

MN's professional development system is full of acronyms, abbreviations, organization names, and special terms. We at Achieve have compiled this Glossary of Terms for Minnesota Early Childhood and School-Age Care Professionals as a quick reference to define key terms seen or heard by Develop profile owners and users. This glossary includes hyperlinks to additional resources for more detailed information. Contact [support@mncpd.org](mailto:support@mncpd.org) with questions.



Press Ctrl+F on your keyboard to search this glossary

## MN Department of Children Youth and Families Child Development Services Division Partner Agencies

**Achieve:** As the Minnesota Center for Professional Development (MNCPD), [Achieve](#) processes Develop's membership applications and offers customer support for the following Develop features:

- Individual Membership
  - » Verifying Higher Education Transcripts and [Acceptable Documentation](#) of other professional achievements
  - » Awarding [Career Lattice Steps](#)
- Trainer Membership
- RBPD Specialist Membership
- Course Writer Membership
- Training Sponsor Organization (TSO) Approval
- Course Approval
- Training Event Approval

**Center for Early Education and Development (CEED):** A center within the Institute of Child Development (ICD) at the University of Minnesota, [CEED](#) conducts research, provides professional development, conducts program quality evaluations and observations, and offers consultation services. CEED is also the home of the Trainers and RBPD Specialists Support (TARSS) program, supporting trainers and RBPD specialists throughout Minnesota.

**Center for Inclusive Child Care (CICC):** [CICC](#) guides and supports early childhood educators using the lens of healthy social-emotional development and accessibility for all, by providing free relationship-based professional development (RBPD) including support, training, modeling, and resources to childcare programs throughout Minnesota.

**Child Care Aware of MN:** [Child Care Aware of MN](#) helps children succeed in school and life by supporting the professional growth of early childhood educators and connecting families to quality childcare. Child Care Aware of MN plays a big part in operating and supporting the quality improvement features in Develop.

**Child Care Assistance Program (CCAP):** [Minnesota's Child Care Assistance Program](#) helps pay for quality child care for eligible families with low incomes.

**Child Care and Development Block Grant (CCDBG):** [The Child Care and Development Block Grant Act of 1990](#) is the main federal law governing child care programs for low-income working families. It provides federal funding to state, territorial, and tribal lead agencies to subsidize the child care expenses of eligible children and to improve the overall quality and supply of child care.

**Develop:** [Develop](#) is Minnesota's Quality Improvement and Registry website, funded by the Minnesota Department of Children Youth and Families through the federal Child Care and Development Fund Block Grant. Develop has many partners who play roles in operating and supporting the website, including contracted agencies who are responsible for certain aspects of the work.

**Develop Help Desk:** NIC Solutions offers [live technical support via phone and email](#) to help Develop users navigate the website and get the most out of the system.

**First Children's Finance:** [First Children's Finance](#) addresses the business and finance needs of childcare in three different ways: building the financial sustainability of childcare entrepreneurs, partnering with communities to preserve and grow their childcare supply, and influencing state and federal systems to provide supports and investments needed to sustain childcare businesses.

**Minnesota Tribal Resources for Early Childhood Care (MNTRECC):** [MNTRECC](#) is a component of the Leech Lake Early Childhood Development Program. MNTRECC provides services throughout the state of Minnesota in cooperation with the Child Care Aware MN and Minnesota Tribal Child Care Programs and is the voice that connects and strengthens early education and childcare services for American Indian children and families within the state of Minnesota.

**Parent Aware:** [Parent Aware](#) helps programs find opportunities to improve their quality, supports them with the tools and resources they need to succeed, and celebrates the work they are doing to create better lives for children in Minnesota.

**Quality Rating Improvement System (QRIS):** A state-administered system used to assess, improve, and communicate the quality of child care programs above and beyond minimum child care licensing requirements. Parent Aware is Minnesota's Quality Rating Improvement System.

**Trainer and RBPD Support Services (TARSS):** The [TARSS](#) program is housed at the University of Minnesota Center for Early Education and Development (CEED) and supports trainers, coaches, and relationship-based professional development (RBPD) specialists in the early education field.

## General Terms for Develop Users and Members

**Acceptable Documentation:** Application documents that meet the requirements set by DCYF to allow Achieve to verify Develop membership applicants' professional achievements on their profile during the membership application process. See the [Individual Membership Documentation Policies](#) resource for more information.

**Achieve Job Board:** Allows employers to post job listings for free. Early Childhood professionals can use the Job Board to [search](#) for open positions in the childhood care and education field.

