

VA-ONCE

1. Will SCOs be able to certify correspondence training via VA-ONCE at some point?

Yes, but we do not have a definitive timeline.

2. VA-ONCE needs to have an area that the SCO can identify, by week (Sun-Sat), how many hours per THAT week the program is scheduled for, there are many programs that the hours change from week to week and are long programs that go over holidays etc...

VA-ONCE is an electronic version of VA Form 22-1999. The school should certify in VA-ONCE the same way they would on a paper 1999.

An option for reporting scheduled variance is to enter the standard term dates with the scheduled clock hours per week. In the remarks, enter each weekly variance. E.g. Term 09/04/17- 10/13/17 15 clock hours \$600.00. Remarks: Weekly schedule 09/4-9/9= 15 hrs., 9/10-9/16= 15 hrs., 9/17-9/23= 20 hrs., 09/24-09/30= 20 hrs., 10/1-10/7= 15 hrs., 10/8-10/13= 20 hrs.

Another option is to enter each week as a separate term.

09/04/17- 09/09/17 15 clock hrs. T&F charged for this period
09/10/17- 09/16/17 15 clock hrs. T&F charged for this period
09/17/17- 09/23/17 20 clock hrs. T&F charged for this period
09/24/17- 09/30/17 20 clock hrs. T&F charged for this period
10/01/17- 10/07/17 15 clock hrs. T&F charged for this period
10/08/17- 10/13/17 20 clock hrs. T&F charged for this period

NOTE: It is best to report the Tuition and Fees charged each week to ensure the proper entitlement is charged. If entered as above, entitlement will be charged for the original period in a lump and then for each additional period.

If a program is measured in clock hours, benefits are paid based on clock hours of attendance per week. The beginning date, ending date, and number of clock hours a student is scheduled to attend each week must be reported. If clock hours per week vary and the benefit amount is affected, the variance must be reported for calendar weeks, Sunday through Saturday, between the beginning and ending dates.

Do not submit adjustments for absences allowed within the school's approved attendance policy. You may not extend enrollment for students who need additional hours simply because of absences. However, if a student failed a portion of the course and has to repeat it, that portion may be re-certified as long as the student continues to meet the Standards of Progress.

Full-time measurement is 18 clock hours if classroom instruction predominates and 22 clock hours if shop practice predominates. The clock hour measurement for all approved programs measured and paid by clock hours is listed in the Web Enabled Approval Management System (WEAMS).

- 3. VA-ONCE should automatically let the SCO know if the END date and the number of hours per week do not exceed the approved hrs. for the course.**

There is an enhancement request to prevent Non-College Degrees (NCDs) from certifying over the number of approved hours, but the development has not yet begun.

- 4. Can VA-ONCE be updated so that veterans receive a confirmation email when SCOs submit certifications?**

This capability is in VA-ONCE now. SCOs can enable it on the School data page.

- 5. Are these VA systems updates going to fix the inability for LTS to tell VA-ONCE what a claimants remaining entitlement is?**

This is an enhancement we have been working on for some time. Yes, we will show the remaining entitlement for chapter 33 students, but the implementation date is TBD.

- 6. What improvements are being discussed for VA-ONCE?**

We are currently working on changes due to the Colmery Act.

- 7. Will VA-ONCE be available for those of us who use Google Chrome rather than Outlook?**

The VA Test environment is Internet Explorer. We are unable to test with other browsers, so cannot guarantee they will work.

- 8. Are you accepting/soliciting input from the field for suggested improvements to VA-ONCE and to the training?**

You may make enhancement requests for VA-ONCE as well as suggestions for training at any time through your Education Liaison Representative ([ELR](#)). It should be noted system enhancements may require funding and changes necessitated by legislation are given priority. The National Training Team – Compliance considers suggestions from SCOs when determining topics for training and webinars.

- 9. My school has been waiting for the approval for VA-ONCE since September, any updates on how long it takes?**

Generally, access is granted within 3-5 business days. You may wish to follow-up with your [ELR](#) regarding your approval status.

10. How does one get access to VA-ONCE if they have not completed the 40- hour current training & has a potential VA prospective student apply before the new training begins?

The 40-hour online training is no longer required. Section 305 of the Colmery Act established training requirements for new SCOs at covered institutions. SCOs designated on or after August 1, 2018, are given 14 days to complete the training, however, they may be granted access to certify enrollments to VA prior to completing the training. SCOs designated on or after August 1, 2019, will be required to complete new SCO training before being allowed to certify students. Please contact your [ELR](#) for specific questions regarding training requirements and VA-ONCE access.

11. I submitted the VA 22-8794 late last week. Might you know how long until I hear back, and once I do, may I begin entering the data in VA-ONCE?

Turnaround time for VA Form 22-8794 should be within two weeks. However, if the process takes longer it is recommended you talk to your ELR directly. Your [ELR](#) will determine based on received information your access/training needs.

12. Can a student "opt-out" while still receiving benefits?

Yes. Opting out does not affect their ability to receive benefits