

Adult Learning Frequently Asked Questions (FAQ's)

Registration

Who can attend an adult learning course?

Adult learning courses are available for all adult members of GSWCF unless otherwise stated in the registration information. Not a member? No problem! Adults can register as members of Girl Scouts and then register for an adult learning course through their member accounts.

Do I need to be a member to attend an adult learning course?

Yes. Training participants need to be currently registered members for the membership year they are attending training.

At times, we offer training or enrichments through vendors or program partners. Because vendors or program partners typically offer us a reduced rate, in order to meet their costs there must be a minimum number of participants. Occasionally the vendor or program partner will work with us to allow their public participants to fill space in the training to meet the minimum in order to avoid cancelling the training.

How do I know which adult learning courses I need for my position?

At www.gswcf.org/training there are drop downs that help you determine which trainings you will need depending on your position or what activity you may want to participate.

How do I register for an in-class adult learning course? Where do I get help?

Registration for in-class adult trainings and enrichments are on a first-come, first-served basis. Space is limited.

- ✓ Visit www.gswcf.org
- ✓ Click on the Events tab. All currently scheduled in-class trainings will be found here
- ✓ Use the search bar on the events page to search for the training or topic you are interested in to see available dates. All adult learning course titles will start with either "Adult Training" or "Adult Enrichment"
- ✓ Select your training and click on the title to open more details
- ✓ Carefully read the event details and click "Register now"
- ✓ If you aren't already, it will ask you to log in to your member account to register
- ✓ Fill in any requested information and continue to check out
- ✓ Complete payment and submit
- ✓ Print or screenshot your order summary or receipt if desired
- ✓ You will receive an email receipt to the email address associated with your account

For help with your member account or registration, please contact Customer Connections at customerconnections@gswcf.org or 813-281-4475. You may also find most of our adult learning trainings in the year round Program Guide. However, some class dates we may have recently added to the calendar may not be reflected in the guide. Your monthly troop, parent, or SU e-newsletters will contain updates of added dates as they become available.

When do adult learning courses close for registration?

Adult learning courses generally close 10 days prior to the training. Occasionally some will close earlier or later depending on a vendor or program partners needs. Closing dates will be stated in the registration details. We will also stop taking registrations if a course meets its maximum capacity. If this is before the registration close date, we can add you to the waiting list in case a space becomes available, but there is no guarantee a space will become available.

Why do adult learning courses close for registration so far in advance? Can't they close the day before the training?

The registration close date gives us time to contact the trainer, vendor, or program partner if a course hadn't met the minimum to see if they will still hold the course and allows us time to await a response. At times, the trainer, vendor, or program partner will work with us to give us a few more days to try to solicit more attendees to fill the training and avoid cancelling. This also allows time to contact anyone we may be able to move off the waiting list and await a response. This also allows time for us to send confirmation or cancellation details to the participants and the roster and other special information to the trainer. We also need to know the registration number in order to get enough training supplies to trainers in a timely manner.

I registered. When will I receive confirmation details or more information?

When you register for a course through your member account online, you will automatically receive an email receipt upon completion. Please check your spam folder if you don't see it. If Customer Connections assists you with registration or assists in changing or transferring a registration, they will manually send you a receipt.

Once the event closes for registration, you will receive either confirmation details with the date/time/location and additional information for the training or a cancellation notice if the training hasn't met its minimum. If a training is cancelled, you will have the option to transfer to another available session of the same training or cancel and receive a refund of your training fee.

Why is space limited in each course? Why is there a minimum number of registrants required for courses?

Space can be limited for a number of reasons: to allow the trainer to be able to best serve the participants, due to location capacity, vendor/program partner requirements, or bed space available for some outdoor trainings.

Courses have registration minimums also for a number of reasons: to help program partners meet their costs when offering us discounted participation, to be respectful of the time and travel distance of the trainers who are volunteering their time, to account for no-show participants, and for planning purposes.

What is your cancellation/refund policy?

Adult Learning opportunities close 10 days prior to the event, at which point you will be notified of cancellation. Should a member register and not be able to attend we ask that members notify us two weeks in advance of the activity in order to receive a refund and allow for other members to register in your space prior to the event closing for registration. Your registration may be refunded in full or in part depending on the type of activity. Some activities require a cancellation fee where GSWCF will only refund a portion of the overall registration. There are no refunds for no-show registrants or day of cancellations. Often trainers, vendors, or program partners have already purchased supplies for your attendance several days prior to the training that we still will have to pay them for. Information regarding cancellation fees and refunds for specific courses can be found on the last line of the cancellation/refund policy description of each activity when registering.

What if it rains or the weather is inclement?

Courses are held unless it presents a danger to the participants. With the exception of our outdoor trainings, most of our adult learning courses are held inside. If severe weather conditions dictate a change in the training location or a need to cancel/reschedule, all registered participants will be notified as soon as possible.

Can children accompany their parents to adult learning courses?

In order to allow the best learning opportunities for all participants, we are unable to accommodate children at adult learning courses. Child care is not available during adult learning courses.

What can I do if there is a need for a particular training in my area?

Contact adultlearning@gswcf.org and we will do our best to work with you to coordinate a training.

