



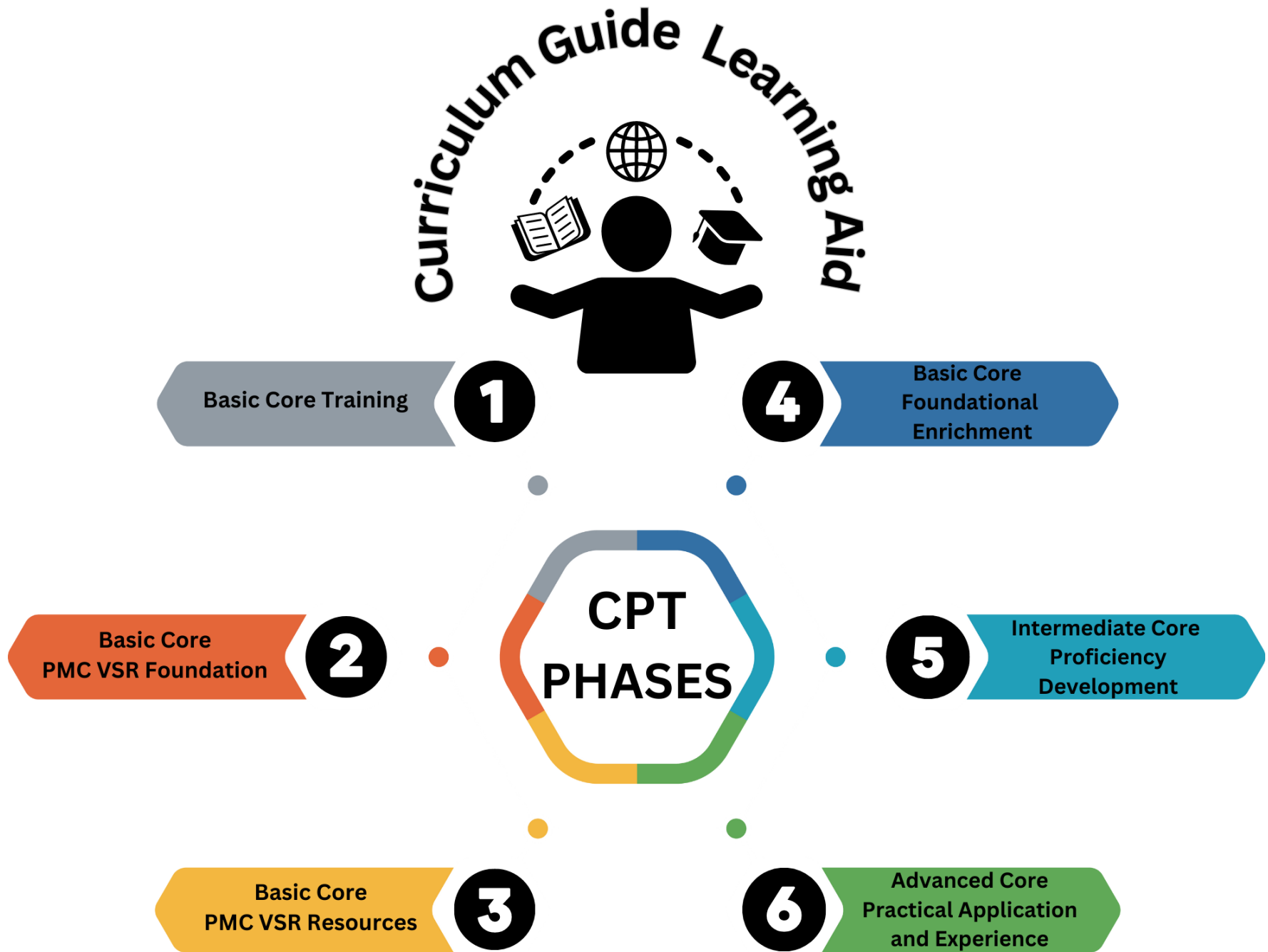
PENSION AND FIDUCIARY SERVICE

PMC VSR
Core Pension Training
(CPT)

Curriculum Guide Learning Aid

January 2024

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Overview of the Core Pension Training (CPT)

The Core Pension Training Curriculum (CPT) is a comprehensive training program designed to provide trainees with a structured learning experience. The curriculum progresses through six separate phases to accommodate different levels of expertise. These levels center on the following:

- Basic Core Training
 - Foundational Enrichment
- Intermediate Core Training
 - Proficiency Development, and
- Advanced Core Training
 - Practical Application and Experience

Foundational Enrichment Phase (Phases 1-4):

During the **Foundational Enrichment** phase, the aim is to offer comprehensive material that center on core concepts, theoretical frameworks, and principles relevant to the trainees' job functions. This segment is used to expose trainees to a wide range of concepts and practical applications for a more in-depth understanding of the content. With practical exercises and activities, trainees strengthen their competency levels and demonstrate their application of lessons learned.

