

# Registration to Work with Vulnerable People

## Registration to Work with Vulnerable People (RWVP) – Error Message

My RWVP application / card/registration number is correct but I still get an error message when entering my details on TRB Online?

There could be a number of reasons for this but the most common is a conflict of names (your RWVP is under a different name to your teacher registration) or providing your application prior to completing the process with the Department of Justice.

- **Your surname in TRB records needs to match** the surname with the Department of Justice. Please make sure that both organisations have your name recorded the same. If you need to change your name in your TRB record please do so ([using the attached instructions](#)) before entering your RWVP details in TRB Online.
- Make sure you have completed the application process with the Department of Justice; completed the online application, submitted the required evidence of identity and organised the payment. Please **allow at least 5 business days between completing the process with the Department of Justice** and providing this information in your TRB Online account.
- We are experiencing and investigating a solution for a naming convention issue causing a conflict between our two systems. If you have a hyphenated name, O' or Mc and this differs from the way it is written on your RWVP card you may not be able to record your details until this matter is resolved.
- If you have been issued with a card or received an email notifying you of the approval of your RWVP then only include your card number. You do not need to include your application number.
- Make sure you are typing in only the 9 digits provided by the Department of Justice, with no spaces or special characters before or after the 9 digits.

Teachers Registration Board of Tasmania

- [Registration to Work with Vulnerable People and Teacher Registration](#)
- [Frequently Asked Questions \(FAQs\)](#)

Department of Justice:

- Email: [workingwithchildren@justice.tas.gov.au](mailto:workingwithchildren@justice.tas.gov.au)
- Search their website: [http://www.justice.tas.gov.au/working\\_with\\_children](http://www.justice.tas.gov.au/working_with_children)
- [Frequently Asked Questions](#) (FAQs)
- [I live outside of Tasmania](#)