited to):
<https://www.aboriginalcounsellingservices.com.au/>

- 13YARN [Thirteen YARN], Aboriginal & Torres Strait Islander crisis support line funded by the Australian Government. Phone 13 92 76 <https://www.13yarn.org.au/>
- Pegasus International College may refer a student who requires to access a legal practitioner, the referral is at no cost to the student. Students would be responsible for any cost related to the legal advice provided by the lawyers.
- Pegasus International College is committed to a culture that embraces and fosters diversity and inclusion. People from all social and cultural backgrounds will be equally treated and due respect will be given to the traditional owners of the land, Aboriginal and Torres Strait Islander people. The college will endeavour to ensure all staff, students, and those with whom we interact feel safe, respected, and valued for their diversity.
- Students may seek to receive help if they have any concern with their mental wellbeing, domestic violence, relationship problems, gambling and alcohol problems. Pegasus International College will endeavour to assist by providing counselling services in all cases. However, when Pegasus International College is unable to address any of the student concerns, students will be directed to external professional help and counselling.

COURSE FEES

Pegasus International College has developed a fair and equitable process for determining course fees, refunds, and payment options.

The enrolment application and training product are available on the college website – www.pegasus.edu.au.

Flexible payment options

Pegasus International College accepts various methods of payment for course fees. Payment for courses can be made in the form of:

- Visa card
- MasterCard
- Direct Deposit
- Payment Plan
- American Express

Course fees are payable in advance and enrolments are considered tentative until payment is received.

Qualification enrolments

Fees for the qualification program may be paid via a payment arrangement in advance.

The college may review fees for courses from time to time without notice.

REFUND POLICY

1. General refund information

- 1.1. Details of Pegasis Star Pty Ltd T/A Pegasus International College's refund policy are made available to the public on the website
- 1.2. All refund requests must be in writing using the refund request form or via email.
- 1.3. All refund requests must be considered within three (3) days of application
- 1.4. Payments of all refunds will be made within seven (7) days of approval of the refund

2. Course cancellation – Pegasis Star Pty Ltd T/A Pegasus International College

- 2.1. Students will be eligible for a full refund if Pegasis Star Pty Ltd T/A Pegasus International College cancels the course
- 2.2. Students will not be required to request the refund, Pegasis Star Pty Ltd T/A Pegasus International College will process the refund automatically after receiving students' bank account details
- 2.3. If the student is withdrawn from a course by Pegasis Star Pty Ltd T/A Pegasus International College due to inappropriate behaviour, they will not be entitled to a refund. These withdrawals must be done within the guidelines as outlined in the Student Conduct Policy

3. Course Cancellation (prior to course commencement) - Student

- 3.1. The course commencement date will be the date nominated by the student to commence on their course enrolment form.
- 3.2. If the student cancels their enrolment more than seven (days) before the course commences, then they will receive a full refund minus a \$500 enrolment fee.
- 3.3. If the student cancels their course within seven 7 days of the course commencing, then they will be given a full refund, minus a \$500 enrolment fee and a \$150 cancellation fee.

4. Course Cancellation (after course commencement) – Student

- 4.1. The course commencement date will be the date nominated by the student to commence their course on the enrolment form.
- 4.2. If the student cancels after the commencement of their course, they will be entitled to a pro-rata refund.

- 4.3. Refunds will be calculated based on the class timetable and the number of units that the student should have commenced at the time of cancellation.
- 4.4. Refunds will be calculated using the following formula
 - 4.4.1. Total amount paid – Enrolment fee – Material Fee – \$500 cancellation fee = potential refund amount
 - 4.4.2. Potential refund amount ÷ number of units in the course = per unit cost
 - 4.4.3. Potential refund amount – (per unit cost x number of units already commenced) = final refund amount

5. Special Circumstances

- 5.1. Pegasus Star Pty Ltd T/A Pegasus International College does not accept responsibility for changes to a student's work commitments or personal circumstances. The following situations are not considered special circumstances
 - 5.1.1. Change in work hours
 - 5.1.2. Inconvenience of travel or travel issues on the day
 - 5.1.3. Family commitments
- 5.2. Pegasus Star Pty Ltd T/A Pegasus International College will consider refunds for special circumstances in the following situations
 - 5.2.1. Serious misadventure
 - 5.2.2. Serious Illness
 - 5.2.3. Serious Illness of an immediate family member
- 5.3. For students to be considered for a refund for special circumstances, the student will be required to provide evidence of the special circumstances occurring, in writing to the RTO.

6. Enrolment Extensions

- 6.1. Students must complete the course within the due date. Students who are unable to complete the course within the due date due to any unforeseen circumstances may seek an extension by submitting a request form along with the supporting documentation to the ACADEMIC MANAGER via email at Admin@Pegasus.edu.au. The ACADEMIC MANAGER will investigate each request based upon individual circumstances.
- 6.2. The request for the extension should be made at least one week before the expiry of the enrolment.

Procedure

1. Lodgement of refund by student

- 1.1. Student sends an email to Accounts@Pegasus.edu.au or completes the "Refund Request Form", notifying their request for cancelling the course a refund of fees paid.

