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## FREQUENTLY ASKED QUESTIONS – SAFEGUARDING@TSA TRAINING

### FOR OFFICERS, EMPLOYEES AND CONTRACTORS

#### WHAT IS SAFEGUARDING@TSA?

##### Who needs to complete Safeguarding@TSA?

Safeguarding@TSA is mandatory for ALL officers, employees, contractors and volunteers. If you have completed Keeping Children Safe or Safe Salvos, you will not be required to do Safeguarding@TSA until your training period has expired. If you have not previously completed training or you are new, you will need to complete it within 4 weeks of notification.

##### What training does Safeguarding@TSA replace?

Safeguarding@TSA training replaces Keeping Children Safe (former AUS training). If you have completed Keeping Children Safe or Safe Salvos (former AUE training), you will not be required to do Safeguarding@TSA until your training period has expired.

##### How long is the course and what's the content?

The course takes 30 minutes to complete and has assessment questions at the end of sections 1, 2 & 3. The content includes information on how to prevent child abuse, how to identify behaviours and physical signs of abuse and how to take immediate action.

##### I don't work in a child-facing role, why do I need to do the Safeguarding@TSA training?

Safeguarding@TSA is The Army's mandatory training for all personnel, regardless of what their role is. It is important for all Salvation Army personnel – regardless of their contact with children – to undertake training about child safety. This training is specific to TSA's national safeguarding policies and procedures, and includes how to protect children and young people, how to prevent child abuse, and how to identify child abuse and take action.

##### I have completed Safeguarding Principles, why do I also need to do Safeguarding@TSA?

Safeguarding@TSA is TSA's mandatory training. It is specific to TSA's national safeguarding policies and procedures. Safeguarding Principles is training catered for those in child-related roles and is additional and complementary to Safeguarding@TSA.

##### Why am I getting Learn notifications for both Safeguarding@TSA AND Safeguarding Principles?

For anyone who has not completed Safeguarding Principles training, you will receive Learn reminders for BOTH pieces of training. If you are receiving notification for both, you will need to complete both training courses before the due date.

##### Is the training for officers, employees and contractors the same as the training for volunteers?

Yes, the training is exactly the same. The only difference is the platform it is hosted on ([Learn](#) for officers, employees and contractors. [Volunteer Learning Platform](#) on mySalvos for volunteers).

##### I'm getting Learn reminder notifications that my direct report has not completed their training. Do I need to do anything?

Yes. You should follow up with your staff member with a reminder that Safeguarding@TSA is mandatory training for all personnel, and it is important everyone completes it. Also ask them to let you know if there's anything you can do to assist them in their completion of their training.



## FREQUENTLY ASKED QUESTIONS – SAFEGUARDING@TSA TRAINING

### HOW DO I COMPLETE SAFEGUARDING@TSA?

#### **I'm an officer, employee or contractor, how do I know if I need to complete training?**

You will receive a Learn notification if you need to complete training.

#### **How long do officers, employees and contractors have to complete their training after notification?**

Four weeks from the first Learn notification.

#### **Do officers, employees or contractors need a password or Enrolment Key to login?**

No. However, given the training is hosted on Learn, officers, employees and contractors will need their Learn login account details (as per any other Learn module).

#### **Does it matter which browser my volunteer uses to access the training?**

Yes. For optimum results, please use the Google Chrome Safari or Firefox as your browser.

#### **English is not my native language. How do I complete the training?**

Please contact your Divisional Safeguarding Consultant to assist you with your training or to arrange group-facilitated training. The training also has closed captions for Chinese (simplified and traditional), Korean, Arabic and Farsi. If required, please turn them on for each video.

#### **Can I exit the course at any time and save my training?**

It is advised you complete your training in one sitting. If you need to stop, close the course window each time you are away from your computer, so your progress can be saved Learn.

#### **I'd like to review the training again, is this possible?**

Yes, you can view the training again. If you are an officer, employee or contractor you should do this through your Learn account.

