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Governor

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STATE INSTRUCTION NUMBER 24-08

To: Local Workforce Area Administrators
SC Works Operators
DEW Area Directors
DEW Regional Managers

Subject: **SC Works Training Center Policy**

Issuance Date: March 24, 2025

Effective Date: Immediately

Purpose: To provide guidance regarding the SC Works learning management system (LMS): the SC Works Training Center.

Background: A LMS is a software application for the administration, documentation, tracking, reporting, automation, and delivery of educational courses, training programs, or learning development programs. The software lets you create, deliver, and report on training courses and programs. The Department of Employment and Workforce (DEW) has developed the Workforce Learning Office (WLO) to manage a LMS for the SC Works system: the SC Works Training Center.

The SC Works Training Center can be accessed at: scworkslearningcenter.noverant.com. The SC Works Training Center centralizes training and technical assistance materials for staff, fostering consistency, quality training, and professional development. The vision for this system is to ensure the continuous improvement of the SC Works centers and to support the shared vision of "no wrong door" for customers seeking assistance. The SC Works Training Center serves as a platform for staff development and cross-training, ensuring all staff are equipped to provide comprehensive support to customers.

To this end, trainings will be developed and provided on the LMS consistent with DEW's Technical Assistance Plan. The Technical Assistance Plan is developed in alignment with the WIOA State Plan and after stakeholder feedback. Additional trainings may be included on the SC Works Training Center, if appropriate. Questions regarding training in alignment with the Technical Assistance Plan, or any additional training requests, may be directed to SCWorksTraining@dew.sc.gov.

Policy: The SC Works Training Center is managed and administered by the WLO staff, who grants appropriate accounts to LMS managers and users to enable trainings and duty completion within their assigned areas. SC Works center staff, including all partner staff, are responsible for the completion of education, training, and learning development, as assigned by their LMS Manager. This obligation to complete training assigned by their LMS Manager on the SC Works Training Center does not supersede any obligations that SC Works center staff have to their own employers.

LMS Managers can be any of the following:

- SC Works Center Operators
- Designated State-level DEW staff or partner agency staff
- Designated SC Works partner staff
- Local Workforce Development Area (LWDA) administrators
- SCWOS Coordinators
- DEW Regional Managers
- Other staff, as appropriate

LMS Managers may be appointed by the LWDA Administrator, DEW Area Directors, and the WLO. The WLO may remove LMS Manager privileges from any LMS Manager who violates any portion of this instruction or by request of their LWDA Administrator for all SC Works center partner staff or DEW Area Director for all DEW SC Works center staff.

In the SC Works Training Center, local LMS Managers are responsible for adding user accounts, assigning training, monitoring staff usage through both automated and customized reports, and inactivating accounts. Once a new staff member has been onboarded, the LMS Manager adds a new user account at the learning level and ensures that the staff member can successfully complete the assigned training. At minimum, all SC Works Training Center user profiles must include the following information: Employee Name (First Name, Last Name), Username, and Email.

NOTE: For DEW employees, their SCEIS ID number must be used as the employee's username.

When a staff member is no longer employed in a position that would require an LMS account, the LMS Manager must inactivate the user account from the SC Works Training Center no later than three (3) business days after the individual's last day. The removed account will be listed as inactivated.

With the permission of the LWDA Administrator or DEW Area Director, as appropriate, the LMS Manager may designate new managers by emailing the WLO at scworkstraining@dew.sc.gov. The

LMS Manager must provide the appointee's name and a method of contact. The WLO then contacts the appointee to schedule the necessary training for LMS Manager system access and creates the LMS Manager account or grants manager privileges to a current LMS account holder. The LMS Manager does not have the authority to remove manager accounts or revoke manager privileges to an account.

The WLO conducts bi-annual reviews of active manager and user accounts. The WLO staff maintains a list of personnel with access to the SC Works Training Center via system logs to ensure that only those with explicit permission are granted accounts. Local LMS Managers must validate their user lists and confirm via email the accuracy of the staff user accounts they are responsible for managing. On the same schedule of the bi-annual review, the WLO staff also review local LMS Manager accounts and assigned privileges.

NOTE: Personally Identifiable Information (PII) must never be stored or entered into the SC Works Training Center. PII is all information that can be used to distinguish or trace an individual's identity, either alone or when combined with other information that is linked or linkable to a specific individual. If PII is entered into or found in the system, the WLO must be notified immediately at SCWorksTraining@dew.sc.gov.

Action: Please ensure that all appropriate staff receive and understand this policy.

Inquiries: Questions may be directed to WorkforcePolicy@dew.sc.gov.

Nina Staggers

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