

### How much is the training?

\$92 on a weekday, \$120 on a Saturday, including GST.

### 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 emailed to you, a week prior to the session.

### 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 7 hours, 9.00am – 4.00pm.

### 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 within two business days after your training session, provided your account is paid, you were present and actively participating.

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

If you completed your RAN-EC training through Gowrie SA, we will be able to provide you with a hard copy of your certificate. A reprint fee of \$15.00 will apply.

### How long is my certificate valid for?

RAN-EC certificates are valid for three-year blocks. The current three-year block is 2018-2020. Your certificate will expire, 31st December 2021. If you completed your training in 2018, 2019 or 2020, you will be required to complete a free, online refresher course through the South Australia Department for Education by the end of 2021 to keep your training valid.

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 may be able to do a free 30 minute online bridging course. By completing the bridging course you will meet the requirements of both CSE and RAN-EC. Please view further details [here](#).

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)

Do I need to do Safe environments-Through their Eyes or Responding to Abuse and Neglect Foundation?

Please view further information here: <https://www.education.sa.gov.au/working-us/responding-abuse-and-neglect-training/find-out-ran-ec>

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

Your certificate will be emailed to you with a message of authenticity. Please forward the entire email to the Teachers Registration Board.

When I try to register it asks the service I work for and service type, what should I enter if I'm not currently working for the Department?

You can just leave these boxes empty if they are not applicable to you.