



TNPAL Guidance

Guidance & Frequently Asked Questions

Division of Child Care and Community Services

Tennessee Department of Human Services | **October 2023**

Table of Contents

INTRODUCTION	4
PRESERVICE TRAINING	5
Before You Begin.....	5
Licensure Rules and Regulations Training.....	5
Pre-Licensure Orientation.....	5
Shaken Baby/Abusive Head Trauma.....	6
Sudden Infant Death Syndrome (SIDS)/Safe Sleep	6
Small Business Academy for New Directors	7
ANNUAL/ONGOING TRAINING	8
First Aid/CPR Training	8
New Director Training.....	9
Personal Safety Curriculum Training.....	9
Prevention, Detection and Reporting of Child Abuse, Neglect, and Maltreatment.....	10
Transportation	10
Training Credit for Delivering Training.....	11
QRIS CYCLE	11
Annual Requirements	11
CHILD CARE AND DEVELOPMENT BLOCK GRANT (CCDBG) CYCLE.....	12
CCDBG Health and Safety Topics	12
CCDBG Health and Safety Training Cycle	12
VERIFICATIONS.....	13
Verifications by Director	13
New Employee Orientation.....	13
Verifications by TDHS Licensing Consultants	14
Verifying Education and Credentials/Certifications.....	14
IN-SERVICE TRAINING	15
COMMON ACTIONS	16
General Use.....	16
Requesting Staff Association with a Child Care Agency in TNPAL	16
Approving Staff Association with a Child Care Agency in TNPAL.....	16
Passwords and Privacy Protections	17
TROUBLESHOOTING RECORDS.....	17

Help Desk and Technical Support 17

Missing TCCOTS Training..... 17

Old/Legacy Training 18

Accessibility..... 18

INTRODUCTION

Tennessee Professional Archive of Learning (TNPAL) is the official system of record for qualifications, training, and professional development for child care providers licensed by the Tennessee Department of Human Services (TDHS).

This free resource is designed to better support professional development and empower early childhood professionals who work in TDHS-licensed child care agencies by collecting and preserving completed trainings, accomplishments, credentials, education, certifications, and awards. TNPAL also directly supports verification of these records by directors and TDHS for compliance and regulatory purposes.

This guidance document is the result of ongoing collaborative conversations with our licensed child care agency partners, CCDF Quality Child Care Partners, and TDHS staff in articulating training requirements and how they are displayed in TNPAL and based upon feedback incorporating changes and enhancements designed to improve the user experience.

Continuing engagement with our users enables TDHS and its team of CCDF Quality Child Care Partners to better identify issues, understand, challenges, and implement solutions to transform the experience of using TNPAL. This work is ongoing and will continue to ensure TNPAL fully supports licensed child care agency administrators, early childhood professionals, and TDHS staff with maintaining accuracy of records and monitoring compliance for required training and professional development requirements. We greatly appreciate your partnership to continuously improve TNPAL as a system benefiting the child care workforce across Tennessee.

Additionally, upon completion of training requirements, agencies should have in place policies that support standards of practice. Below are *some examples* of how trainings received are applied within your program.

- Emergency preparedness and response planning
 - Policies are in place for annual staff training and all current staff have been trained on the provider's emergency plan.
- Use of Safe Sleep Practices
 - Educators receive orientation on safe sleep practices prior to caring for infants. Safe sleep supervision requirements shall be followed.
- Prevention and control of infectious diseases
 - Policies are in place that require verification of immunizations, inclusive of any allowable exemptions, prior to enrolling a child.

PRESERVICE TRAINING

Before You Begin

1. Who is required to complete Before You Begin Training and when must it be completed?

TDHS requires each new employee to complete Before You Begin Training, an introductory course containing all federal CCDBG health and safety components, *prior to having unsupervised contact with children* as required at 1240-04-01-.06(3)(g) and 1240-04-01-.06(6)(a).

