THE PROFESSIONAL DEVELOPMENT (PD) REGISTRY

Policies and Procedures: Instructors & PDOs

Last Updated: June 2022

Contents

INTRODUCTION

The Professional Development (PD) Registry is a learning management system (LMS) that supports the professional development of Pennsylvania's early learning and school-age workforce.

Using this system, each early learning and school-age professional may complete a self-assessment and manage a personal professional development plan, access hundreds of courses offered throughout the state and online and view a professional development learning record containing a personal history of professional development achievements and PQAS (Pennsylvania Quality Assurance System) credit hours. They may also upload credentials and college transcripts to document their educational attainment.

Authorized PQAS Instructors and Professional Learning Organizations can post the courses they offer, manage enrollments, view and print class rosters, keep track of attendees, and run reports of their professional development.

Early learning and school-age facility directors can monitor the professional development of staff members, register and pay for staff to attend scheduled events or online courses, and ensure compliance with Department of Human Services and Keystone STARS regulations and requirements for professional development related to the programs they offer.

State and regional administrators can run reports with valuable information about early learning and school-age programs, facilities, and the workforce in general. This information will enable administrators to gain insight into the demand for specific areas of professional development, which will help with forecasting, planning, and delivery. Reports may also be used to track the demographics of the workforce to advance our workforce educationally and professionally.

PURPOSE

This document contains the policies and procedures for developing, deploying, and reporting on learning content in The PD Registry. The application of these policies and procedures will ensure a consistent, high-quality experience for all users.

These policies and procedures are specific to The Pennsylvania Key. Professional Learning Organizations may have additional policies and procedures defined by their organization.

CONFIDENTIALITY

The Pennsylvania Key as the manager of The PD Registry and the Office of Child Development and Early Learning (OCDEL) as the funder of The PD Registry, will protect the confidentiality of personally-identifiable information provided to the extent permitted under state and federal law.

Users enter personal information that may be requested by the instructor when registering for an event such a phone number, address, and organization in which the registrant is employed. This information is strictly confidential to the instructor or organization scheduling an event and may not be shared with others under any circumstances.

TERMS OF USE

Each user creating an account within The PD Registry is required to attest to the Terms of Use. This attestation allows The Pennsylvania Key to obtain information in aggregate form to report demographics including employment and education at the regional, state, federal, and national level. As an instructor or staff member of a Professional Learning Organization, you will also be required to attest to the terms of use.

Please refer to the Additional Resource section to read the Terms of Use.

PENNSYLVANIA QUALITY ASSURANCE SYSTEM (PQAS)

The Pennsylvania Quality Assurance System (PQAS) certifies instructors and organizations which provide professional development to early childhood and school-age professionals in Pennsylvania. PQAS maintains a registry of approved instructors to help ensure that professional development activities meet quality standards.

PQAS Assurances
Policy

Individuals applying to become a PQAS instructor are required to sign the PQAS Assurances during the application process. An approved PQAS must follow the PQAS Assurances. The PQAS Assurances are listed in the Additional Resource section of this document as a reference.

PQAS Application
Policy

All submitted (complete) PQAS applications will be processed within ninety (90) days. Applicants should submit all required documentation within the online application to avoid delays in the application process. Renewal applications must be completed sixty (60) days prior to the expiration date to avoid a lapse in the PQAS certification.

Procedure

1. Log into The PD Registry with email and password.
2. Check the box next to PQAS Application.
3. Click Apply/Renew.
4. Complete each section of the application, including uploading all required documents and submit.

PQAS Expirations
Policy

Individual PQAS approvals are valid for five (5) years from the date of the approval. Organizational PQAS approvals are valid for three (3) years from the date of the approval.

Procedure

To check the expiration date for PQAS certification:

1. Log into The PD Registry with email and password.
2. Locate the date within the box to the right of your profile page.

PQAS Number
Policy

The Registry ID number associated with an Instructor profile is also the PQAS number associated with the Instructor. This unique Registry ID is used to identify and track the individual instructor in The PD Registry.

Procedure

To locate the Registry ID/Instructor PQAS number:

1. Log into The PD Registry with email and password.
2. Locate the Registry ID/Instructor PQAS number within the box to the right of your profile page.

Professional Standard Areas
Policy

Each PQAS instructor is restricted to instructing courses that are associated with the Professional Standard Area(s) for which they are authorized. Professional Standard Area authorizations are managed by The PD Registry team at The Pennsylvania Key and automatically configured in The PD Registry.

During the PQAS application submission process, the instructor completes the Professional Standard Area Update form and uploads the document to the application in the appropriate field. If approved, the instructor can then create specific courses based on the approved Professional Standard Area(s). Approval is determined based on the instructor's experience and college courses taken.

Procedure

To locate the Professional Standard Area Update form or to add Professional Standard Area(s) to a current PQAS approval later, go to:

www.pakeys.org > *Professional Development > Pennsylvania Quality Assurance System (PQAS) > Applications > Required Documents for Individual Applications*

E- Learning National Organizational PQAS
Policy

The E-Learning National Organizational PQAS Application is for organizations outside of Pennsylvania wishing their professional development opportunities to be approved hours for Pennsylvania's Keystone STARS and Child Care Certification.

The approval will be valid for a three-year term at which time the organization will need to update their material as needed and renew their approval.

If approved, your online courses will be housed in The PD Registry. The course will be entered in The PD Registry by your organization. This requires course approval and requires the organization to manage the attendance within The PD Registry.

Procedure

For more information or to request an application, email pqas@pakeys.org.

Health and Safety courses for National Organizational PQAS
Policy

Health and safety courses will be reviewed by The Pennsylvania Key to ensure regulatory topics or content are not referenced. Certification/Licensing staff in Pennsylvania are the only authorized trainers on specific regulatory information. Any health and safety courses that are approved in The PD Registry must have a disclaimer at the beginning of the course overview.

> ***The disclaimer must include:***
>
> ***This course does not meet the Pennsylvania 10-hour Health and Safety Orientation course required by Department of Human Services. In addition, some of the information included in this course may or may not reflect current Health and Safety Standards in Pennsylvania.***

Procedure

Refer to the Courses policy of this Manual for steps on how to enter a course into The PD Registry.

