

# UTAH REGISTRY FOR PROFESSIONAL DEVELOPMENT

## POLICIES AND PROCEDURES

7/1/2019



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**ADMINISTRATIVE POLICY AND  
PROCEDURE MANUAL**



**UTAH REGISTRY FOR  
PROFESSIONAL DEVELOPMENT**

**SUBJECT: CREATION, MODIFICATION AND IMPLEMENTATION OF POLICY AND PROCEDURES**

**RATIONALE FOR SUBJECT:**

**DEFINITION OF PROCESS**

**REVISION DATE: July 1, 2017**

**ETHICAL/LEGAL RIGHTS**

**PAGE NUMBER 1 OF 1**

**Additions made to this document take the place of the Notification & Implementation document.**

**I. PURPOSE**

Outline the necessary process for the creation, modification and implementation of URPD policies and procedures.

**II. POLICY**

- a. Creation of Policy: Should the need arise for the creation of an additional URPD policy, the procedure listed below must be followed.
- b. Modification of Policy: Should the need arise for the modification of URPD policy, the procedure listed below must be followed.
- c. Implementation of Policy: Identify the procedure to implement new or modified policies.

**III. PROCEDURE**

- a. Creation of Policy:
  - i. Proposals for an additional policy must be submitted in writing to the Utah Office of Child Care, Professional Development Specialist from URPD.
  - ii. Proposals must be submitted for review and recommendation to the Professional Development Sub-Committee of the Office of Child Care Advisory Committee.
  - iii. A recommendation will be made from the Sub-Committee to the Advisory Committee.
  - iv. Advisory Committee recommendation will be taken into consideration by the Director of the Office of Child Care.
- b. Modification of Policy:
  - i. Proposals for the modification of current URPD policy must be submitted in writing to the Office of Child Care, Professional Development Specialist from URPD.
  - ii. Proposals must be submitted for review and recommendation to the Professional Development Sub-Committee of the Office of Child Care Advisory Committee.
  - iii. A recommendation will be made from the Sub-Committee to the Advisory Committee.
  - iv. Advisory Committee recommendation will be taken into consideration by the Director of the Office of Child Care.
- c. Implementation of Policy:
  - i. Sufficient notification will be given to all participants when programs at URPD are created or modified. Notification could include post cards, e-mails and telephone calls.
  - ii. All information will be made available on the URPD website.

**ADMINISTRATIVE POLICY AND  
PROCEDURE MANUAL**



**UTAH REGISTRY FOR  
PROFESSIONAL DEVELOPMENT**

**SUBJECT: ELIGIBILITY**

**RATIONALE FOR SUBJECT:**

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| <input checked="" type="checkbox"/> <b>DEFINITION OF PROCESS</b> | <input type="checkbox"/> <b>REVISION DATE: JULY 1, 2019</b> |
| <input checked="" type="checkbox"/> <b>ETHICAL/LEGAL RIGHTS</b>  | <input type="checkbox"/> <b>PAGE NUMBER 1 OF 2</b>          |

**I. PURPOSE**

To establish eligibility requirements for application to the Utah Career Ladder, Professional Development Incentive and URPD Scholarship programs.

**II. POLICY**

a. **Professional Development Incentive:** To be eligible for participation in the Professional Development incentive Program, providers must meet the following requirements:

1. A candidate (including Program Owners and Directors) must be gainfully employed and currently working at least 20 hours per week with children birth through age twelve in an eligible Utah state licensed child care program within the state of Utah.
2. A candidate must have been continuously (no more than a 4 week gap) employed in the above capacity in an eligible program for at least the past twelve months. Consideration will be made for gaps in employment that are FMLA related. Documentation will be requested to confirm FMLA eligibility.
3. Gainful employment must be in one of the following positions:
  - a. a licensed or family child care provider caring for at least one unrelated child.
  - b. a licensed family group provider and family group 2<sup>nd</sup> caregiver.
  - c. a teacher, caregiver, director, assistant director or owner in a Utah state licensed child care center.
  - d. a legally licensed center floater who works in the same licensed child care program every day and works directly and consistently with children birth through preschool at least 20 hours per week a regular every day classroom teacher, classroom teacher's aide, or education specialist in a full day, full year, Utah state licensed Head Start program
4. Achieved at least one level of Career Ladder certification.
5. Be willing to participate in an observation, upon request from the Office of Child Care to evaluate and improve the quality of Utah's Professional Development System. The aggregate results of any research may be made public but will not identify any specific provider. The results of the research will not affect the provider's ability to participate in Utah's Professional Development Programs.
6. Applications will not be accepted between June 1<sup>st</sup> and June 30<sup>th</sup> of each year. If an application is received during this period, URPD will return it with the instructions to submit a new application after July 1<sup>st</sup>.

