

Slide 1 - Title Slide



VIP Course Coordinator Training  
PRE-D VSR CY20-PP17

Compensation  
Service

September  
2020

[Click Here  
to Begin](#)

Slide notes


Slide 2 - Welcome



# Welcome to VIP Course Coordinator Training



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## Slide 3 - Goals for this Training



## Goals for Today's Training

- Identify all tasks and responsibilities that must be completed by VIP Course Coordinators to ensure the successful execution of the VIP Training for VSRs
- Understand the roles and responsibilities of all RO designees in PRE-D VSR VIP Training in order to meet all requirements through collaborative and coordinated efforts



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Slide 4 - Training Agenda Outline



## Training Agenda Overview

- Administrative Responsibilities
- Daily Assessment Reviewer (DAR)
- Attendance
- Classroom Set-Up
- Instructor Support and Planning
- First Day of Classroom
- Live Claims Work
- Graduation



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## Slide 5 - Administrative Responsibilities



## Administrative Responsibilities

- RO Checklist (*VIP Playbook, Appendix E*)
  - Not all listed responsibilities belong to the Course Coordinator
  - Communicate with VSC leadership to ensure all responsibilities listed are being completed locally by designated persons
  - Due to COVID, no travel is occurring






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## Slide 6 - Daily Assessment Reviewer (DAR)




## Daily Assessment Reviewer (DAR)

- The RO has flexibility to assign this task to someone other than the Course Coordinator
- The RO will be provided step-by-step directions on this process
- Importance of reviewing daily assessments
- Portal link (*VIP Playbook, Classroom Training section*)






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## Slide 7 - Attendance




## Attendance

- Daily attendance includes:  
present, tardy, and absent/leave
- Should be documented daily on  
VIP SharePoint:
  - Additional Resources >  
Coordinator Resources
- Step-by-step process:
  - VIP SharePoint User Guide link > Course Coordinator  
Information





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## Slide 8 - Attendance



## Attendance (cont.)

- ROs should not approve leave during training unless:
  - for unexpected sick leave (SL) or
  - for an emergent reason
- If an employee is absent, the RO is responsible for assisting the employee with catching up on missed classes or practical application time
  - If an employee misses more than one day, the RO must provide notice to Jennifer Parkin explaining the plan to help the employee make up the missed training.
  - If the absence extends more than two days, OTM/OFO/Comp Service will make a joint decision based on the facts and circumstances of whether the employee may continue or if the employee will need to be dropped and registered for a future class.



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## Slide 9 - Classroom Set-Up 1



## Classroom Set-Up

- Virtual Classroom Platform
  - Ensure platform for virtual classroom (Skype/Webex/TEAMS) has been decided upon (*coordinate with RO leadership*)
  - Suggestion: Record classroom instruction
    - If functionality is available, consider recording classroom instruction to be available for trainees who may miss the training for that day



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## Slide 10 - Classroom Set-Up 2



## Classroom Set-Up (cont.)




- Reasonable Accommodations
  - Check VIP SharePoint for posted Reasonable Accommodations (RAs)
  - Step-by-step process:
    - VIP SharePoint User Guide link > Course Coordinator Information
  - Ensure approved RAs are implemented (*coordinate with VSC leadership and HR*)



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Slide 11 - Instructor Support 1



## Instructor Support and Planning



- Schedule and Course Assignments
  - Pre-D VSR VIP CY20-PP17 classroom schedule is located:
    - Compensation Service Training Homepage as linked in the VIP SharePoint
      - [http://cptraining.vba.va.gov/c&p\\_training/VSR/vsr\\_entry.htm](http://cptraining.vba.va.gov/c&p_training/VSR/vsr_entry.htm)

**VSR Info**

[Register NEW VSR](#)

[VSR Roster](#) | [VACO Roster Review](#)

[VSR Training Schedule](#) ←



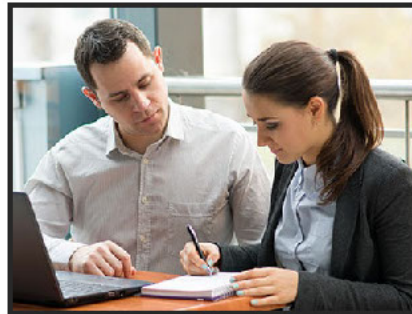
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## Slide 12 - Instructor Support 2




## Instructor Support and Planning

- Assignments should be determined quickly (*coordinate with VSC leadership*)
  - This will give instructors time to prepare training materials and classroom demonstrations
  
- Back-up Instructors for Courses
  - Plan for potential illness or other circumstances
  - Assist with virtual training issues (loss of audio, primary instructor computer issues, managing chat box, etc)



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## Slide 13 - Instructor Planning 3