2. What courses satisfy Before You Begin Training and where can it be taken?

Age-appropriate Before You Begin Training is available for EC Professionals who work in both early learning or school-age environments:

- Before You Begin: New Educator (TN-20863/TN-20866)
- Before You Begin: New Educator – School-Age (TN-20867/TN-20868)

This training is only available at TCCOTS powered by ProSolutions at www.tccots.com or from the Tennessee Child Care Resource & Referral Network at www.tnccrr.org.

3. Is Before You Begin Training a one-time training?

Yes, Before You Begin Training is required to be completed once unless otherwise required or directed by TDHS.

Licensure Rules and Regulations Training

4. Who is required to complete Licensure Rules and Regulations Training?

Licensing Rules and Regulations Training (TN-21195) is a preservice training required at 1240-04-01-.06(6)(a) for all new educators *prior to having unsupervised contact with children*. TDHS requires all existing staff to complete this training before December 31, 2023.

This training is only available at TCCOTS powered by ProSolutions at www.tccots.com.

5. Is Licensure Rules and Regulations Training a one-time training?

Yes, Licensing Rules and Regulations Training (TN-21195) is required to be completed once unless otherwise required or directed by TDHS.

6. If an employee completes any preservice training and subsequently leaves their child care agency for another, will preservice trainings be required to be completed again upon hire at the new agency?

No, all completed trainings are portable and will follow an educator regardless of employer. Once completed, preservice trainings are not generally required to be retaken unless otherwise required or directed by TDHS.

Pre-Licensure Orientation

7. What is required to complete TDHS Pre-Licensure Intake/Orientation?

TDHS Pre-Licensure Intake/Orientation (TN-21192) satisfies the preservice training requirements at 1240-04-01-.06(6)(a) for family/group primary educators, center directors/assistant directors, drop-

in center directors, and owners during the pre-licensure period and prior to the issuance of a provisional license for any new child care agency.

8. Is employee orientation the same as TDHS Pre-Licensure Intake/Orientation?

No, the requirements for a child care agency’s new employee orientation at 1240-04-01-.06(3)(f) are distinctly different from that of TDHS Pre-Licensure Intake/Orientation.

9. Is TDHS Pre-Licensure Intake/Orientation a one-time training?

Yes, TDHS Pre-Licensure Intake/Orientation (TN-21192) is required to be completed once unless otherwise required or directed by TDHS.

Shaken Baby/Abusive Head Trauma

10. Who is required to complete Shaken Baby/Abusive Head Trauma Training and when must it be completed?

TDHS requires each new employee to complete Shaken Baby/Abusive Head Trauma Training *prior to having unsupervised contact with children* as required at 1240-04-01-.06(3)(g) and 1240-04-01-.06(6)(a).

This training is only available at TCCOTS powered by ProSolutions at www.tccots.com or from the Tennessee Child Care Resource & Referral Network at www.tnccrr.org.

11. Is Shaken Baby/Abusive Head Trauma a one-time training?

Shaken Baby/Abusive Head Trauma must be completed to meet preservice training requirements at 1240-04-01-.06(6)(a) or unless otherwise required or directed by TDHS.

To meet recurring federal CCDBG requirements, Shaken Baby/Abusive Head Trauma must be repeated every three-year cycle as defined by TDHS. The current CCDBG cycle is October 01, 2022-September 30, 2025.

Please Note—Completion of this preservice training will automatically be applied automatically to the CCDBG requirement cycle.

12. Does Shaken Baby/Abusive Head Trauma count towards the first year of annual and ongoing training?

Yes, this training will count toward annual training hours in the QRIS cycle in which the trainings are completed.

Sudden Infant Death Syndrome (SIDS)/Safe Sleep

13. Who is required to complete Sudden Infant Death Syndrome (SIDS)/Safe Sleep Training and when must it be completed?

TDHS requires each new employee to complete SIDS/Safe Sleep Training *if caring for infants and prior to having unsupervised contact with children* as required at 1240-04-01-.06(3)(g) and 1240-04-01-.06(6)(a). TDHS recommends as best practices completion of this training for all EC Professionals.

This training is available at TCCOTS powered by ProSolutions at www.tccots.com, from CCR&R at www.tnccrr.org, and other TrainTN-approved sources. Learn more by visiting www.TrainTN.org.