Trainees are encouraged to use their analytical skills to engage with the instructors and develop decision-making skills. Emphases during this phase are placed on reinforcing foundational concepts, as well as to prepare the trainees for subsequent stages throughout their learning journey. Trainees not only gain foundational knowledge but are also afforded opportunities to expand and improve their skills. This segment equips the trainee to advanced towards the **Proficiency Development** phase and establish a stronger foundation for continuous learning and growth.

Proficiency Development Phase (Phase 5):

During the **Proficiency Development** phase, trainees' skills, knowledge and understanding of various topics are refined and strengthened. Throughout this phase, the knowledge level of the trainee is heightened, as the material centers on building technical skills, problem-solving, and decision-making. This phase qualifies the trainee to advanced towards the **Practical Application and Experience** phase and continue building a solid foundation for continuous learning and growth.

Practical Application and Experience (Phase 6):

Throughout the **Practical Application and Experience** phase, the emphasis is placed on practical application via a hands-on experience. Trainees will utilize scenarios, practice exercises, and claims to translate theoretical knowledge into practical skills. This phase provides comprehensive training on advanced topics using tools, techniques, and methodologies relevant to the topic. The aim is to transform the trainee into a subject matter expert.

About Knowledge Checks (Level 2 Assessments):

Level 2 Assessments are mandatory and are integrated into each course as the Knowledge Check (KC). To ensure trainees' understanding and retention of the material, each course include a KC section, which replaces the traditional lesson summary review. Level 2 Assessments are a key component of each course, replacing traditional lesson summary reviews by offering real-time feedback to further enhance the learning experience. This tool serves as a comprehensive assessment that gauges the trainees' grasp

of the content. Trainees must access the assessment portal, when prompted, to complete the KC before the lesson summary review. These assessments offer a rigorous analysis of trainees' knowledge and practical skills.

Advantages of implementing Level 2 Assessments as Knowledge Checks include:

- **Improved quality** – by assessing trainees' knowledge, the curriculum ensures each trainee acquires the skills and knowledge needed to advance to the next phase, as well as informs a higher standard of quality training.
- **Retention Assessment** – this allows instructors the ability to gauge trainees' retention levels, and then tailor their andragogical approach to address knowledge gaps and misconceptions effectively.
- **Live Feedback** –allows the instructor to provide immediate feedback and clarifications to further assist in building trainees' knowledge base and confidence.
- **Engagement** –affords the trainee the opportunity to become more involved with the content through assessments and improve their learning experience.

Some phases within the curriculum include a *Knowledge Check Prep (KC Prep)*, which serves as an additional tool for trainee development. The Training Manager (TM) will determine whether a trainee requires further development and utilize the *KC Prep* accordingly. The purpose of the *KC Prep* as an added resource is to help trainees better understand the content. It aims to address specific areas of improvement by providing further guidance/practice to ensure trainees understand the material. After completing the *KC Prep*, trainees should return to the Assessment Portal to reassess their retention level.

About the Lesson Summary Reviews

Instructors will use the assessments as a basis to complete the lesson summary and offer live feedback.

During the lesson summary review, the instructor provides immediate feedback based on the Level 2 Assessment, which generates a thorough assessment of the trainees' retention levels. Mainly, this interactive approach fosters engagement, as well as facilitates real-time feedback to help elevate the overall quality of the new hires' learning experience.

Analysis of Effectiveness:

Integrating Level 2 Assessments into the curriculum offers a variety of benefits as it results in a more accurate measurement of trainees' knowledge and understanding of the material. Moreover, the live feedback provided during the lesson summary review addresses any gaps or misconceptions immediately to ensure trainees absorb the content more effectively.