A candidate must be employed in the eligible position at the time of application.

Ineligible Positions:

1. Individuals who **do not** work directly with children birth through age twelve for at least 20 hours per week and are not directly responsible for the professional development of the teachers/caregivers who do work directly with children. This would include:
  - a. cook
  - b. bus/van driver
  - c. office assistants/payroll/secretarial

- d. health specialist
  - e. curriculum specialist
  - f. school nurse
2. Individuals who do not work at the same program, same location every day. This would include:
- g. Head Start or school district substitute teachers who move from program to program
  - h. special educators who work with several different groups of children in different locations
3. Kindergarten or private kindergarten teachers who do not provide extended child care for at least 20 hours per week beyond the regular school hours.

II. **Scholarships:** Scholarships may be used for obtaining a CDA, taking a college level early childhood course, the face to face NAC, or taking a community face to face Career Ladder class that exceeds \$200 in cost. With the \$150 reimbursement, the participant will be personally reimbursed for that amount upon sending proof of payment with application to URPD. Those participants who are working in state licensed facilities, and who are participating in the Professional Development Program, are eligible for \$425.00 toward obtaining a CDA as well as \$75 Reimbursement Scholarship for a CDA Renewal. Providers who choose to earn a Demonstrated Competency other than a CDA and use an approved URPD observer can have URPD pay the \$100 observer fee directly to the observer. Only one scholarship per person per fiscal year. If a second CDA scholarship is needed for a provider, approval must be obtained from their local CAC and OCC even if the scholarship is being requested in a new fiscal year.

- b. **Family Child Care Endorsement:** Family Child Care Endorsement Courses may only be used by providers who are currently employed in a licensed or residentially certified family child care program, or a home-based license exempt preschool.

Determining eligibility: If a question of eligibility is determined to exist, it is the responsibility of the applicant to provide proof of employment eligibility, as requested by URPD.

### III. PROCEDURE

URPD will insure the candidate meets the program eligibility requirements by verifying the applicant-provided responses to the following questions of the Candidate and Scholarship Application in Section 2: Program Identification:

- 1. Program type
- 2. Candidate Position
- 3. Hours worked per week
- 4. Number of children enrolled in program
- 5. Ages of children you work directly with
- 6. Does your program close for four or more continuous weeks during the year

Applicants meeting the individual program eligibility policy requirements will continue to be processed by URPD.

URPD will record receipt of, reason for ineligibility and return applications failing to meet the policy requirements.

**ADMINISTRATIVE POLICY AND  
PROCEDURE MANUAL**



**UTAH REGISTRY FOR  
PROFESSIONAL DEVELOPMENT**

**SUBJECT: REQUIRMENTS OF TRAINING FOR CAREER LADDER CONSIDERATION**

**RATIONALE FOR SUBJECT:**

**X DEFINITION OF PROCESS**

**REVISION DATE: JULY 1, 2019**

**PAGE NUMBER 1 OF 1**

**I. PURPOSE**

Outline requirements for considering training that is eligible for the Utah Child Care Career Ladder Level & Endorsement Awards.