#### **My safeguarding training is still current, but I'd like to do the new training because I'm in a role where I need to support people with the content. Is this possible?**

Yes, you can do the training in advance of your training period expiring, however your original expiry date will remain unaltered. You can find it on your Learn account, under the **My Learning** tab in the top left hand corner. Un-tick the 'Hide completed courses' check box, and click on the National Safeguarding @TSA course.

### VOLUNTEERS

#### **Do personnel under the age of 18 have to complete the training?**

Yes. Volunteers from 16 years of age are required to undertake Safeguarding@TSA Training with consent from their parents/carers. Wherever possible it is recommended that this training be undertaken in the presence of their parents/carers.

#### **If people are unable to complete the training due to past experience of trauma, what should they do?**

Discuss this with your line manager. Your line manager can contact the Safeguarding Consultant in your state/territory who will contact you to provide you with an overview of the training's key messages.

Safeguarding Consultant contact details are available at Salvos Central Safeguarding Children and Young People Toolkit.



## FREQUENTLY ASKED QUESTIONS – SAFEGUARDING@TSA TRAINING

### **My volunteer is unable to complete the training online due to past experience of trauma, what do I need to do?**

You can contact the Safeguarding Consultant in your state/territory who will contact the volunteer and provide them with an overview of the training's key messages.

Safeguarding Consultant contact details are available at Salvos Central Safeguarding Children and Young People Toolkit.

### **My volunteer has a disability that impacts on their ability to complete the training online, what do I need to do?**

Contact the Safeguarding Policy and Practice team to discuss your volunteer's circumstances and the alternate training option available. Email: [safeguarding@salvationarmy.org.au](mailto:safeguarding@salvationarmy.org.au)

### **My volunteer struggles to use computers and I am unable to support them to complete the training online, what do I need to do?**

Contact the Safeguarding Policy and Practice team to discuss your volunteers' circumstances and the alternate training options that may be available. Email: [safeguarding@salvationarmy.org.au](mailto:safeguarding@salvationarmy.org.au)

## **SALVOS STORES AND AGED CARE**

### **I work in a Salvos Store and Aged Care, when do I need to complete my training?**

If you have completed Keeping Children Safe or Safe Salvos, you will not be required to do Safeguarding@TSA **until your training period has expired**. If you have not previously completed training, or you are new, Learn notifications will start going out from **1 September, 2020**. You will need to complete it within 4 weeks of notification.

## **CONTRACTORS**

### **Do contractors need to complete Safeguarding@TSA training?**

Ongoing contractors need to complete Safeguarding@TSA training. If the contractor is providing a one-off service, and **will** have potential contact with children, they do not need to complete the training, but they will need to be supervised while performing the service.

## **RECOGNITION OF PRIOR LEARNING**

### **Is Recognition of Prior Learning available for the Safeguarding@TSA training?**

If you have completed Keeping Children Safe or Safe Salvos, you will not need to complete Safeguarding@TSA until your current training period expires.

### **Why can't I get Recognition of Prior Learning for SP3?**

Safeguarding@TSA replaces former AUE and AUS child safeguarding training (Keeping Children Safe and Safe Salvos). SP3 was only for people in child-facing roles and is the equivalent of Safeguarding Principles.

### **I'm an officer, employee or contractor with current training for Keeping Children Safe or Safe Salvos, but it has not been applied. What should I do?**

If you believe you should have RPL for Keeping Children Safe or Safe Salvos training, and this has not occurred, please contact [Safeguarding@salvationarmy.org.au](mailto:safeguarding@salvationarmy.org.au).

If the training content causes any distress, please see your line manager, site chaplain or the Employee Assistance Program. Details can be found through line manager or the Safeguarding Children and Young People Toolkit at Salvos Central.



## FREQUENTLY ASKED QUESTIONS – SAFEGUARDING@TSA TRAINING

### FURTHER INFORMATION

#### Who should I talk to if I have any questions about the training?

Please speak with your Divisional Safeguarding Consultant. Details can be found through line manager or the [Safeguarding Children and Young People Toolkit](#) at Salvos Central.

#### If the training content causes any distress, who should people go to?

If the training content causes any distress, please see your line manager, site chaplain or the Employee Assistance Program. Details can be found through line manager or the [Safeguarding Children and Young People Toolkit](#) at Salvos Central.

