**Frequently Asked questions**

How much is the training?

All costs are listed in Plink.

Why is it more on a Saturday?

We need to pay our facilitators Saturday overtime rates.

Where is the training located?

All sessions are currently online, facilitated using the Zoom platform. Login details and learning materials will be available in Plink.

How do I pay for the training?

Payment by Visa or Mastercard is required at the time of booking.

My employer/job provider is paying for my training. Can they pay by invoice?

Yes. Please have them phone us on 8234 5219, option 1 or email [train@gowriesa.org.au](mailto:train@gowriesa.org.au)

How long does the training go for?

The training is 4 hours.

Can I leave the training early for an appointment/school pick up?

No, to receive your certificate you must actively participate for the full duration of the training.

Can I complete this training if I’m under 18?

For participants under the age of 18, it is the employers’ responsibility to assess each participant in regard to their age and experience and therefore the appropriateness of attending this course due to the sensitive nature of the content.

Can I reschedule/cancel my booking?

Yes, please view our terms and conditions for applicable reschedule/cancellation fees and email [train@gowriesa.org.au](mailto:train@gowriesa.org.au)

When will I receive my certificate?

You will receive your certificate via email, provided your account is paid, you were present and actively participating.

I have misplaced my certificate. Can I get another copy?

Yes it will be in Plink. If you are requesting this for a course done prior to June 30th 2021 you will need to request and pay for a replacement. Please email [train@gowriesa.org.au](mailto:train@gowriesa.org.au)

How long is my certificate valid for?

RRAN-EC certificates are valid for three-year blocks. The current three-year block is 2021-2024. Your certificate will expire, 31st December 2024. If your certificate has not expired you can do the 2 hour fundamentals online component to update. If your certificate has lapsed you will need to do both the 2 hour online and the 4 hour face to face.

I have completed Child Safe Environments/Safe Environments – Through their eyes training. Is this the same as Responding to Abuse and Neglect?

No, this is not the same training. However, if you have a current Child Safe Environments/Safe Environments full-day certificate, you can do the 2 hour fundamentals online component through Plink to meet the requirements of both CSE and RRHAN-EC.

How do I obtain my tax invoice/receipt?

You can download your tax invoice from the receipt page immediately after you complete your booking. If you have closed this page before obtaining your invoice, please email [train@gowriesa.org.au](mailto:train@gowriesa.org.au)

How do I provide evidence to the Teachers Registration Board of my training?

With your certificate.