Below are tasks that should completed before, during, and after the time the Knowledge Center (KC) is unavailable (known as the blackout period). Whether you are a trainer, course manager, supervisor, employee or community partner, use the chart below to determine which tasks you should complete and when. For additional information, visit the VLC website.

Tasks to complete before the Blackout Period (Blackout Period begins November 1)

Users	Trainers	Course Managers/Training Admin.	Directors/ Supervisors/ Agency Reps.
Enroll in desired classes scheduled during the blackout period and several weeks beyond.	Print or save your KC training calendar. Make a notation of location addresses and room assignments.	Review training schedule and ensure that all classes have been posted accurately in KC.	Print or save organizational lists and progress reports.
Complete eLearning courses, prerequisites and suggested modules for any upcoming classes.	Shortly before the blackout period begins, print or save rosters of all classes occurring during and a couple of weeks beyond the blackout period.	Shortly before the blackout period begins, save rosters of all classes occurring during and a couple of weeks beyond the blackout period.	**Supervisors**: Print or save direct report transcripts.
Print or save your transcript and desired certificates.	Email reminders to participants for classes occurring during the blackout period.	Review and document enrollment numbers for accurate course preparation.	Remind all direct report staff members to follow the VLC preparation instructions.
Check your profile for accuracy including contact information, manager and organization. Update if necessary.	Email participants any special class instructions needed during the blackout period.	Ensure that all rosters are closed for classes ending prior to blackout date.	
Save enrollment confirmation letters for all classes you will be attending during blackout period.		Print or save list of trainers' course approvals.	
Save location information for any classes you will be attending during blackout period.			
For documentation of upcoming training, print or save your learning plan, which is found under My Workspace.			

Tasks to complete <u>during</u> the Blackout Period

Users	Trainers	Course Managers/Training Admin.	Directors/ Supervisors/ Agency Reps.
Refer to saved/printed enrollment confirmation and location information for class attendance.	Maintain hard copy of all rosters with accurate attendance documentation. It may be helpful to maintain Supervisor Information forms for each class as well.	Maintain electronic version of each roster with manual enrollments and cancellations. Communicate changes in enrollment to trainers and training center staff.	Remind all direct report staff members to attend training or make enrollment changes by calling or emailing the program affiliated with the course in question.
Make any enrollment changes by calling or emailing the program affiliated with the course in question.	Ensure that any added names are legible and include an email address and agency.		

Tasks to complete <u>after the launch</u> of the Virginia Learning Center

Follow the steps below to ensure that employee profile information, transcripts, and other information transferred correctly during the upgrade

Users	Trainers	Course Managers/Training Admin.	Directors/ Supervisors/ Agency Reps.
Log into the new VLC 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 VLC, update rosters with any batch enrollments or cancellations that occurred during black out period.	Ensure that new hires register in the VLC system.
Check transcript for accuracy by comparing the VLC transcript to the transcript saved from the KC. (Allow a week for attendance from black out period to be updated).	Check your VLC training calendar for accuracy. Compare to the calendar saved from the KC.	Follow your program roster closure protocol for all classes that occurred during the blackout period.	Access organizational and progress reports and compare to the KC reports generated prior to the blackout.
Check your VLC learning plan to ensure there are no changes to enrollment in upcoming classes.	Submit help desk tickets for any errors or inaccuracies discovered.	Check to ensure that all upcoming classes on the schedule are posted accurately in the VLC.	Check access to direct report transcripts.
Submit help desk tickets for any errors or inaccuracies discovered in your user profile or transcript.		Check all trainer course approvals in VLC for accuracy. Compare to the list generated from the KC.	Submit help desk tickets for any errors or inaccuracies discovered.
		Submit help desk tickets for any errors or inaccuracies discovered.	