Course availability

How do I know when in class courses are being offered? Where can I find trainings scheduled?

Adult learning courses are published in our year-long program guide. The program guide will be available online and also mailed to each registered members home in late summer. Adult learning courses are also made available for registration as soon as they have been coordinated and will be found at www.gswcf.org/events Check the online registration periodically, as additional sessions may be added throughout the year. Adult learning courses are also promoted in the monthly troop, parent, and SU e-newsletters.

Do you offer online training? Where do I find available webinars?

On-demand webinars can be found anytime at www.gswcf.org/training

Have questions about webinars? Visit the Webinar FAQ's.

Which courses are offered in-class and which are offered online?

Many courses are offered both in class and online, while some are only available either in class or online. To view which trainings are offered in which format, please visit www.gswcf.org/training and view the icons next to each training in the drop downs.

Is there an order to take the courses?

Some trainings, such as our core leader trainings and camping trainings are taken in a progression. Most other role and topic related trainings do not need to be taken on a progression basis.

Why aren't there many adult learning courses held in the summer?

Typically in the summer volunteers are vacationing, spending time with their families, and many troops aren't meeting. Adult learning registrations have typically been extremely low in the summer. This also allows our trainers time to plan, spend time with their families, and recharge for the upcoming training year. We do have a few trainings during the summer, so make sure to check www.gswcf.org/events closer to summer for those dates.

How are trainings set up and how is the training schedule coordinated?

In the late spring and early summer, council trainers and vendors/program partners work to coordinate the next years training schedule with the Adult Learning Manager. Volunteer trainers and vendors or program partners select dates/times/locations that work best with their schedules, when the locations have availability, and the general yearly flow of training demand. Many trainers train on several topics and split their time, scheduling amongst them. We try to hold the most trainings at times of the year when volunteers typically need them the most such as the early fall. We may also add more dates throughout the year as needed.

Why aren't there more in-class training sessions offered or offered in my area?

In-class trainings are delivered by volunteers at times and locations that work with their personal schedules, typically in their local areas. Many trainings are offered web-based to meet the needs of more volunteers, and therefore there are very few participants who register for and attend in-class trainings. If you see a need for a training in your area, please contact adultlearning@gswcf.org and we will do our best to work with you to coordinate a training.

Training records and certificates

Do I receive a certificate after completing a course?

Most GSWCF specific in-class adult learning courses have a certification card that you will receive at the end of the training. Some of our vendors and program partners or certifying organizations email their certificates or send you a link to create an account with them to print your certificate. Many of our on-demand webinars allow you to print a certificate at the end of the webinar.

How do you track attendance at in-class trainings?

Your registration creates a record on your member account. Once you attend the training, the trainer marks attendance on the roster and returns it to the council where we will mark if you attended or not on the registration record in your account. If the trainer fails to return the roster, the attendance record in the accounts will remain in pending status.

Where do I get my training record?

Training records are sent out quarterly by the Community Membership Managers to the Service Unit. Historical records for trainings prior to March 2016 can be found in a searchable google document found at: <https://docs.google.com/spreadsheets/d/1k-Q5bv5cELTeNnpcl-M2yeLA2yIHZQ0n8nclEQb6PWI/edit#gid=301075644> Trainings after this date to present are sent to the Service Units by the Community Membership Manager on a report built quarterly.

I attended a training that isn't on the historical google document, can you add it?

We are unable to add trainings to the historical record. Trainings on the historical record are generally 6 years old and older. Because programming, policies, procedures, paperwork, and other elements are continually updated, it is recommended that you refresh yourself with the most up to date training either in-class or by webinar.

I attended a training with someone who said they were a Girl Scout trainer but I didn't have to register online. Can you add this to my record?

In order to ensure accurate record keeping for volunteers and ensure the most current curriculum is in use, we are unable to recognize adult training delivered outside of our adult learning procedures. In order to be recognized and on the training record, trainees must register through the online registration system for one of the trainings coordinated through the adult learning department. All of our current adult learning trainers are aware of these procedures.

I attended a training outside of GSWCF or have a certification from another organization, can you add it to my record?

We are only able to keep records of GSWCF trainings registered for through the member account or taken by our webinars. It is the participants responsibility to keep track of training and certifications they have taken outside of GSWCF. Please also remember that we are only able to accept some training/certification from particular certifying organizations, per Safety Activity Checkpoints and Volunteer Essentials.

I transferred from another council, will my trainings transfer or should I take GSWCF's trainings?

Councils develop their own curriculum and trainings and may not have the same content or align. Many trainings contain council specific policies, procedures, or paperwork. Please submit a record of the trainings from your previous council, and any copies of curriculum/objectives/content that you may have to adultlearning@gswcf.org The Adult Learning Manager will review the information and contact your former council for any clarification. After this, the Adult Learning Manager will let you know what we are able to accept that aligns with our training.

Can I test out of training?

We currently don't have the capacity to test out of training. Training covers more than the necessary subject content knowledge. It includes skills and scenarios in working with groups of girls, building relationships with and new ideas from volunteers from across the council, and learning GS and council specific policies and procedures, and more.