



U.S. Department of Veterans Affairs

VA Flight Conference

Briefed by: Education Service

Date: June 2026



FACCS Resources

Institutions of Higher Learning with Flight Programs

Foundations, Approval, Certification, & Compliance Surveys



Agenda



INTRODUCTIONS



FOUNDATIONS



BREAK



APPROVAL



RESOURCES



BREAK



Q&A

FACCS

SCO Resources

Who to contact, when



Choose **VA**

VA



U.S. Department
of Veterans Affairs

Education Liaison Representatives (ELRs)

Education and Training

Education Liaison Representatives

Education Liaison Representatives cannot answer direct inquiries from Veterans or their dependents.

Inquiries should be directed to the Education Hotline, 888-GIBILL-1 (888-442-4551), or [Ask VA](#).

United States and Territories

AL-IL	IN-NE	NV-RI	SC-Vet Tec
Alabama	Indiana	Nevada	South Carolina
Alaska	Iowa	New Hampshire	South Dakota
Arizona	Kansas	New Jersey	Tennessee
Arkansas	Kentucky	New Mexico	Texas
California	Louisiana	New York	Utah
Colorado	Maine	North Carolina	Vermont
Connecticut	Maryland	North Dakota	Virginia
Delaware	Massachusetts	Ohio	Washington
District of Columbia	Michigan	Oklahoma	West Virginia
Florida	Minnesota	Oregon	Wisconsin
Georgia	Mississippi	Pennsylvania	Wyoming
Hawaii	Missouri	Philippines	Foreign Schools
Idaho	Montana	Puerto Rico	Federal Approvals
Illinois	Nebraska	Rhode Island	VET TEC 2.0

Contact your Education Liaison Representatives (ELRs) for:

- ❖ Updating Certifying Officials via VA Form 22-8794
- ❖ Questions about reporting student enrollments and related changes
- ❖ 85/15 reporting matters
- ❖ Clarification of WEAMS 22-1998 reports



SCO Hotline



CUSTOMER SUPPORT



TROUBLESHOOTING



PROBLEM SOLVING

The SCO Hotline connects you directly to Education Case Managers who can answer and resolve most SCO-level questions.

Hours: Monday – Friday, 7:00 a.m. – 5:00 p.m. CST

Contact the Hotline for:

- ❖ Status of Tuition and Fee payments or Yellow Ribbon payments
- ❖ Explanation of school debt for individual students
- ❖ Hardship cases

To get the number:

Contact your ELR or use Chatbot Billie inside Enrollment Manager

IMPORTANT: This number is strictly confidential.

Do not share it with students.

Ask VA (AVA)

Ask VA

Get answers to your questions about VA benefits and service. You should receive a reply within 7 business days.

How to start

You can use Ask VA to ask a question online. You can ask about education, disability compensation, health care and many other topics.

Ask a question or read a reply from VA

You need to sign in to ask a question about yourself, a family member or another Veteran. This form takes about 10 to 15 minutes to complete.

Signing in also lets you track your question and read a reply from VA when it's ready.

Sign in with a verified account

You'll need to sign in with an identity-verified account through one of our account providers. Identity verification helps us protect all Veterans' information and prevent scammers from stealing your benefits.

Don't yet have a verified account? Create a [Login.gov](#) or [ID.me](#) account. We'll help you verify your identity for your account now.

Not sure if your account is verified? Sign in here. If you still need to verify your identity, we'll help you do that now.

[Sign in or create an account](#)

[Learn about creating an account](#)

Ask VA (ask.va.gov) is a secure, trackable way to submit questions and documents to VA.

Who can use it:

- ❖ Designated School Certifying Officials (SCOs)
- ❖ Read-Only SCOs
- ❖ VA beneficiaries

To use AVA, you need:

- ❖ A VA.gov account
- ❖ Verified identity (ID.me or DS Logon)

Note: Do not submit documents through AVA that are required to go through the Education File Upload Portal.

