



GSEM Mandatory Volunteer Training - Frequently Asked Questions

Question: How do I access mandatory training?

- You can access this training in gsLearn through your MyGS account on the Girl Scouts of Eastern Missouri website.
 - Log into your [MyGS account](#).
 - Select gsLearn from the left-hand menu on the My Account dashboard.
 - The two mandatory courses should be visible in the My Training section of your gsLearn dashboard. If they are not visible, select Content Library from the green navigation panel, then search for the desired course using the search bar or select Courses and scroll through the available courses.

Question: Why is mandatory training now required of GSEM volunteers?

- In our ongoing effort to ensure the safety and well-being of all Girl Scouts, we will be implementing mandatory training for all volunteers. Protecting the emotional and physical safety and well-being of Girl Scouts is our shared top priority. This partnership as a volunteer for our Council helps to ensure that Girl Scouts of Eastern Missouri (GSEM) is a safe place for all girls.
- 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 (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: What will occur if a volunteer does not complete the training?

- Not completing the mandatory training could jeopardize a volunteer's status.

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

- **Missouri Child Abuse and Neglect Mandated Reporter Training:** Every other year; biennially—starting each membership year (October 1)
- **Girl Scouts Child Abuse and Neglect Prevention and acknowledgement of Sexual Abuse and Molestation Policy:** Every year; annually—starting each membership year (October 1)

Question: What if a new volunteer just completed these courses, do they have to retake them again with the start of the new membership year?

- If a volunteer has completed the mandatory training within the prior 12 months from assignment, GSEM will accept this as completion for the new membership year.

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

- If you completed Missouri mandated reporter training or a **similar course while working or volunteering for another Missouri organization**, you may upload that certificate instead, which will be reviewed for acceptability by council staff
- There are no acceptable training equivalents for the Girl Scouts Child Abuse and Neglect Prevention course at this time, 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 Abuse Prevention Training from a School District in 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
 - Boy Scouts of America
 - Archdiocesan Youth Protection Training
 - All teachers, nurses, counselors, first responders, etc. who are currently licensed or working in their role where they are already a mandated reporter.
 - 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 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 child-care 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 mandated reporter course?

- Our council uses the mandated reporter training provided by the state of Missouri. When opening the mandated reporter course in gsLearn, a link to the Missouri KidsFirst website is provided so that volunteers may register 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 KidsFirst website, and then uploading it to the provided upload module in the gsLearn course. Once uploaded, council staff will view the certificate to confirm course completion. Acceptable course equivalents or licenses must also be uploaded in this way for review by council staff. Screenshots of certificates or licenses are acceptable to upload for review.

Question: What if a volunteer does not live in Missouri, do they still have to adhere to the Missouri law requirements?

- 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?

- Instructions for uploading the certificate may be found in the gsLearn mandated reporter course itself, as well as on our [website](#).

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 Girls Scouts of Eastern Missouri 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:
 - **Email:** answercenter@girlscoutsem.org or **Phone:** 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 Adult Education at adulthoodeducation@girlscoutsem.org.

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

- Reporting questions should be directed to Senior Manager, Risk Management, Lisa Namnath at 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 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 Adult Education at adulthoodeducation@girlscoutsem.org. Resolution will be considered on a case-by-case basis.