- 1.2. Student Support Officer will review the course cancellation request and verifies the eligibility for a refund.
- 1.3. Student must disclose the cause of course cancellation via email to Administration officer at Admin@Pegasus.edu.au.

2. Calculation of refund amount and paying the refund

- 2.1. Once received, the Administration Officer verifies the details and forwards the application to accounts.
- 2.2. Account department then verifies whether the student is eligible for a refund and calculates the amount of refund to be paid, based on the 'Refund Policy.'
- 2.3. Account department pays the due amount directly to the nominated account details on the email/ Refund Request Form student. If there is no refund available, account department notifies the student.
- 2.4. If the money was originally paid via Credit/Debit card OR bank transfer, note the refund to be processed via refunding the credit/debit card or transfer to the bank account.
- 2.5. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund.

3. Finalising the refund request

- 3.1. Account department changes the course status to 'Cancelled' and unit competency to either 'Cancelled' or 'Withdrawal', based on the stage of the progression.
- 3.2. Account department destroys all the physical records and deletes the student folder.

<u>REFUND PROCEDURE:</u>		
<u>STEP 1 – LODGEMENT OF REFUND BY STUDENT</u>		
No.	Who	Actions
1.1	Student	a) Student completes " Refund Request Form ", notifying their request for a refund of fees paid via email at Accounts@Pegasus.edu.au
1.2	Admin Officer	a) Schedule a exit interview between student and academic officer. b) Review the refund application and ensure that the Student is eligible for a refund. c) If a refund is due, calculate the amount of refund due.

		<p>d) Check student records to identify how the money was originally paid (i.e. cash, debit/credit card, bank transfer etc.).</p> <ul style="list-style-type: none"> i. If the money was originally paid via cash or cheque, note the refund to be processed via refunding the credit/debit card or transfer to the bank account ii. If the money was originally paid via Credit/Debit card OR bank transfer, note the refund to be processed via refunding the credit/debit card or transfer to the bank account. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. <p>e) Complete "Refund Request Form".</p> <p>f) Provide completed "Refund Request Form" to ACADEMIC MANAGER for Approval</p> <p>g) Go to Step 3.</p>
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STEP 2 – REFUND OF FEES DUE TO COURSE CANCELLATION

No.	Who	Actions
2.1	Admin Officer	<p>a) Should a course be cancelled for any reason, identify all clients who have paid course fees for that specific course.</p> <p>b) Determine the full amount of refund due to each client.</p> <p>c) Check to identify how the money was originally paid (i.e. cash, bank transfer, credit card or through a company).</p> <ul style="list-style-type: none"> i. If the money was originally paid via cash or cheque, note refund to be issued by cheque. ii. If the money was originally paid via Credit/Debit card or Bank transfer, note the refund to be processed via refunding the credit/debit card or Bank transfer. iii. If the money was originally paid by a company, note the refund will apply as a credit to the company account or provide a cheque for the refund. <p>d) Complete a "Refund Request Form" for each client eligible for a refund.</p>

		e) Provide completed "Refund Request Form" to ACADEMIC MANAGER for Approval.
<u>STEP 3 – MANAGEMENT APPROVAL FOR REFUND</u>		
No.	Who	Actions
3.1	ACADEMIC MANAGER	a) Review refund and note approval/modification/decline on "Refund Request Form" . b) Return Completed "Refund Request Form" to Admin/Front Desk for processing.
<u>STEP 4 – FINALISE REFUND REQUEST</u>		
No.	Who	Actions
4.1	Admin Officer	a) If a refund is approved: <ol style="list-style-type: none"> i. Process refund in SMS ii. Enter note in SMS for the client iii. Update the "Refund Request Form". iv. Take a copy of completed "Refund Request Form" for client file. v. Send original "Refund Request Form" to accounts for processing. vi. File all documentation on client file. b) If a refund is declined: <ol style="list-style-type: none"> i. Complete and send written notification to client advising the refund has been declined and the reasons. ii. Enter note in SMS for the client. iii. Update the "Refund Request Form". iv. File original completed "Refund Request Form" and all documentation on the client file.

<u>STEP 5 – PROCESSING THE REFUND</u>		
No.	Who	Actions
5.1	Accounts	a) Upon receipt of completed “ Refund Request Form ” process and make refund to the client. Noting the method of refund. b) Update accounts system (e.g. MYOB, QuickBooks, XERO etc.) c) File the documentation accordingly, in the Refunds File .

CONTACT DETAILS

Information about Assessments and Correspondence

The assessment documents and learning materials will be available on your individual portals of LMS which can accessed via provided login details, after the confirmation of your enrolment. You will also receive your Student ID. Please use your student number every time you communicate with us.

For any queries, please contact the appropriate department:

- **Assessments, Assignment Submission, Complaints, or Support:**
Email: Admin@Pegasus.edu.au
- **Refund Support:**
Email: Accounts@Pegasus.edu.au
- **General Enquiries:**
Email: Info@Pegasus.edu.au