**Agreement History:** Located on the Summary Tab of the Develop profile, this section allows Trainers, Course Writers, and Training Sponsor Organizations to view their past and current agreements on file.

**Approved Credits, a.k.a. For Credit:** Higher education credits in which the course content was at least 50% specifically related to working with children or managing a childcare business, according to the [Higher Education Coursework Policy](#).

### Approved Training, a.k.a. Approved Clock Hours:

- Training events approved according to DCYF requirements and scheduled in the [Develop Search for Training](#) tool by the training provider in advance.
- OR
- Training events offered by [Automatically Approved Training Sponsor Organizations](#) prior to May 1, 2023.

**Career Lattice, a.k.a. Career Lattice Steps, a.k.a. CLS:** The [Minnesota Career Lattice](#) scaffolds informal approved training hours, credentials, and higher education, and outlines twelve steps that Childhood Care and Education professionals can reach in their careers. When an applicant becomes an Individual Member in Develop, they are awarded the highest Career Lattice Step possible based on their verified achievements. Career Lattice Steps help employers easily identify qualified candidates for open positions and are required for many of Minnesota's grant and scholarship programs for individuals and programs.

**Career Lattice Step Certificate:** A certificate of achievement awarded to all Develop members. Members can view and/or print their Career Lattice Step Certificate from the Reports tab of their Develop Individual Profile.

**Child Care Licensing:** A division of the MN Department of Children Youth and Families that has a critical role in monitoring and supporting health and safety for licensed child care programs in the state. Learn more about how licensed child care programs are monitored and how licensing requirements are enforced: [Child care licensing: Monitoring child care compliance with standards DCYF-6385 \(PDF\)](#).

**Child Development Associate (CDA):** A non-credit credential awarded by the [Council for Professional Recognition](#) to individuals who have successfully completed the CDA assessment process.

**CLASS:** The Classroom Assessment Scoring System (CLASS), offered by [Teachstone](#), defines teaching quality through the lens of interactions. This assessment tool provides the ability to measure and improve the interactions that matter most for children's outcomes.

**CLASS Observer Certification:** Offered through [Teachstone](#), a CLASS observer is certified by Teachstone to collect CLASS data in a classroom setting for the designated age level: Infant (birth – 18 months) Toddler (15 – 35 months) Pre-K (3 – 5 years) K-3 (kindergarten – 3rd grade).

**Companion Guide: Achieve** - The MN Center for Professional Development offers membership companion guides outlining approval requirements and helpful tips for Develop's memberships.

**Continuing Education Unit (CEU):** Achieve recognizes CEUs in Develop as non-credit continuing education hours that are awarded by:

- Regionally Accredited Institutions of Higher Education
- Organizations with current accreditation from the International Association for Continuing Education and Training (IACET)

For more information about CEUs, see the [Training Sponsor Organization Membership Companion Guide](#).

**Course:** Detailed learning content designed for the Early Childhood Education field. Course content must be submitted for approval in the Develop system by an approved Develop Course Writer.

**Course Approval:** The application in Develop for approved Course Writers to submit professional development course content for approval. After a Course Writer submits their course in Develop for approval, Achieve staff reviews the course to ensure it meets [Develop Course Approval Requirements](#). Once the course is approved, it is valid in Develop for 5 years. During those 5 years, Approved Trainers and TSOs with access can submit and schedule multiple one-time Events for delivery of the approved course content.

**Course Catalog:** A Develop feature that allows Develop users to search for Develop-approved Courses located in the Develop database.

**Course ID:** A unique number assigned to each Develop Course submission.

**Course Writer Membership:** Approved Course Writers design and submit professional development course content in Develop to share their valuable knowledge and expertise with the field. Approved Course Writers can access Develop's Course Entry tools to:

- Submit professional development course content for approval in Develop's Course Catalog.
- Authorize Approved Trainers to access and train events for their approved course content.
- Transfer ownership of their course content to Approved Trainers and/or Training Sponsor Organizations.

To learn more about Course Writer Membership, see the following resources:

- [Achieve's Resources for Course Writers](#)
- [Develop's How do I?... Guides](#)

**Course Writer Directory:** A Develop feature that allows Develop users to search for Develop approved Course Writers who have chosen to have their contact information and approved course content publicly listed in the Develop database.

**Data Privacy Training, a.k.a. DCYF Data Privacy and Security:** This annual training requirement set by the MN Department of Children Youth and Families is offered through Eager-to-Learn and must be taken to gain access to Develop's private data. Completion of the course is required for all grantees and contractors that access private data via NACCRRAware or Develop.