State Approving Agencies (SAAs)

Contact your SAA:

- ❖ Program revisions or adding new programs
- ❖ Catalog updates
- ❖ School address changes
- ❖ Accreditation changes
- ❖ Change of ownership



VA Education Call Center

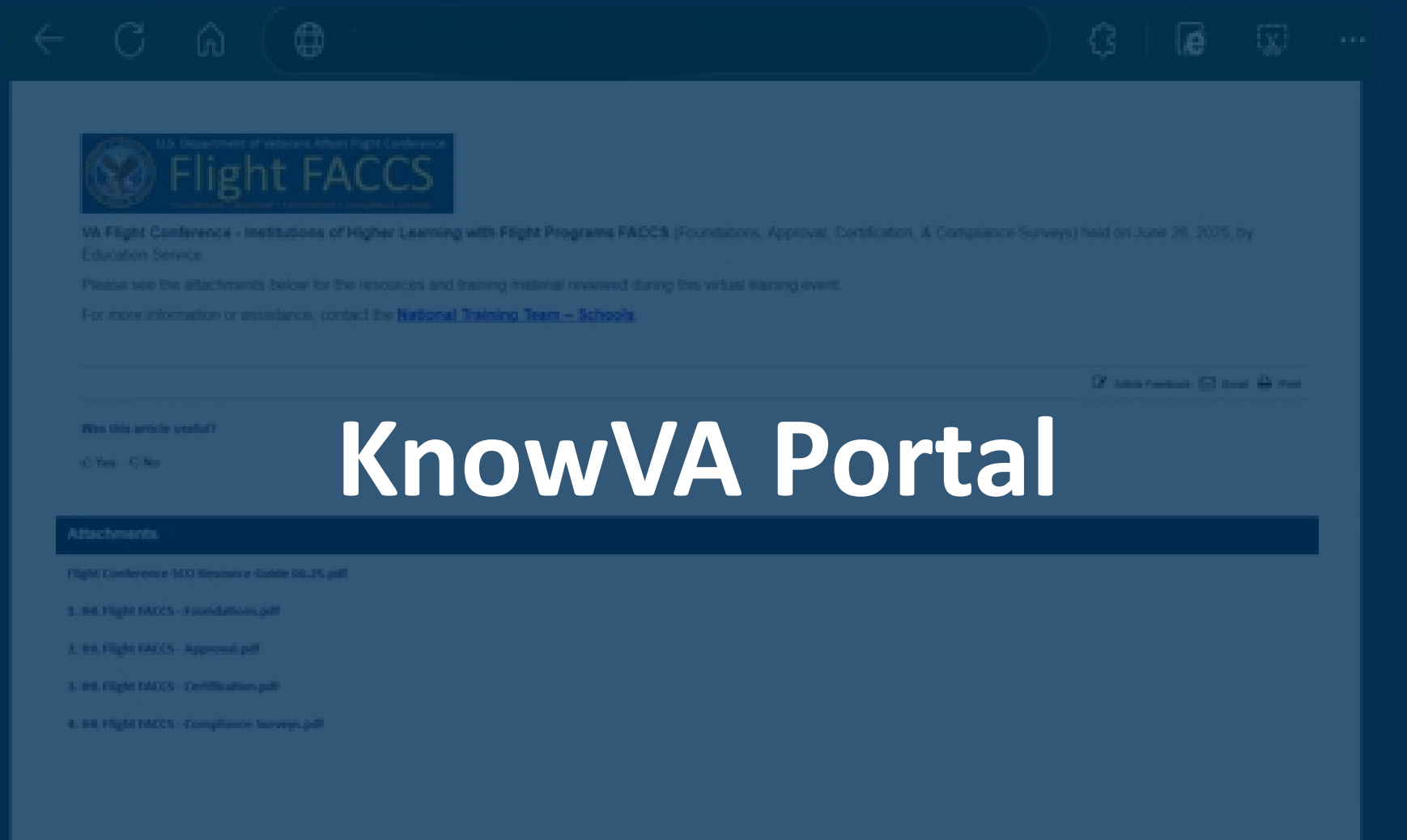


Toll-Free Number: 1-888-442-4551 (888-GIBILL-1)
Hours: Monday – Friday, 7:00 a.m. – 6:00 p.m. CST
Automated System: Available 24/7

Located in Muskogee, OK

The automated system can provide:

- ❖ Benefit information
- ❖ Application guidance
- ❖ Last benefit payment dates
- ❖ Payment amounts



Choose **VA**

VA



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Overview of the KnowVA Portal

Education Service

https://www.knowva.ebenefits.va.gov/system/templates/selfservice/va_ssnew/help/customer/locale/en-US/portal/55440000001018/topic/55440000001926/Education-Service

Topics

Burial & Memorial

Compensation and Pension

eBenefits

Education Service

Fiduciary Program

VBA Loan Guaranty Service (LGY)

Life Insurance

Outreach, Transition, and Economic Development

Stakeholder Enterprise Portal

Veteran Readiness and Employment

Enrollment Manager

FAQs

Manuals

School Certifying Official Information

School Information

Webinars and Training

The **Know VA Portal** is the National Training Team-Schools repository for SCO training content and resources.