**II. POLICY**

The following requirements must be met for training hours to be considered for Career Ladder awards:

- a. Applicants may use CEU's or college credits for Career Ladder Levels 1-3 and 5- 8 that have not already been used for a previous level of certification.
- b. CEU certificates **MUST** have the date completed and the number of CEU's granted printed on the CEU certificate and must be awarded by an approved child care training program or accredited institution of higher education.
- c. College credits or CEU's **MUST** have been completed **AFTER** the most recent level of certification was processed by URPD.
- d. College credits and degrees must be from an accredited college or university. In addition, the agency accrediting the college must be recognized by the US Secretary of Education.
- e. Courses eligible for more than one kind of Career Ladder credit (for example, community-based courses which offer training hours, but also offer CEUs or college credits) may only be used to meet the requirements of one Career Ladder Level. For example, the same course cannot be used for one Career Ladder level as a community-based course, and again for another level as a CEU or college credit.
- f. Only approved community-based training will be accepted. For a list of currently approved Career Ladder community-based training, refer to the URPD website. <http://urpd.usu.edu>
- g. In order to earn a Level 4 on the Career Ladder, proof of a valid Demonstrated Competency Certification (DCC) must be submitted. Example a CDA. For a list of approved DCC's please contact URPD. The approved list of DC's can also be found on the URPD website. <http://urpd.usu.edu> For providers who choose to get a DC using options other than a CDA, they will need to have an observation by an approved observer with a minimum score. Approved observers include approved CAC staff and individuals that are recognized as Professional Development Specialists by the Council for Professional Recognition or have gone through the URPD Observer Approval Process. A list of URPD approved observers can be found on the URPD website. <http://urpd.usu.edu> The cost of the observation is the responsibility of the provider. A Scholarship is available to those who are eligible.

**III. PROCEDURE**

URPD will utilize the Utah EC/SA Work Force Registry to verify CAC Career Ladder Training and the required college transcripts, CEU certificates or DC to verify other training when processing and approving applications.

**ADMINISTRATIVE POLICY AND  
PROCEDURE MANUAL**



**UTAH REGISTRY FOR  
PROFESSIONAL DEVELOPMENT**

**SUBJECT: NOTIFICATION OF APPLICATION STATUS**

**RATIONALE FOR SUBJECT:**

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| <input checked="" type="checkbox"/> <b>DEFINITION OF PROCESS</b> | <input type="checkbox"/> <b>REVISION DATE: JULY 1, 2017</b> |
| <input type="checkbox"/> <b>ETHICAL/LEGAL RIGHTS</b>             | <input type="checkbox"/> <b>PAGE NUMBER 1 OF 1</b>          |

**I. PURPOSE**

Inform applicants of the processing timeline for application to URPD programs.

**II. POLICY**

- a. Eligible applicants will receive their certificate by e-mail and money award by direct deposit within the URPD processing time of 8 weeks. In the case that the applicant doesn't have an e-mail, upon request the certificate can be mailed within the URPD processing time of 8 weeks. In the case that the provider is not able to accept direct deposit, the check will be mailed within the URPD processing time of 8 weeks. Applicants may check the status of their application by logging into the Utah EC/SA Work Force Registry or by contacting URPD.
- b. URPD will process application(s) and notify applicant of any errors or missing information within 3 weeks of receipt by phone or mail
- c. Application Received, Processing and check request dates will be kept current on the Utah EC/SA Work Force Registry.

**III. PROCEDURE**

- a. URPD will stamp each application with their receipt date.
- b. URPD will track applicant's name, birth date, and application receipt date in-house until it is fully processed.
  - i. During processing, if the application is found incomplete or ineligible for the applied award(s), the original application and an explanation of ineligibility will be sent back to the applicant and noted on in-house records. Applicants will then have the opportunity to correct the information and re-submit the application.
- c. Complete and eligible applications will be processed and logged into the Utah EC/SA Work Force Registry by URPD. The application will then be submitted for check processing through the USU controller's office. When the process is completed then Policy II will be executed.

**ADMINISTRATIVE POLICY AND  
PROCEDURE MANUAL**



**UTAH REGISTRY FOR  
PROFESSIONAL DEVELOPMENT**

**SUBJECT: INCOMPLETE APPLICATIONS**

**RATIONALE FOR SUBJECT:**

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| <input checked="" type="checkbox"/> <b>DEFINITION OF PROCESS</b> | <input type="checkbox"/> <b>REVISION DATE: JULY 1, 2017</b> |
| <input type="checkbox"/> <b>ETHICAL/LEGAL RIGHTS</b>             | <input type="checkbox"/> <b>PAGE NUMBER 1 OF 1</b>          |

**I. PURPOSE**

To define what constitutes a complete application versus an incomplete application.