**DCYF Background Check:** Separate from the Background Check required for DCYF Licensing, this is a special check required for RBPB Specialist membership approval. The Department of Children Youth and Families (DCYF) utilizes the services of [Castle Branch](#) to conduct background checks which includes a nationwide search of criminal records. Once completed, the background check is verified on the applicant's Develop profile by staff at DCYF. The verified Background Check can be found under the Credentials, Certificates, Diplomas & Other Endorsements section of the Education Tab.

**Develop Individual Profile Tabs:** Clickable pages on the Develop profile that organize information for Develop membership applications and provide access to professional development tools.

- **Summary Tab:** Landing page of the Develop profile which offers an at-a-glance view of the Develop ID, membership status, application notes, and available application reports.
- **Personal Tab:** Includes personal contact information and communication preferences.
- **Education Tab:** Allows applicants to self-report their educational achievements during the online Develop Individual Membership application process.
- **Employment Tab:** Allows entry of employment records. Employment with registered Develop organizations may be verified by the program.
- **Training Tab:** Provides access to click and view previously received documentation uploaded by Achieve, verified training event details, and Training and Trainer Evaluation Tool (TTET) information. See the Training and Trainer Evaluation Tool definition for more information.
- **More Tab:** Available for self-reporting professional memberships and contributions. The Personal Growth Experience Documentation section provides a document storage space that can be used for achievements that are not accepted or verified during the Develop Individual Membership process.
- **ITNA:** The Individual Training Needs Assessment. A self-assessment tool based on Minnesota's Knowledge and Competency Framework for Early Childhood Professionals. Develop profile owners can use the ITNA to assess skills and set professional development goals.
- **Reports:** Provides access to view and/or print the Develop Learning Record, Career Lattice Step certificate (for Current Members), and Electronic membership ID card.

**Develop Individual Profile:** Any person who works in the field of Early Childhood and School-Age Care in Minnesota can sign up for a Develop Individual Profile. Logging into your Individual Profile is the first step to accessing all the useful tools Develop offers. Learn more about Individual Profiles on the [Develop Individuals Information Page](#).

**Develop Membership:** The Develop system offers four membership types: Individual, Trainer, Course Writer, and Relationship-Based Professional Development. Each membership is free and connected to its own set of requirements determined by the MN Department of Children Youth and Families. All Develop membership applications are supported and reviewed by Achieve – The MN Center for Professional Development.

**Develop Profile Owner:** Any person who registers an account in the Develop system is issued a Develop ID is considered a Develop profile owner. Develop profile owners may use the system to search and register for Develop-approved Training Events and access and share their Develop Learning Record for licensing requirements or their own professional growth.

**Develop Search for Training calendar:** This Develop tool allows Develop profile owners to search and register for Develop-approved training events. All training events found using this tool are electronically verified by the trainer or Training Sponsor and automatically show up on the Develop Training Tab and Learning Record.

**DCYF Participation Guides:** Created by DCYF, these guides are available at [www.mncpd.org](http://www.mncpd.org) for participants in approved DCYF Curriculum Training Events.

**Early Educator:** A person who educates children ages newborn to eight years old and creates safe and interactive learning environments to teach children to develop social skills, build self-esteem, and become lifelong learners.

**Electronic Membership ID Card, a.k.a. Develop e-ID:** Available on the Reports tab, this ID card can be presented to a Trainer and/or Training Sponsor so they can accurately verify attendance for a Develop-approved training event.

**Employment:** Develop profile tab that allows the Develop user to enter their employment. Employers with a Develop Registered Organization Profile can verify employment entries.  
Most RBPD endorsements are connected to employment with the organization sponsoring the RBPD endorsement. Employment must be verified on the Employment tab of the Develop profile before RBPD Specialist applicants can be approved for RBPD membership.

**Event ID:** A unique number assigned to each Develop Approved Training event.

**Expiration Date:** Each of Develop's four membership types are subject to expire and require membership renewal to maintain special membership access.

- Individual Membership expires one year after the application submission date.
- Trainer Membership generally expires five years after the application submission date.
- RBPD Specialist Membership generally expires three years after the application submission date.
- Course Writer Membership does not expire unless it's attached to a certification expiration date or limited employment.

**Foreign Credential Evaluation:** A [Credential Evaluation](#) converts academic achievements to the U.S. education system for the purpose of studying or working in the United States.