You can access training content under **“Topics”** by selecting **“Education Service”** (shown on the left) and it will display the below folders or you can hover over the words **“Education Service”** and the same folders will pop-out for you to select.

Search within this topic

Type your question or search term here

Search Topic

- Education Service
- Enrollment Manager

FAQs

Manuals

School Certifying Official Information

School Information

Webinars and Training

Topic Folders and Content Folders

Enrollment Manager

 EM FAQs

 EM User Guide



EM System Guide

FAQs

 **Not Updated**

Manuals

 M22-3

 M22-4

School Certifying Official Information

 SCO Handbook

 SCO Resource Matrix

School Information

 National Training Team-
Schools Forms

*(SCO Conference Panel
Request Form)*

Webinars and Training

 85/15

 Flight Training

 Office Hours



Webinars

Location of Flight Training

Education Service

Education Service

- Enrollment Manager
- School Certifying Official Information

- FAQs
- School Information

- Manuals
- Webinars and Training

No Articles Available



Webinars and Training

Education Service > Webinars and Training > Flight Training

- IHL Flight
- Vocational Flight

No Articles Available



Downloading Flight Content



VA Flight Conference - Institutions of Higher Learning with Flight Programs FACCS (Foundations, Approval, Certification, & Compliance Surveys) held on June 26, 2025, by Education Service.

Please see the attachments below for the resources and training material reviewed during this virtual training event.

For more information or assistance, contact the [National Training Team – Schools](#).

Article Feedback Email Print

Was this article useful?

Yes No

Attachments

Flight Conference SCO Resource Guide 06.25.pdf

1. IHL Flight FACCS - Foundations.pdf

2. IHL Flight FACCS - Approval.pdf

3. IHL Flight FACCS - Certification.pdf

4. IHL Flight FACCS - Compliance Surveys.pdf

Downloads



What do you want to do with Flight Conference SCO Resource Guide 06.25 (1).pdf?

Open

Save as

Save



Choose **VA**

KnowVA Portal

VA



U.S. Department
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Locating the SCO Handbook & Resource Matrix

Education Service

Education Service

Enrollment Manager

School Certifying Official Information

FAQs

School Information

Manuals

Webinars and Training

No Articles Available

School Certifying Official Information

Education Service > School Certifying Official Information

School Certifying Official Handbook

SCO Resource Matrix

More articles in topic "School Certifying Official Information"

6 articles available

Employer's Certification Handbook On-The-Job Training & Apprenticeship Programs

Updated Jul 22, 2025

This online handbook is written for employers and sponsors** (private or public), offering on-the-job or apprenticeship training (OJT/APP) to eligible Veterans, their beneficiaries, reservists and guardsmen

SCO Resource Matrix

SCO Resource Matrix

Education Service > School Certifying Official Information > SCO Resource Matrix

More articles in topic "SCO Resource Matrix"

2 articles available

Getting Started

Updated May 16, 2025

School Certifying Official (SCO) Resource Page

School Certifying Official (SCO) Resource Page

Article ID: 554400000300543

Updated Feb 04, 2026

Updating Certifying Officials; VA Form 22-8794

You can use the Education File Upload Portal to upload VA Form 22-8794; this form is used to designate new certifying officials.

- Primary Resource(s)
[Education File Upload Portal](#)
- Additional Assistance
[ELR Contact Mailbox](#)

Enrollment Manager Technical Guidance

For questions on how to use Enrollment Manager to submit enrollments, changes, and monthly certificates, you can reference the Enrollment Manager User Guide.

- Primary Resource(s)
Enrollment Manager [User Guide](#)

Certification Guidance

For questions regarding certification of beneficiaries of VA education benefits, you can reference the SCO Handbook.

- Primary Resource(s)
[SCO Handbook](#)

Certification Guidance for OJT & Apprenticeship Programs

For questions regarding certification of beneficiaries using VA benefits while training in OJT or Apprenticeship programs, you can reference the Employer's Certification Handbook.

