



Finance and Refund Policy

Purpose & Scope

This policy ensures Raines Resources compliance with relevant regulatory frameworks for all students across our courses, whether fee-for-service, subsidised, or offering full qualifications and units of competency.

Fee Transparency & Pre-Enrolment Information

We provide clear, comprehensive fee information, including tuition, enrolment, materials, administration, reassessment, and other charges – prior to enrolment or the commencement of training, whichever is earlier.

All marketing materials and our website detail all fees, including concessions and student contribution rates where applicable

Course Fees

Only corporate clients are eligible for courses with a cost of more than \$1500

Raines Resources has developed a fair and equitable process for determining course fees, refunds and payment options and accepts various methods of payment for course fees. (Cash, Visa, MasterCard, EFTPOS and Electronic Funds Transfer).

Course fees are payable prior to the commencement of all courses.

Cancellation & Transfers

Students who wish to withdraw/cancel/defer/amend their course are required to do so via email to info@rainesresources.com.au or inform the Training Manager.

Student Transfers

- **Transfer to another "Course date"** – Students can transfer to another course date, providing they make a request in writing a minimum of three (3) working days in advance. The transfer is subject to course availability.
- **Transfer to another "Course"** – Should a student wish to transfer to another course, they need to make the request in writing a minimum of three (3) working days in advance. The transfer is subject to course availability.
- **Transfer to another "Student"** – Prior arrangement no later than three (3) working days prior to the course. An administration fee is applicable for all transfers to another student.



Raines Resources Pty Ltd - RTO 46582

Phone: 08 6319 5300
Mon - Sun: 7:00 am - 9:00 pm

Suite 12, Risely Corporate Centre
135 Risely Street
Booragoon WA 6154

ABN: 29 674 339 271
ACN: 610326460

info@rainesresources.com.au



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Cancellation Notice Provided

Notice of cancellation is required 21 days prior to the course commencement date. The following will be payable should the student fail to cancel after the required notice period.

- Cancellation notices greater than 21 days from date of course will receive a full refund.
- 7 – 20 days from date of course – 75% refund.
- 2 – 6 days from date of course – 50% refund.
- 0 – 1 days from date of course – non-refundable.
- Non-attendance – non-refundable*

* Once training has commenced, no refund is provided, unless extenuating circumstances arise (e.g., illness, bereavement; verified via evidence)—to be assessed case by case by the Operations Manager / CEO. If the Trainee has a valid reason for not being able to attend the full duration of the course, the training will be rescheduled to a mutually convenient time.

Raines Resources Cancellation of Courses

Raines Resources reserves the right to cancel or postpone a course if insufficient enrolments are received prior to course commencement. Students will receive a full refund or be offered placement in an equivalent course at no extra cost. Refunds will be made within seven (7) days.

Raines Resources has financial safeguards in place to ensure that all pre-paid fees are available for refund in the case of cancellation by the training provider.

Fee Protection & Prepaid Fees (Over \$1,500)

Raines Resources will never collect more than **\$1,500 in prepaid student fees** before services are delivered. **Only corporate clients are eligible for courses with a cost of more than \$1500**

- For any amount exceeding \$1,500, we commit to one or more of the following:
 - an unconditional bank guarantee from an Australian-based bank, equal to or exceeding the prepaid amount, or
 - membership in a **tuition-assurance scheme** to protect students if Raines Resources cannot provide services

Upskill today
with Raines Resources

Our training and licensing services are led by Alan Raines, a seasoned expert with over 30+ years of hands-on experience in the construction, transport, and mining industries.



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