Approved First Aid and CPR Organizations
Policy

To be eligible to apply to become Pennsylvania Quality Assurance System (PQAS) approved for Pediatric CPR/First Aid, you must hold a certification by at least one of the Pediatric CPR/First Aid curricula that are approved in meeting the child care licensing regulation. Visit the Pediatric First Aid and Pediatric CPR (https://www.pakeys.org/firstaidcpr/) page for the complete list.

Once an instructor is approved through PQAS to instruct on First Aid and CPR, they will be listed as an approved instructor within the appropriate course associated with the National Organization. Instructors approved for First Aid and CPR may not create their own courses.

First Aid/CPR PQAS Instructors submitting an initial or renewal PQAS application for First Aid/CPR will expire on the date the Instructor's First Aid/CPR instructor card expires.

Procedure

1. Log into The PD Registry with email and password.
2. Check the box next to PQAS Application.
3. Click Apply/Renew.
4. Complete each section of the application, including uploading all required documents and submit.
    a. Select 'Standardized Professional Development Instructor' when selecting the type of application.
    b. Requirement Document for Pediatric CPR/First Aid PQAS approval: https://s35729.pcdn.co/wp-content/uploads/2022/05/Pediatric-CPR.First-Aid-PQAS-Requirements-2022.05.pdf

Standardized Professional Development Instructor/Director Instructor approval
Policy

Standardized Professional Development Instructors are authorized to deliver select, already created and approved modules based on qualifications and/or Professional Development Instructor Institute (PDII) attendance. *Example- These courses require an instructor to have taken PDII courses to train on the specific module: Mind in the Making, STARS 101/102, Strengthening Families are a few examples that require a PDII.*

Director Instructors are authorized to instruct specific pre-approved modules designated for Directors delivering content only to staff at their facility.

Course authorizations are managed in The PD Registry and automatically configured in The PD Registry via course qualifications. For a complete list of Director Instructor courses and other standardized courses that require a PDII to be taken, please see the Additional Resource section.

Organizational PQAS Approval
Policy

Organizations must be approved for Organizational PQAS to create courses in The PD Registry. Once approved, the organization is listed in The PD Registry as a Training Sponsor.

Procedure

To find the Organizational PQAS application, go to:

www.pakeys.org > Professional Development > Pennsylvania Quality Assurance System (PQAS) > Applications > Organizational Application

For more information, email pqas@pakeys.org.

PQAS Complaint/Removal
Policy

Instructors should be aware that there is a complaint/removal process listed on the Pennsylvania Key website for participants to complete. This process removes those instructors/consultants who violate the terms of PQAS approval.

This is used to identify instructors/consultants:

- Who are not providing high quality professional development/technical assistance;
- Who are violating NAEYC Code of Ethics;
- Who are abusing/misusing their PQAS approval; and/or
- Any other actions which are contrary to PQAS expectations

The individual who the complaint is brought against has the right to complete a PQAS Complaint Corrective Action Plan if the infraction is not reason for immediate PQAS removal, i.e. forging documents, criminal activity, or falsifying records. If the decision is to remove the individual's PQAS approval there is an appeal process. The individual has the right to complete the PQAS Removal Appeal Form and forward this form to pqas@pakeys.org within two (2) weeks from the date of the removal letter.

The appeal process will be completed within twenty-one (21) days from the receipt of the appeal paperwork.

PQAS Complaint & Removal Process documents can be found at bit.ly/pqasresources. These documents are located under the PQAS Complaint & Removal Process section.

Procedure

Complaints should be forwarded to pqas@pakeys.org using the PQAS Complaint Form. To locate this form, go to:

www.pakeys.org > Professional Development > Pennsylvania Quality Assurance System (PQAS) > Resources

Instructors should report any complaints or concerns with training sites, organizations, or programs directly to The Pennsylvania Key at pqas@pakeys.org.

False Representation
Policy

An instructor or Professional Learning Organization may not impersonate or use another instructor's email and password to log into The PD Registry. The instructor delivering the professional development must be the instructor listed on the event entry within The PD Registry. False representation may result in immediate PQAS review and potential removal.

Pennsylvania Key Auditing of Events
Policy

The Pennsylvania Key has the right to audit an event scheduled by a Professional Learning Organization or a private PQAS instructor at any time. The audit may be manually conducted within the PD Registry or attending the event unannounced. An audit may also include contacting registrants and/or participants of the event.

ORGANIZATION PROFILE

Creation and Maintenance for Organizational PQAS approval
Policy

Any organization that is PQAS approved must create an organization profile within The PD Registry to enter courses, create/manage events, and manage class rosters.

Procedure

To create an organization profile:

1. Log into The PD Registry with email and password.
2. Open the drop-down menu on the far-right side at the top of the screen, click + Organization Profile.
3. Click Create Profile
4. Complete the required information and submit for approval.

   This process takes approximately 1-2 business days to be approved in the system.

Creation and Maintenance for Individual PQAS Instructors
Policy

Individual PQAS instructors may create an organization profile to reflect their individual PQAS approval to be able to create a STRIPE account to allow online registration and options for payment.

When creating an Organization Profile to reflect an individual PQAS instructor, the Organization Profile name must be 'First Name Last Name Trainer'.

Example: Mary Smith Trainer.

Procedure

To create an organization profile:

1. Log into The PD Registry with email and password.
2. Open the drop-down menu on the far-right side at the top of the screen, click + Organization Profile.
3. Click Create Profile
4. Complete the required information and submit for approval.

*This process takes approximately 1-2 business days to be approved in the system.

COURSES

Course Inclusion
Policy

The Pennsylvania Key's policy is to include courses that meet the following criteria.

- Relevance: The course must support one or more competencies within one Professional Standard Area defined in Pennsylvania Professional Standards and Competencies for Early Childhood Educators. When appropriate, courses may be associated with more than one Professional Standard Area such as conferences and college courses.
- Authorization: The course must be offered by an authorized PQAS instructor.
- Accountability: The course must have a valid content owner. The course owner must be approved for the Professional Standard Area(s) in which the course applies.
- Purpose: The course content must be intended for learning. The policy excludes using The PD Registry for the delivery of communications, advertising, meetings, peer networking and other information that is not learning-related.
- Length: The course must provide a minimum of one (1) PQAS hour.

Procedure

Please refer to the Course Creation policy.

Course Ownership
Policy

The profile in which an instructor enters a course is identified as the course owner. If a PQAS instructor enters their independently created courses under the organization they work for and end employment with that organization, it is the instructor's responsibility to have those courses transferred to their own independent, private organization.

