



## RCAC Trainings FAQ

### 1. Who can attend RCAC Trainings?

Anyone can attend RCAC trainings. However, only those employed by a HUD (Dept. of Housing and Urban Development) approved counseling agency are eligible for scholarships when available.

### 2. When are the trainings?

Training days vary. All training times are Pacific Standard Time. You can find a list of upcoming trainings here: [events.rcac.org/rcac/Calendar.asp](https://events.rcac.org/rcac/Calendar.asp)

### 3. How do I register for an upcoming training?

All participants must register for classes using the registration link provided. Email and fax registrations will not be accepted. At registration, participants will need to provide the following information:

- Name
- Email address
- Agency name
- Agency HUD #
- Credit card payment for training

### 4. How much do the trainings cost?

Registration fees vary based on the training.

### 5. Can I register now and pay later?

No. Registration is invalid if this fee is not paid at time of registration. Only credit cards are accepted.

### 6. Are scholarships available for trainings?

Please review the training registration page for tuition and scholarship information. Scholarships are available occasionally to HUD approved counseling agency staff. There are no scholarships available to for-profit agencies.

**7. If the training is multiple days, do I need to attend every day?**

Participants are not required to attend every session. However, it is highly recommended as you will need to pass the test to obtain a certificate of completion.

**8. I registered for a webinar. Where is the link to the training?**

Webinar links will be sent to the email provided at registration.

**9. Can I share the webinar link with a friend or colleague?**

No. Webinar links may not be shared with those who are not registered. If the link to a webinar is shared with others who are not registered, they will not receive class material, a link to the quiz, or a certificate.

**10. I am unable to attend the training. How do I get a refund?**

RCAC does not issue refunds for any tuition paid to attend the HUD trainings. Tuition fees are non-refundable.

**11. How do I get my certificate for completing the training?**

Certificates are only issued to those that take and pass the quiz. You will receive the quiz link after the last session. You will have 30 days to take the quiz. You must score a 70% to pass the course and receive a certificate. You can take it as many times as you want. Certificates are sent 30 days after the last training day.

**12. How can I get updates on upcoming trainings?**

Join our [HC Trainings List](#).