- Primary Resource(s)
[Certification Handbook | On-The-Job Training & Apprenticeship Programs](#)



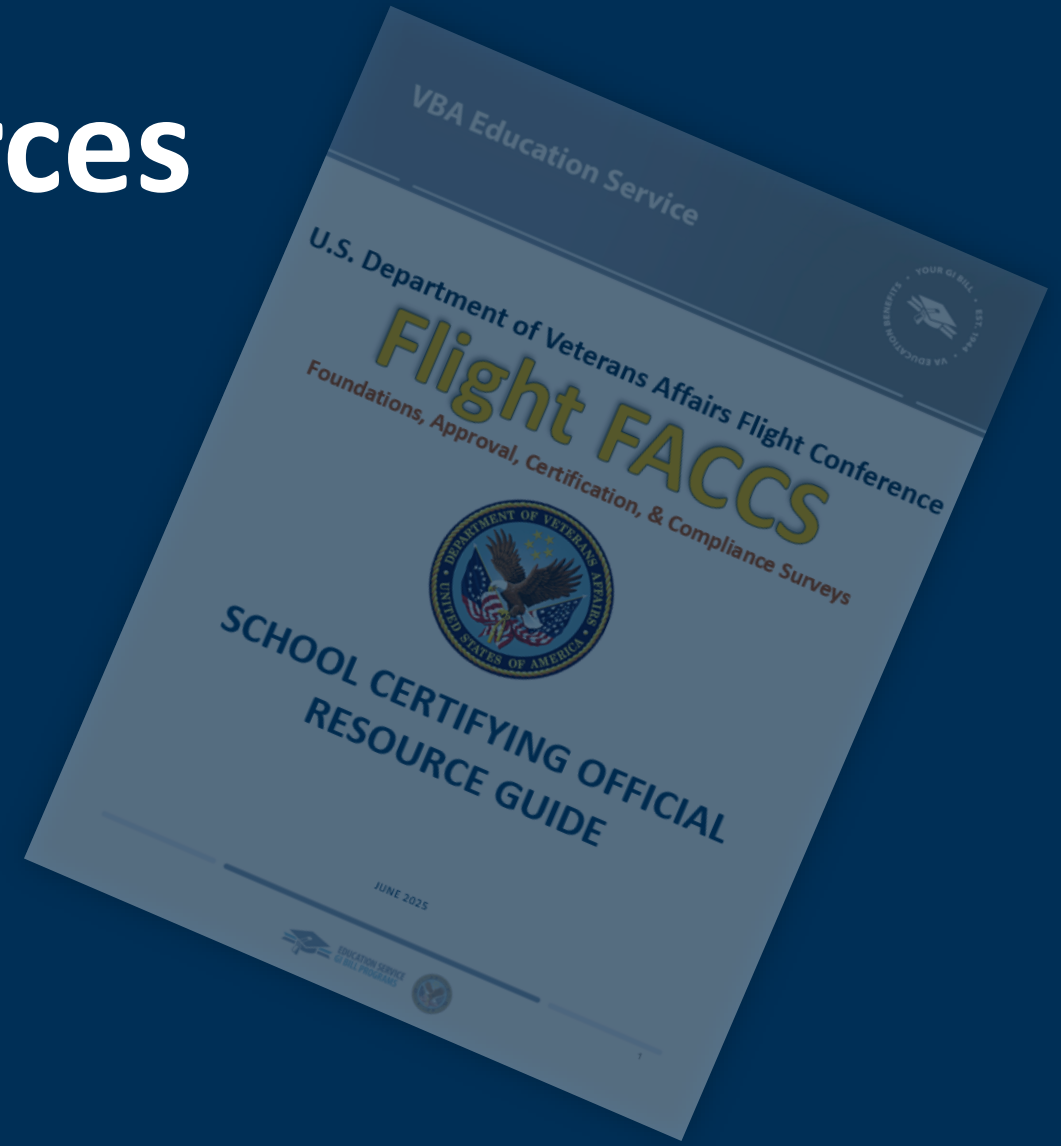
Choose **VA**

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Other Helpful Resources & Contacts



