



PENSION AND FIDUCIARY SERVICE

PMC VSR Advanced Core Course
Phase 5: Stages of a Claim
Part 4: Prepare Decision Notice

Prepare the Decision Notice Knowledge Check

Trainee Guide

May 18, 2017

Version 1.0

**Prepare the Decision Notice Knowledge Check
Trainee Guide**

Prepare the Decision Notice Knowledge Check

Knowledge Check Overview

Topic	Description
Time Estimate:	1.5 hours
Purpose of the Knowledge Check:	This Knowledge Check is part of the entry-level course for PMC VSRs. The purpose of this Knowledge Check is for you to apply the knowledge you learned from Lesson 1: Prepare the Decision Notice to create a Personal Computer Generated Letter (PCGL) decision notice informing the claimant of grant, denial, or adjustment of benefits.
Prerequisite Training Requirements:	Prior to taking the Prepare the Decision Notice Knowledge Check, you must complete the entry-level course of the PMC VSR Core Course Phases 1–4, PMC VSR Advanced Core Course Phase 5, Parts 1-3, and Part 4, Lesson 1: Prepare The Decision Notice. Refer to the Master Course Map learning aid for a list of lessons.
Target Audience:	This lesson is for entry-level PMC VSRs.

**Prepare the Decision Notice Knowledge Check
Trainee Guide**

Topic	Description
Lesson References:	<ul style="list-style-type: none"> • Master Course Map learning aid • M21-1 I.2.A (General Information on Due Process) • M21-1 I.2.B (Notice of Proposed Adverse Action) <ul style="list-style-type: none"> ○ M21-1 III.v.2.B.1.a-m (Notification Requirements) ○ M21-1 III.v.2.B.2 (Special Requirements for Visually Impaired Veterans) ○ M21-1 III.v.2.B.3 (Decision Notices Containing Federal Tax Information (FTI)) ○ M21-1 III.v.2.B.5 (Exhibit 1: Sample Decision Notice – Grant of Entitlement to Veterans Pension) ○ M21-1 III.v.2.B.6.a-c (Exhibit 2: Sample Decision Notice – Denial of Entitlement to Veterans Pension) • M21-1 III.vi.8.1 (Changes to the Law or Department of Veterans Affairs Issue) <ul style="list-style-type: none"> ○ M21-1 III.vi.8.1.b (Provisions of 38 CFR 3.114(a) on Eligibility for Retroactive Benefits) • M21-1 V.iii.1.A.4.d (Retroactive Effect Dates to Pension Due to Liberalizing Law) • PCGL User Guide • Processing a Grant of Benefits job aid • Processing a Denial of Benefits job aid • Reader-Focused Writing (RFW) Manual
Technical Competencies:	<ul style="list-style-type: none"> • VBA Applications (PMC VSR) • Processing Claims (PMC VSR)
Knowledge Check Objective:	<ul style="list-style-type: none"> • Create decision notice. <ul style="list-style-type: none"> ○ Apply reader-focused writing principles. ○ Compose decision notice letter.
What You Need:	<ul style="list-style-type: none"> • Trainee Guide • Master Course Map learning aid • Access to VBA intranet

**Prepare the Decision Notice Knowledge Check
Trainee Guide**

Topic	Description
	<ul style="list-style-type: none"> • Your assigned instructor’s email address. • Access to the following VBA systems in academy mode: <ul style="list-style-type: none"> ○ VBMS ○ PCGL • Access to the following job aids: <ul style="list-style-type: none"> ○ PCGL User Guide ○ Processing a Denial of Benefits job aid ○ Processing a Grant of Benefits job aid ○ Reader-Focused Writing (RFW) Manual • Local instructions on PCGL: <ul style="list-style-type: none"> ○ Templates ○ PCGL autotext location ○ How to use local PCGL autotext • Access to Catherine Abel claim located in VBMS within academy mode to create the decision notice. Also located in Appendix A: Catherine Abel claim (TRA-57-6817). • Access to Appendix B: Decision Notice Evaluation and Remediation Checklist • Access to email to send the decision notice you created to your assigned instructor.

PowerPoint Slides	Notes
<p>Welcome to the Prepare the Decision Notice Knowledge Check</p> <p>Your objective is to prepare a decision notice letter using the PCGL system based on simulated case documents and VBMS-A screens in academy mode.</p>	

**Prepare the Decision Notice Knowledge Check
Trainee Guide**

PowerPoint Slides	Notes
<p>Prepare the Decision Notice Knowledge Check Overview</p> <ul style="list-style-type: none">• You are encouraged to use your notes, trainee guide, references, and job aids to prepare your decision notice letter.• Once you have completed the decision notice letter, you will receive individualized feedback from your assigned instructor at the end of the knowledge check.• Upon completion of this knowledge check, you should feel confident in your knowledge to prepare a decision notice via PCGL.	
<p>Prepare the Decision Notice Knowledge Check Instructions (1 of 2)</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Access the following job aids:<ul style="list-style-type: none">▪ Processing a Grant of Benefits▪ Processing a Denial of Benefits▪ PCGL User Guide▪ RFW Manual▪ Local templates▪ Local auto text	

**Prepare the Decision Notice Knowledge Check
Trainee Guide**

PowerPoint Slides	Notes
<ul style="list-style-type: none">○ Access the trainee guide for manual references.	
<p>Prepare the Decision Notice Knowledge Check Instructions (2 of 2)</p> <ul style="list-style-type: none">• Instructions:<ul style="list-style-type: none">○ Access the Catherine Abel claim (TRA-57-6817) located in VBMS and the corresponding screens in VBMS-A.○ Access the PCGL system.○ Prepare the decision notice letter using PCGL.○ Submit completed decision notice letter via email to your assigned instructor for evaluation and feedback.• Time Allowed: 30 min.	