

Registrar Training Program

Presenter

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Background

- 2009 RAA (sect. 3.13) establishes registrar training requirement
- Completed by “primary contact” or employee-designee
- Dealing with RAA and consensus policies
- Created in consultation with registrars (Seoul, Nairobi, Brussels plus interim calls)
- Available online at no cost to registrars

Planned Course Topics

- Transfer policy
- Whois requirements
- RDE & other data-related obligations
- UDRP compliance
- Dealings with registrants and registrant responsibilities
- RAA enforcement/administrative

Feedback Received to Date

Form:

- Multilingual/translated
- Modular/available to other Rr employees
- Quizzes and other learning reinforcement
- Checklists and takeaways
- Case studies, as appropriate
- Learning should be asynchronous (not live)

Feedback Received to Date, cont.

Substance:

- Emphasize Transfer Policy compliance
- Use real examples
- Focus on RAA & consensus policies
- Provide simplified RDE on-boarding guide
- Define terms and use plain language

Feedback Received to Date, cont.

Administration:

- Require refresher/recertification upon RAA renewal or, on an annual basis
- Provide certificate/evidence of completion

Feedback Sought

- Which languages for translations?
- Is length – estimated around 3 hours – appropriate?
- If shared with employees:
 - What if there were a small fee?
 - Would you want employee certification?

Feedback Sought

Questions, additional comments/feedback?