

Child Care Resource Agency

Serving The Mountainland Region

COURSE CANCELLATION POLICY

EFFECTIVE JULY 1, 2025

Child Care Resource Agency serving the Mountainland Region wants to support early learning and youth professionals with many opportunities to increase their knowledge and professional development. One way we support this is by offering a variety of courses both virtually and in person. Participants may register for courses on the Care About Childcare (CAC) website, <https://jobs.utah.gov/occ/cac.html>. Our goal with this cancellation policy is to conserve resources and enhance the learning environment for the courses we offer, ensuring they meet the needs of all participants.

1. Child Care Resource Agency (CCRA) will follow Office of Child Care's Professional Development Course Refunds policy,
 - a. Course Cancellation - If the host CCRA 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 CCRA 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.
 - a. After the first session of the course has started, a refund shall not be issued.
 - b. If an individual session is missed within a course, individuals may contact their regional CCRA 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 rescheduled or canceled by CCRA under the following circumstance:
 - a. Inclement weather prevents safe travel to in-person courses.
 - b. Unexpected University campus closure that effect in-person courses.
 - c. Less than ten participants enrolled in virtual courses within 1 working day of the first session.
 - d. Less than seven participants enrolled for in-person courses within 1 working day of the first session.
 - e. The instructor has an emergency, and no other instructors are available to substitute.