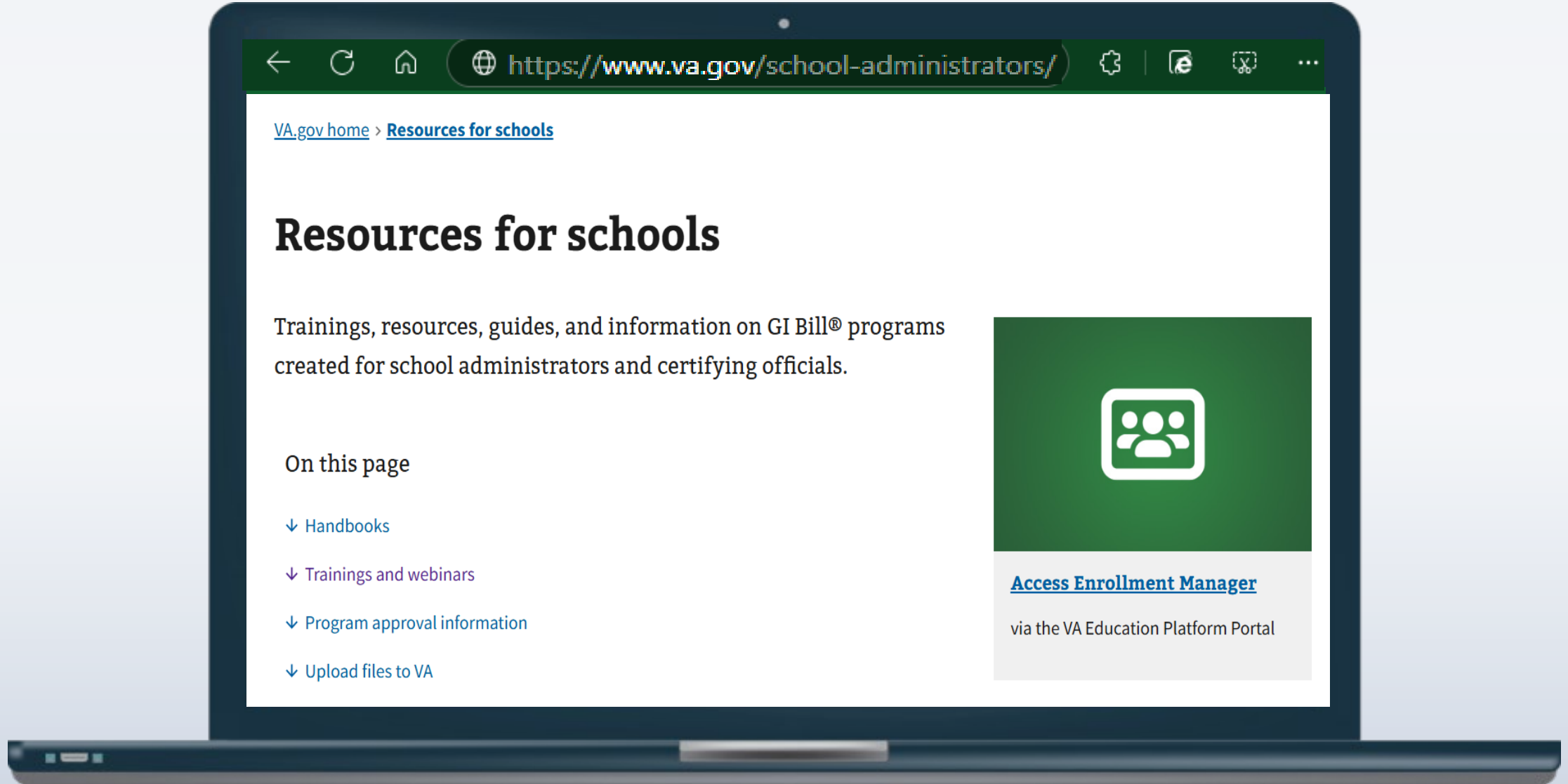
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Resources for Schools Page



VA Education File Upload Portal & Accepted Forms

Link: [Education File Upload Portal](https://www.my.va.gov/EducationFileUploads/s/)

Links to Accepted Forms

[VA Form 22-8794](#) – Designation of Certifying Officials with training certificate(s).

EFT and Tax ID Update Must be on organization letterhead.