**II. POLICY**

A complete, original application is one that is received at URPD that includes all required written information and all supporting documentation. If an application is received without complete written information and needed documentation, or if it is not the original written application, it will be returned and considered never submitted. It is an applicant's responsibility to ensure all paperwork is included and up-to-date when submitting their application.

The official received date to URPD will be when all supporting documents and the completed application are turned in together.

**III. PROCEDURE**

URPD will contact any applicant by phone that has missing information that can be remedied by phone and/or email within the first two weeks after the application is received. If the applicant cannot be reached or the information is not submitted within 5 business days after contact, the application will be returned by mail and can be re-submitted once complete.

Any application that has missing or incomplete information that cannot be remedied by phone and/or email, it will be returned by mail immediately.

The re-submitted application will be processed in accordance to the new receipt date.



**ADMINISTRATIVE POLICY AND  
PROCEDURE MANUAL**



**UTAH REGISTRY FOR  
PROFESSIONAL DEVELOPMENT**

**SUBJECT: LEGAL NAME**

**RATIONALE FOR SUBJECT:**

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| <input type="checkbox"/> <b>DEFINITION OF PROCESS</b>            | <input type="checkbox"/> <b>REVISION DATE: JULY 1, 2017</b> |
| <input checked="" type="checkbox"/> <b>ETHICAL/LLEGAL RIGHTS</b> | <input type="checkbox"/> <b>PAGE NUMBER 1 OF 1</b>          |

**I. PURPOSE**

Define an applicant's legal name and explain the necessity of the correct legal information for the purpose of reporting and awarding.

**II. POLICY**

Professional Development Incentive bonuses are processed through the Utah Registry for Professional Development in cooperation with Utah State University. Utah State University requires that the Social Security Number and applicant's name match. Utah State University Controller's Office verifies this information for every application.

The applicant's name that appears on the Professional Development Incentive application and any application for which money is included must be identical to the name on the applicant's Social Security Card.

Because the application requires the legal name be placed on each application, the name on the Utah EC/SA Work Force Registry and the award certificate(s) must be in the legal name printed on the applicant's Social Security Card. No other name can be printed on the award certificate.

**III. PROCEDURE**

If an applicant's name and Social Security Number cannot be matched, URPD will contact the applicant for alternative names and possibly require further documentation.

If the Social Security Number and name are verified by the Social Security Card, the award will be processed as usual.

If the Social Security Number and name cannot be verified, the certificate may be issued, but no further monies will be awarded.

**ADMINISTRATIVE POLICY AND  
PROCEDURE MANUAL**



**UTAH REGISTRY FOR  
PROFESSIONAL DEVELOPMENT**

**SUBJECT: FIRST AID AND CPR TRAINING**

**RATIONALE FOR SUBJECT:**

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| <input checked="" type="checkbox"/> <b>DEFINITION OF PROCESS</b> | <input type="checkbox"/> <b>REVISION DATE: JULY 1, 2019</b> |
| <input type="checkbox"/> <b>ETHICAL/LEGAL RIGHTS</b>             | <input type="checkbox"/> <b>PAGE NUMBER 1 OF 1</b>          |

**I. PURPOSE**

To determine how First Aid and CPR are accepted on the Career Ladder

**II. POLICY**

- A. When the expiration date does not appear on a First Aid or CPR card, the following expiration terms will apply:
  - 1. First Aid - Three (3) years from the date issued
  - 2. CPR - One (1) year from the date issued
- B. CPR and First Aid can be used one time on the Career Ladder for Levels 1-3, 5-8.
- C. CPR and First Aid are a requirement for Level 1. If Level 1 is earned then First Aid and CPR cannot be used for another level.
- D. Copy of current First Aid will be awarded 3 hours of non-face to face training.
- E. Copy of current First Aid/CPR/AED card will be awarded 5 hours of on face to face training.

**III. PROCEDURE**

URPD will review documents for expiration dates when processing applications for which First Aid and CPR documentation is necessary and award as applicable.