14. Is SIDS/Safe Sleep Training a one-time training?

If caring for infants, SIDS/Safe Sleep Training must be completed to meet preservice training requirements at 1240-04-01-.06(6)(a) or unless otherwise required or directed by TDHS.

Search the [TrainTN Catalog](#) for the required topic of ‘Safe Sleep’ for a complete list of approved trainings to meet this requirement.

Please Note—To meet recurring federal CCDBG requirements, SIDS/Safe Sleep Training must be repeated (if caring for infants) every three-year cycle as defined by TDHS. The current CCDBG cycle is October 01, 2022-September 30, 2025. Completion of this preservice training will automatically be applied automatically to the CCDBG requirement cycle.

15. Does SIDS/Safe Sleep Training count towards the first year of annual and ongoing training?

Yes, this training will count toward annual training hours in the QRIS cycle in which the trainings are completed.

Small Business Academy for New Directors

16. Who is subject to completing Small Business Academy as preservice training to meet requirements at 1240-04-01-.06(6)(a)?

Small Business Academy is required for family/group primary educators and center directors of child care agencies in prelicensure status. Small Business Academy is also required for any family/group primary educator or center director whose role began on or after July 01, 2022.

Small Business Academy is only available from the CCR&R at www.tnccrr.org.

17. What trainings are required to complete Small Business Academy?

Small Business Academy is comprised of four (4) training modules. Child care center directors must complete all four modules to complete Small Business Academy. Family/Group primary educators must complete three modules to complete Small Business Academy and are encouraged to complete all modules as best practice. Please refer to the chart below:

Small Business Academy Module	Center	Family/Group
Budgets, Projections, and Planning (21152)	Required	Required
Strengthening Fiscal Management: Financial Reports and Internal Controls (21153)	Required	Required
Marketing Your Program (21154)	Required	Required
Staff Recruitment and Retention (21155)	Required	<i>Optional</i>

18. How will b Business Academy training appear in my TNPAL Professional Development Report?

The preservice requirement for Small Business Academy will not appear as ‘Met’ until all required training modules are completed.

19. Does Small Business Academy training count toward annual training hours?

Yes, each completed training module will count toward annual training hours in the QRIS cycle in which the trainings are completed.

ANNUAL/ONGOING TRAINING

First Aid/CPR Training

20. Is First Aid/CPR training available for free from the Department?

Yes. Beginning September 18, 2023, free First Aid and CPR training is available for EC Professionals who work in TDHS-licensed child care agencies from CCR&R. To learn more or register for training, please visit www.tnccrr.org.

21. What trainings will satisfy First Aid/CPR training requirements?

TDHS recognizes the following TrainTN-approved trainings as meeting First Aid/CPR training requirements at Tenn. Comp. R. & Regs. 1240-04-01-.06 and 1240-04-01-.12:

- First Aid/CPR training facilitated by the Tennessee Child Care Resource and Referral Network (CCR&R).
- Pre-Approved institutional First Aid/CPR trainings meeting standards of either:
 - American Heart Association
 - American Red Cross
 - Health and Safety Institute, including American Safety and Health Institute (ASHI) and EMS Safety.

Search the [TrainTN Catalog](#) for the required topic of ‘First Aid and CPR’ for a complete list of approved trainings to meet this requirement.

Please Note—First Aid/CPR trainings available from CCR&R will automatically be recorded to TNPAL upon completion. First Aid/CPR trainings from pre-approved institutions must be recorded by directors through their TrainTN account.

22. Does First Aid/CPR certification count toward training?

Yes, qualifying age appropriate First Aid/CPR certification meeting national standards includes training and demonstration components satisfying the training requirements at Tenn. Comp. R. & Regs. 1240-04-01-.06(6)(b) and 1240-04-01-.12.

23. Is First Aid/CPR certification a required before a provisional license issue issued by TDHS for a new child care agency?

Yes, at least one staff member must have a valid and qualifying age appropriate First Aid/CPR certification before a provisional license may be issued satisfying the requirements at Tenn. Comp. R. & Regs. 1240-04-01-.12(9-10).

