GS Learn

This new system will give volunteers more just-in-time training, both online and in-person learning opportunities, and the ability to track all of your accomplishments! Learn at your own pace, access additional resources, and repeat info when you need it!

Frequently Asked Questions

Who will have access and how do I get in?

All registered volunteers with an active, background checked volunteer role will be able to log in directly through their GS Sign In. Instructions for signing in can be found on the Nation's Capital website.

What are the new training requirements for troop leaders?

Troop leaders will now be required to complete the appropriate program basics learning path which includes online courses and one in-person training specific to their level. The online courses and new in-person class will take the place of the two in-person classes volunteers were required to take prior to October 1, 2019.

How do I find my required training?

If you do not see your required training on your home page of gsLearn, you can find it in the Course Library.

What if I was assigned to the wrong level training or a module is not marking as complete?

Please contact our Customer Care team at customercare@gscnc.org to resolve the issue.

Where do I register for my required troop leader in-person training?

Once you have completed the prerequisite modules in your program basics learning path, the option to view and register for in-person training will unlock and you register directly in gsLearn. You may not attend in-person training without completing the online pre-requisites.

Where can I see upcoming training?

To view upcoming training, please continue to use the Events Calendar on the Nation's Capital website or, for the most updated list, the Upcoming Training document linked on the "Required Training" tab on the Volunteer section of the website. You can also view upcoming training on the GS Learn "live sessions" calendar but do not register until you finish your online learning prerequisites or you will not receive credit.

Can I attend a class I have not registered for?

No. You must register for training ahead of time through gsLearn after you complete the required prerequisites to ensure you receive credit for your in-person class.

What if I have already taken my required training?

If you are assigned a program basics learning path in gsLearn and you have completed the same program level training between October 1, 2017 and September 30th, 2019, please fill out the survey below. For all other dates, see the following question.

If you are registered as a Camp Qualified volunteer and have completed Cookout & Campout training any point prior to September 30th, 2019, please fill out the survey below:

Training Verification Survey: https://www.surveymonkey.com/r/GSTrainingVerification

Volunteers have until December 31st, 2019 to complete the survey. Our Customer Care team will be working hard to get this training reflected on your gsLearn account; however, it may take up to a month to enter your information.

Will gsLearn have a record of all my past training?

No, additional historical training records outside of what is listed above will not be reflected in gsLearn. At this time, we are focused only on making sure troop leaders and camp qualified volunteers see their recent training reflected as they are the only volunteers being assigned a learning path. This is not a historical database and all other training will be tracked only going forward.

Where can I find additional enrichment and high adventure training?

Additional training can be found in the Course Library in gsLearn. For enrichment training, search for the "Optional Enrichment Training" course. For high adventure, search for the name of the activity (Archery, Slingshot, etc.).

How long does the online Learning Path for Troop Leaders take?

You are required to complete your online training by the due date indicated on your Learning Path. Module times vary. gsLearn will remember where you left off, even if you're in the middle of a module, so you are able to complete the series of modules at your own pace on your own schedule. The online portion is replacing a 3.5 hour in-person course.

Will I have to retake the same online training every year?

When you change levels, you will be assigned that new Learning Path. Most of the modules that are repeated will already be marked complete from your previous Learning Path so you will only be required to complete what is new to that level or information that has changed.

What is the timeline for a new volunteer?

A new volunteer must purchase a membership and select their appropriate volunteer role. They will then be sent a background check. Once their background check is approved, they will have access to gsLearn through their GS Sign In. Search in the "Course Library" for appropriate training. A troop leader needs to complete the online prerequisites within a month of being assigned the training and their in-person course within three months.

How will my Service Unit Manager know when I've finished training?

Service Unit Managers will receive a monthly report showing the training progress of everyone in their Service Unit.

What is a Learning Path?

A Learning Path is a group of Courses.

What is a Course?

A Course is a group of Modules or an in-person training.

What is a Module?

A Module can be a video, interactive tutorial, page of text, or a quiz.