



Learning Management System Cancellation Policy

In training, three types of cancellations can occur: student cancellation, instructor cancellation and class cancellation. In the event that a cancellation occurs, this document can be used as a reference to identify various approaches for each type of cancellation that may occur.

Student Cancellation

If a student needs to cancel a class due to an emergency or last minute conflict, they may do so giving proper notification to the instructor. The following paragraphs describe the two (2) main student cancellation timelines:

- **Cancellation Prior to Registration Closing:** Students have the opportunity to unenroll from a class before registration closes, which is one week (seven days) prior to the scheduled class time. The unenrolled student may then re-register for a class at a different date and time.
- **Cancellation After Registration has Closed:** If a student chooses to unenroll after registration has closed, it is the responsibility of the student to contact the instructor in a timely manner. This will give the instructor adequate time to locate a replacement student, if necessary.

Instructor Cancellation

The possibility exists that instructors may need to cancel due to an emergency. A list of substitute instructors should be identified prior to delivery in the event that an instructor needs to cancel. If an instructor must cancel, it is the responsibility of the instructor to notify the substitute instructor at least twelve hours in advance of the class. In addition, it is the responsibility of the instructor to provide any materials needed for the class to the substitute instructor and to notify the co-instructor.

Class Cancellation

Classes may be cancelled due to inclement weather, power outages in the facility area, etc. In the event of a class cancellation, a communication strategy needs to be established to notify students of the cancellation. The following guidelines should be followed for inclement weather cancellations:

- Instructors will make the decision to delay or cancel class in the event of bad weather. If an instructor decides to cancel or delay class, notification must be made to the Deloitte Training Team Lead by 6:45 am the day of training. The Deloitte Training Team Lead will then notify the Help Desk and a message will be displayed on the LMS Homepage to reflect any delays or cancellations.
- Participants will be able to call the Help Desk at 1-866-444-1264, and choose Option #2 to receive Training Schedule Updates to learn of any delays or cancellations by 7:15 am the day of training. Delays and cancellations will be site-specific. The homepage of the Learning Management System (LMS) will also be updated with any delays or cancellations by 7:15 am. It is up to each county to determine if their staff is to attend training if the county is closed but class is still



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being held. This is because there may be participants from multiple counties per class.

- Delays or cancellations that are not related to inclement weather will be approved by management. They will be communicated using the same strategy.

Training Help Desk Phone System:

The main purpose of this phone support is to provide an alternative to the LMS if the website is not available to the student. Students will be able to call the Help Desk number and hear a recorded message telling them if a class has been cancelled. The Help Desk phone number will be publicized on the LMS.

Reschedule of Cancelled Classes:

For the two-day SC training class, the following cancellation policy will apply:

- If class is cancelled for one day, it is at the instructor's discretion (based on the remainder of the training schedule for the current week) as to whether or not the class will be pushed back or completely cancelled.

In the event that a training class is cancelled, the class will be rescheduled as soon as possible after the original date. Every attempt will be made to have the class rescheduled in the same region as the original class, but this may not always be possible due to site availability. It is the responsibility of the Logistics Track Lead to reschedule the instructor, facility, and the students. The Logistics Track Lead will need to redistribute confirmation letters to the students.