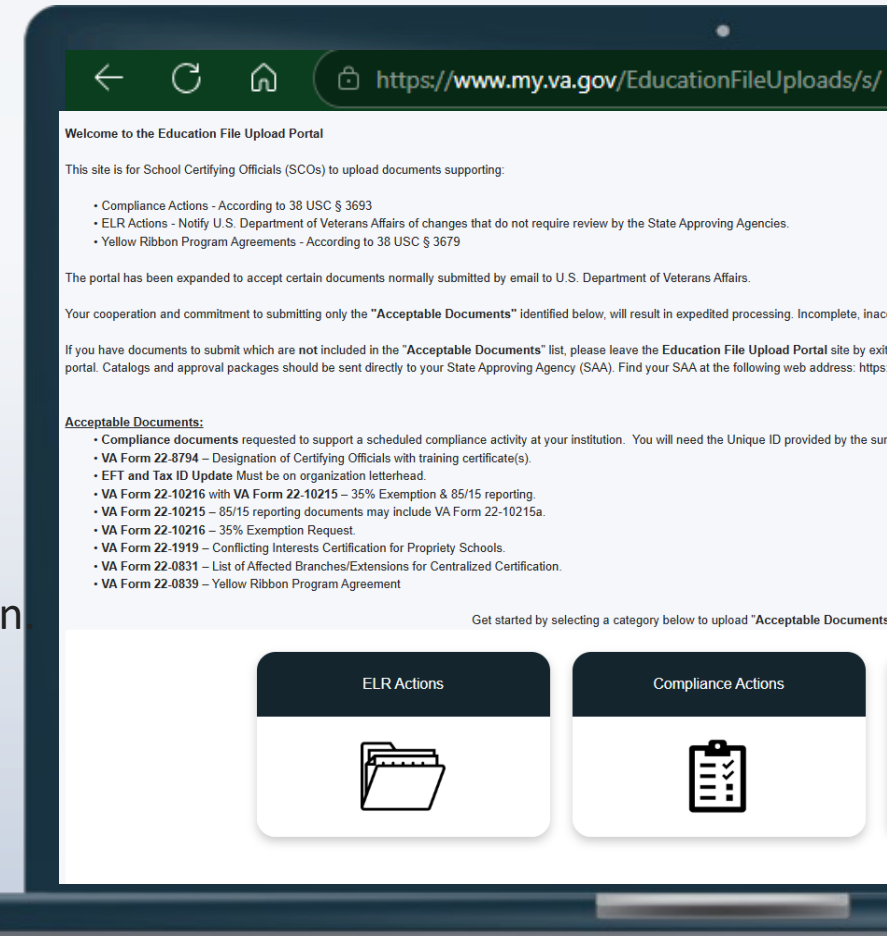
[VA Form 22-10215](#) – 85/15 reporting documents may include VA Form 22-10215a.

[VA Form 22-10216](#) – 35% Exemption Request.

[VA Form 22-1919](#) – Conflicting Interests Certification for Propriety Schools.

VA Form 22-0831 – List of Affected Branches/Extensions for Centralized Certification

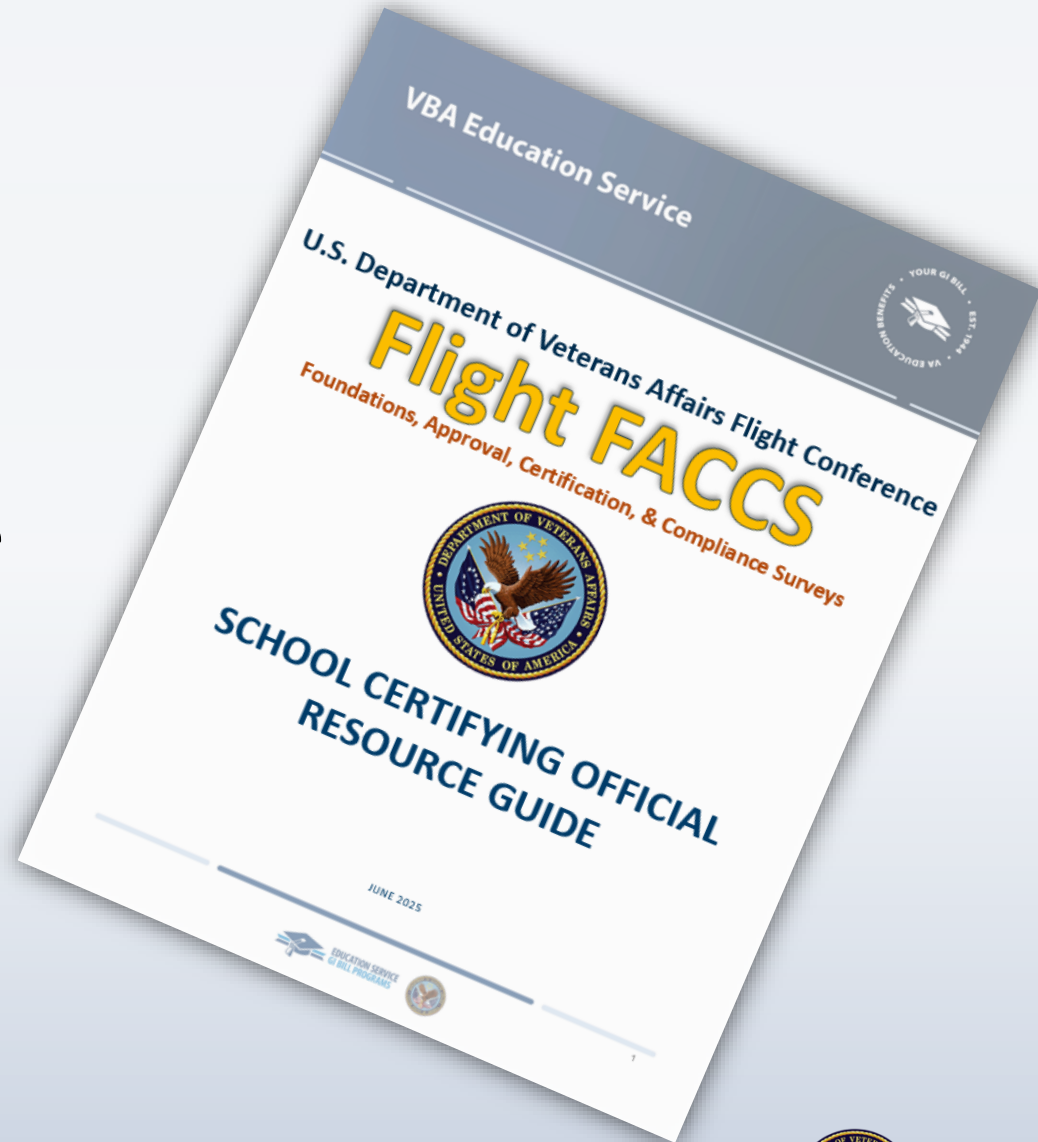
[VA Form 22-0839](#) – Yellow Ribbon Program Agreement



