



## Frequently Asked Questions (FAQs)

### Question 1

How do I enrol in a short course or professional development seminar that presents information via an online platform?

#### Answer

Once you have paid for a course or professional development program, *Hope Research & Practice Institute* will email you an authentication code and the online address of the learning platform.

### Question 2

Once I have an authentication code, do I need to register on the learning platform?

#### Answer

Yes, to use the authentication code you will need to first register on the learning platform via the link sent to you.

### Question 3

Do I receive a certificate of attendance for professional development or certificate of completion for short courses?

#### Answer

Yes, those who attend professional development workshops & seminars receive a certificate of attendance indicating hours of training, and those who complete short courses receive a certificate completion.

### Question 4

If I am unable to attend a course or workshop for which I have already paid will I be reimbursed?

#### Answer

The possibility of reimbursement will vary depending on circumstances. For a full outline of the cancellation and refund policy please click the following link -

[http://www.hoperpi.com/sites/default/files/image/cancellation\\_refund\\_policy.pdf](http://www.hoperpi.com/sites/default/files/image/cancellation_refund_policy.pdf)



**Question 5**

Am I able to engage in professional supervision via online video conferencing?

**Answer**

Yes. HopeRPI offers professional supervision both in person and via video conferencing.

**Question 6**

Is my school, college, or business able to arrange for group seminars and workshops?

**Answer**

Yes, HopeRPI provides bespoke professional development seminars for organisations that wish to provide specific professional development experiences for staff groups.