**Higher Education:** Degree(s) and/or Approved Credits verified by Achieve via an official transcript, according to the [Higher Education Coursework Policy](#). Note: Achieve only recognizes Higher Education from regionally accredited colleges and universities.

**How-to Guides:** Created by DCYF, these guides offer step-by-step instructions, including pictures and screenshots, for technical assistance navigating Develop and using popular Develop features. All guides can be found in the [How do I?](#) section of Develop.

**Independent Contractor:** A self-employed individual who sets their own hours and rates and may perform work for an employer on a contract basis. Develop Memberships are not employment contracts and do not guarantee ongoing work opportunities with organizations using the system. Approved Course Writers, Trainers, and Training Sponsor Organizations (TSO) must agree to the terms of any collaborative partnerships. Develop and Achieve will not arbitrate contracts or agreements.

**Individual ID:** A unique number assigned to each Develop Individual Profile owner.

**Individual Membership:** A free membership that allows Develop members to:

- Build a complete, accurate, and private electronic record of their professional achievements in the secure [Develop](#) database.
- Showcase their achievements by displaying their [Career Lattice](#) Step Certificate.
- Participate in [Parent Aware](#).
- Apply for [grants and scholarships](#).
- Apply for Develop's [Trainer](#) and/or [Course Writer](#) and/or [Relationship Based Professional Development](#) (RBPD) Specialist memberships.

**KCF Content Area:** The [Knowledge and Competency Framework](#) (KCF) has ten Content Areas aligned to the Professional Educator Licensing and Standards Board (PELSB) Standards.

**Knowledge and Competency Framework (KCF):** Set forth by the Minnesota Department of Education, the [KCF](#) combines what an early childhood educator needs to know about research and theory, alongside the skills and abilities needed to work effectively in the field.

**Learning Record:** The Learning Record is a snapshot of verified professional development achievements. It is considered acceptable evidence and verification of education, employment, credentials, and training in Minnesota's field of Early Childhood and School-Age Care and Education. The Learning Record can be presented to:

- Supervisors
- Prospective Employers
- MN Child Care Licensors
- Parent Aware Staff
- And other partners within the MN Child Development System

Develop offers three versions of the Learning Record available for download on the Reports tab of the Individual Profile:

- **DCYF Licensing Learning Record:** A record of employment history, credentials, education, and training organized in a way that is helpful for MN DCYF licensing staff.
- **Knowledge and Competency Framework Learning Record:** A record of employment history, credentials, education, and training, organized by Knowledge & Competency Framework (KCF) Area
- **CDA Learning Record:** A record of employment history, credentials, education, and training, organized by Child Development Associate (CDA) Content Area.

**Level 1-3 Training:** Within each Content Area of [Minnesota's Knowledge and Competency Framework](#), there are three levels that show a progression of skill development. Each level builds on the competencies of the level before it.

- **Level 1 - Explores:** New to a concept, not necessarily new to the profession but exploring new skills or ideas
- **Level 2 - Implements:** More problem solving occurs and educators are implementing what they know
- **Level 3 – Designs + Leads:** Highly involved in decision making; guides and leads other adults and/or programs

**Mandated Reporter Training:** Mandated Reporters are required by law to report suspected or known instances of abuse to legal authorities. All RBPD Specialists are required to complete the Mandated Reporter Training through [Eager-to-Learn](#) prior to initial approval as well as before each RBPD Membership renewal.

**Membership Status:** Shows Individual Membership status in Develop. See [Achieve's Individual Membership Companion Guide](#) for a detailed breakdown of each Membership Status and much more information about Individual Membership.

**Observation:** The TARSS Observation Program at CEED is intended to ensure a consistent, high-quality training experience for Minnesota's early care and education workforce by observing trainers in the field during training sessions. Trainers will receive strengths-based feedback from qualified observers who will use an observational tool to assess their strengths and areas for growth. If trainers are interested, there are opportunities to be mentored by a fellow experienced trainer.

**Official Transcript:** A formal document that shows degree award date and coursework from a college or university.

To be considered official, a transcript must be:

- Printed on special paper and sealed inside its original envelope  
OR
- An encrypted PDF document, sent directly to Achieve from a college or transcript clearinghouse

**Organization ID:** A unique number assigned to each registered Develop organization profile.

**Other Training, a.k.a. Other Clock Hours:** Training and professional development hours verified from training certificates that met the [Acceptable Documentation Policy](#) prior to May 1, 2023, but the content and quality of the training were not reviewed and approved by Achieve. These training hours may be displayed on the Learning Record, but they do not advance the level of a Career Lattice step.

