

Youth Protection Training Fact Sheet

Following are commonly asked questions about the Youth Protection training course that councils are offering via their BSA-approved Web sites. Please refer to this sheet if you have questions about the process.

Q. Who can receive certification for Youth Protection training?

A. Anyone who meets the following criteria:

- An individual who is matched to someone in the PAS database by the member number submitted. The last name associated with the person's member number must match the last name of a person in the PAS database, and the individual must have a current unit or non-unit registration (the lapsed period is included when evaluating the registration).
- An individual who is matched to someone in the PAS database by submitting a unit type and number. The person does not submit a member number, but provides a unit type and number. The person's last name and birth date match those in a current PAS record. The individual has a current unit registration for the unit type and unit number that was entered (the lapsed period is included when evaluating the registration).
- An individual who is matched to someone in the PAS database by submitting a non-unit registration. The person's last name and birth date match those in a PAS person record. The individual has a current non-unit registration (the lapsed period is included when evaluating the registration).

Q. How does the person taking the course know that the national office has received the information submitted?

A. After submitting the information, EVERYONE will see the following message. This is a confirmation for the individual taking the test that the information was received and processed at the national office.

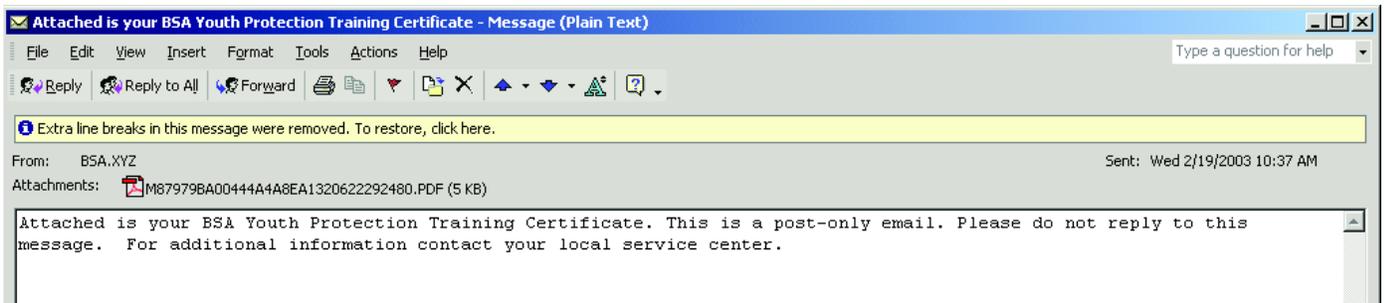
Youth Protection data has been received. Please Close this window



Q. How does the person taking the course receive credit for Youth Protection training?

A. If the person provided an e-mail address and matched any of criteria listed above, the person will receive an e-mail message with an attached file (in Acrobat Reader format). The attachment will show the credential earned. If the person has a PAS registration record, that record will be updated to reflect Youth Protection training taken (code Y01). Below is a sample of the e-mail message and attachment.

Sample 1: The e-mail message



Sample 2: The attachment



Q. Suppose someone receives the e-mail with the attached certificate, but cannot open the attachment; all that appears are garbled letters and numbers. Why would this happen?

A. The attachment is in Acrobat Reader format. The person must have version 5.0 or greater of Acrobat Reader installed on the PC. Acrobat Reader is included on the ScoutNET 8.0 CD, or it is available from www.adobe.com free of charge. To view the attachment, double-click it. If that doesn't work, place the cursor on the link and right-click the mouse, select Save as, save the file to a location on the PC, then open the file from where it was saved.

Q. How does the local council know that an individual has taken the online Youth Protection training?

A. The information that the individual submits is saved in a file in the PAS database. This information is reported on the Youth Protection Listing. When creating this report, you can select a beginning and an ending date range for the data you want to see. The resulting report will show people with matching criteria in PAS and those without matching criteria in PAS. You must have a one of these roles to run this report: Council Registrar, Scout Executive, or Advancement/Training. Select the report from Membership Reports, Lists.

Q. Can an individual that has no matching criteria in PAS take the online Youth Protection training a second time?

A. Yes. In fact, the course has a feature allowing an individual to start the training at any point. On the summary page, the person can select a specific part of the course without having to start at the beginning. If the person takes the course again and meets the certification criteria, Youth Protection training information will be updated, and the person will receive the credentials via e-mail.

Note: After February 9, 2003, the certification criteria were "relaxed." Prior to this date, many individuals were not receiving proper certification. These individuals can take the course again, or the council can update the individual records using the PAS Advancement/Training module. When a council updates a person's record, the person does not receive e-mail notification of credentials earned. This occurs only immediately after completing the online Youth Protection process.

Q. People who take the online Youth Protection training course from a PC in the council office get this message when submitting information: "This page cannot be displayed." Why is this?

A. You can submit information only from an Internet connection. Council office computers are connected to the BSA Intranet. Even if the council has an Internet connection, the process will identify only the BSA Intranet connection and will fail. This process was designed so that volunteers could take the course through the council's Web site on the Internet.

Q. Suppose a person taking the course from a PC at home gets the message, "This page cannot be displayed" or the error, "error '800706be'/youthprotection/proxy.asp, line 3." What does that mean?

A. This is an Internet communication error that very rarely occurs when the form that submits an individual's information cannot access the computer program that processes the Youth Protection information. This means the information was not successfully submitted to the national office. ISD is currently researching the problem. The "workaround" is to select the course summary page, take the course again, and resubmit the information. If the person gets the error again, contact the Customer Service Help Desk (800-627-3025) and provide the following information:

- The name of the person taking the course
- The name of the person's Internet Service Provider
- The day and time when the error occurred