



COURSE

Mandated Reporter Training for Retail Managers and HR Professionals

Ethics



Protect Minor Employees — and Your Business — Under AB 1963

Millions of minors work in the California workforce, and the managers and HR professionals who oversee them carry a legal duty most never learned in onboarding. Under [AB 1963](#), part of California's Child Abuse and Neglect Reporting Act, HR employees and front-line supervisors of minors are mandated reporters, each with distinct obligations depending on their role. Getting it wrong isn't just a compliance gap — it's a criminal liability risk for the individual and a reputational one for the business. Emtrain's AB 1963 Mandated Reporter Training equips your managers and HR teams to recognize the signs and respond correctly, every time.

Course Description

Emtrain's Mandated Reporter Training for Retail Managers and HR Professionals teaches store managers and HR teams their obligations under AB 1963/CANRA for recognizing and reporting suspected abuse or neglect of minor employees. Learners work through the two reporter categories the law creates — Covered Supervisor and HR Employee — and the different reporting scope each carries. A step-by-step walkthrough covers the phone report, the 36-hour written follow-up, internal notification, and documentation, alongside the legal protections reporters are entitled to. A practice scenario and quick-reference action tables reinforce the material before learners acknowledge their obligations.

Learning Objectives

- Identify who qualifies as a mandated reporter under AB 1963 and the categories of reportable harm.
- Recognize the signs of possible abuse or neglect in minor employees.
- Understand manager duties and HR duties in the reporting and compliance process, and the common mistakes each role should avoid.
- Know how to report concerns correctly, including required documentation and the consequences of failing to report.

Course Features

- Access to our Anonymous Ask the Expert tool
- Rich video scenarios based on real-world events
- Built-in employee sentiment surveys
- 50+ Machine Translation Options
- Optional program timer
- Policy acknowledgement tool
- Extensive customization options

PILLAR

[Ethics \(https://emtrain.com/products/ethics/\)](https://emtrain.com/products/ethics/)

VERSIONS

All Employees (8 min)

WHAT'S COVERED

- [Accountability](#)
- [Mandated Reporter](#)
- [Reporting](#)