24. Who records First Aid/CPR certification in TNPAL?

Each EC Professional is responsible for managing their own earned credentials or certifications. Unless the certification is earned through CCR&R, the EC Professional must record and upload supporting documentation for each credential/certification to their TNPAL account. Once recorded, the EC

Professional will request a one-time verification of the record from their director. Direction will similarly request verification from their Licensing Consultant.

Once verified, the certification will satisfy training requirements and continue to appear until expiration.

25. Do First Aid/CPR certifications expire?

Yes, qualifying age appropriate First Aid/CPR certifications are typically valid for a period of two-years following completion.

New Director Training

26. What training satisfies the requirement for TDHS New Director Training at 1240-04-01-.06(6)(b)?

TDHS New Director Training (21196) is required for **all** new family/group primary educators, center directors, and center assistant directors within the first 120 days of employment or assuming the administrative role. TDHS New Director Training is required for these administrative roles whether at a newly licensed or currently licensed child care agency.

TDHS New Director Training is only available from TDHS Pre-Licensure and is offered in virtual formats. To enroll, please email ChildCarePrelicensure.dhs@tn.gov or call (615) 906-0517.

27. Does TDHS New Director Training count towards the first year of annual and ongoing training?

Yes, this training will count toward annual training hours in the QRIS cycle in which the trainings are completed.

Personal Safety Curriculum Training

28. What satisfies personal safety curriculum training?

Requirements at 1240-04-01-.06(6)(b) may be satisfied upon completion of TDHS Personal Safety Training (TN-21194) by at least one representative from the child care agency. The primary educator must complete the training for licensed family/group agencies and either a director, assistant director, or educator for licensed centers.

TDHS Personal Safety Training is only available from TDHS Pre-Licensure and is offered in virtual formats. To enroll, please email ChildCarePrelicensure.dhs@tn.gov or call (615) 906-0517.

Please Note—Licensed child care agencies are required to identify the personal safety curriculum used and obtain signed documentation from all parents/legal guardians using TDHS Form HS-2984 Personal Safety Curriculum Notification acknowledging notification of the curriculum used. This and other commonly requested forms may be found at the TDHS website:

<https://www.tn.gov/humanservices/for-families/child-care-services/child-care-resources-for-providers/child-care-commonly-requested-licensing-forms.html>

Public Chapter 1032 passed by the General Assembly in 2008 requires that child care agencies have a personal safety curriculum, including a child sexual abuse component, for children enrolled in the agency, and that parents/legal guardians be informed about the curriculum, methods and

terminology that will be used in teaching children about personal safety. TDHS offers guidelines for this curriculum, but individual child care agencies may choose a curriculum that accomplishes the same goal and may use different terminology in the curriculum.

Prevention, Detection and Reporting of Child Abuse, Neglect, and Maltreatment

29. What trainings are approved to meet the requirements for annual training regarding proper procedures to report child abuse and neglect at 1240-04-01.-11(1)(e)?

The TrainTN Catalog identifies several trainings meeting this requirement, including Mandated Report and Child Abuse Overview (RO219-041), available from the Tennessee Department of Health as well as Recognizing and Reporting Suspected Child Abuse (TN-20903), available at TCCOTS powered by ProSolutions.

Search the [TrainTN Catalog](#) for the required topic of 'Detection and Reporting of Child Abuse and Neglect' for a complete list of approved trainings to meet this requirement.

30. Will in-service satisfy the requirements for annual training regarding proper procedures to report child abuse and neglect at 1240-04-01.-11(1)(e)?

No, due to the sensitivity and critical nature of the training content, only TrainTN-approved trainings will satisfy this requirement.

31. Will in-service training on child care agency procedures satisfy the requirement for meeting standards that reflect appropriate individual child care agency policies for prevention, recognition, and reporting of abuse, neglect, and maltreatment?

Yes, agencies may share policies and procedures on how to recognize and report child abuse, neglect, and maltreatment during in-service training. While in-service training will count toward annual training hours in the QRIS cycle in which the trainings are completed, it does not substitute approved TrainTN trainings that meet the requirement at 1240-04-01.-11(1)(e).