- *Example: I am an instructor entering courses on behalf of The PA Key. I will enter the courses under The Pennsylvania Key profile and The Pennsylvania Key will be listed as the owner.*
- *Example: I am an instructor that has created my own course content. I will enter the courses under my organization profile that I have created called "Mary Smith Training" and Mary Smith Training will be listed as the owner.*

Course Owner Responsibilities
Policy

The course owner is responsible for revising information based on current research to maintain relevance and timeliness of content.

Procedure

See Course Content Changes policy for more information.

Course Naming Convention
Policy

Any course created must follow the procedures written below. Trademarks may not be used within the course unless documentation is provided.

Procedure

Please identify the course title by using the following criteria:

- If it's a self-paced course, put "Self-Paced" in the course title.
  Example: Play is Fun (Self-Paced)
- If it's a webinar, put "Webinar" in the course title.
  Example: Play is Fun (Webinar)
- If it's a conference, put "Conference" in the course title.
  Example: Play is Fun (Conference)
- If it's a course with the same name, put the number of hours after the course title.
  Example: Play is Fun (2 Hours)
- If it's a course with a similar description as a state created course, make sure the course title isn't the same as a state created course title.
  Example: State title: Step-up to Supervision   Your course title: Supervision in the Toddler Classroom

Course Creation
Policy

When creating a new course, all required fields must be entered correctly and accurately. Including Title, Course Type, Course Level, Course Description, Course Category, Classroom Hours, Professional Standard Area(s), Child Development Associate (CDA) Content Area(s), Major Resources Used to Development the Training, Target Audience, Ages Addresses.

Procedure

Courses submitted will be processed within 7 to 10 business days. If any additional information is needed, an email will be sent.

1. Log into The PD Registry with email and password.
2. If wanting to set up online registration and/or payment through the system, you will need to create ALL courses (and events) within your Org Profile. If not, you can create the course within your individual account.
   a. To access your Org Profile, click the drop-down menu by your name and click on your organization profile below your name.
3. Click 'Training Entry' on the left menu
4. Click on the Courses tab.
5. Click New Course.
6. Complete the Course Information; then click Save and Continue.
7. Complete the Course Content Information; then click Save and Continue.
8. Complete the Instructional Plan Information; then click Save and Continue.
9. Complete the Additional Details Information; then click Save and Continue.
10. Complete the Authorized Trainers Information; then click Save and Continue.
11. Scroll down and read 'Agree to the terms and conditions.'
12. Click on the box to agree to the terms and conditions.
13. Click 'Submit for Approval'.

*For additional details on how to submit a course, please go to *www.pakeys.org* > Professional Development > PD Registry> PQAS Instructors & Professional Learning Organizations (PLOs)*

Course Approvals
Policy

Only The Pennsylvania Key staff will approve courses. Courses will be processed within 7 to 10 business days from date of submission. If the course is denied or the course approver at The Pennsylvania Key is requesting additional information about the course, an email will be sent to the instructor or organization contact who entered the course.

Editing of a Course
Policy

Instructors are not authorized to alter an approved course. If a minimal edit needs to be made to a course, The Pennsylvania Key staff will need to make these changes.

Procedure

Email registry@pakey.org with information regarding the edits needed for a specific course, including:

- Course Name
- Course ID#
- Owner
- Information that needs to be edited

A Pennsylvania Key staff member will advise the instructor on creating a new course if necessary.

Course Content Changes
Policy

If course content including description, hours, objectives, or any other pertinent course information changes, a new course will need to be created with the new information.

> *Example: Changing the hours of a course from three (3) hours to two (2) hours would result in a new course.*

Procedure:

Please refer to the Course Creation policy.

If you have questions about needing to create a new course or if you should edit an already existing course, email registry@pakeys.org with the below information.

- Course Name
- Course ID#
- Owner
- Information that needs to be edited

Course Renewals

Policy

Course owners are responsible for monitoring courses and renewing a course after a three-year time if applicable. A course renewal will create a new course ID. An instructor may request to expire a course at any time.

Procedure:

When renewing a course, review all the course detailed information to make sure the information is correct and complete. Be careful to look for special characters such as **Â** that may appear due to the data transfer from the previous The PD Registry.

Courses submitted will be processed within 7 to 10 business days. If any additional information is needed, an email will be sent.

1. Log into The PD Registry with email and password.
2. If renewing a course that is owned by you, make sure you are under your individual profile.
   If renewing a course that is owned by your Organization, click the drop-down menu by your name and click on your organization profile below your name.
3. Click 'Training Entry' on the left menu
4. Click on the Courses tab.
5. Scroll down the list of courses and click on the title of the course you want to renew.
6. Click 'Revise/Renew'.
7. A pop-up will appear stating that this will result in a new course. Click 'OK' to continue.
8. Complete the Course Information; then click Save and Continue.
9. Click Applies Toward "PQAS" in the drop-down menu.
10. Click 'Save and Continue' on the bottom of the screen.
11. Choose the Primary Age category that this course addresses and hours of the course.
12. Add the hours for the course to the Knowledge Areas that the content applies. You may select multiple Knowledge Areas.
13. Add the hours for the course to the CDA Content Area that the content applies. You may select multiple areas.
14. Click 'Save and Continue'.
15. Enter Prerequisites if there are any that apply to this course.
16. Review Objectives.
17. Add Major resources used to create a course.
18. Check off target audience.
19. Check off ages addressed. You may select more than one.
20. Click 'Yes' or 'No' for training of trainers.
21. Click 'Yes' if there are authorized trainers for your course and select 'Add trainer' to add trainers approved to instruct your course.
22. Click 'Yes' for Training Scheduler if your course will be scheduled by someone other than you, such as a funder. This will allow them to schedule your events. Click 'No' if this course will never be scheduled by someone other than you.
23. Click 'Save and Continue'.
24. Scroll down and read 'Agree to the terms and conditions.'
25. Click on the box to Agree to the terms and conditions.
26. Click 'Submit for Approval'.

Most boxes are not required to complete, but you may add information if needed. Only boxes with an asterisk are required.

Permissions
Policy

An instructor may create courses based on specific requested Professional Standard Area(s) that have been approved by The PD Registry team at The Pennsylvania Key.

Refer to [Professional Development Instructor Institute (PDII) policy](#) for more information.

Add/Remove Instructors to a Course
Policy

An approved PQAS instructor or organization may add instructors to the list of authorized instructors of an owned course. Once the course is submitted, the course approver will verify if the additional instructors are approved in the Knowledge Area(s) associated with the course. The course approver will mark the additional instructors as verified or denied.