## Instructor Support and Planning (cont.)

- Instructor Materials
  - Materials for all instructor-led courses can be found in the VBA Learning Catalog (LC), to include:
    - Lesson Plan, PowerPoint Presentations (Visuals), Job Aids, Trainee Handout, and Answer Keys (password **V6r#Asdf**)
  - Demonstrations of live claims work and use of certain systems will need to be coordinated using claims work from the RO work queue
    - Systems needing demonstration: SHARE, VBMS, VBMS-A

(VSR Challenge) Supplemental Claims



| TMS ID     | Learning Hours | Last Updated |
|------------|----------------|--------------|
| 4500819 VA | 2              | 03/26/2019   |

Audience: VSR  
Design/Delivery: Instructor-Led



Related Links

- [TMS Direct Link](#)
- [Visuals](#)
- [Lesson Plan](#)
- [Handouts](#)
- [Answer Key](#)
- [List of Changes](#)



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Slide 14 - Instructor Support 4




## Instructor Support and Planning (cont.)

- Technology for Instructors
  - Ensure all instructors are knowledgeable in use of virtual platform (screen-sharing, managing chat box, recording if needed, etc)



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## Slide 15 - Instructor Support 5



## Instructor Support and Planning (cont.)

- Communication with Classroom
  - Plan time for direct communication with instructors concerning:
    - Classroom needs, challenges, difficulties
    - Any changes to schedule or other pertinent information
- VIP Instructor Training
  - Will be given by Compensation Service to all selected instructors September 9, 2020
    - Course Coordinators should attend for informational purposes



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## Slide 16 - First Day of Residency



## First Day of Classroom


- Welcome from VSC Leadership and/or Course Coordinators
  - Determine if VSC Leadership wishes to be present for first day (*coordinate with VSC leadership*)
  - Suggestions:
    - Discussion of Training Expectations
    - Points of Contact Information
    - Introduction of Instructors



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## Slide 17 - Classroom Tasks 1



## Live Claims Work

- Excluded Time
  - Must be entered by trainees and instructors in WATRS for all elements of training outside of processing live claims
  - Ensure process for excluded time is followed for daily entries (*VIP Playbook, Classroom Training section*)
- VBMS Assignment Rules
  - Ensure VBMS claims assignment rules are in place for all trainees
  - Partnering ROs should coordinate for guest trainees



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## Slide 18 - Classroom Tasks 2




## Classroom Tasks (cont.)

- Live Claims Work
  - Ensure instructors understand the process so they are providing correct guidance to the trainees (*VIP Playbook, section Classroom Training*)
    - *Local Mentor Review SII* (anchor)
    - *Secondary Signature* tracked item (review initiator)
  - If additional work is needed - review National Work Queue (NWQ) & local Auto Assignment Rules





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## Slide 19 - Classroom Tasks 3




## Classroom Tasks (cont.)

- Quality Review Process for Live Claims
  - Live claims reviews will be completed in QMS by instructors (*VIP Playbook, Classroom Training and QMS sections*)
  - Quality Review Procedures
    - Ensure instructors understand their role in helping trainees:
      - Make corrections as needed
      - Finalize claims work based on QR review
  - QMS Call:
    - Please review the recording from the previous QMS training





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## Slide 20 - Classroom Tasks 4



## Classroom Tasks (cont.)

- Pre-D Assessments
  - Pre-D Practice Assessment
    - Located in Schoolhouse under the tab labeled “Classroom: Weeks 5-6”, Word format document to be completed by trainees
    - An individual will need to review the answers with the trainees who will self-grade their work
  - Pre-D Final Assessment
    - Located in Schoolhouse under the tab labeled “Classroom: Weeks 5-6”, link to multiple choice test automatically graded when submitted
    - An individual will need to review the results with the classroom



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## Slide 21 - Classroom Tasks 5




## Classroom Tasks (cont.)

- End of Pre-Determination Student Evaluation
  - Also located in Schoolhouse under the tab labeled “Classroom: Weeks 5-6”, this survey is referred to as End of Pre-D Survey
  - Special guidance will need to be provided to the trainees for survey completion as the survey has space for individual instructor evaluation





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## Slide 22 - Graduation 1



# Graduation

- Certificates
  - Trainee Graduation Certificates
    - Create for each trainee completing VIP Training (*VIP Playbook, Appendix G*)
  - Instructor Graduation Certificates
    - Create for each instructor supporting VIP Training (*VIP Playbook, Appendix H*)
  - Suggestion:
    - Potentially email rather than print due to training being entirely virtual



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## Slide 23 - Graduation 2




## Graduation (cont.)

- Graduation Ceremony
  - ROs may choose to conduct a graduation ceremony
  - Local Keynote Speaker
    - Ensure local keynote speaker (VSC leadership) has been scheduled and confirmed




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## Slide 24 - Conclusion



## Conclusion

- Points of Contact
  - Located in VIP Playbook (*Points of Contact section*)
    - Office of Talent Management (OTM)
    - Compensation Service (213) Training
    - Compensation Service (214) Quality Assurance
    - National Work Queue (NWQ)
    - Workload and Time Records System (WATRS)
- Final Questions



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