



## GSEM Mandatory Volunteer Training - Frequently Asked Questions

Question: What mandatory training is required of all volunteers at Girl Scouts of Eastern Missouri (GSEM)?

- Volunteers are required to take two online courses: [Missouri Child Abuse & Neglect Mandated Reporter Training](#) and [Girl Scouts Child Abuse and Neglect Prevention](#).
- All modules in these online courses must be completed to be marked as compliant - clicking these links takes you directly to the gsLearn course pages for each course.

Question: Why is mandatory training required of GSEM Volunteers?

- Protecting the emotional and physical safety and well-being of Girl Scouts is a shared top priority for adult volunteers and GSEM.
- The purpose of the training is to equip volunteers with the knowledge and skills to provide safe boundaries in Girl Scout settings, recognize signs of child abuse or neglect and understand our responsibilities as mandated reporters. As a youth serving organization, Missouri law requires those who are responsible for the care of children to report to the Missouri Department of Social Services, Children's Division when there is reasonable cause to suspect a child may be subject to abuse or neglect.
- A volunteer's role in protecting our girls is invaluable, and this training will empower us all to be even more effective in our respective roles.

Question: How do I access and complete mandatory training?

[Click here to access Girl Scouts Child Abuse and Neglect Prevention](#)

[Click here to access Missouri Child Abuse and Neglect Mandated Reporter Training](#)

- Both links will prompt you to log in to myGS. Once you have done so, you will be taken to the course pages for each course.
- To complete [Girl Scouts Child Abuse and Neglect Prevention](#) in gsLearn:
  - Select “Start This Course”
  - Continue through all five modules until the course shows 100% complete.
- [Missouri Child Abuse & Neglect Mandated Reporter Training](#) contains a link to the Missouri Network Against Child Abuse website. This is the standard mandated reporter training that GSEM requires for all volunteers. To complete this course in gsLearn:
  - Select “Start This Course”
  - Follow the instructions in the first module to access the Missouri Network Against Child Abuse website.
  - Save your login information to reenter the website in the future.
  - Once you complete the course on the external website, download and save your completion certificate and return to the course in gsLearn by using the same link provided above or going through your gsLearn welcome dashboard.
  - Select the “Upload Completion Certificate” module, and follow the instructions in the module to upload your certificate
  - If you are uploading a certificate showing proof of equivalent training completed within the past year as defined below in this FAQ, use the same steps above for uploading certificates to this module.
  - Note: The “Upload Completion Certificate” module requires you to upload your certificate from the Missouri Network Against Child Abuse website or an equivalent. You should not upload any certificate that says “Girl Scouts Child Abuse and Neglect Prevention”.

Question: What will occur if a volunteer does not complete the training?

- If a volunteer does not complete either mandatory course within 60 days of being assigned to them in gsLearn, that volunteer will be removed from all volunteer roles until both courses are complete.

Question: How often does a volunteer have to take this training?

- [Girl Scouts Child Abuse and Neglect Prevention](#): Every year
- [Missouri Child Abuse & Neglect Mandated Reporter Training](#) (or submission of current proof of completion for an accepted equivalent): Every two years

Question: Why must volunteers complete both courses?

- The Missouri Child Abuse & Neglect Mandated Reporter Training covers the essential information needed to fulfill your responsibilities as a mandated reporter in the state of Missouri. There is essential information specific to Girl Scouts that is only covered in the Girl Scouts Child Abuse and Neglect Prevention course, which is why there are no accepted equivalents for that course.

Question: What if a volunteer has recently completed these courses for their work with another organization?

- If you recently completed Missouri mandated reporter training or a similar course with another Missouri organization, you may upload that certificate instead, which will be reviewed for acceptability by council staff.
- The GSEM mandated reporter course will be set to expire two years after the completion date on the equivalent certificate.
- There are no acceptable training equivalents for the Girl Scouts Child Abuse and Neglect Prevention course currently, as it contains Girl Scout-specific policies and best practices.
- Below is the approved list of training equivalents for the GSEM mandated reporter course:
  - Volunteers who receive mandated reporter or abuse prevention training from a school district in Missouri:
    - Child Abuse: Mandatory Reporting (Full Course (Missouri))
    - MUSIC Sexual Misconduct: Staff-to-Student (Full Course)
    - Preventing Staff-to-Student Misconduct and Abuse in Missouri
  - Certificates from other youth-serving organizations that either list mandated reporter as a part of their training on their website or on the certificate itself. Examples include:
    - Boys and Girls Club
    - Scouting America (formerly Boy Scouts of America)
    - Archdiocesan Youth Protection Training
  - The following adults in these roles are mandated (required) to report child abuse and neglect under [Missouri law](#) and we can waive our training requirement with proof of current license:
    - Physician or any other health practitioner, including:
      - Medical examiner
      - Coroner

- Dentist
- Chiropractor
- Optometrist
- Podiatrist
- Resident
- Intern
- Nurse
- Hospital or clinic personnel who are engaged in the examination, care, treatment, or research of persons
- Psychologist
- Mental health professional
- Social worker
- Day care center worker or other childcare worker
- Juvenile officer
- Probation or parole officer
- Jail or detention center personnel
- Teacher
- Principal or other school official
- Minister (as provided by section 352.400, RSMo)
- Police officer or law enforcement official

Question: Why must a volunteer upload a completion certificate in the GSEM mandated reporter course?