32. Does completion of this training count towards the first year of annual and ongoing training?

Yes, this training will count toward annual training hours in the QRIS cycle in which the trainings are completed.

Transportation

33. What training satisfies the requirement for Transportation Training at 1240-04-01-.06(6)(b)?

TDHS Transportation Training (TN-20881) is required for any employee of a licensed child care provider having responsibility for the transportation of children. TDHS Transportation Training must be completed before providing transportation and within the first 120 days of employment.

TDHS Transportation Training is only available from TDHS Pre-Licensure and is offered in virtual formats. To enroll, please email ChildCarePrelicensure.dhs@tn.gov or call (615) 906-0517.

34. What training satisfies the requirement for transportation training every six (6) months at 1240-04-01-.17(10)(f)?

If authorized to provide transportation services, completion of either TDHS Transportation Training (TN-20881), Transportation Safety Basics (TN-20880), or Transporting Children Safely (TN-21941) will satisfy this training requirement.

Search the [TrainTN Catalog](#) for the required topic of 'Precautions in Transporting Children for a complete list of approved trainings to meet this requirement.

35. Is transportation training required if a provider is not authorized to provide transportation services?

If a child care agency is not authorized to provide transportation services, the transportation training requirement is not applicable.

36. Does transportation training by TDHS count toward annual training requirements?

Yes, completion of transportation trainings will be applied toward the annual training requirements for the QRIS period in which the training is completed.

Training Credit for Delivering Training

37. How many training hours may a director deliver or record toward staff training requirements?

The Department does not restrict the number of in-service training hours delivered by a child care agency; however, the Department will recognize no more than four (4) hours of training as earned for an administrator/lead educator conducting the training annually as allowed at 1240-04-01-.06(6)(c).

QRIS CYCLE

Annual Requirements

38. When must annual training requirements be completed by child care agency staff during the annual QRIS cycle?

Annual and ongoing training requirements must be completed annually before September 30 each QRIS cycle. Training will count toward annual and ongoing training hours in the QRIS cycle in which the trainings are completed.

39. What happens to my training when a new QRIS cycle begins every October 01?

When a new QRIS cycle begins, trainings completed during the previous QRIS cycle will remain a part of an EC Professional's training record – however, the annual and ongoing training requirements for the new QRIS cycle beginning every October 01 will start over.

40. Will TDHS count paper copies of certificates or only rely on the TNPAL report?

TDHS recommends retention of traditional training completion certificates for records that are not currently available in an EC Professional's TNPAL training history.

41. Will TDHS look at training requirements for all staff of a child care agency?

Yes, training requirements for 100% of child care staff are required to be monitored.

CHILD CARE AND DEVELOPMENT BLOCK GRANT (CCDBG) CYCLE

CCDBG Health and Safety Topics

42. Are CCDBG health and safety trainings applicable for all licensed child care agencies or only those either receiving grants or participating in the Child Care Payment Assistance/Certificate Program?

Title 45 of the *Code of Federal Regulations* (CFR) Part 98 Child Care and Development Fund defines required health and safety training topics at [45 CFR § 98.41\(a\)\(1\)\(i-xii\)](#). These requirements may also be found referenced at 1240-04-01-.06(6)(c) and required for all licensed child care agencies.

43. What health and safety training topics are required by Child Care and Development Block Grant (CCDBG)?

Title 45 of the *Code of Federal Regulations* (CFR) Part 98 Child Care and Development Fund defines required health and safety training topics at [45 CFR § 98.41\(a\)\(1\)\(i-xii\)](#). These requirements may also be found referenced at 1240-04-01-.06(6)(c), and include:

- Prevention/Control of Infectious Diseases, including immunizations
- Prevention of SIDS and Use of Safe Sleeping Practices, *if applicable*¹
- Administration of Medication, consistent with standards for parental consent
- Prevention/Response to Food and Allergic Reactions
- Building and Physical Premises Safety
- Prevention of Shaken Baby Syndrome, Abusive Head Trauma, and Child Maltreatment
- Emergency Preparedness and Response Planning
- Handling/Storage/Disposal of Hazardous Materials and Biocontaminants
- Precautions in Transporting Children, *if applicable*²
- Pediatric or Age-Appropriate First Aid and CPR
- Recognition and Report of Child Abuse, Neglect, and Maltreatment
- Child Development, including Major Domains (cognitive, social, emotional, physical development and approaches to learning)

44. Where can I find a list of trainings that meet CCDBG requirements?

Visit the [TrainTN Catalog](#) and search for trainings by required topic for a complete list of approved trainings to meet a CCDBG requirement.

