Pension and Fiduciary Service Instructor-led Training Guide

Lesson Title	Fiduciary Program Manual Field Examination Procedural Changes
TMS Item Number	VA 4505313
Learning Hours	2.0
Target Audience	Field Examiners

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Lesson Description

This course teaches learners to understand and use unscheduled field examinations as they related to accountings.

Lesson Objectives

By the end of this lesson, the learner will be able to do the following:

- Understand annual accounting requirements
- Understand how to complete an accounting
- Understand and utilize unscheduled field examination to assist with an accounting and/or unresponsiveness to VA requests.
- Appropriately document an unscheduled field examination for assistance with an accounting and/or unresponsiveness to VA requests

Lesson References

- 38 CFR 13.280, Accountings
- FPM 2.C.1, Reviewing Beneficiary Information Prior to the Field Examination
- FPM 2.D.4, Fiduciary Information for all Initial and Successor Initial Appointments
- FPM 2.D.6, Fiduciary Information for all Scheduled Field Examinations
- FPM 2.I.1, Field Examination Reports
- FPM 3.B.2, Accounting Submission Requirements
- FPM 3.C.4, Follow-up Activities Following Accounting Non-Receipt
- FPM 3.D.6, "Red Flag" Indicators of Misuse, Fraud or Improper Use
- FPM 3.F.1, Procedures When Approving an Accounting Is Not Possible Following Multiple Requests

Materials and Aids

Lesson materials available in the VBA Learning Catalog:

- Fiduciary Program Manual Field Examination Procedural Changes PowerPoint Presentation
- Fiduciary Program Manual Field Examination Procedural Changes Instructor-led Training Guide
- Case Scenario Documents:
    - 1 Disapproval Letter
    - 2 Disapproval Letter
    - 21-3537a, Field Examination Request
    - 21P-4703 Veteran J
    - 21P-4706b, 1st Accounting

- Bank statements collected by FE
- Bank statements submitted with accounting
- Contact request for accounting 0820
- Fantasy World Auto Dealers Receipt
- IA Budget Letter
- 21P-4706b, Blank

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/
- VBMS
- Share
- Beneficiary eFolder

Pre-Planning

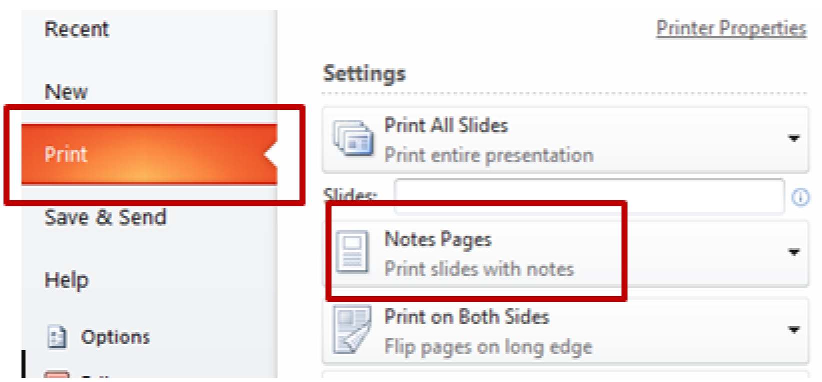
- ☐ Become familiar with all training materials by reading the Instructor-led Training Guide and the PowerPoint slides (including the instructor speaking notes in the notes area below each slide) ahead of time. Preparation will provide you the opportunity to see the connection between all lesson materials, 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

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.