Procedure

To add an Authorized Instructor:

1. Locate the course
2. Click Authorized Instructors tab
3. Click Add Trainer
4. Enter in instructors Registry ID# or Name
5. Click Search
6. Email registry@pakeys.org with the below information
   a. Course name
   b. Course ID#
   c. Name(s) of Instructor(s) added

This process takes approximately 1-2 business days to be approved in the system.

Conferences
Policy

Conferences that are offering PQAS hours to participants are required to be entered into the PD Registry to allow participants to show proof of attendance and PQAS hours on their Professional Development Learning Record.

All conference requests or special events must be submitted for review by The Pennsylvania Key 60 days prior to the conference.

Procedure

Email the Special Event Application to pqas@pakeys.org for review. The application can be found at:

www.pakeys.org > Pennsylvania Quality Assurance System (PQAS) > Applications > Special Event Application.

Course Catalog and Training Calendar

Policy

Courses should be configured to appear in the Course Catalog and/or Training Calendar based on the following rules:

1. Courses must be available for online, self-registration and should appear in the Training Calendar. This requires a PQAS instructor or an approved PQAS Organization to create a STRIPE account to be able to provide online registration and/or payment through the PD Registry.

   OR

2. Courses that are delivered to specific early learning / school-age facilities must either have registration restricted to that facility or have registration entered by an instructor/administrator. If the PQAS instructor or PQAS Organization chooses to register participants on behalf of the participants, this can only be done on the day of or after the event.

Procedure

Refer to Event Creation policy for more information.

EVENTS

Event Creation

Policy

Events scheduled for approved PQAS courses need to be scheduled by the Instructor or Professional Learning Organization within The PD Registry for participants to receive PQAS hours. This includes scheduling events for online courses such as those created by a National Organization approved by PQAS.

Procedure

1. Log into The PD Registry with email and password.
2. If you are creating an event for your organization, make sure you select your organization from the drop down in the upper right hand by your name.
3. Select 'Training Entry' in the left-hand menu.
4. Click 'New Event'.
5. Select the appropriate choice.
   - Duplicate an Event
   - Choose from the Catalog
6. Search for the course you wish to schedule, then select the course.
7. You will be able to review the course information on this page. Click 'Next' to continue.
8. Trainer & Sponsor

a. Choose the correct Event Funder from the drop-down menu.
b. Select the Instructor by clicking +Trainer. Then click the Confirmed box.
c. Select the Training Language.
d. Click 'Next' to continue.

9. Complete the 'Assessment of Learning' and 'Delivery Methods' sections on this page. Click 'Next' to continue.

10. Location, Date & Time
    a. Select the type of event location your event is. If you select web-based, enter in the website or URL to access the event. Then click the Confirmed box.
    b. Enter in the Event Date and Time. Then click the Confirmed box.
    c. Click 'Next' to continue.

11. Registration & Contact Info
    a. Complete the Event Registration and Fees section.
        i. If wanting to set up online registration, select 'yes' for Registration Required.
            • Your Organization must have a STRIPE account attached to the profile. Please visit the "How to Create a STRIPE account" tipsheet for additional information.
    b. Complete the Contact Information section.
    c. Click 'Submit Event' to continue.

12. If clicked, 'yes' for Registration Required, click 'Continue' to set up online registration.

13. Information Collection
    a. Attendee Details section: complete if you want to collect more or less info from your attendees.
    b. Registration Fees section:
        i. Select 'Add Fee' if the event has a fee and you are accepting payment through the system.
        ii. Select 'Free Event' if the event has no cost or you are taking payment outside of the system.
    c. Additional Items section: you may skip this section
    d. Click 'Next' to continue.

14. Text & Email section: Review the emails on this page that are sent out to the participants. Click 'Next' to continue.

15. Activation
    a. Registration Setting section: review this information and make any necessary changes.
    b. Terms and Conditions section: Read and check the 'I agree to the terms and conditions as defined above' box.
    c. Click 'Activate' to finish online registration setup.

16. If this is a private event, you can copy and paste, and email the Registration Page Link to the participants you wish to provide the event to.

Online Course Event Scheduling

Policy

All online courses are required to have an event scheduled with an instructor attached to the course. The instructor or organization may open registration for up to a one-year period.

Procedure

Refer to Event Creation policy for more information.

Editing Events
Policy

Instructors do not have permissions to edit an event.

Procedure

If updates need to be made, email registry@pakeys.org with the below information.

- Event name
- Event ID#
- Information that needs to be edited

Manage Roster
Policy

All rosters must be complete and accurate within two weeks, including marking the event as complete. Instructors are expected to communicate with participants when the training will be verified on the Professional Development Learning Record.

Please note that some Professional Learning Organizations may require instructors to mark attendance and complete the event within 48 hours.

Procedure

To verify attendees for events with online registration:

1. Go into the event
2. Click Manage Event drop down menu
3. Select Manage Roster
4. Check the Attended box next to the participants name
5. Click Update Attendance

To verify attendees for events without online registration:

Instructors are not able to add attendees until the event has occurred.
1. Go into the event
2. Click Manage Event drop down menu
3. Select Manage Roster
4. Click +Attendees to add participants.

Closing an Event
Policy

After a scheduled event is concluded, the instructor or organization administrator must update the status of all registered attendees in the event roster within two weeks of the event's end date and mark the event completed.

*Please note that some Professional Learning Organizations may require instructors to mark attendance and complete the event within 48 hours.

Procedure

Update the Status of Attendees: For students who attended and met the completion criteria for the event, update the status to Attended within the Manage Roster section on the Manage Event drop down. *Only the students whose status is marked "Attended" will be marked as "Verified" in the Professional Development Learning Record and will receive PQAS credit hours for the course.*

Refer to Manage Roster policy for more information.

Finalize Scheduled Event: After updating the attendance, select the 'Mark Completed' within the Manage Event drop down to finalize the event.

Adding Attendees to the Roster
Policy

Instructors who are not using online registration must add attendees to the roster manually. Adding attendees can only be done on the day of the event or after the event has occurred.

Procedure

Refer to Manage Roster policy for more information.

Replacing a Participant with another Participant
Policy

A participant that has registered and paid for an event but cannot attend the event may be replaced with another participant.