CCDBG Health and Safety Training Cycle

45. When are CCDBG health and safety topic trainings required to be completed?

Licensed Centers, Family Homes, and Group Home Providers

CCDBG health and safety training requirements must be completed during a *three*-year cycle as required at 1240-04-01-.06(6)(a), beginning October 01, 2022 through September 30, 2025.

Licensed Drop-In Centers

¹ If a child care agency does not provide child care services for infants, the SIDS/Safe Sleep training requirement is not applicable.

² If a child care agency is not authorized to provide transportation services, the Precautions in Transporting Children training requirement is not applicable.

CCDBG health and safety training requirements must be completed during a *four-year* cycle as required at 1240-04-01-.06(6)(a), beginning October 01, 2022, through September 30, 2026.

Qualifying annual training completed during each annual QRIS cycle will automatically be applied toward CCDBG training requirements by TNPAL.

VERIFICATIONS

Verifications by Director

46. What are directors required to verify in TNPAL?

One-time verifications must be completed by Directors for the education, credentials/certifications, and start dates for each EC Professional. This one-time verification must be requested by an EC Professional. A green checkmark will appear next to the title of verified records.

Additional attestation statements by a Director document completion of employee orientation requirements at 1240-04-01-.06(3)(f) and other staff record requirements at 1240-04-01-.08(3)(c).

47. Will I need to verify training in TNPAL?

No, TrainTN-approved trainings completed by any EC Professional are verified when transmitted to TNPAL by the trainer.

New Employee Orientation

48. How does a child care agency document new employee orientation in TNPAL?

Child care agency orientations are documented by Directors for each new employee through attestation statements completed after each new employee receives orientation in and working knowledge of the items required at 1240-04-01-.06(3)(f).

49. What must a licensed child care agency include in its orientation for new employees and substitutes?

Prior to having unsupervised contact with children, each new employee, including substitutes, must receive an orientation in **and** having a working knowledge of the following items as required at 1240-04-01-.06(3)(f):

- Program philosophy and policies
- Job description
- Emergency health and safety procedures
- Behavior management procedures
- Detection, reporting, and prevention of child abuse
- Procedures for receiving and releasing children
- Safe sleep procedures
- Meal service and safe food preparation policies
- Supervision during high-risk activities such as eating and outdoor play
- Food allergies
- Expectations for communications with parent/guardian

- Disease control and health promotion, including childhood obesity and the beneficial health impacts of physical activity
- An overview of licensing requirements and
- Information on risks of Cytomegalovirus (CMV) to female employees of childbearing age

Verifications by TDHS Licensing Consultants

50. Who verifies the education, credentials/certifications, and start dates for a program director in TNPAL?

The TDHS LC will verify education, credentials/certifications, and start dates. This one-time verification must be requested by an EC Professional or Director. A green checkmark will appear next to the title of verified records.

51. What happens if an EC Professional does not appear associated with a child care agency in TNPAL?

Directors are responsible for ensuring each of her/his staff have a TNPAL account that is affiliated with the agency. LCs should review the TNPAL report with the agency's director and provide technical assistance to register and affiliate the agency's missing staff in TNPAL. The director may also be referred to the TNPAL Help Desk or other CCDF Quality Child Care Partners for additional training or technical assistance.

52. What should an LC do if the director on record in TNPAL is not the director on record in eLicensing?

Directors are responsible for ensuring each of her/his staff have a TNPAL account that is affiliated with the agency. LCs should review the TNPAL report with the agency's director and provide technical assistance to register and affiliate the agency's missing staff in TNPAL. The director may also be referred to the TNPAL Help Desk or other CCDF Quality Child Care Partners for additional training or technical assistance.