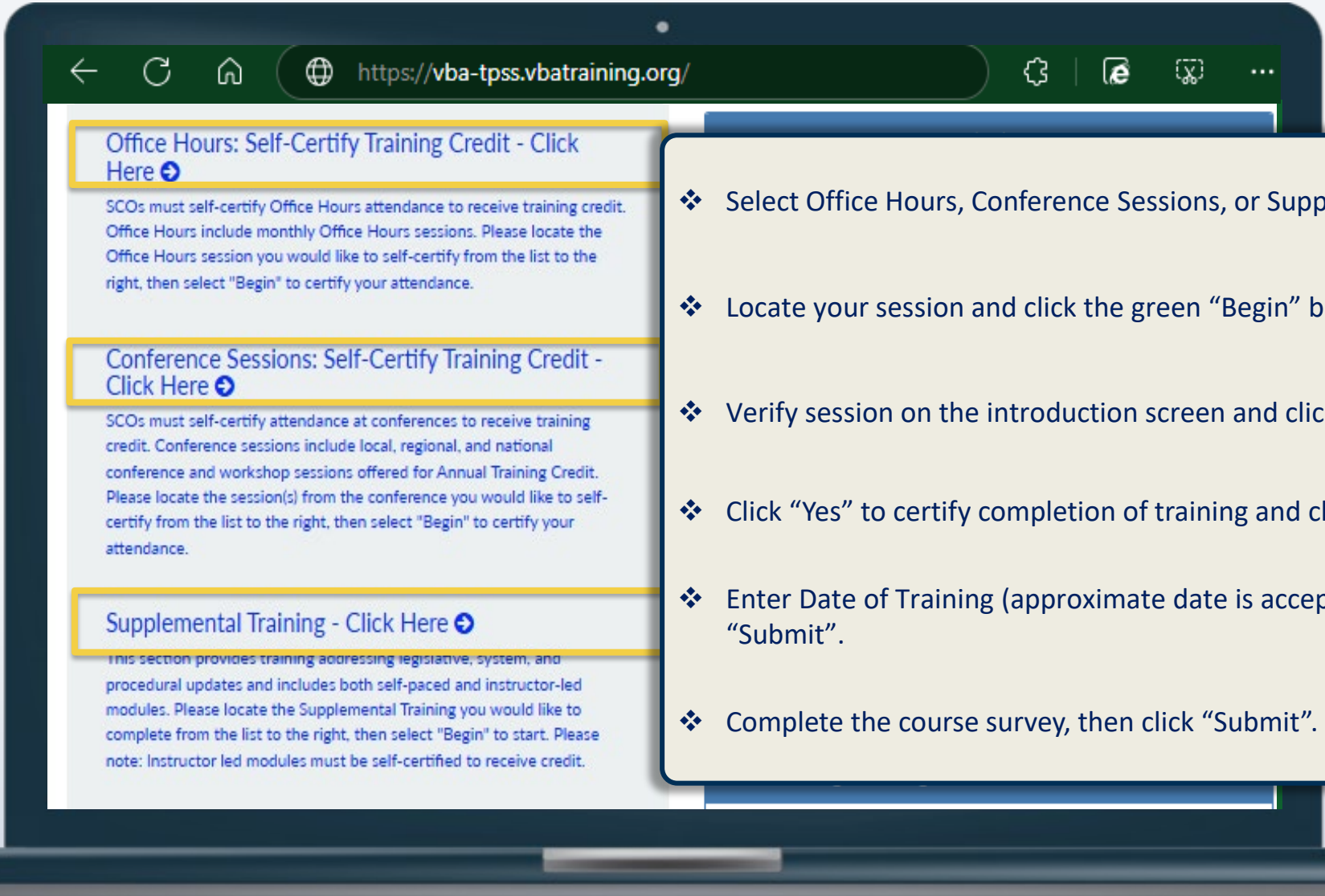
SCO FACCS Resource Guide

Includes:

- Flight program terminology
- Federal Aviation Regulations
- Helpful FAA resources
- Key legal references from conference
- Helpful online resources
- VA Forms
- Contact information



Self-Certify Training Attendance



The screenshot shows a web browser with the URL <https://vba-tpss.vbatraining.org/>. The page has three main sections, each with a yellow border and a blue arrow icon:

- Office Hours: Self-Certify Training Credit - Click Here**
SCOs must self-certify Office Hours attendance to receive training credit. Office Hours include monthly Office Hours sessions. Please locate the Office Hours session you would like to self-certify from the list to the right, then select "Begin" to certify your attendance.
- Conference Sessions: Self-Certify Training Credit - Click Here**
SCOs must self-certify attendance at conferences to receive training credit. Conference sessions include local, regional, and national conference and workshop sessions offered for Annual Training Credit. Please locate the session(s) from the conference you would like to self-certify from the list to the right, then select "Begin" to certify your attendance.
- Supplemental Training - Click Here**
This section provides training addressing legislative, system, and procedural updates and includes both self-paced and instructor-led modules. Please locate the Supplemental Training you would like to complete from the list to the right, then select "Begin" to start. Please note: Instructor led modules must be self-certified to receive credit.

Overlaid on the right side of the screenshot is a yellow box containing a list of six steps:

- ❖ Select Office Hours, Conference Sessions, or Supplemental Training.