- Our council uses the mandated reporter online training provided by the state of Missouri on the Missouri Network Against Child Abuse website. When opening the mandated reporter course in gsLearn, a link to the Missouri Network Against Child Abuse website is provided so that volunteers may register for and complete the online course.
- Because this course is hosted on a third-party website with no tracking connection to gsLearn, volunteers must provide proof of completion within the gsLearn course itself. This is accomplished by downloading the certificate earned on the Missouri Network Against Child Abuse website and then uploading it to the provided upload module in the gsLearn course.
- Once uploaded, council staff will review the certificate to confirm course completion.
- Acceptable course equivalents or licenses must also be uploaded in this way for review by council staff.

- Screenshots, photos and scans of certificates or licenses are acceptable to upload.

Question: How does a volunteer renew mandatory courses that are expiring?

- [Girl Scouts Child Abuse and Neglect Prevention](#) renews every year, and [Missouri Child Abuse & Neglect Mandated Reporter Training](#) renews every two years. These courses must be renewed if they are expiring or nearing expiration so that volunteers remain in compliance.
- 30 days before a mandatory course expires for a volunteer, gsLearn resets their course results and moves the course to the “Not Started” section of their gsLearn welcome dashboard in preparation for retake. gsLearn then sends an automated email to the volunteer informing them of the impending course expiration.
- Volunteers will also receive email communication from GSEM notifying them that one or both mandatory volunteer courses are nearing expiration and must be renewed.
- Volunteers should complete the expiring course(s) promptly to remain in compliance. Follow the same directions outlined elsewhere in the FAQ for completing the mandatory volunteer courses in gsLearn.
- Volunteers who renew the GSEM mandated reporter course using an acceptable training equivalent should upload a recent, non-expired training certificate or professional license to the upload module within that course.

Question: Can a volunteer renew their courses early?

- If your completion has not yet been automatically reset (renewing early), these courses will show as 100% complete. You can still renew early – just click the first module listed in the course to begin. There will not be a “Start This Course” button if you are renewing early.
- If you only partially completed a required course (20%-80%), you will see a “Continue” button. Click “Continue” to finish the course instead of renewing.

Question: If a volunteer does not live in Missouri, do they still have to adhere to the Missouri law requirements for mandated reporters?

- Yes, the required training is based upon the location of our council office and not where a volunteer or staff member lives.

Question: How does a volunteer upload a mandated reporter course certificate to gsLearn?

- If you only need to upload your mandated reporter training certificate from the Missouri Network Against Child Abuse website or an equivalent, click [this link](#) to access Missouri Child Abuse and Neglect Mandated Reporter Training in gsLearn.
- Once the course is open, click the “Upload Completion Certificate” module (second module in the list) and follow the instructions given. The upload module can accept multiple files.
- The GSEM mandated reporter course will display “50% Complete” until council staff reviews the uploaded file for acceptability.

Question: What should a volunteer do if they are unable to access gsLearn?

- All registered adult members should be capable of accessing gsLearn through their myGS account on the GSEM website. Volunteers who are unable to access gsLearn should first check that their Girl Scout membership is current. If the membership is current but gsLearn access is being denied, please contact the Answer Center at [answercenter@girlscoutsem.org](mailto:answercenter@girlscoutsem.org) or 314.400.4600.

Question: What should a volunteer do if they experience a technical issue while attempting to complete a mandatory course?

- Technical issues within the gsLearn application/courses should be brought to the attention of the Adult Education team at [adulthoodeducation@girlscoutsem.org](mailto:adulthoodeducation@girlscoutsem.org).

Question: What should a volunteer do if they have questions about reporting abuse or neglect?

- Reporting questions should be directed to Director of Risk Management and IT, Lisa Namnath at [lnamnath@girlscoutsem.org](mailto:lnamnath@girlscoutsem.org) or 314.592.2317.

Question: May a volunteer complete the mandatory courses on a mobile phone?

- Yes, a volunteer may use a mobile device, such as a phone or a tablet, to complete the mandatory courses. However, because of their interactive nature, the recommendation is to use a desktop or laptop computer to complete the courses.

Question: What if a volunteer does not have access to, or is unable to use, a computer or mobile device with an internet connection?

- Concerns should be brought to the attention of the Adult Education team at [adulthoodeducation@girlscoutsem.org](mailto:adulthoodeducation@girlscoutsem.org). Resolution will be considered on a case-by-case basis.