53. What happens if a training record does not appear in TNPAL from one of its companion resources, i.e., TrainTN, TCCOTS powered by ProSolutions Training, TDHS, other CCDF Quality Child Care Partners?

An EC Professional should contact the TNPAL Help Desk for support if a training record does not appear in the EC Professional's training profile.

- Trainings delivered internally by a licensed agency (whether by a director or a director's designee) to its employees are considered agency-based in-service training.
- These training are entered by the Director or Director's designee in the TrainTN attendance portal. TrainTN offers support six days a week, Monday through Saturday from 7am-9pm Central. They may be contacted TrainTN@utk.edu.

54. What all does a LC need to verify in TNPAL for a provider, and will the LC's have a list of these things?



An LC is expected to verify the start date, education, and certification/credentials recorded by those with a director level role in TNPAL. Directors are expected to verify these same items for educators affiliated with their program in TNPAL.


Verifying Education and Credentials/Certifications

55. Should an education record or credential/certificate record be verified without supporting documentation?

No. The one-time verification for each must be supported by a documented uploaded by the EC Professional.

56. How does a Director verify an education or credential/certification record in TNPAL?

From the Director Dashboard, select 'Verification Requests'. Select the record to review by clicking the view  symbol. Each record must have attached supporting documentation. After determining a record is valid, close the record and select the checkmark  symbol to confirm verification.

Select the decline  symbol and leave a brief explanation why the record cannot be verified if determined invalid or incomplete (Example: the attached document does not match the record.).

57. What supporting documentation can be uploaded to TNPAL to support verification of education?

Official transcripts, diplomas, certificates, and other supporting documentation may be uploaded by an EC Professional when creating an education record. Supporting documentation must be reviewed to verify education.

58. How quickly should an education record be verified once recorded to TNPAL?

Once verification is requested by the EC Professional, TDHS recommends verification within 7 calendar days to promote and ensure timely records management. All records must be verified prior to the end of each QRIS cycle.

IN-SERVICE TRAINING

59. How are in-service hours documented in TNPAL? How do Directors record in-service training in TNPAL?

In-service training attendance may be recorded by a Director (or their designee) using the TrainTN attendance portal. Directors (or their designees) must first be verified by TNPAL before receiving credentials to the TrainTN attendance portal.

Please email TrainTN at TrainTN@utk.edu letting them know that you are a director in TNPAL, and you need access to the TrainTN Attendance portal. They will provide next steps on getting your in-service, pre-approved, or conference training recorded so that it appears in TNPAL.

60. Can we request that CCR&R offer in-person trainings aligned with DHS requirements to offer to those less tech savvy employees or those who train best face to face?

CCR&R offers training, technical assistance, and periodic technology summits to further support EC Professionals.

CCR&R also offers Tech Goes Home Tennessee, a *free* 15-hour training course supported by one-on-one coaching to reduce the digital divide by focusing on foundational technology skills. Upon completion of the Tech Goes Home training program, licensed child care programs may also be eligible to receive technology incentives for use by their program staff. To learn more, visit www.techgoeshometn.org. You may also find scheduled opportunities or request assistance directly at www.tnccrr.org.

61. Which TCCOTS training satisfies the requirement for Storage of hazardous materials and bio-containments?

Completion of Essentials of Indoor Safety (TN-20885) will satisfy the CCDBG requirements for handling and storage of hazardous materials and the appropriate disposal of biocontaminants. This training is available for *free* on TCCOTS powered by ProSolutions and awards two training credit hours upon completion.

62. What trainings are needed, when are they due, and how many hours are they worth?

Individual TNPAL Training Reports are designed to inform educators, directors, and LCs where training requirements are met or unmet based on factors articulated by Tenn. Comp. R. & Regs. 1240. In some instances, a specific number of training hours may be required whereas other instances require training topics but do not specify a specific or minimum number of hours. TNPAL Training Report are individualized to detail these requirements.

63. Will there be an update stating when those training listed in the box on page are due?

Training must be completed for all CCDBG required health and safety topics during a three-year cycle (four-year cycle for drop-in centers). TNPAL is capable of delivering notification alerts to users in advance of the end of any cycle.

