

School Certifying Official (SCO) Handbook/KnowVA (KM)

1. **Can the SCO Handbook versions start including the effective date?**

Yes, the current edition includes a date as will future versions.

2. **Will the additional training include improvement of the SCO handbook, and will the training do a better job of synching with the handbook so that it can be better used as a handbook/reference?**

Yes, one of our objectives is to maintain a current and up-to-date SCO handbook.

3. **Will we be notified when changes occur to the handbook platform and if so, how?**

Your Education Liaison Representative (ELR) will be notified of any changes to the handbook and will disseminate this information to you. There will be an announcement listed on the home page of the KnowVA KM Solution, and there will also be an updated message to the VA Once News Flash.

4. **Where is the handbook located?**

The [SCO handbook](#) is currently located at https://www.benefits.va.gov/gibill/school_training_resources.asp

5. **Are the updates to the handbook currently updated or pending the new system?**

The updates mentioned during the Webinar and regarding Dual Certification are effective now.

6. **When is the roll-out date for this new platform and handbook?**

Currently available at <https://www.knowva.ebenefits.va.gov>.

7. **Has the TA section been revised or is it going to be revised?**

The Tuition Assistance is going to be revised and the revised information will be disseminated via KM solution.

8. **Will there be some basic training modules for work-study students?**

Basic training modules have not been developed for work-study students. Work-study students are not required to complete annual training since they cannot be designated as designated SCOs. However, training will be online and available to anyone who would like to take and receive credit for it.

9. **Is the KM Solution available to non-SCOs?**

Yes, the KnowVA KM Portal is an internet site, so the information is available to anyone.

10. **Will there be a change log in the new SCO KM to track changes that are made?**

We will maintain archived copies of all versions of the SCO handbook and when updates are made, we will ensure this information is posted to the KnowVA KM Solution page under "Announcements."

11. **What is the current edition of the handbook? I have 5.3 /5th edition.**

The current edition, which is on the GI Bill website, is Revision 5.6 (5th Edition).

12. **If an SCO finds an error in the handbook will we be able to submit the information to someone for correction?**

If an SCO finds an error in the handbook, it should be submitted to their ELR of jurisdiction,

13. **In the new format of the SCO Handbook, will there still be a download/PDF version?**

Yes, users can print to a local or network printer or to pdf from the portal. At the bottom right of each article there are options to provide article feedback, email, add to favorites and to print.