**ADMINISTRATIVE POLICY AND  
PROCEDURE MANUAL**



**UTAH REGISTRY FOR  
PROFESSIONAL DEVELOPMENT**

**SUBJECT: COLLEGE CREDITS APPLICABLE TO THE CAREER LADDER PROGRAM**

**RATIONALE FOR SUBJECT:**

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| <input checked="" type="checkbox"/> <b>DEFINITION OF PROCESS</b> | <input type="checkbox"/> <b>REVISION DATE: APRIL 4, 2019</b> |
| <input type="checkbox"/> <b>ETHICAL/LEGAL RIGHTS</b>             | <input type="checkbox"/> <b>PAGE NUMBER 1 OF 1</b>           |

**I. PURPOSE**

To outline the eligibility criteria for college credits to be used for advancement on the Utah Child Care Career Ladder.

**II. POLICY**

- a. College credits may be used to advance on the Career Ladder when the provider submits transcript(s) from the attended school(s) showing eligible classes.
- b. As part of the procedure, URPD will review the transcripts and will select those that meet ALL of these requirements:
  1. Courses applicable to the ages of children the provider is working with
  2. Courses passed with C grade or better
  3. College Courses may be applied to a Career Ladder transcript at any time and do not expire; each unique college credit may only be applied once.
- c. College credit is an option for Career Ladder Levels 1-3 and 5-8.

**III. PROCEDURE**

After verifying the applicable credits, URPD will grant the highest Career Ladder level according to the amount of eligible credits.

**ADMINISTRATIVE POLICY AND  
PROCEDURE MANUAL**



**UTAH REGISTRY FOR  
PROFESSIONAL DEVELOPMENT**

**SUBJECT: CONTINUOUS EMPLOYMENT**

**RATIONALE FOR SUBJECT:**

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| <input type="checkbox"/> <b>DEFINITION OF PROCESS</b>           | <input type="checkbox"/> <b>REVISION DATE: JULY 1, 2017</b> |
| <input checked="" type="checkbox"/> <b>ETHICAL/LEGAL RIGHTS</b> | <input type="checkbox"/> <b>PAGE NUMBER 1 OF 1</b>          |

**I. PURPOSE**

To establish continuous employment eligibility criteria for the Annual Professional Development Incentive.

**II. POLICY**

An eligible program is defined as a Utah state licensed childcare program that provides child care in lieu of parental care to support working parents. The childcare program must be open at least twelve months a year, five days a week and at least six hours per day. Occasional closures would not cause a program to be ineligible. Examples of occasional closures could include staff training, holidays, vacation time, illness etc. Professional Development Incentive: A Professional Development Incentive recipient must be employed at an eligible program continuously for the past twelve months. If a recipient leaves the child care field and later returns or changes child care programs, they may get credit for their previously documented Professional Development Incentive(s).

A family child care licensee's employment will be determined by the initial licensing date from the Utah Department of Health, Child Care Licensing Bureau Database.

**III. PROCEDURE**

While processing the candidate application, URPD will take note of the applicants "Date of Hire" found in Section 2: Program Identification. To continue processing the application the date must have been more than twelve months for Professional Development Incentive consideration, or if started at a new center must have continuous employment with no more than 4 week gap. This date must be verified by the applicant's employer (Candidate Application: Section 3) or through the Utah Department of Health, Child Care Licensing Bureau Database if the applicant is the program owner or director.

URPD will record receipt of application(s) and reason for ineligibility, and return applications failing to meet the policy requirements.

**ADMINISTRATIVE POLICY AND  
PROCEDURE MANUAL**



**UTAH REGISTRY FOR  
PROFESSIONAL DEVELOPMENT**

**SUBJECT: DOCUMENTATION RIGHTS**

**RATIONALE FOR SUBJECT:**

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| <input checked="" type="checkbox"/> <b>ETHICAL/LEGAL</b> | <input type="checkbox"/> <b>PAGE NUMBER 1 OF 1</b>          |

- I. **PURPOSE**  
To inform applicants to the URPD Professional Development programs of their rights concerning submitted documentation.
  
