

Training Quality Concern Policy

[Achieve – The MN Center for Professional Development](#) follows requirements set by the [MN Department of Human Services](#) to uphold the integrity of MN’s Professional Development system for Early Childhood Providers. Approved Training Event content listed in Develop’s [Search for Training](#) tool is created by highly qualified [Course Writers](#) and are presented by highly qualified [Trainers](#) and/or [Training Sponsor Organizations](#). Every Training Event is offered with the intent and expectation of providing attendees with the valuable knowledge and high-quality professional development experiences they need to reach their goals.

The quality of all approved learning opportunities found in the Develop system are important for the success of the Early Childhood Education workforce as well as for the children they educate and care for. Minnesota’s Professional Development system relies on feedback to ensure quality expectations are being met. This feedback is collected from individuals who use the Develop system to participate in or support learning opportunities connected to Approved Trainers, Approved Training Events, Approved Courses, etc. There are two methods to share feedback:

- [Trainer and Training Evaluation Tool](#) (TTET)
 - Reserved for verified attendees of training events only.
 - This Develop tool allows attendees the option to anonymously provide informal general feedback about the approved training they attended.
 - The feedback from all attendees is collected and accessible to the trainer or training sponsor for their own reflection and professional growth.
- [Training Quality Concern Form](#)
 - Open to Individuals who experience notable concerns while:
 - registering for and attending an approved training event
 - contracting with an Approved Trainer, Approved Course Writer, and/or Training Sponsor Organization.
 - providing professional support and guidance to approved trainers/training sponsors as an employee of DHS, Develop, Achieve, Trainer and RBPD Support Services (TARSS), Child Care Aware, etc.
 - This process allows individuals to confidentially report notable training quality concerns directly to Achieve.
 - Reported concerns are reviewed by Achieve and initiate a supportive mediation process to resolve the concern for future training events, as described below.

Verbal feedback **will not** be accepted for reporting a training quality concern. Individuals who wish to report their concern(s) must complete and submit the [Training Quality Concern Form](#) no more than 30 days after their experience. This timeline ensures the most accurate recollection of the experience by all involved. Incomplete forms will not be reviewed. The identity of the reporting individual will always be kept confidential however, the details of the experience causing concern will be shared with the Training Sponsor, Trainer, and/or owner of the course content during the review process.

Individuals are encouraged to report their training concern(s) experiences upon witnessing an approved Trainer, Course Writer, or Training sponsor break one or more of the agreements as detailed in the:

- [Trainer Agreement](#)
- [Course Writer Agreement](#)
- [Training Sponsor Organization Agreement](#)

All reported concerns presented to Achieve using the proper form will be thoroughly reviewed and assigned a level to determine the best plan of action. Based on the level and details of a concern, Achieve may request additional support and guidance from TARSS and/or DHS- Child Development Services Unit.

Levels of Concerns		
Level	Examples	Plan of Action
1: Minor	<p>Notable concerns at this level include but are not limited to the following examples:</p> <ul style="list-style-type: none"> • A trainer’s failure to enter attendance in Develop within three days of the training. • Inappropriate clothing • Inappropriate language • Tardiness • Lack of preparation 	<p>Achieve’s formal review may result in the following plan(s) of action:</p> <ul style="list-style-type: none"> • A review of all related Trainer and Training Evaluation Tool (TTET) anonymous survey results. • A record search to check for previously reported concerns. • Mediation to gather information which may lead to: <ul style="list-style-type: none"> ○ Resolution. ○ Referral to TARSS to: <ul style="list-style-type: none"> ▪ Discuss opportunities for mentorship and/or training observations. ▪ Establish an individualized professional development plan to ensure future success. • Dismissal of the reported concern: <ul style="list-style-type: none"> ○ If the concern cannot be substantiated after the review period, no further action will be taken.
2: Major	<p>Notable concerns at this level include but are not limited to the following examples:</p> <ul style="list-style-type: none"> • Deviations from approved content • Conducting training 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 concerns 	<p>Achieve’s formal review may result in the following plan(s) of action:</p> <ul style="list-style-type: none"> • A review of all related Trainer and Training Evaluation Tool (TTET) anonymous survey results. • A record search to check for previously reported concerns. • Mediation to gather information which may lead to: <ul style="list-style-type: none"> ○ Resolution. ○ Referral to TARSS to: <ul style="list-style-type: none"> ▪ 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: <ul style="list-style-type: none"> ○ 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 DHS leading to possible restrictions of course content offered in the Develop system. • Dismissal of the reported concern: <ul style="list-style-type: none"> ○ If the concern cannot be substantiated after the review period, no further action will be taken.

<p>3: Severe</p>	<p>Notable concerns at this level are critical and require urgent action. Concerns include but are not limited to the following examples:</p> <ul style="list-style-type: none"> • Verbal, written, physical, sexual harassment or offensive behavior <ul style="list-style-type: none"> ○ 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 <ul style="list-style-type: none"> ○ Offering or selling drugs ○ Being in possession of or under the influence of drugs and/or alcohol • Intentional theft or fraud <ul style="list-style-type: none"> ○ Stealing from attendees or intellectual property owners. ○ Falsifying attendance records ○ Releasing confidential information • Repeated level 2 concerns 	<p>Achieve's receipt of a level 3 concern will result in:</p> <ul style="list-style-type: none"> • Achieve requesting permission from DHS to: <ul style="list-style-type: none"> ○ Immediately suspend the trainer's Develop access ○ Cancel of all training 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. <ul style="list-style-type: none"> ▪ Any decision to permanently terminate a trainer from the system will be made in conjunction with the Minnesota Department of Human Services. <p>Achieve's formal review may result in the following plan(s) of action:</p> <ul style="list-style-type: none"> • A review of all related Trainer and Training Evaluation Tool (TTET) anonymous survey results. • A record search to check for previously reported concerns. • Mediation to gather information which may lead to: <ul style="list-style-type: none"> ○ Resolution. ○ Referral to TARSS to: <ul style="list-style-type: none"> ▪ 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: <ul style="list-style-type: none"> ○ 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 DHS leading to possible restrictions of course content offered in the Develop system. • Permanent termination including: <ul style="list-style-type: none"> ○ Expiration of approved trainer status ○ Expiration of all approved courses owned by the trainer ○ Cancellation of all future scheduled training events ○ Inactivate the Develop profile to restrict future access. • Dismissal of the reported concern: <ul style="list-style-type: none"> ○ If the concern cannot be substantiated after the review period, no further action will be taken.
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Staff of Achieve - The MN Center for Professional Development, Trainer and RBPD Support Services (TARSS), The MN Department of Human Services (DHS) and/or individuals otherwise designated by MN DHS, reserve the right to:

- Attend any Develop approved Training Event without notice.
- Bypass the steps outlined in the Training Concern policy when reported concerns clearly pose a direct or indirect risk to the health and wellbeing of the trainer, attendees, and/or the children receiving education and care from training attendees. In these cases, Achieve under the guidance of the MN Department of Human Services will immediately take action to:
 - Terminate a Trainer or Training Sponsor's approved or registered status.
 - End access to Develop's Training Entry feature.
 - Cancel all scheduled Training Events.
 - Inactivate the Develop profile to restrict future access.

All Training Quality Concern Forms and communications during the review process will be kept on file electronically at the Achieve office. All incident date, summaries, and communications tied to reported concerns will be documented on the appropriate Develop profile for record keeping purposes.