



Safeguarding Youth Training (SYT) Update

Over the past several weeks, we have identified a series of technical issues within the **My.Scouting** platform that has affected the completion and recording of Safeguarding Youth Training (SYT). We recognize the critical importance of ensuring every volunteer can complete and maintain current training without unnecessary challenges, and we appreciate your patience and continued partnership as our National Service Center works diligently to resolve these issues.

Please review and share the following guidance to help ensure the successful completion of Safeguarding Youth Training.

What Volunteers Should Do (Council Guidance to Share)

- **Always Start from My.Scouting**
 - Log into **My.Scouting** and select the "**Start**" or "**Retake Course**" button rather than searching for the course manually.
 - This ensures the system directs you to the correct version of the training.
- **Verify Training Status First**
 - Before retaking training:
 - Check your training status and expiration date under **My Training**.
 - Confirm whether your Safeguarding Youth Training is already current.
- **Take the Correct Course**
 - If your SYT has expired beyond the allowed renewal window or has never been completed, complete the full **90-minute course**.
 - If your training is current and you are eligible, complete the **refresher course**.
 - Taking the incorrect course may not update your certification status.
- **Watch for Navigation Prompts**
 - Scroll through the course window and ensure all content has been viewed before proceeding.
 - Depending on your screen size or browser settings, progress buttons may not be immediately visible.
- **If the Course Freezes or Will Not Advance**
 - Exit the course and relaunch it from **My.Scouting**.
 - If the issue persists, report it through your council so it can be escalated to the National IT team.

Communicate About Erroneous Emails

- Some volunteers may receive automated emails stating that their Safeguarding Youth Training has expired, even though their training is current.
- Before retaking the course, verify your training status in **My.Scouting**.
- If your record shows your training is current, no further action is needed unless otherwise directed by your council or the National Service Center.

Thank you for your patience, flexibility, and unwavering commitment to keeping Scouting safe for every youth we serve.