#### Where is the procedure on reporting child abuse?

The national procedure for reporting child abuse is currently under development. In the interim:

- Personnel in the former AUE should refer to 'Safeguarding Children/Vulnerable Person Procedure'.
- Personnel from the former AUS should use 'Reporting Child Abuse Procedure (RCA)'.

These procedures are in the [Safeguarding Children & Young People Toolkit](#) at Salvos Central.

#### Do I still need to access forms from Safe Salvos?

For the time being, forms are still available on Safe Salvos. These forms are also available under 'Forms' in the [Safeguarding Children & Young People Toolkit](#) at Salvos Central.



## FREQUENTLY ASKED QUESTIONS – SAFEGUARDING@TSA TRAINING

### FOR MANAGERS OF VOLUNTEERS

#### WHAT IS SAFEGUARDING@TSA?

##### Who needs to complete Safeguarding@TSA?

Safeguarding@TSA is mandatory for ALL officers, employees, contractors and volunteers. If you have completed Keeping Children Safe or Safe Salvos, you will not be required to do Safeguarding@TSA until your training period has expired. If you do not have current training, you will need to complete it within 4 weeks of notification.

##### What training does Safeguarding@TSA replace?

Safeguarding@TSA training replaces Keeping Children Safe (former AUS training). If you have completed Keeping Children Safe or Safe Salvos (former AUE training), you will not be required to do Safeguarding@TSA until your training period has expired.

##### How long is the course and what's the content?

The course takes 30 minutes to complete and has assessment questions at the end of sections 1, 2 & 3. The content includes information on how to prevent child abuse, how to identify behaviours and physical signs of abuse and how to take immediate action.

##### My volunteer doesn't work in a child-facing role, why do they need to do the Safeguarding@TSA training?

Safeguarding@TSA is The Army's mandatory training. It is important for all Salvation Army personnel – regardless of their contact with children – to undertake training about child safety. This training is specific to TSA's national safeguarding policies and procedures, and includes how to protect children and young people, how to prevent child abuse, and how to identify child abuse and take action.

##### My volunteer has completed Safeguarding Principles, why do they also need to do Safeguarding@TSA?

Safeguarding@TSA is TSA's mandatory training. It is specific to TSA's national safeguarding policies and procedures. Safeguarding Principles is training catered for those in child-related roles and is additional and complementary to Safeguarding@TSA.

##### Is the training for volunteers the same as the training for officers, employees and contractors?

Yes, the training is exactly the same. The only difference is the platform it is hosted on (Learn for officers, employees and contractors. [Volunteer Learning Platform](#) on mySalvos for volunteers).

#### HOW DOES MY VOLUNTEER COMPLETE SAFEGUARDING@TSA?

##### I'm a corps officer or manager of a volunteer and I've been told my volunteers need to complete the training. How do I know if they need to complete training?

You need to check the currency of your volunteers' training on Safety Management Online (SMO), Volunteer Management System (VMS) or Better Impact.

**Note:** Volunteers whose training has expired must complete the Safeguarding@TSA training before resuming their duties.

##### I'm a corps officer or manager of a volunteer. When does my volunteer need to complete their training?

- When Safeguarding@TSA launches 10 August, active volunteers who require a WWCC for their role, and who do not have current Keeping Children Safe or Safe Salvos, will need to complete Safeguarding@TSA within 4 weeks.
- From 1 September, all other active volunteers who do not have current Keeping Children Safe or Safe Salvos will need to complete Safeguarding@TSA within 4 weeks.



## FREQUENTLY ASKED QUESTIONS – SAFEGUARDING@TSA TRAINING

- Non-active volunteers: when a volunteer resumes volunteering (post-COVID-19) they will have 4 weeks to complete Safeguarding@TSA if they do not have current Keeping Children Safe or Safe Salvos.

### Where do volunteers find Safeguarding@TSA training?

Safeguarding@TSA for volunteers is available on the Volunteer Learning Platform, which is hosted at mySalvos. (<https://my.salvos.org.au/volunteer-resources/training/mandatory-training-for-volunteers/>).

