Pension and Fiduciary Service Instructor-led Training Guide

Lesson Title	Reviewing Court Documents
TMS Item Number	VA 4219532
Learning Hours	2.0
Target Audience	Mandatory: Trainee Legal Instruments Examiners Trainee Field Examiners Trainee Fiduciary Service Representatives

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U.S. Department of Veterans Affairs

Lesson Description

This course teaches fiduciary personnel how to recognize various types of court documents and the procedures for handling court documents for beneficiaries in or out of the fiduciary program.

Lesson Objectives

Using the appropriate manual and regulatory references and handouts, learners will be able to do the following:

- Identify common court titles, roles and terminology
- Recall common court documents and actions to take upon receipt
- Communicate procedures for Veteran beneficiaries
- Understand procedures for non-Veteran beneficiaries

Lesson References

- 38 CFR 14.705, Authority to file petitions for appointment of fiduciaries
- FPM I.1.B.2, Request for Appointment of a Fiduciary, Custodian, or Guardian
- FPM II.1.C.7.d, Use of a Court Restricted Blocked Account for Court Appointed Fiduciaries
- FPM II.2.B.1, General Information on Corporate Surety Bonds
- M21-1 III.iv.8.A.1.a, Jurisdiction for Competency Determinations
- M21-1 III.iv.8.A.5.b, Determining When a Competency Rating Is Needed After a Decree by a Court

Materials and Aids

Lesson materials available in the VBA Learning Catalog:

- Reviewing Court Documents PowerPoint Presentation
- Reviewing Court Documents Instructor Guide

Training Area and Tools

The following are required to ensure the trainees are able to meet the lesson objectives:

- Classroom or private area suitable for participatory discussions
- Seating, writing materials, and writing surfaces for trainee note taking and participation
- Casework to utilize for demonstration and practical exercises
- Computer with VBMS access and PowerPoint software to present the lesson material

Trainees require access to the following tools:

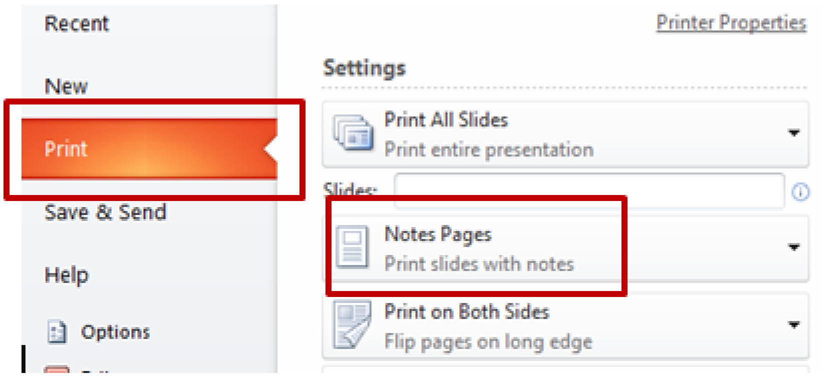
- VA Talent Management System (TMS) to complete the survey
- Pension and Fiduciary Service – Fiduciary Knowledge Management Site
- VBMS
- Beneficiary eFolder

Pre-Planning

- ☐ Become familiar with all training materials by reading the Instructor-led Training Guide and PowerPoint slides (including the instructor speaking notes in the notes area below each slide) and their association to the presentation. Preparation will provide you the opportunity to see the connection between all lesson materials, which will allow for a more structured presentation during the training session.
- ☐ Practice is the best guarantee of providing a quality presentation. At a minimum, do a complete walkthrough of the presentation to practice coordination between the lesson materials, demonstration, and to ensure your timing is on track with the length of the lesson.
- ☐ Make appropriate training room reservations and accommodations.
- ☐ Ensure the instructor computer and overhead projector work properly.
- ☐ Talk to people in your office who are most familiar with this topic to collect experiences that you can include as examples in the lesson.
- ☐ This lesson plan belongs to you. Feel free to highlight headings, key phrases, or other information to help the instruction flow smoothly. Feel free to add any notes or information that you need in the margins.

Printing PowerPoint Instructor Notes

In preparation for the training, print the PowerPoint to include the instructor notes. In PowerPoint, select the following: ***File > Print > Notes Page***. Also, select ***Print on Both Sides*** if you printer allows it to save paper.



Training Day

- ☐ Arrive as early as possible to ensure access to the facility and computers.
- ☐ Become familiar with the location of restrooms and other facilities that the trainees will require.
- ☐ Test the computer and projector to ensure they are working properly.
- ☐ Before class begins, open the PowerPoint presentation to the first slide. This will help to ensure the presentation is functioning properly.
- ☐ Make sure that the instructor has login access to any other necessary programs and VBA systems for any demonstration(s).
- ☐ The instructor completes a roll call attendance sheet or provides a sign-in sheet to the students. Forward the attendance record to the Regional Office Training Manager when complete.

Survey

Remind the trainees to complete the survey in TMS to receive credit for completion of the course. The survey provides Pension and Fiduciary Service with feedback and satisfaction on the lesson.

Questions and Comments

Please contact the Pension and Fiduciary Service – Fiduciary Training Staff with any questions or comments on this Instructor-led Training Guide or the other materials associated with the lesson at PFTNGQUALOVRST.VBACO@va.gov.