**R.E.E.T.A.I.N. Bonus:** A program of Child Care Aware of MN, [REETAIN Bonuses](#) help supplement income for early childhood educators as they work to establish a career in the field. REETAIN Bonuses can be used for program supplies, professional development, or personal expenses.

**Registered Develop Organization Profile:** Organizations are programs and businesses in the field of early care and education, like licensed child care centers, Head Start, school-based pre-kindergarten programs and training sponsors. They, too, can have profiles to access tools in Develop specifically for programs. Learn more about Organization Profiles on the [Develop Organization Information Page](#).

**Registry:** A registry, sometimes called a “workforce registry,” is an information system that:

- Recognizes professional achievements and commitment to continued growth.
- Defines and identifies high-quality professional training opportunities.
- Places individuals on a career level based upon verified educational information to provide a standard framework for professional growth.
- Captures data to better understand the workforce.
- Informs policymakers and partners.

Achieve, the Minnesota Center for Professional Development, provides Minnesota’s Registry services, and Develop is the information system we use to do our work.

**Relationship-Based Professional Development (RBPd) Specialist:** A Develop membership type that supports coaching, consulting, mentoring, and/or advising services for early learning and school-age professionals.

**RBPd Specialist Endorsement:** Develop currently offers 13 endorsements for RBPd Specialist membership approval. Each endorsement has its own set of requirements and upon approval determines the type of coaching/mentoring services that can be offered as Develop-approved RBPd Events. Applicants may qualify and be approved for multiple endorsements as part of their RBPd Specialist membership if all requirements are met. See this resource to learn more about the 13 current RBPd Endorsement options and their requirements: [Types of RBPd Endorsements](#).

**RBPd Event:** An individual instance of Relationship-Based Professional Development between an RBPd Specialist and an early education program and/or childcare provider.

**RBPd Specialist Knowledge and Competency Framework:** Created by the MN Department of Children Youth and Families, [Minnesota’s Knowledge and Competency Framework for RBPd Specialists](#) was designed to support and benefit the work of Relationship-Based Professional Development (RBPd) Specialists, who contribute to the professional development of early childhood and school-age care professionals in a variety of positions.

**RBPd Specialist Renewal Requirements:** To continue approval in Develop, RBPd Specialists must meet specific renewal requirements for their Endorsement(s) and renew their RBPd Membership in Develop every 3 years. (CLASS Coaches must also send a copy of their CLASS Observer Certification every year.) Learn more about the renewal requirements for each RBPd Endorsement by exploring Achieve’s [resources for RBPd Specialists](#).

**Roster:** A tool found in a Develop Training Event where a Trainer or Training Sponsor Organization can electronically enter attendance. The Trainer or Training Sponsor Organization must enter attendance on the roster within three business days of the event (required per the Trainer Agreement Form). Entering attendance via the roster ensures verified hours show up on the participants' Develop Learning Record.

**Self-Reported:** Information and achievements that has been added/entered in to the Develop profile by the profile owner. These entries cannot or have not been verified by Achieve according to DCYF policies.

**T.E.A.C.H. Scholarship:** [T.E.A.C.H. Early Childhood® MINNESOTA](#) is a scholarship program of Child Care Aware of MN that helps early childhood and school-age educators increase their levels of education, compensation, and commitment to the field by earning college credits and degrees. It is a national program licensed by [T.E.A.C.H Early Childhood® National Center](#) located in North Carolina.

**Trainer:** A Develop membership type that supports the delivery of high-quality professional development opportunities for early care and school-age professionals. Learn more about Trainer Membership in the [Trainer Membership Companion Guide](#).

**Trainer Academy:** A Trainer support program designed and supported by TARSS for people working towards applying for the Foundational Trainer type who have not reached a Career Lattice Step 6. The Trainer Academy includes non-credit training, advising, mentorship, and advising using the [Trainer Knowledge and Competency Framework](#).

**Trainer Agreement Form (TAF):** An agreement containing standards and policies set by DCYF that Trainers need to follow to remain approved. Each approved Trainer must sign an electronic Trainer Agreement Form during Develop's application process which outlines high standards for professional conduct expectations.

**Trainer Directory:** A Develop feature that allows Develop users to search for Develop-approved Trainers who have chosen to have their contact information publicly listed in the Develop database.