### I'm a Salvos Store store manager of a volunteer, where does my volunteer access the training?

Salvos Stores volunteers will be able to access this training from 1 September using Better Impact. Salvos Stores will communicate with you directly with Store Managers over the coming months to provide further information.

### How long do volunteers have to complete their training?

- Existing Volunteers: Complete before current training (Keeping Children Safe or Safe Salvos) expires
- New Volunteers: Complete within 4 weeks of commencement
- **Any Volunteer engaged in overnight child-youth camps or child-youth overnight activities: Must complete at least 24 hours before commencement**

### Do volunteers need a password or Enrolment Key to login?

No. When volunteers click on the training link from the Volunteer Learning Platform, which is hosted on mySalvos, they will be asked to enter their volunteer/ personal information (see below).

Email address	First name*	Last name*	Site suburb*	Site Name*
Site program*	State/ Territory*	Volunteer role title*	Corps officer/ line manager*	

\*Required information

### Do volunteers need an email address to login?

No. The Volunteer Learning Platform is hosted on mySalvos, which does not require emails or logins.

### English is not my volunteers' native language. How do they complete the training?

Please contact your Divisional Safeguarding Consultant to assist with the training. The training also has closed captions for Chinese (simplified and traditional), Korean, Arabic and Farsi. If required, please tell your volunteer to turn them on for each section.

### Does my volunteer need to print a certificate?

Yes, your volunteer should print your certificate in case there is a delay between training and the completion data being uploaded to the Volunteer Management System. In this case, they may need to show your certificate as proof of training to participate in a program. To print: click on the **PRINT MY CERTIFICATE** button and fill in their name. They may print the certificate or save it as pdf.

### Can my volunteer exit the course at any time and save their training?

It is advised people complete their training in one sitting. If they need to stop, tell your volunteer to close the course window each time they are away from their computer, so their progress can be saved.

### My volunteer would like to review the training again, is this possible?

Yes, they can view the training again. They can do this through the [Volunteer Learning Platform](#) or, if they are a Salvos Store volunteer, through Better Impact.



## FREQUENTLY ASKED QUESTIONS – SAFEGUARDING@TSA TRAINING

### Does it matter which browser volunteers use to access the training?

Yes. For optimum results, please use the Google Chrome Safari or Firefox as your browser.

### Do personnel under the age of 18 have to complete the training?

Yes. Volunteers from 16 years of age are required to undertake Safeguarding@TSA Training with consent from their parents/carers. Wherever possible it is recommended that this training be undertaken in the presence of their parents/carers.

### If people are unable to complete the training due to past experience of trauma, what should they do?

Discuss this with your line manager. Your line manager can contact the Safeguarding Consultant in your state/territory who will contact you to provide you with an overview of the training's key messages.

Safeguarding Consultant contact details are available at Salvos Central [Safeguarding Children and Young People Toolkit](#).

### My volunteer has a disability that impacts on their ability to complete the training online, what do I need to do?

Contact the Safeguarding Policy and Practice team to discuss your volunteer's circumstances and the alternate training option available. Email: [safeguarding@salvationarmy.org.au](mailto:safeguarding@salvationarmy.org.au)

## SALVOS STORES AND AGED CARE

### I have a volunteer who works in a Salvos Store and/or Aged Care. When do they need to complete their training?

If your volunteer has completed Keeping Children Safe or Safe Salvos, they **will not be required to do Safeguarding@TSA until their training period has expired**. If they have not previously completed training or they are new, they will be required to complete their training from **1 September, 2020**. They will need to complete it within 4 weeks of notification.

## RECOGNITION OF PRIOR LEARNING

### Is Recognition of Prior Learning available for the Safeguarding@TSA training?

If you have completed Keeping Children Safe or Safe Salvos, you will not need to complete Safeguarding@TSA until your current training period expires.

### Why can't I get Recognition of Prior Learning for SP3?

Safeguarding@TSA replaces former AUE and AUS child safeguarding training (Keeping Children Safe and Safe Salvos). SP3 was only for people in child-facing roles and is the equivalent of Safeguarding Principles.

### My volunteer believes they have current training for either Keeping Children Safe or Safe Salvos, but it has not been applied. What should I do?

