Pension and Fiduciary Service Instructor-led Training Guide

Lesson Title	Debts and Loans
TMS Item Number	VA 4411887
Learning Hours	1.0
Target Audience	Mandatory: Trainee Field Examiners Station-selected: All other fiduciary personnel

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Lesson Description

The purpose of this lesson is to provide students with an overview of how to document beneficiary and dependent debts and loans, explain the difference between VA debts and non-VA debts, discuss the fiduciary role in resolving debts and loans, and provide guidance on how the field examiner may assist in explaining the paths to resolving VA debts.

Lesson Objectives

At the end of the lesson, the student will be able to do the following:

- Define debt and debt documentation requirements
- Explain VA and non-VA debts and loans
- Understand the fiduciary roles regarding debts and loans
- Explain paths for resolving VA debts

Lesson References

- FPM 2.D.3, *Financial Information of the Beneficiary*
- FPM 2.E.7, *Recovery of Overpayments or Illegal Payments*
- FPG, *Field Examination Interview*
- M21-1 III.vi.2.C*, Debt Collection*
- Debt Management website, *https://www.va.gov/DEBTMAN/index.asp*

Materials and Aids

Lesson materials available in the VBA Learning Catalog:

- Income and Retroactive Benefits PowerPoint Presentation
- Income and Retroactive Benefits Instructor-led Training 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 BFFS, Share, eFolder, and Knowledge Management access, and PowerPoint software to present the lesson material

Trainees require access to the following tools:

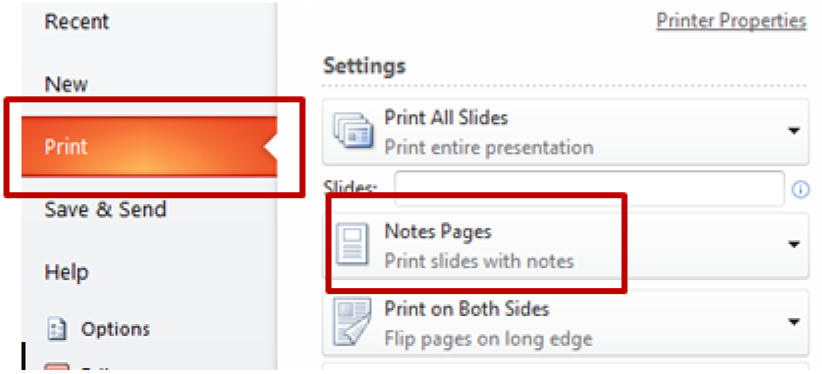
- VA Talent Management System (TMS) to complete the assessment and survey
- Pension and Fiduciary Service – Fiduciary Knowledge Management Site
- Beneficiary Fiduciary Field System - https://internalcrm.crm15.xrm.va.gov/BFFS/
- Beneficiary eFolder
- Share

Pre-Planning

- ☐ Become familiar with all training materials by reading the Instructor-led Training Guide and the PowerPoint slides (including the instructor speaking notes in the notes area below each slide) ahead of time. 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.
- ☐ Locate and prepare any live casework that can be utilized for demonstration and for student practice in the classroom for on-the-job training.
- ☐ Become familiar with the content of the various references and FPG articles listed in this guide and their association to the presentation.
- ☐ 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 your 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 and Assessment

Remind the trainees to complete the assessment and survey in TMS to receive credit for completion of the course. The assessment allows the participants to demonstrate their understanding of the information presented in this lesson and 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 FFE.VBACO@va.gov.