Procedure

The participant may contact the instructor and the instructor may replace the registered attendee for another person on the roster.

1. Go into the event
2. Click Manage Event drop down menu
3. Select Manage Roster
4. Click the edit icon (pencil icon)
5. Click Change
6. Enter in new participants Registry ID#
7. Click Search

8. Follow the prompts

Transferring Participant(s) to another event
Policy

When transferring a participant to a new event, the event must be an event offered by the same organization as the previous event. If there is no future event offered by this organization or instructor, a refund may be given if it is an event funded by a Professional Learning Organization.

Procedure

The participant may contact the instructor and the instructor may transfer the registered attendee to another event of equal value created by the instructor or organization.

1. Go into the event
2. Click Manage Event drop down menu
3. Select Manage Roster
4. Click the transfer icon (two arrows icon)
5. Enter the Event ID# of the new event
6. Click Search
7. Follow the prompts

Rescheduling an Event
Policy

An event must be rescheduled due to unforeseen circumstances such as weather or instructor related issues.

Procedures

1. Email participants to alert them of the change. To do this, click on the email tab located at the bottom of the roster. They will not receive an automated email, nor will you be able to access their emails after you reschedule an event.
2. Locate the event you wish to reschedule.
3. Within the Manage Event drop down, select 'Reschedule Event'.
4. Select a 'Reason' for rescheduling. Then click 'Save'.
5. Instructor Details: check the 'confirmed' box.
6. Event Roster: select 'Transfer Entire Roster' box if are you wanting all participants to be moved to the rescheduled event. *Please note, if you do not transfer registrants from the original roster, they will not be moved to the new event. You will need to contact them to issue a refund or transfer them to another event.*
7. Event Location: complete this section, then check the 'confirmed' box.
8. Event Date/Time: complete this section, then check the 'confirmed' box.
9. Contact Information: review and update this information as needed.
10. Click 'Reschedule Event' at the bottom on the page.

Refunds/Cancellations
Policy

When an event is sponsored by one of the contracted Professional Learning Organizations funded by OCDEL and The Pennsylvania Key, a refund may be offered to a registrant if:

- The registrant requests a refund within 24 hours of the event
- The event was cancelled by the Professional Learning Organization

Private Instructors and Professional Learning Organizations not contracting with OCDEL or the Pennsylvania Key may determine their own policies regarding refunds.

Procedure

Registrants may request a refund for a funded event. An instructor may send an email to registry@pakeys.org to request the refund on behalf of the participant if the event was funded by OCDEL/Pennsylvania Key. The PDO or instructor should include the below information in the email.

1. Attendees name,
2. Registry ID#
3. Email used to register for the event
4. Event ID#

Evaluations
Policy

The evaluation is available for up to 30 days after the event has occurred.

Procedure

Once four participants have completed the evaluation, a report can be obtained by the instructor by clicking on the Instructor Evaluation Summary within the scheduled event.

ACCEPTABLE PAYMENT TRANSACTIONS

Stripe Accounts
Policy

Online registration and/or payment made through The PD Registry must have a Stripe account attached to the Organization Profile.

Procedure

PQAS approved instructors offering Professional Development within the Professional Development Registry, will need to create a STRIPE account to allow participants to register and pay for an event within the training calendar. STRIPE also allows instructors and Professional Learning Organizations to accept online payment through a STRIPE account that goes directly to your bank account. Without creating a STRIPE account, participants will not be able to register or pay for your events offered on the PD Registry. STRIPE offers a data security infrastructure for payment security for both the instructor and the participants using this online payment process.

To register for a STRIPE account, please visit www.STRIPE.com. Upon creating an account on the STRIPE website, please do not share your email and password used to create your STRIPE account. This email and password combination will be entered into your Organization profile within The PD Registry by you. The staff at The Pennsylvania Key will not have access to your account information within your organizational account.

Alternate Payment
Policy

Professional Learning Organizations and Private Instructors that have created a STRIPE account may offer alternate payment. With this feature, a person may register for an event and pay later. This is optional; instructors should note that if this is turned on, it is turned on for **ALL** events.

Procedure

1. Go to Organization Profile
2. Click Settings tab
3. Enable alternate payments

PROFESSIONAL DEVELOPMENT INSTRUCTOR INSTITUTES (PDII)

Developing Professional Development Instructor Institutes (PDII's) to train instructors on content that they have expertise in, allows Pennsylvania to continue to offer high quality professional development to the early childhood and school-age workforce.

Policy

PQAS Instructors who have completed a Professional Development Instructor Institute (PDII) are assigned permissions to the specific PDII course and included in the list of instructors that can be associated with a scheduled event of the course. The list of PQAS instructors is managed in The PD Registry. When an instructor's PQAS approval expires, the instructor is automatically removed from the approved instructor list and can no longer be associated with a scheduled event associated with the course until they renew their PQAS approval.

Instructor Responsibilities

- The instructor is responsible to refer any questions in reference to the PDII to the sponsoring organization
- The instructor will develop materials for both the PDII session and participant packets for the PD event
    - Submission of all materials to The Pennsylvania Key, must be in an electronic modifiable format (Word, Publisher, Power Point…). Exceptions need to be approved by Pennsylvania Key.
    - Materials will include but are not limited to: agenda, script, overview, module, Power Point (if applicable), and handouts for the PDII session; agenda, Power Point (if applicable), and handouts for the PD session
    - If the PA Key is expected to make copies of the materials for the PDII, the materials must be into the PA Key at least one-month prior to the session.
- The instructor will enter PDII course and event into The PD Registry
- The instructor will add "PDII" at the end of the course title
- The instructor will enter the names of the participants into the class roster
- The instructor will close out the event when completed
- Once a PDII is approved and completed, the instructor who held the PDII, must add the authorized instructors within the course that will be delivered to participants.

Procedure

Please refer to the *Course* and *Events* sections.

ACT 48

Policy

Act 48 approval is given to organizations who meet the stringent guidelines determined by the PA Department of Education.

Procedure

- It is the responsibility of the instructor to know if the event they are offering is for an organization with Act 48 approval and if the organization meets those standards.
- The instructor will acknowledge to the participants if Act 48 hours are available for the event.
- The instructor will have documentation for participants to complete and sign.
- The instructor will complete the appropriate documents and get them to the Act 48 approved organization to make sure the participants needing Act 48 hours receive them.