64. If training is completed on September 30, in what QRIS period will it be counted?

Trainings completed during the annual QRIS cycle of October 01 through September 30 will be applied to that QRIS cycle.

COMMON ACTIONS

General Use

65. How frequently should I login to TNPAL?

TNPAL users are encouraged to login frequently to monitor individual or program staff progress toward professional development goals, compliance with state and/or federal training requirements, and ensure record accuracy.

Requesting Staff Association with a Child Care Agency in TNPAL

66. How do educators and other staff request affiliation to a child care agency in TNPAL?

EC Professionals must login into their account, click on 'My Profile', click the 'Employment' tab, and then click on the three dots located to the right of the agency name, select request staff role, and click ok to confirm the request. An orange hourglass icon will appear next to the agency name indicating the affiliation request is pending approval by the Director.

Approving Staff Association with a Child Care Agency in TNPAL

67. After an employee requests affiliation to a child care agency in TNPAL, is there any action required by a director?

To approve the request, a Director must login to TNPAL, click the blue person icon in the upper right corner of the screen, and select 'Director'. Once your Director dashboard appears, click on the yellow box labeled 'Requests'. Click the green checkmark next to the name of the EC Professional and click 'Continue'. The EC Professional will be listed under staff management for the agency.

Passwords and Privacy Protections

68. Should I share my TNPAL login and password credentials with anyone else, including my program director?

No. All users of TNPAL should **never** share their login and password credentials with anyone.

TROUBLESHOOTING RECORDS

Help Desk and Technical Support

69. When is help available from the TNPAL Help Desk?

The TNPAL Help Desk offers support six days a week, Monday through Saturday from 7am-9pm Central. They may be contacted by email at support@tnpal.org or by phone at (615) 277-1688.

70. What do we do when we hear someone is having difficulty registering or logging into their account?

If an EC Professional is having difficulty with their TNPAL login, they should contact the TNPAL Help Desk by email at support@tnpal.org or by phone at (615) 277-1688.

Once an EC Professional is logged in, there is a User Guide available on the Dashboard and YouTube videos can be found at the [TNPAL YouTube Channel](#) offering additional support and guidance for completing profiles.

71. How do I locate the most current copy of the TDHS User Guide for additional support?

The most current copy of all TNPAL User Guides may be found on each user's TNPAL Dashboard. EC Professionals and Directors, Coaches, and TDHS Staff each have a different guide related to their specific role.

72. How do I reset my password?

Visit the TNPAL website at www.tnpal.org, click 'Log In' and then 'Forgot Password' to reset your password.

73. Should I use a personal or work email address when creating my TNPAL account?

It is highly recommended that all EC Professionals, including Directors, use an active personal email address instead of an employer's email address to ensure consistent access and portability of records.

74. How do I change or update my email address used when I created my TNPAL account?

To change or update your TNPAL email address, please contact the TNPAL Help Desk by email at support@tnpal.org or by phone at (615) 277-1688.

Missing TCCOTS Training

75. Training completed at TCCOTS powered by ProSolutions does not appear in my TNPAL training record or professional development report.

Please log into your TCCOTS powered by ProSolutions account, click on transcript at the top of the page, click on generate transcript, and send the PDF file as an attachment to support@tnpal.org. The TNPAL Help Desk will reach out to ProSolutions and request the missing training records. Please allow up to three (3) business days for everything to be processed and records to synchronize.

Old/Legacy Training

76. If an EC Professional has physical training certificates after completing Before You Begin and Shaken Baby/Abusive Head Trauma that do not appear in TNPAL, how can they receive credit?

For preservice trainings completed prior to July 01, 2019, that do not appear in TNPAL, educators and directors may email the TNPAL Help Desk at support@tnpal.org to provide the educator's training certificate and TNPAL ID.

Accessibility

77. What accommodations are available for rural child care who may not have reliable internet access?

Licensed child care agencies in communities underserved by internet services are eligible to participate and may apply to Tech Goes Home Tennessee, available through CCR&R. Learn more by visiting www.tnccrr.org.