



COMMONWEALTH of VIRGINIA

Sandra J. Adams
Commissioner

Department of Agriculture and Consumer Services
Division of Consumer Protection
Office of Weights and Measures

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TO: Service Agencies/Technicians

FROM: Joel Maddux, Program Manager, Office of Weights and Measures
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SUBJECT: On-Line Service Technician Training Classes

The Law requires that every service technician applying for renewal must present, as part of his or her application, proof of completion of a valid course of training. Training courses are valid for three years. Pursuant to Virginia's Weights and Measures Service Agencies and Technicians Law (Law), (Va Code §3.2-5707), the Virginia Department of Agriculture and Consumer Services is offering online service technician training courses for those seeking renewal of their service technician license. The online training course is for renewal only and is not a substitute for the initial classroom training required for new service technicians.

All service technicians that have not completed a classroom course since January 1, 2016 are required to complete the online training course or if they so choose, the classroom course again prior to December 31, 2018. Service technicians that have completed the classroom course since January 1, 2016 will need to complete the online course within three years of the year in which they completed the classroom course. Applications for renewal of a service technician license **will be denied** unless proof of completion of a course of training approved by the Commissioner within three years of the date of renewal is provided with the application.

Instructions for accessing the service technician courses online are attached. **You must print the certificate of completion at the end of the course and mail the certificate with your application for renewal.** Please note that while the certificate is valid for three years a copy must be mailed with your renewal application each year. Those that have taken the classroom course since January 1, 2016 will need to provide the date of completion on the application so our Office may check the rosters.

If you have any questions, you may contact joel.maddux@vdacs.virginia.gov, Florence.votava@vdacs.virginia.gov, owm@vdacs.virginia.gov or (757) 859-6593.

HOW TO ACCESS THE ONLINE SERVICE TECHNICIAN TRAINING

- Enter <https://covlc.virginia.gov/Default.aspx> in your web browser. Please use Internet Explorer as the browser to avoid possible service disruptions.
- Click the “need an account” button
- A screen will appear that allows you to choose a domain from the drop-down list. You must choose “OWM-Office of Weights and Measures Service Technicians” from the list. Then select “ok”.
- Fill out the web form that appears. You will need to pick a user name and password as well as enter information in the fields marked with a red asterisk. Click the “organization” button in the middle of the form. A new box will appear. Click “search” without entering any information. The organization “OWM-Office of Weights and Measures Service Technicians organization will appear next to the path “Dept of Agri-Cons Services-P (301).” Click the button next to this organization then click save.
- You will return to the create account page. Finish filling in the form, only the fields with the asterisk are needed. After you are complete, click create.
- You will receive a message that your request was sent and you will receive access permission once approved.
- Wait for an email to the address you entered that grants you access to the system.
- Once access is granted, go to the same website in the first bullet above. Click the log in button and use your username and password that you created to access the system.
- Once you have accessed the Virginia Learning Center, click on the “Catalog” button in the blue strip at the top of the screen. This will take you to a search function. Type “service technician” in the search for box and click “search”.
- The first two results that should come up are “2018 Service Technician Meter Training – Office of Weights and Measures” and “2018 Service Technician Scale Training – Office of Weights and Measures”. Please select the appropriate one for your field of work. You may need to take both.
- You will then see a screen with a blue button that says “Open Item” under the title of the course. Click that “Open Item” button.
- A separate window will appear and there will be two columns. In the left hand column you will see the title of the course. Double click this title. The course will then appear in the right hand column.
- Take the course by scrolling through the slides using the “previous” and “next” buttons. Make sure you pay close attention to the items in red.
- At the end of the course there will be a 10 question quiz. You must score at least an 80% to pass the course. Once complete, click the “Finish” button. Once done you may exit the course by clicking the “x” in the top right hand corner.
- A screen will appear with a message that you have completed the item. **Make sure you click “View Certificate” and print the certificate out. You must print the certificate and send in a copy with your application.**