

COVLC Launch Chart

The Knowledge Center (KC) has been upgraded to the [Commonwealth of Virginia Learning Center \(COVLC\)](#), and is ready to use. Use the chart below to determine which tasks to complete in the new COVLC. Follow the steps below to ensure that employee profile information, transcripts, and other information transferred correctly during the upgrade. Refer to the [VDSS COVLC Information website](#) for additional COVLC guidance and tips.

Submit a VCCC Helpdesk Ticket via vccc@vita.virginia.gov to report errors or inaccuracies.

Users	Trainers	Course Managers/Training Admin.	Directors/ Supervisors/ Agency Reps.
Log into the new COVLC using your KC log in credentials and check your profile for accuracy.	Follow your program roster closure protocol for all classes that occurred during the blackout period.	In the COVLC, update rosters with any batch enrollments or cancellations that occurred during black out period.	Ensure that new local agency hires and community partners register in the COVLC following how-to instructions on the VDSS COVLC Information website .
Check transcript for accuracy by comparing the COVLC transcript to the transcript saved from the KC. (Allow a week for training staff to update attendance from KC blackout period).	Check your COVLC training calendar for accuracy. Compare to the calendar saved from the KC. Newly added courses should also appear on respective trainer calendars.	Follow your program roster closure protocol for all classes that occurred during the blackout period.	Check access to direct report transcripts. Follow instructions on the VDSS COVLC Information website .
Check your COVLC learning plan to ensure there are no changes to enrollment in upcoming classes.	Report any errors or inaccuracies discovered in your trainer calendar by submitting a VCCC Help Desk ticket.	Check to ensure that all upcoming classes on the schedule are posted accurately in the COVLC. Add any newly scheduled classroom events to the COVLC that were not previously in the KC.	Check access to direct report transcripts.
Online training is now available in the COVLC. Complete required e-learning as needed. Check to ensure that completion of online training is documented on your transcript. Print or save completion certificates.		Check all trainer course approvals in COVLC for accuracy. Compare to the list generated from the KC.	Remind all direct report staff members to check enrollment, complete eLearning prerequisites, and attend scheduled training.