



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

Lesson Plan

May 18, 2017

Version 1.0

**Prepare the Decision Notice Knowledge Check
Lesson Plan**

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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 the PMC VSRs to apply the knowledge 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, trainees 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.

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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 Denial of Benefits job aid • Processing a Grant 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"> • Lesson Plan • Master Course Map learning aid • Slides

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	<ul style="list-style-type: none"> • Projector • Access to VBA intranet • Additional assigned instructors to achieve a 1:4 instructor/trainee ratio to evaluate the decision notice letter, and provide feedback and remediation to the trainee. <ul style="list-style-type: none"> ○ Plan to assign one instructor to every four trainees. ○ Ensure trainees have their 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 from VSR Assistant: <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. • Access to Appendix A: Catherine Abel claim (TRA-57-6817). • Access to Appendix B: Decision Notice Evaluation and Remediation Checklist. • Ensure to save an electronic copy of Appendix B: Decision Notice Evaluation and Remediation Checklist to provide the trainee with individual feedback on his/her decision notice letter. • Access to email to receive the decision notices from trainees.

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Instructor Notes

The purpose of this knowledge check is to assess trainees' ability to perform the tasks required to prepare a decision notice letter using the PCGL system based on simulated case documents and VBMS-A screens in academy mode. Once the trainees complete the decision notice letter, you and your supporting instructors will evaluate trainees' decision notice, providing feedback and any necessary remediation using the supplied Decision Notice Evaluation and Remediation Checklist within this document.

PowerPoint Slides	Instructor Activities
<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>	<p>DISPLAY slide</p> <p>1. "Welcome to the Prepare the Decision Notice Knowledge Check"</p> <p>READ the objective of the knowledge check information on the slide to the trainees.</p>
<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>DISPLAY slide</p> <p>2. "Prepare the Decision Notice Knowledge Check Overview"</p> <p>READ the knowledge check overview on the slide to the trainees.</p>
<p>Prepare the Decision Notice</p>	<p>DISPLAY slide</p>

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PowerPoint Slides	Instructor Activities
<p>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 ○ Access the trainee guide for manual references. 	<p>3. "Prepare the Decision Notice Knowledge Check Instructions (1 of 2)"</p> <p>READ the knowledge check instructions on the slide to the trainees.</p>
<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 	<p>DISPLAY slide</p> <p>4. "Prepare the Decision Notice Knowledge Check Instructions (2 of 2)"</p> <p>READ the knowledge check instructions on the slide to the trainees.</p> <p>INSTRUCT trainees to use the job aids and references as needed to create the decision notice via PCGL.</p> <p>REMIND trainees of the location of the PCGL User Guide for the steps to create a PCGL: http://vbaw.vba.va.gov/bl/21/publicat/Users/Index.htm#bmp</p> <p>REFER to Appendix A: Catherine Abel Claim for a copy of the Catherine Abel claim and corresponding VBMS-A screens.</p> <p>PROVIDE the trainees their assigned instructor</p>

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PowerPoint Slides	Instructor Activities
<p>and feedback.</p> <ul style="list-style-type: none"> • Time Allowed: 30 min. 	<p>and email address to email their completed decision notice letter for evaluation and feedback.</p> <p>ENSURE you save an electronic copy of Appendix B: Decision Notice Evaluation and Remediation Checklist to provide the trainee with individual feedback on his/her decision notice letter.</p> <p>DIRECT the trainees to email their completed decision notice letter to their assigned instructor for evaluation and feedback.</p> <p>ALLOW 30 minutes to complete the knowledge check.</p> <p>REFER to Appendix B; Decision Notice Evaluation and Remediation Checklist to evaluate each trainee's completed decision notice letter.</p> <p>Once you have completed your evaluation of the trainee's decision notice letter:</p> <ol style="list-style-type: none"> 1. EMAIL the completed Decision Notice Evaluation and Remediation Checklist back to the trainee. 2. PROVIDE individual face-to-face feedback whether the trainee met or did not meet a criterion within the decision notice letter for the Catherine Abel Claim. 3. PROVIDE the remediation within the corresponding row for any criterion that was unmet on the checklist. <p>ALLOW 30 minutes for instructors to evaluate the trainees' completed decision notice, and provide individual feedback and remediation to each trainee in their group.</p>