Professional Development (PD) Quality Concerns Policy

Achieve – The MN Center for Professional Development follows requirements set by the MN Department of Children, Youth, and Families (DCYF) to uphold the integrity of learning opportunities available through MN's Professional Development System (Develop) for Early Childhood and School-age professionals. These opportunities are available to educators seeking valuable knowledge and high-quality learning experiences to advance their careers and reach their goals.

Develop-Approved Professional Development Members

Develop-approved opportunities are designed and provided by individuals and/or organizations who hold one or more of the following Develop-approved Professional Development (PD) memberships:

- Develop-approved Course Writer Membership
- Develop-approved Trainer Membership
- Develop-approved Relationship Based Professional Development (RBPD) Membership
- Develop-approved Training Sponsor Organization Membership.

Applications for Develop Membership are reviewed and processed by Achieve. Membership approval by Achieve indicates that the applicant has met the established approval requirements needed to participate as a member of Develop – MN's professional development system.

Based on their membership type and Develop system access, approved PD members may:

- Submit professional development course content for approval
- Schedule Develop-approved Training Events and manage the attendance roster
- Schedule Develop-approved RBPD Events and manage the attendance roster

Professional Expectations for Develop-Approved Professional Development Members

Develop-approved Professional Development (PD) Members contribute to the quality and integrity of MN's professional development system. Approval indicates that the individual or organization has met established requirements and agrees to uphold the professional expectations associated with their membership.

PD Members are expected to uphold the professional expectations associated with their membership(s) as outlined in each of the PD Membership Agreement Forms:

- Trainer Agreement
- Course Writer Agreement
- RBPD Specialist Agreement
- Training Sponsor Organization Agreement

Failure to meet these expectations may result in a quality review consistent with this PD Quality Concerns Policy.

Quality Assurance

In support of continuous quality improvement, the professional development system relies on participant experiences. These experiences provide valuable insight into the quality of the learning experience that cannot be evaluated through the membership approval process alone.

Participants may share their experiences through one or both of the following methods:

Trainer and Training Evaluation Tool (TTET)*

This Develop tool allows verified attendees the option to anonymously provide informal general feedback about the Develop- approved training they attended.

- Available to participants who complete Develop-approved Training Events listed in Develop's Search for Training calendar.
    - The feedback from all attendees is collected and accessible as a system report to the trainer or training sponsor for their own reflection and professional growth.

*The TTET is not available to participants working with an RBPD Specialist.

Professional Development Quality Concern Form

The PD Quality Concern Form is available to individuals who experience or witness notable quality concerns while participating in Develop-approved professional development and/or interacting with PD Members.

This form allows individuals to confidentially report quality concerns directly to Achieve and may be used by:

- Individuals who participate in Develop-approved professional development including:
    - o Develop-approved Training Events
    - o Develop-approved RBPD Events
- Employees of organizations that provide oversight, support, or administration of Minnesota's professional development system who directly observe notable concerns while carrying out their professional responsibilities. This includes employees of DCYF and their contracted grantees:
    - o Minnesota Department of Children, Youth, and Families (DCYF)
    - o Develop
    - o Achieve – The MN Center for Professional Development
    - o TARSS – Trainer and RBPD Support Services
    - o Child Care Aware
    - o Minnesota Tribal Resources for Early Childhood Care (MNTRECC)
    - o Other grantees performing similar oversight and/or supports

Quality concerns directly related to Develop's PD Members and professional expectations referenced in any of Develop's Membership Agreement Forms may be reviewed through this process.

Quality concerns related to separate contractual agreements/expectations, employment matters, etc. are out of scope for this policy and will not be reviewed by Achieve.

PD Quality Concerns

The PD Quality Concern review process is intended to support reflection, communication, and resolution. The process provides an opportunity to better understand reported quality concerns, identify potential areas for improvement, and support continued alignment with PD quality and Develop expectations.

Quality concerns must be submitted to Achieve using the PD Quality Concern Form. Incomplete forms or concerns shared verbally or through email will not be accepted. To best support accurate recollection by all involved, it is encouraged to submit the form no more than 30 days after the learning experience or interaction.

The identity of the individual submitting the concern will remain confidential. However, information about the concern and the experience being reviewed may be shared with the appropriate parties, including the Training Sponsor Organization, Trainer, RBPD Specialist, and/or Course Writer, as needed and in support of the review and resolution process. Due to confidentiality, individuals submitting concerns will not be provided with specific outcomes of the quality concern review.

Achieve will review all reported quality concerns based on the nature of the concern, information available, and potential impact on the overall learning experience/interaction. The level of concern helps guide the appropriate response which may include reflection, communication, mediation, corrective support, or other actions as appropriate. Based on the level and details of the quality concern, Achieve may request additional support and guidance throughout the quality concern review process from TARSS and/or DCYF.

The examples provided in the chart on the following two pages are intended to provide guidance and are not an exhaustive list. Each quality concern will be reviewed individually and categorized accordingly.