DATA GUIDELINES

Confidentiality

Confidentiality of individuals' data housed in the PD Registry will be maintained. Data and confidential information are provided solely for the purpose of performing work. Any documentation with a participant's confidential information will be shredded. At no time will a participant's confidential information be emailed or put on a removable disk or flash drive. Failure to comply is considered breech of agreement. Data may not be used for private use, sold, or otherwise made public.

Data Requests

Each individual and organization has access to some reports. Based on user role and organization, you may find that you need additional reports or additional data elements in your reports. Requests for additional data reports must be made through the registry@pakeys.org. There may be additional information needed from you before a request is approved. Some data requests may need to be approved by OCDEL. To protect individuals, aggregate level data will be used for most reporting purposes.

Reports Manual

The Administrator Reports Manual is available for Instructors, Professional Learning Organizations, The Pennsylvania Key, and the Office of Child Development and Early Learning (OCDEL) which includes information about each report and directions on how to pull each report.

GLOSSARY OF TERMS

ACT 48: Are a requirement in Pennsylvania for educators to maintain an active certificate. The Pennsylvania Department of Education requires that persons holding Pennsylvania professional educator certification to complete continuing education requirements every five years to maintain their certificates in active status. This requirement, established in July 1, 2000, is referred to as Act 48.

All educators holding Pennsylvania public school certification must earn 180 Act 48 hours (approved professional development hours) every five years to remain in active status. Click this link for more info

https://www.education.pa.gov/Documents/Teachers-Administrators/Act%2048-PERMS/FAQ%20Act%2048%20Continuing%20Professional%20Education%20Requirements.pdf

Alternate Payment: PQAS approved organizations and instructors that have a STRIPE account to accept online payment also have the option to turn on alternate payment. Alternate payment allows a person to click "pay later" when registering for an event. If they choose to pay later, they must pay at the time of the event to be marked as verified for attending the event. Please note that when you turn on alternate payment, this option is available for all scheduled events.

Area of Expertise: These are areas within the Professional Standard Area Update form. A PQAS applicant completes this form to acknowledge which Professional Standard Area(s) they have expertise in to be able to create content for trainings. They list the justification for each Professional Standard Area such as college courses and/or experience in each area requested to be approved in.

Competency Group Authorization: The Pennsylvania Key PQAS team authorizes the knowledge areas an instructor has requested based on college credits and experience in that knowledge area.

Professional Standard Area: Define the depth and breadth of information that a professional must learn in order to be a competent early childhood or school-age professional. Eight knowledge areas identify specialized knowledge that shape early childhood and school-age educators' and administrators' professional practice.

Professional Standard Area Update Form: Document that is completed by the PQAS applicant to be approved in specific knowledge areas based on expertise.

Course Catalog: Shows a list of all courses in the PD Registry that may or may not have events scheduled. You may search by title, competency, qualification, CDA Content Area, or Professional Standard Area to find specific courses related to your search criteria.

Course ID: Once a course is created, a course number is associated with the course to identify the course. When a course is renewed, it is also given a new course ID number to differentiate it from the former course because there could potentially be different information in the new version.

Director Instructor: A Director at a Child Care/School-Age Program with at least an Associate degree from an accredited institution as defined on Pennsylvania's Career Lattice V. Once approved as a Director Instructor, the instructor has access to specific Director Instructor Modules and may train their staff for PQAS credit on these specific modules.

Event ID: This is a unique identifier given to each event scheduled in the PD Registry. It can be used to find the event in the system. This number is specifically important to know when contacting the PA Key about a specific event.

Faculty Instructors: Instructors who are employed at an Institute of Higher Education as a professor or adjunct professor. They hold a master's degree from an accredited institution as defined on Pennsylvania's Career Lattice Level VII. Faculty who have a Doctoral level degree, and do not have the ECE credits, may choose Competency Groups that can be supported by their educational background. Faculty need to have taught a minimum of four courses over the last two years. Faculty must have at least two years of experience.

Organization PQAS: Professional Learning Organizations that have been approved for PQAS are approved in the PD Registry as an approved PQAS organization. A list of approved instructors from that organization are given specific permissions to the courses created by this organization to schedule and conduct trainings on behalf of the organization.

Professional Development Instructor Institute (PDII): Professional Development Instructor Institute is designed to train qualified PQAS instructors approved for specific knowledge areas to train practitioners across the state. OCDEL and the PA Key create the content and share the materials with the instructors that are selected to be part of the PDII. The PA Key staff member trains these individuals on how to train others on the materials created.

Private Instructors: A PQAS approved instructor who creates their own content and offers their professional development independently. A PQAS instructor may sometimes be a private instructor conducting their own professional development but may also sometimes contract with a Professional Learning Organization. Private instructors create their own private organization name such as "Mary Smith Training" and set up a Stripe account in order to allow for online registration and training.

Private Organizations: An organization created by a private PQAS instructor in order to allow for participants to register and pay online for events in the training catalog.

Professional Development Learning Record: An official report generated under the reports tab in your PD Registry profile that shows all verified PQAS hours for completed trainings. This report replaces certificates that were generated in the past and is the official document for Keystone STARS.

Professional Learning Organizations:

- Organizations that offer professional development approval and oversight system for instructors that is comparable to PQAS. Additionally, organizations must meet one of the requirements below.
- Organizations that are Head Start Organizations which are in good standing with the Federal Office of Head Start as well as the Region III Office, AEYC/Child Care Associations (with fulltime paid staff), Intermediate Units (IUs), Early Intervention Technical Assistance (EITA), Government Bureaus, accredited Institutions of Higher Education Departments dedicated to Early Childhood Education and School Districts, where the professional development relates to early childhood and/or school-age.
- Organizations which do not offer professional development that is specific to early childhood or school-age educational practice but have important information to share.

Professional Development Plan: Is completed in conjunction with the self-assessment to help plan long and short-term professional development goals.

PQAS Assurances: Moral and ethical agreement. Must be agreed to, before an individual can become a PQAS instructor.

Registry ID: The unique number assigned to an individual when an account is created. This number may be found on the right-hand side of the screen once logged into the PD Registry on the home page.

Registry Permissions: Specific permissions granted to Professional Learning Organizations administrative staff to manage courses and events for the organization. These permissions may be granted to more than one person and may be taken away if the individual leaves the organization.

SCORM: Shareable Content Object Reference Model (SCORM) is a collection of standards and specifications for web-based electronic educational technology (also called e-learning). SCORM also defines how content may be packaged into a transferable ZIP file called "Package Interchange Format." National Organizations may create online courses in a SCORM package to be housed in the PD Registry for users to take online courses directly in the PD Registry.