- ❖ Locate your session and click the green "Begin" button.
- ❖ Verify session on the introduction screen and click "Continue."
- ❖ Click "Yes" to certify completion of training and click "Submit".
- ❖ Enter Date of Training (approximate date is acceptable) and click "Submit".
- ❖ Complete the course survey, then click "Submit".

In the chat....



What resource do you use the most?

or

Which resource has saved you the most headaches and why?

Quick Reference



Choose **VA**

VA



U.S. Department
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[Enrollment Manager](#)

[Enrollment Manager FAQs](#)

[Enrollment Manager User
Guide](#)

[ID.me Help Center](#)

[Login.gov Support](#)

[EDU Mailing List Sign up](#)

[EDU Mailing List Archive](#)

[Contact your ELR](#)

[Contact your SAA](#)

[AskVA](#)

[Education File Upload
Portal](#)

[VA Forms](#)

[SCO Handbook](#)

[KnowVA](#)

[Resource for Schools
Webpage](#)

[Training Requirements](#)

[SCO Training Portal](#)

[Office Hours & Webinars](#)

[Office Hours FAQs](#)

[NTT-S YouTube Playlist](#)

[VA Debt Management
Center](#)

[National Training Team –
Schools Mailbox](#)

[GI Bill Comparison Tool](#)

[About GI Bill Benefits](#)

[How to use GI Bill Benefits](#)

TAKE A BREAK

Return:



FACCS

Field Notes & Hangar Talk

SCOs sharing practical advice, lessons learned, and tips.

Field Notes

Advice from Experience SCOs

- ❖ Communicate
- ❖ Build your network
- ❖ Create organized folders
- ❖ Know your program
- ❖ Use recurring reminders and checklists
- ❖ Ask questions and connect with other SCOs



What do you wish you knew earlier?

Bookmark the
SCO Handbook.

Document
everything.



Build Your Crew

Network

Ask
Questions

Connect





Q & A

ASK US A QUESTION !

thank you



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