Dear Registrar,

ICANN organization has refreshed the **Registrar Accreditation Agreement (RAA) Training** course on the ICANN Learn platform. The refresh includes updated content in the 6 United Nations languages (Arabic, Chinese, English, French, Russian and Spanish). This course is mandatory per Section 3.13 of the 2013 RAA, and is intended to help ICANN-accredited registrars understand their obligations under the RAA and the incorporated consensus policies.

We encourage the registrar primary contact or its designee to revisit the training as the updates include policies, processes, and system changes that have occurred in the past few years. It will be good to refresh your understanding of existing ICANN policies and processes. In addition, if you are renewing your RAA, it is necessary to complete the RAA Training course at ICANN Learn.

If you have questions regarding the training or suggestions for future improvements, please email globalsupport@icann.org. Thank you.


Best regards,
Andee Hill
Director, GDD Accounts