- II. **POLICY**  
When any application and/or supporting documents (including college transcripts, CEU certificates, etc.) are submitted for processing, the documents become the property of URPD, Utah State University and the Utah Office of Work and Family Life. No applications or supporting documentation will be returned to the applicant after an application has been processed. All documentation will be uploaded to the provider's profile on Utah's Regsity.
  
- III. **PROCEDURE**  
See Confidentiality Policy for procedures relating to document storage.

**ADMINISTRATIVE POLICY AND  
PROCEDURE MANUAL**



**UTAH REGISTRY FOR  
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**SUBJECT: CONFIDENTIALITY**

**RATIONALE FOR SUBJECT:**

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| <input type="checkbox"/> <b>DEFINITION OF PROCESS</b>           | <input type="checkbox"/> <b>REVISION DATE: JULY 1, 2017</b> |
| <input checked="" type="checkbox"/> <b>ETHICAL/LEGAL RIGHTS</b> | <input type="checkbox"/> <b>PAGE NUMBER 1 OF 1</b>          |

**I. PURPOSE**

To ensure that private and sensitive applicant information is kept secure and confidential.

**II. POLICY**

Due to the sensitive nature of information disclosed on applications received by URPD, the information contained therein is deemed confidential. A Social Security Number is required for processing of an application. The SSN will be requested using the IRS Form W-9. The W-9 will be forwarded to the USU Controller's office where after processing the application, it will be destroyed. No W-9 forms will be retained at URPD. The W-9 will never be e-mailed at any time nor scanned electronically. All applications during the processing period will be stored in a locked cabinet. After processing is complete, the application and included documentation will be uploaded to the provider's profile on Utah's Registry which is located on a secure server through Utah DTS. The W-9 **will never** be uploaded to the Registry profile. URPD recognizes the right of an individual to maintain the confidentiality of disclosed information to URPD in its entirety. URPD is legally prohibited from sharing this information with any individual who is not the applicant. The status of an application or any information contained therein will not be released to relatives, co-workers or employers without the applicant's permission. However, we reserve the right to share this information with our partners, the Care About Childcare Agencies and the Utah Office of Child Care for the purposes of maintaining accurate records.

Verbal consent must be obtained from the individual for any information regarding Professional Development program eligibility that is shared with anyone other than the individual. An identifier, such as a birthdate, will be used to verify identification when verbal consent is requested.

After a provider has been awarded a level on the Career Ladder or a Professional Development Incentive, it is deemed public information and is exempt from this policy.

**III. PROCEDURE**

URPD will follow this policy as it is outlined and any confidentiality agreements outlined in the yearly Scope of Work.

After processing is complete, the application and included documentation will be uploaded to the provider's profile on Utah's Registry which is located on a secure server through Utah DTS. The W-9 **will never** be uploaded to the Registry profile.

**ADMINISTRATIVE POLICY AND  
PROCEDURE MANUAL**



**UTAH REGISTRY FOR  
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**SUBJECT: APPEALS**

**RATIONALE FOR SUBJECT:**

**DEFINITION OF PROCESS**

**REVISION DATE: July 1, 2017**

**ETHICAL/LEGAL RIGHTS**

**PAGE NUMBER 1 OF 1**

**I. PURPOSE**

To provide a protocol for applicants to appeal decisions they feel have been made in error and ensure their appeals are addressed and concluded in a timely manner

**II. POLICY**

- a. Professional Development Programs: A recipient who disagrees with a decision on a URPD professional development program has a right to appeal the decision.
- b.

**III. PROCEDURE**

- a. The process will be as follows:

- i. The recipient must send a letter of appeal. This letter should include:
1. Full legal name of the recipient
  2. Recipient address, email address and daytime contact information
  3. Career Ladder level awarded and which level the recipient applied.
  4. Explanation of the appeal.
  5. Formal statement requesting appeal review.
  6. Any documentation necessary for the appeal review process. (examples below)
- ii. In cases where a college course(s) is in question, submit a description of the course from a college catalog, a course syllabus, or a letter from the professor, on university letterhead, describing the focus of the course work.
- iii. In cases where CAC training or CEU's were used, submit complete documentation that supports the explanation given in the letter.
- iv. Send letter and supporting documentation by email to [urpd@usu.edu](mailto:urpd@usu.edu) or by regular mail to:

URPD  
Appeal Request  
6515 Old Main Hill  
Logan, UT 84322

URPD will review the application, along with the documentation provided by the recipient. URPD will notify the recipient within 2 weeks of receiving the appeal, what the findings were. Appropriate action by URPD will then be taken. If a financial incentive was awarded to the provider in error, the provider will be required to return the financial incentive and will be ineligible for any URPD professional development programs until the incentive is returned.