If you believe your volunteer should have RPL for Keeping Children Safe or Safe Salvos training, and this has not occurred, you should contact [Safeguarding@salvationarmy.org.au](mailto:Safeguarding@salvationarmy.org.au) on their behalf. You will need examples of your volunteers' training, such as certificate or a signed completion document.

## WHERE IS THE TRAINING INFORMATION RECORDED?

### I'm a corps officer or manager of a volunteer. How can I check if my volunteers have completed their Safeguarding@TSA training?

Completions will be recorded in the Volunteer Management System. There may be a slight delay as completions will





## FREQUENTLY ASKED QUESTIONS – SAFEGUARDING@TSA TRAINING

initially be entered on a monthly basis.

### What if my volunteer is not in the Volunteer Management System?

If a volunteer isn't in Volunteer Management System, managers of volunteers should first enter them before requesting your volunteer to complete Safeguarding@TSA. This is important to ensure training completion is recorded.

### How is the volunteers' training completion captured?

When starting the training through the Volunteer Learning Platform, which is hosted on mySalvos, volunteers will need to enter their personal information (see below). This information is picked up in a CSV completion report and sent to Volunteer Resources and entered into VMS.

Email address	First name*	Last name*	Site suburb*	Site Name*
Site program*	State/ Territory*	Volunteer role title*	Corps officer/ line manager*	

\*Required information

## FOR FURTHER INFORMATION

### Who should I talk to if I have any questions about the training?

Please speak with your Divisional Safeguarding Consultant. Details can be found through line manager or the Safeguarding Children and Young People Toolkit at Salvos Central.

### If the training content causes any distress, who should people go to?

If the training content causes any distress, please see your line manager, site chaplain or the Employee Assistance Program. Details can be found through line manager or the Safeguarding Children and Young People Toolkit at Salvos Central.

### Can Volunteers access the Safeguarding Children and Young People toolkit at Salvos Central?

No. Volunteers have their own Safeguarding Children and Young People Toolkit (with the same resources) at mySalvos <https://my.salvos.org.au/safeguarding-children-and-young-people-toolkit/>.



# FREQUENTLY ASKED QUESTIONS – SAFEGUARDING@TSA TRAINING

## FOR VOLUNTEERS

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Safeguarding@TSA is TSA's mandatory training. It is specific to TSA's national safeguarding policies and procedures. Safeguarding Principles is a broader training, which is additional and complementary to Safeguarding@TSA.

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Your manager will check the currency of your training on Safety Management Online (SMO), Volunteer Management System (VMS) or Better Impact.

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## FREQUENTLY ASKED QUESTIONS – SAFEGUARDING@TSA TRAINING

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### **SALVOS STORES AND AGED CARE**

#### **I am a volunteer who works in a Salvos Store and/or Aged Care. When do I need to complete my training?**

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### **RECOGNITION OF PRIOR LEARNING**

#### **Is Recognition of Prior Learning available for the Safeguarding@TSA training?**

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If you believe you should have RPL for Keeping Children Safe or Safe Salvos training, and this has not occurred, your line manager should contact [Safeguarding@salvationarmy.org.au](mailto:Safeguarding@salvationarmy.org.au) on your behalf. You and your line manager will need examples of your training, such as certificate or a signed completion document.

### **FOR FURTHER INFORMATION**

#### **Who should I talk to if I have any questions about the training?**

Please speak with your Divisional Safeguarding Consultant. Details can be found through line manager or the Safeguarding Children and Young People Toolkit at Salvos Central.

#### **I'm a volunteers, can I access the Safeguarding Children and Young People toolkit at Salvos Central?**

No. Volunteers have their own [Safeguarding Children and Young People Toolkit](https://my.salvos.org.au/safeguarding-children-and-young-people-toolkit/) (with the same resources) at mySalvos <https://my.salvos.org.au/safeguarding-children-and-young-people-toolkit/>.

#### **If the training content causes any distress, who should people go to?**

If the training content causes any distress, please see your line manager, site chaplain or the Employee Assistance Program. Details can be found through line manager or the [Safeguarding Children and Young People Toolkit](#) at Salvos Central.

