



PROCEDURE: Course Cancellation Procedure

EFFECTIVE DATE: October 1, 2023

UPDATED: September 27, 2023

1. Care About Childcare (CAC) at Utah Valley University (UVU) will follow Office of Child Care's Professional Development Course Refunds [policy](#).
 - a. Course Cancellation - If the host CAC agency determines that a course will be canceled based on the agency's posted course cancellation policy:
 - i. Individuals who have already registered and paid for the course will be issued a refund.
 - ii. Programs who have registered and paid for staff to take the course will be issued a refund.
 - iii. If an individual or program paid with a voucher, then the refund will be in the form of a voucher.
 - b. Individual Cancellation
 - i. Individuals may contact and notify the host CAC agency of their inability to attend a course prior to the start time of the first session of the course to be issued a refund.
 1. If the course was paid for by the individual, a refund will be issued to the individual.
 2. If the course was paid for by the individual's program, a refund will be issued to the program.
 3. If an individual or program paid with a voucher, then the refund will be in the form of a voucher.
 - ii. After the first session of the course has started, a refund shall not be issued.
 - iii. If an individual session is missed within a course, individuals may contact their regional CAC agency for make-up session information.
2. To make up a session if you live in Juab, Wasatch, Summit or Utah counties,
 - a. Find the course/session you want to attend on the CAC course calendar.
 - b. Contact the Training Coordinator by sending an email to CHILDCARE@uvu.edu or by phone 801-863-4589.
 - c. If the course is not available, the training coordinator will contact you otherwise you should be registered for the requested course.
3. If you miss a session or a portion of session, you will be given credit for the time you attended but you will not receive career ladder credit. To receive career ladder credit, you must follow the Code of Conduct and attend the full session.
4. Courses may be cancelled by CAC at UVU under the following circumstance:
 - a. Inclement weather prevents safe travel to in person courses.

- b. Unexpected University campus closure that will affect in person courses.
 - c. Less than five participants enrolled in the course within 5 working days of the first session.
 - d. The instructor has an emergency, and no other instructors are available to substitute.
- 5. The following steps will be followed when canceling a course.
 - a. Training Coordinator will contact CAC Program Director for approval to cancel.
 - b. Contact all registered participants by both phone and email.
 - c. Mark the course canceled on the CAC shared calendar and training calendar on BOX.
 - d. Cancel the course from the course calendar.
 - e. Enter individual action logs.
- 6. The following steps will be followed when changing the date of a scheduled course.
 - a. Training Coordinator will contact CAC Program Director for approval to change the dates.
 - b. Update the course calendar with new training dates and times for each session of the course.
 - c. If held in-person, post a sign in the entry way, main door, and the classrooms with updated information about the course.
 - d. Mark the course as changed on the shared office calendar and on the training calendar on BOX.
 - e. Enter the new dates for the course on the shared calendar and training calendar on BOX.
 - f. If participants have registered for the course, contact each participant individually prior to the first date of the course or as soon as possible after the course has been cancelled and enter an action log with the pertinent information to their user account.
 - i. If the course or session(s) date has been changed, inform registered participants of the new dates.
 - ii. If new date(s) work for the participant(s), keep the participant on the course or session(s) enrollment list.
 - iii. If the new dates do not work for the participant(s), unregister the participant(s) from the course, and a refund will be issued to the individual or program, who originally paid for the course.
 - iv. Enter an individual action log.