Standardized Course: A specific course that has been created by OCDEL, the PA Keys, or another organization that may not be altered and must be taught in the specific way that it is intended to be delivered. This would include PDII courses, Director Instructor courses, and national First Aid/CPR courses. Instructors who have taken a PDII or have a certificate as an approved First Aid/CPR course may request to be added as an approved instructor for these courses.

Standardized Professional Instructors: Instructors who do not intend on creating their own courses but have taken a PDII or have a certificate to instruct First Aid/CPR may apply for PQAS to train on specific standardized modules. They are only given permissions to create events to those modules that they are approved.

STRIPE: An online payment system similar to Pay Pal but is used more widely by businesses instead of private sellers. An organization or private instructor may visit www.stripe.com for more details. Please see the STRIPE tip sheet for directions on creating an account.

Target Audience: The intended group of participants that instructors want to attend the training. For example, a leadership training may be more geared to directors, so the instructor would want to limit the event to directors or administrators.

Training Calendar: A tool used by users of the PD Registry to find Professional Development Events

Training Sponsor: Another term used for organizations that have been approved for PQAS.

ADDITIONAL RESOURCES

Areas of Expertise Form can be found at:

www.pakeys.org > Professional Development > Pennsylvania Quality Assurance System (PQAS) > Applications > Required Document for Individual Applications

Attendance Record: Follow the below steps to access the attendance record for an event.

1. Locate the event
2. Within the event, click the 'Training Attendance Record' link in the Event Report section

Course Overview Document can be found at:

www.pakeys.org > Professional Development > PD Registry > PQAS Instructors & Professional Development Organizations (PDOs) Resources > Tipsheets > View a Course Overview Template

Director Instructor Modules can be found at:

www.pakeys.org > Professional Development > Pennsylvania Quality Assurance System (PQAS) > Resources > Director Instructor Module Descriptions

NAEYC Code of Conduct can be found at https://www.naeyc.org/resources/position-statements/ethical-conduct

PQAS ASSURANCES

Ethical Obligations and Professional Responsibility Agreement for Approved Instructors

I, [usernamefull], understand that as an approved PQAS Instructor and/or Consultant with the Pennsylvania Professional Development Registry, I have certain ethical obligations and professional responsibilities to uphold.

Ethical Obligations, *including but not limited to:*

I will:

1. Support the work of the Pennsylvania Professional Development Registry and I will help others understand the role of the Registry in improving the quality of professional development opportunities which will, in turn, improve the quality of Early Care and Education in Pennsylvania.
2. Present content that is congruent with the National Association for the Education of Young Children's Code of Ethical Conduct for Early Childhood Adult Educators. The Code of Ethical Conduct will also guide my own behavior.
3. Attest that I have not been found guilty of, pled guilty or *nolo contendere* to, or received probation without verdict with respect to the list of criminal offenses in Pennsylvania's Child Protective Services Law (review attached list) or any equivalent crime under Federal law, or the law of another state.
4. Attest that I do not have a history of serious and/or regulatory violation(s) concerning the health and safety of children or adults.
5. Attest that I do not have a documented history of misrepresentation of credentials or other unethical conduct.
6. Present current and factual information that reflects best practices for adult learning situations, including maintaining the confidentiality of all participants.
7. Adhere to copyright laws. I will not present material produced by other Instructors or training programs without first obtaining written permission and/or acknowledging the source of the information as appropriate.
8. Provide professional development activities that are within the boundaries of my competence and expertise.
9. Treat all participants of my training sessions with fairness and respect and will not discriminate against anyone for any reason. I will present information that is respectful and inclusive of diverse cultures.
10. Remain current in my profession by actively pursuing opportunities to continue my own professional development.
11. Not sell products or services, or allow others to, during a training session unless the products or services are directly related to the training content.

12. Cooperate with other professionals to the best of my ability to better serve Early Care and Education professionals, children and families of Pennsylvania.

Professional Responsibilities, *including but not limited to:*

I will:

1. Maintain an active status with the Pennsylvania Professional Development Registry by reviewing and updating my profile on the PD Registry yearly.
2. Schedule a training event in the PD Registry at least 30 days prior to the scheduled date of the training.
3. Submit my own course for approval and will ensure that the information contained within is complete, true, accurate and reflective of the information I will be providing.
4. Ensure that I list other PQAS approved instructors other than myself as having permissions to instruct my courses if they have been approved to instruct in that specific knowledge area.
5. Maintain an active email address for the Pennsylvania Professional Development Registry course approval correspondence.
6. Report any planned changes to a scheduled/approved training to all participants that have registered prior to the event. Changes include, but are not limited to: cancellations, changes in dates and/or changes in instructors. Report any unexpected changes that occur during training on the next business day. Unexpected changes include, but are not limited to: illness of the instructor causing an early release, other unforeseen emergencies that prevent the training from being carried out in its entirety, etc.
7. Enter a scheduled event on the Pennsylvania Professional Development Registry only after the course has been approved.
8. Educate myself to the best of my ability about the Pennsylvania Professional Development Registry to accurately and supportively present information to participants.
9. Present information that reflects Pennsylvania Professional Standards and Competencies for Early Childhood Educators and that clearly relates to Early Care and Education and/or Business and Administration of Early Care.
10. Cover the content registered and not use training time to conduct business (e.g., staff meetings, scheduling, personnel issues, etc.).
11. Ensure that the length of my training is consistent with the number of hours approved.
12. Validate attendance within 48 hours after the event.
13. Schedule training in accessible locations and ask participants whether they may need any accommodations to participate.

I understand that, in order to submit courses for approval, the check box must be clicked, acknowledging that I have reviewed and will abide by the Ethical Obligations and Professional Responsibilities.

I have read each of the above ethical obligations and professional responsibilities and I agree to abide by them. I will take all reasonable steps to protect the integrity of the Pennsylvania Professional Development Registry's trainer approval system (PQAS) and understand that my status as an approved PQAS Instructor with the Pennsylvania Professional Development Registry may be revoked for documented non-compliance of any of the above.

This document may undergo periodic review/revision.

THE PD REGISTRY PRIVACY STATEMENT

Pennsylvania Professional Development Registry
Notice of Privacy Practices
Effective Date: February 1st, 2018

This notice describes how private information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

Why do we ask for this information?