Levels of Quality Concerns		
Level	**Examples**	**Possible Actions**
1: Minor	Notable quality concerns at this level include, but are not limited to, the following examples: • A PD Member's failure to enter attendance in Develop within three days of the event. • Inappropriate clothing • Inappropriate language • Tardiness • Lack of preparation	Achieve's formal review may result in the following plan(s) of action: • A review of all related Trainer and Training Evaluation Tool (TTET) anonymous survey results (if applicable). • A record search to check for previously reported concerns. • Mediation to gather information which may lead to: ▪ Resolution. ▪ Referral to TARSS to: • Discuss opportunities for mentorship and/or training observations. • Establish an individualized professional development plan to ensure future success. • Dismissal of the reported concern: ▪ If the quality concern cannot be substantiated after the review period, no further action will be taken.
2: Major	Notable quality concerns at this level include, but are not limited to, the following examples: • Deviations from approved content • Conducting Develop-approved events at unauthorized or unsafe venues • Promotion of goods or services for profit • Promotion of political agendas • Asking for donations • Requiring payment for entering attendance • Repeated Level 1 quality concerns	Achieve's formal review may result in the following plan(s) of action: • A review of all related Trainer and Training Evaluation Tool (TTET) anonymous survey results (if applicable). • A record search to check for previously reported concerns. • Mediation to gather information which may lead to: ▪ Resolution. ▪ Referral to TARSS to: • Discuss opportunities for mentorship and/or training observations. • Establish an individualized professional development plan to ensure future success. • A review of course content which may lead to: ▪ Mediation and course writer support for revisions to content. ▪ Establishing an individualized professional development plan to ensure course content meets best practices. ▪ A referral to DCYF leading to possible restrictions of course content offered in the Develop system. • Dismissal of the reported concern: ▪ If the quality concern cannot be substantiated after the review period, no further action will be taken.

Level	Examples	Possible Actions
3: Severe	Notable quality concerns at this level are critical and require urgent action. Concerns may include, but are not limited to, the following examples: • Verbal, written, physical, sexual harassment or offensive behavior • Conduct that annoys, threatens, intimidates, alarms, or puts a person in fear of their safety. • Racist and/or other discriminatory statements • Drug and Alcohol Use ▪ Offering or selling drugs ▪ Being in possession of or under the influence of drugs and/or alcohol • Intentional theft or fraud ▪ Stealing from attendees or intellectual property owners. ▪ Falsifying attendance records ▪ Releasing confidential information • Repeated Level 2 quality concerns	Achieve's receipt of a Level 3 quality concern will result in: • Achieve requesting permission from DCYF to: ▪ Immediately suspend the PD Member's Develop access. ▪ Cancelation of all Develop approved events scheduled out for at least two weeks from date of concern reported. ▪ Begin a formal review to determine if the suspension should be permanent. ▪ Any decision to permanently terminate a PD Member from the system will be made in conjunction with the Minnesota Department of Children, Youth, and Families. Achieve's formal review may result in the following plan(s) of action: • A review of all related Trainer and Training Evaluation Tool (TTET) anonymous survey results (if applicable). • A record search to check for previously reported concerns. • Mediation to gather information which may lead to: ▪ Resolution. ▪ Referral to TARSS to: • Discuss opportunities for mentorship and/or training observations. • Establish an individualized professional development plan to ensure future success. • A review of course content which may lead to: ▪ Mediation and course writer support for revisions to content. ▪Establishing an individualized professional development plan to ensure course content meets best practices. ▪ A referral to DCYF leading to possible restrictions of course content offered in the Develop system. • Permanent termination including: ▪ Expiration of Develop-approved PD membership. ▪ Expiration of all approved courses owned by the PD Member. ▪ Cancellation of all future scheduled Develop-approved events. ▪ Inactivate the Develop profile to prevent future access. • Dismissal of the reported concern: ▪ If the quality concern cannot be substantiated after the review period, no further action will be taken.

Immediate Action for Health and/or Safety Concerns

When a reported concern presents a direct or indirect risk to the health and well-being of a PD Member, attendees, or children receiving education and care from training or coaching participants, the standard PD Quality Assurance review process may be modified to allow for immediate review and response.

In these situations, Achieve will notify and work with DCYF to determine the appropriate next steps. Achieve may provide recommendations based on the information available; however, DCYF determines any actions related to a PD Member's approved membership status.

Actions determined by DCYF may include:
- Inactivate a PD Member's membership
- Ending access to Develop's Training or RBPD Entry feature.
- Cancelation of all scheduled Develop-approved Events.
- Inactivating a Develop profile to restrict future access.
- Reporting the outcome to DCYF childcare licensing.

Records and Data Practices

Achieve adheres to the Minnesota Data Practices Act when using Develop and offering customer service to Develop Members. All PD Quality Concern Forms and related communications collected during the review process will be maintained electronically by Achieve. Information including incident dates, summaries, and communications will be documented in the appropriate Develop profile for record keeping purposes.