




 Do I need to give every educator's name for the subscription?

 The subscription does not need to have all the names supplied to operate as the certificates are sent to the service email address used on the order so you are able to track your educators that way. If you wish to do this you can. The subscription will only cover the number of educators in the stage you have purchased. If you wish to change the stage at any time please contact [rachel@raresupport.com.au](mailto:rachel@raresupport.com.au) as this can be done pro-rata.


 Do educators have a log in?

 The system does not have passwords and log ins, and this is one of the reasons it can remain cost effective. To prevent educators watching webinars if they are no longer with your organisation, the emails all go to the central email address used in your order. Educators are never directly emailed their certificates and are asked to chase it up with their organisation. If you wish to change the email address used for your organisation you can do this by contacting [rachel@raresupport.com.au](mailto:rachel@raresupport.com.au).


 Can we watch webinars in groups or do we need to watch individually?

 To watch a webinar you need to register your name and email so that this can be checked. If you are watching webinars in groups then it is best that the service contact emails to request these certificates and mentions that they watched together to make it easier to keep records of this. Ultimately you can use the subscription in whatever way works best for you and your organisation.


 How do we get to watch the upcoming webinars in our 12 month subscription?

 All of the webinars in the subscription are recordings, however if you would like to watch a webinar live just let me know and I will send the registration email to your service email address used in the order and you can pass it on to the educator(s). Once the webinar is recorded this will be added to the subscription to watch at your convenience. Towards the end of your 12 months you will be sent an invoice and invited to renew.


 What is the best way to request certificates?

 Different organisations use different methods to request certificates. Some email RARE directly to notify of educators and webinars watched, others have educators use the certificate request form on the website. If requesting in bulk please note that all certificates will have the same date of issue. It is important that everyone knows your process to save on doubling up with requests. Educators should also know that they do not receive the certificates directly so do not need to request again as they may have been sent to the service.

 What records are kept of educators watching webinars?

 The only records kept are that educators have registered to watch the webinar. These are checked randomly before certificates are issued to cross reference requests. Due to the volume of certificate requests not every request is checked against these records. It is ultimately up to the organisation to have systems in place to ensure educators are gaining knowledge and training from the webinars through discussions, reflections, quizzes or other means.

 What information do we need to provide for certificates?

 The key information needed is the name of the educator (first and last), the name of the webinar they watched (as it appears in the subscription) and the organisation/service they are from. This may need to the location as sometimes there are more than one service with the same name or different locations from the one organisation.