**Trainer Knowledge and Competency Framework:** Created by the MN Department of Children Youth and Families, the [Trainer Knowledge and Competency Framework](#) describes specific skills or behaviors trainers are expected to demonstrate to support comprehensive training delivery. Clear language and expectations promote better and more consistent support of trainers by Minnesota's Child Development Services system.

**Trainer Membership Certificate:** A certificate of achievement awarded to approved Develop Trainers. The certificate showing the approved trainer type and expiration date can be viewed and/or printed by accessing the Reports tab of their Develop profile.

**Trainer Renewal Requirements:** A set of requirements necessary for Develop-approved Trainers to renew their approved trainer membership. Renewal requirements can be reviewed by using Achieve's [Trainer Membership Companion Guide](#).

**Trainer and Training Evaluation Tool (TTET):** The TTET is a participant survey that is used to evaluate a Develop-approved Training Event including the Trainer's performance, the learning environment, and the content of the training for a particular event. The survey is completely anonymous. Also see the [Training Quality Concern Form](#) for another way to report participant satisfaction for Develop's Approved Training Events.

**Trainer Types:** A term used to identify the multiple approval pathways for becoming a Develop-approved Trainer. Each Trainer Type reflects the unique skill sets, knowledge, and expertise that the approved trainer brings to support the values and needs of the field. Learn more about Trainer Types in the [Trainer Membership Companion Guide](#).

**Training Concern Policy:** This policy allows Develop-approved training event participants to confidentially report concerns about their experience at an approved training event directly to Achieve using an official [Training Quality Concern Form](#). Each concern is addressed by Achieve with the goal of offering a supportive mediation process for complete resolution. Some concerns may require additional support and/or guidance from TARSS and/or DCYF – Child Development Services Unit.

**Training Entry:** A Develop tool that supports the management and approval of course content and training event submissions for Develop-approved Course Writers, Trainers, and Training Sponsor Organizations (TSO).

**Training Event:** A Develop-approved professional development opportunity that can be scheduled by Develop-approved Trainers and Training Sponsor Organizations. All Training Events are connected to a Develop-approved Course and ultimately land on the attendee's Learning Record as verified.

**Training Event ID:** The unique number assigned by the system to each Develop-approved Training Event.

**Training Event Entry:** A Develop tool used by approved Trainers and TSOs to submit and schedule multiple one-time approved Training Events for delivery of Develop-approved Course content. See the [Trainer Membership Companion Guide](#) and/or the [Training Sponsor Organization Membership Companion Guide](#) for much more information about Training Events and Training Event Entry.

**Training of Trainers (TOT):** The Minnesota Department of Children Youth and Families (DCYF) maintains a library of over 300 courses for Minnesota's early childhood professionals. Develop-approved Trainers who complete a TOT gain access to DCYF owned course content and can schedule and facilitate Develop -pproved Training Events. Approved trainers in Minnesota must apply to attend TOTs. By completing TOTs, trainers can become approved to facilitate DCYF-owned trainings. Visit the [TARSS website](#) to learn more.

**Training Sponsor Organization (TSO):** A program, business, or organization that offers professional development training. Develop-approved TSOs use the Develop system to schedule Training Events and provide approved training opportunities to MN's early care and education professionals. TSOs must partner with Develop's Approved Course Writers and Trainers to offer Approved Training Events in the Develop system. Learn more about TSO approval and access in the [Training Sponsor Organization Companion Guide](#).

**Unapproved:** A Develop membership status that results when application approval requirements are not met. This status only applies to Develop's Trainer, Course Writer, and RBPD Specialists membership types.

**Verified:** Information has been verified as true and correct according to DCYF policies by one or more of the following types of Develop users:

- Achieve MNCPD staff during the Individual Membership application process
- Develop-approved Trainers
- Develop-approved Training Sponsor Organizations

**Virtual Career Guide:** This interactive tool, available on the Achieve website, can be used to help Develop members plan a successful childhood care and education career by connecting them to opportunities and resources based on their current or desired Career Lattice Step.

**Zendesk:** Secure Customer Relationship Management Software, owned by DCYF, that allows some DCYF Grantee Agencies to offer Develop users streamlined email customer support as ticketed support requests. Contact:

- Achieve at [support@mncpd.org](mailto:support@mncpd.org)
  - » Develop membership approval questions
- The Develop Help Desk at [support@develophelp.zendesk.org](mailto:support@develophelp.zendesk.org)
  - » Develop technical navigation and support
- Parent Aware at [support@parentaware.zendesk.com](mailto:support@parentaware.zendesk.com)
  - » Quality rating support