**(VSR VIP Pre-D) Telephone Development**

**List of Changes**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Change** | Pages/PPT # affected | | | | **Date of Change** |
| LP | HO | AK | PPT |
| Removed duplicate reference | 5 |  |  |  | 12/08/2015 |
| Removed reference of VSCM Call Addendum December 2013 regarding Formal Finding letter and change to M21-1 **III.iii.2.I.4.a** |  |  |  | 12 | 12/08/2015 |
| Removed practical exercise from lesson plan and replace as practical exercise answer key | 1, 23 |  |  |  | 12/08/2015 |
| Removed practical exercise from student handout replace as practical exercise | 1, 15 |  |  |  | 12/08/2015 |
| Added TMS course number and updated slide numbering to match PPT. | 2, 22, 23 |  |  |  | 12/22/2015 |
| Updated template of PPT |  |  |  | X | 1/08/2016 |
| Updated references to section | X | X |  | X | 1/08/2016 |
| Rearranged organization of material | X | X |  | X | 1/08/2016 |
| Created new PO (rearranged slide order) |  |  |  | X | 1/19/2016 |
| Created new lesson plan (to match PPT) | X |  |  |  | 1/19/2016 |
| Created new student handout (to match PPT/LP) | X |  |  |  | 1/29/2016 |
| Removed Topic 2 on Customer Service Skills. Benefits Assistance Service has appropriate training for public contact. | X | X | X | X | 1/02/2016 |
| Added metadata | X | X | X | X | 4/26/2016 |
| Updated date | X | X | X | X | 8/15/2016 |
| Update references | X | X |  | X | 8/15/2016 |
| Revised entire lesson to conform with manual updates | X | X |  | X | 8/15/2016 |
| Updated references | X | X |  | X | 12/06/2016 |
| Updated date | X | X | X | X | 12/06/2016 |
| Updated references, date, and material content | X | X |  | X | 9/14/2018 |
| Reviewed and revised entire lesson to conform with manual updates | X | X |  | X | 3/01/2019 |
| Updated date | X | X | X | X | 3/2020 |
| Corrected or updated references | X | X |  | X | 3/2020 |
| Renumbered handout pages in lesson plan to match handout | X |  |  |  | 3/2020 |
| Replaced old version of VA Form 21-0845 with new version dated SEP 2016 |  | X |  |  | 3/2020 |
| Removed VSR Challenge from title page and added VSR VIP Pre-D | X | X | X | X | 9/2020 |
| Updated date to September 2020 | X | X | X | X | 9/2020 |
| Updated Objectives: Removed “Challenge” from 1st and 2nd objective | X | X |  | X | 9/2020 |
| Changed 2nd Objective from ‘Specify” to Describe | X | X |  | X | 9/2020 |
| Removed (Report of Contact) from 3rd Objective as the form is called Report of General Information | X | X |  | X | 9/2020 |
| Changed 5th Objective from “Understand” to Summarize” and changed “challenging” to “difficult” | X | X |  | X | 9/2020 |
| Changed “challenging” to “difficult | 15 | 8 |  | 17,18 | 9/2020 |
| Updated all “VBMS” to “VBMS CORE | X | X |  | X | 9/2020 |
| Updated all manual hyperlinks | X | X |  |  | 9/2020 |
| Updated VA Form 21-0845 from Version SEP 2016 to APR 2020 |  | X |  |  | 9/2020 |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |