

Skills courses registrations

The RACS Training & Services platform in [eHub](#) is how our members search, register and pay for Skills Training and Professional Development courses and workshops, GSSE / CE /SSE or Fellowship Examinations, and social events and conferences organised by RACS in Australia and Aotearoa New Zealand.

Fellows, SET Trainees, SIMGs and Junior Doctors, and other members wanting to register for Skills Training or Professional Development courses or apply for GSSE / CE /SSE or Fellowship Examinations will be required to register via the Training & Services platform in [eHub](#).

Frequently asked questions

1	How do I sign up for a RACS account if I don't have one?	If you don't have an existing RACS account, click the button on the top right corner of the College Website home page and complete the sign-up process.
2	Who do I contact if I can't log in to the Training & Services platform?	Contact the RACS IT Service Desk via telephone at +61 3 9276 7417 or via email at service.desk@surgeons.org. The team is available during regular business hours, from 8.00 am to 6.00 pm (AEDT).
3	What do I do if I need help finding the event I want to register/apply for?	Go to the course page on the College website and click the Apply Now or Register Now button on the course page. This will take you to the registration page for the course. If you still experience difficulties or are unable to register, contact the Skills Training team at skills.courses@surgeons.org for all Skills Training courses related queries.
4	Who do I contact for any issues with the registration via the Training & Services platform?	If you still experience issues with the registration/enrolment for courses or are unable to register via the Training & Services platform, contact the Skills Training team at skills.courses@surgeons.org for all Skills Training courses related queries.
5	How can I tell if I've successfully registered for the wait list for an event?	You can view your waitlist registrations in eHub. To view your waitlist registrations, follow the below steps: • Click the drop-down arrow next to your profile name on the right corner of the screen. • Click My Registrations. The registrations screen displays. • To view the events you have registered to the wait list for, scroll down to the 'My waitlist items' section.
6	How can I upload a profile picture?	To upload a profile picture, click the drop-down arrow next to your profile name on the right corner of the screen; then, click My Profile. The My Profile screen displays. • Click the CHANGE PHOTO button below your name and RACS ID. • Click the NO FILE CHOSEN and select the file saved on your desktop. • Once the photo is uploaded scroll down the page and click Save to apply the change. <i>Note: You must upload your profile picture if you are applying for Skills Courses via the Training & Services platform in eHub.</i>

Frequently asked questions

7	How can I provide my Medical ID?	If the event requires your Medical ID, you'll be prompted to provide this on the Contact Details page during registration. If you wish to provide this before registration, you can provide your Medical ID in eHub. To provide your Medical ID, follow the below steps: • Click the drop-down arrow next to your profile name on the right corner of the screen. • Click My Profile. My Profile screen displays. • Enter your Medical ID in the Medical Registration Number field and click the Save button.
8	How can I add hospital appointments?	If the event requires you to provide hospital appointments, you will be prompted to provide these on the Contact Details page under the Hospital Appointments section during the registration process. To add a hospital appointment, click the Add button, enter the necessary information in the fields displayed and click the Save button. Note: Only hospital appointments added in the last six months will be displayed.
9	Do I need to complete the personal details section each time I register for an event?	No, completing your details is a one-off activity. When you register for an event for the first time on the Training & Services platform, you will be required to complete a form to provide personal details; address; medical ID; qualifications; speciality; skill profile; emergency contact details; dietary requirements; and special requirements in case these details do not already exist in the RACS database. Some of these fields might already be populated if you already use eHub. Once you complete these details and click SAVE, these will get saved in the system for future event registrations. You'll be required to complete the event registration form for all future event registrations.
10	How many events can I register for at a given time?	There is no limitation on the number of events you can register for at a given time. However, please be advised to complete the registration and payment for one event at a time since the event remains active in the shopping cart for 15 minutes only. If you do not pay for the event in the shopping cart within 15 minutes, you will have to go through the registration process again. Also, your registration is not reserved just by adding the event to the shopping cart.
11	I could not complete the event registration within 15 minutes and the event capacity is now 0. What do I do now?	If the Remaining Capacity is 0, you can add your name to the waitlist. Click on the REGISTER button, you'll see a message on the screen to confirm if you want to be added to the waitlist. Click OK to proceed to complete the registration.
12	I have been added to the waitlist for an event. How will I know when a place becomes available?	If you have been added to the waitlist for an event, you will receive an email to your registered email address once a place becomes available. The place will remain available for 24 hours; from the time you received an email. Follow the prompts in the email to complete the registration.

Frequently asked questions

13 I can't complete the two factor authentication?

If you are a RACS Fellow contact the Service Desk at service.desk@surgeons.org and they will be able to reset your authentication to your my.surgeons email.

If you are a non-RACS Fellow contact the Skills Training team at skills.courses@surgeons.org for assistance.

14 I'm currently living overseas can I still register on a course?

Contact the Skills Training team at skills.courses@surgeons.org for assistance.

15 When do I need to upload an RPL (record of prior learning) certificate?

If an RPL certificate is required, you will be prompted during the registration process to create a course outcome which you can upload your RPL certificate against.

For Skills Training courses, certificates must be emailed to skills.courses@surgeons.org.

16 Can I claim RPL if I completed a reciprocal course overseas?

Yes, RPL is available for ATLS and CCriSP courses completed overseas. RPL is also available for ASSET if you have completed the Intercollegiate Basic Surgical Skills (BSS) course delivered by: Royal College of Physicians and Surgeons of Glasgow; Royal College of Surgeons of Edinburgh; Royal College of Surgeons of England; or Royal College of Surgeons in Ireland.

Certificates of completion must be emailed to skills.courses@surgeons.org.

17 I've registered and paid for my course but I have not received my invoice.

Please allow up to 3 business days to receive your invoice after the successful completion of your payment. If you still have not received it after 3 days, please contact the Skills team at skills.course@surgeons.org.