- To tell you apart from other people with the same or similar name;
- To verify your employment and education information and/or give you credit for PQAS approved training; and
- To make reports, do research, do audits, evaluate our programs and for other administrative purposes.

Do you have to answer the questions we ask?

You do not have to give us your personal information. We need this information to properly track your PQAS training. Without the information, we may not be able to give you credit for your trainings that are required for Department of Human Services and Keystone STARS.

With whom may we share information?

Sometimes we share information about you with other agencies. We will only share information as needed and as allowed or required by law. For example, we may share your information with the following types of agencies or persons who need the information to do their jobs:

- Employees or volunteers with other state, county, local, federal, collaborative and nonprofit agencies;
- Employees or volunteers within the state of PA, county, and local collaborative and nonprofit agencies implementing, administering, and evaluating the child care practitioner professional development system;
- Employees or volunteers within the state of PA, county, and local collaborative and nonprofit agencies for purposes of ensuring that education and professional development requirements have been met for certification;
- Keystone Stars related personnel for purposes of evaluation education, professional development, and other requirement for Pennsylvania's QRIS (Quality Rating Improvement System);
- An individual's employer for purposes of tracking and verifying employee training, education, and expertise; and
- Anyone authorized by law to receive the information.

What are your rights regarding the information we have about you?

You may see and copy private information we may have about you.

- You may give other people permission to see and have copies of information about you.
- You may question if the information we have about you is correct. Email your concerns to registry@pakeys.org. Tell us why the information is wrong or not complete. Send your own explanation of the information you do not agree with.
- You have the right to ask us to limit or restrict the way that we use or disclose your information, depending on how reasonable the request is and how feasible it is to implement the request we may/may not be able to agree to the request.
- You have the right to get a record of some of the people or organizations that we have shared your information with. This record was started on February 1, 2018.
- If you do not understand the information, ask the Professional Development Registry staff to explain it to you.

What are our responsibilities?

- We must protect the privacy of your private information according to the terms of this notice.
- We may not use your information for reasons other than the reasons listed on this form unless we get special written permission from you. We may not share your information with individuals and agencies other than those listed on this form unless we get special written permission from you.
- We are required to follow the terms of this notice, but we may change our privacy policy in the future. We might do this, for example, because privacy laws change and require us to change our practices. When we change our privacy rules we will put them on our web site at www.pakeys.org.

What if you believe your privacy rights have been violated?

You may complain if you believe your privacy rights have been violated. You cannot be denied service or treated badly because you have made a complaint. If you believe that the Professional Development Registry has violated your privacy rights, you may send a written complaint either to The Pennsylvania Key, the Pennsylvania Department of Human Services, Office of Child Development and Early Learning, or to the federal civil rights office. The address for the federal civil rights address is:

Office of Civil Rights
U.S. Department of Health and Human Services
150 S. Independence Mall West
Suite 372, Public Ledger Building
Philadelphia, PA 19106-9111
Customer Response Center: (800)368-1019
Fax:(202) 619-3818
TDD:(800)537-7697
Email: ocrmail@hhs.gov

The address for The Pennsylvania Key is:

The Pennsylvania Key
Attn: Professional Development Registry

200 North 3rd Street, Third Floor
Harrisburg, PA. 17101
1-800-284-6031

THE PD REGISTRY TERMS OF USE

1. Acceptance of Terms

   The Pennsylvania Key along with the Office of Child Development and Early Learning (OCDEL) provides this Course Approval Process to you subject to the following Terms of Service (TOS). In order to use this online service, you must agree to the TOS. We may amend these terms at any time by posting the amended terms on this site. Amendments are effective 7 days after posting.

2. Acceptable Use

   You agree not to use this Course Submission module to:

   a. propose courses that you do not intend to offer as events
   b. upload, post, email, transmit or otherwise make available any Information that infringes any patent, trademark, trade secret, copyright or other proprietary rights (Rights) of any party;
   c. upload, post, email, transmit or otherwise make available any material that contains software viruses, or any other computer code, files or programs designed to interrupt, destroy or limit the functionality of any computer software or hardware or telecommunications equipment;

3. Obligations of Course Owners

   You must be legally able to offer the course that you create on our site. You must accurately describe your course and all content that will be covered. If you indicate that this course has an approved trainer list, you are obligated to maintain that list. If you grant a Trainer permission to train on this course, you are responsible for ensuring that the Trainer offers the course as it was described in this Course Submission module. Without limiting any other remedies, we may suspend or terminate your account if we suspect that you have engaged in fraudulent activity in connection with our site or your course or associated event.

   By using our Course Submission process, you are obligated to ensure that whenever this course is offered, whether it is face to face or online, accurate attendance data for all attendees is entered into the Pennsylvania Professional Develop Registry within 2 weeks of the scheduled event or online course conclusion. If attendance data is not supplied within 48 hours of the scheduled event or online course conclusion, we may withdraw your course submission privileges. If you or your delegated Trainers issue Training Attendance Certificates for instances of this course, you are obligated to ensure that those Training Attendance Certificates include the Event ID Number as issued by The Pennsylvania Professional Development Registry, the date of the training event, the name of the Trainer, the name of the Training Organization (if applicable), and the name of the Attendee.

By using our Course Submission process, you are obligated to ensure that whenever this course is offered in Pennsylvania, the event is entered in the Pennsylvania Professional Development Registry. If an event for this course is ever offered that is not entered into the Pennsylvania Professional Development Registry, that event will NOT be considered PQAS approved by the Pennsylvania Key and attendees will NOT receive PQAS credit. Regardless of Course Approval Status, you shall not advertise an vent as Pennsylvania Key PQAS approved unless that course has already been entered into the Pennsylvania Professional Development Registry and approved by the Pennsylvania Quality Assurance System.

4. Indemnification

You agree to indemnify and hold the Pennsylvania Key along with the Office of Child Development and Early Learning, and all subsidiaries, affiliates, officers, agents, co-branders or other partners, and employees, harmless from any claim or demand, including reasonable attorneys' fees, made by any third party due to or arising out of information you submit, post, transmit or make available through the Services, your use of our services, your connection to the services, your violation of the TOS, or your violation of any rights of another.

5. Disclaimer of Warranties

You expressly understand and agree that this service is provided "as is" and without any warranty or condition, express or implied, including, but not limited to implied warranties of merchantability, fitness for a particular purpose and non-infringement.