**ADMINISTRATIVE POLICY AND  
PROCEDURE MANUAL**



**UTAH REGISTRY FOR  
PROFESSIONAL DEVELOPMENT**

**SUBJECT: GRIEVANCE POLICY**

**RATIONALE FOR SUBJECT:**

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| <input type="checkbox"/> <b>DEFINITION OF PROCESS</b>            | <input type="checkbox"/> <b>REVISION DATE: APRIL 4, 2019</b> |
| <input checked="" type="checkbox"/> <b>ETHICAL/LLEGAL RIGHTS</b> | <input type="checkbox"/> <b>PAGE NUMBER 1 OF 1</b>           |

**I. PURPOSE**

Provide URPD program participants with a step-by-step process for expressing concerns and complaints.

**II. POLICY**

Participants in the Professional Development System have the right to air grievances in a timely manner if they feel that the policies and procedures have not been followed and/or they feel they have been treated unfairly.

An appeal process may be necessary. Please see Appeal Process for further information.

**III. PROCEDURE**

Participants have a right to:

- Call a URPD Director and/or URPD PD Specialist at 855-531-2468 or 435-797-2468;

If your grievance is not satisfied you may

- Call the Office of Child Care Program Specialist over Professional Development at 385-210-4295

All URPD personnel will address grievances in accordance and review to approved policies. The OCC Program Specialist will oversee any reparatory action that is deemed necessary.



**ADMINISTRATIVE POLICY AND  
PROCEDURE MANUAL**



**UTAH REGISTRY FOR  
PROFESSIONAL DEVELOPMENT**

**SUBJECT: RIGHT TO REFUSE SERVICES**

**RATIONALE FOR SUBJECT:**

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| <input type="checkbox"/> <b>DEFINITION OF PROCESS</b>           | <input type="checkbox"/> <b>REVISION DATE: July 1, 2017</b> |
| <input checked="" type="checkbox"/> <b>ETHICAL/LEGAL RIGHTS</b> | <input type="checkbox"/> <b>PAGE NUMBER 1 OF 1</b>          |

- I. **PURPOSE**  
To outline the conditions in which the Utah Registry for Professional Development (URPD) can refuse service to applicants or employers.
- II. **POLICY**  
URPD reserves the right to recommend the suspension of an applicant's participation in the Professional Development Program to the Office of Child Care if the applicant's behavior is deemed harassing, including verbal aggression towards staff.
- III. **PROCEDURE**
  - a. If an applicant becomes verbally abusive or harassing on the phone, URPD staff will inform the applicant they will discontinue the phone call and inform the applicant they may call back when they can speak to URPD personnel without using derogatory language. The URPD staff will document the phone call on the Action Log in the provider's Registry record. If the applicant behaves in this manner in person, they may be asked to leave the premises in accordance with Utah State University policies and the incident will be documented.
  - b. Applicants will be given a chance to call back and resolve the issue without being derogatory, abusive, or harassing. If an applicant begins the derogatory or abusive language again, URPD personnel will inform the applicant they will not continue to work with applicant because of the behaviors, and the applicant will be notified in writing, and the conversation will be discontinued. The URPD staff will document the phone call on the Action Log in the provider's Registry record.
  - c. A letter of refusal will immediately be sent to the applicant, and a copy will be uploaded to the provider's Registry record. URPD staff will notify the Office of Child Care Professional Development Specialist.
  - d. A written notice of suspension will be sent by URPD to the Office of Child Care, Quality Team for consideration. The Office of Child Care will notify the applicant of suspension status.