Additionally, this interactive approach to assessments supports the engagement level of trainees via active participation throughout the evaluation process and foments personalized feedback. This approach also enables instructors opportunities to identify areas for improvement and adapt their andragogy to meet the need. By leveraging Level 2 Assessments, the curriculum fosters a proactive and effective learning environment, benefiting both trainees and instructors.

About Surveys – Level 1 Assessments

As the course designers strive for continuous improvement, shared insights via Level 1 Assessments ensure the tailoring of material to address the needs of trainees. Suggestions and critiques offered by trainees will

assist the designers in identifying areas that may require additional enhancements, necessary updates, and/or a fresh perspective on steps to take in conveying complex concepts.

Therefore, at the conclusion of each training course is a Level 1 Assessment that not only serves as an essential step in earning credit, but also allows each trainee to offer feedback. Importantly, trainees can assess their learning experience, identify the strengths of each course, as well as highlight areas of improvement requiring additional clarification or support.

About the Introductory Courses

Certain topics are inherently complex and require a higher level of knowledge; therefore, many introductory courses are positioned within the intermediate phase, as trainees should have already acquired foundational understanding of how to review various types of pension claims during the **Foundational Enrichment** phase.

Unlike the conventional approach of offering introductory courses as prerequisites, the CPT's strategic inclusion of these courses within the intermediate and advanced phases serves as a benefit as this method addresses potential knowledge gaps regarding more challenging topics and accommodates learning diversity. By positioning introductory courses within the intermediate and advanced phases, trainers can leverage trainees' foundational understanding, to further enhance their ability to grasp the complexities of various topics. For instance, the Foundational Enrichment phase prepares trainees for more specialized training within the intermediate phase, which informs their ability to handle diverse claims competently.

Introducing complex topics during the intermediate phase acts as a transitional link between generalized and specialized training. As trainees advance in their understanding, they frame their foundational knowledge in a way in which they can appreciate its direct application to their specific roles and responsibilities. This contextualization cultivates a deeper connection to the material to further support retention and practical application. This concept stems from a carefully crafted learning progression model that affords trainees opportunities to develop their knowledge and skills when handling various claims.

A Comprehensive Overview of the Training Hours

The training schedule can be found in the Appendix section of the [Curriculum Guide](#).

Each phase serves a specific purpose, fostering progressive development and preparing trainees to excel in their job functions. Importantly, hours spent in this training program is to secure knowledge acquisition, applied learning, and team collaboration. As such, the learning hours and significance is outlined as follows: **Basic Core Phase: Introductory Courses (Phases 1-4)**: By the end of this segment trainees should have accumulated a total of **28 training hours**. The underpinnings of the **Basic Core (Foundational Enrichment)** phase are rooted in establishing a solid understanding of fundamental concepts and skills.

Intermediate Core Course Phase (Phases 5.1a-5.6): The **Intermediate Core Course (Proficiency Development)** phase contains approximately **96 training hours**. This phase expands the trainees' skill levels by introducing them to more complex subject matters and advanced techniques.

Advanced Core Course Phase (Phase 6): The final phase is the **Advanced Core Course (Practical Application and Experience)** phase, which is projected to encompass **100 training hours**. During this segment, trainees become more proficient via on-the-job training, to further support learning and facilitate immediate application of newly acquired skills.

Completion of the projected training time for each phase suggests trainees have met the expected learning outcomes and achieved the desired level of competency. This comprehensive training sets the foundation for long-term success and ongoing continuous growth and professional development.

Comprehensive Knowledge Sessions (CKSs)

The **Comprehensive Knowledge Session (CKS)** is a two-day recap session that extends beyond the existing structure of reviews and assessments, to offer a comprehensive review that will allow trainees opportunities to revisit various course material covered; and confirm their understanding of the subject matter. CKS permits the submission of accumulated questions, concerns, as well as present areas of confusion for additional clarification and feedback before moving forward.

These sessions are held at the end of Phase 6, to reinforce key concepts, methodologies, and skills learned throughout the program, while also encouraging trainees to synthesize their knowledge and draw connections between the topics covered.

Note: Instructors may also use this time to assign KC Prep courses to address those topics that proved more complex for trainees, and then invite the trainee to revisit the Assessment Portal to reevaluate their knowledge base. **Training Managers (TMs)/Instructors are advised to create additional training exercises for any challenging topics based on error trend analysis reports pertaining to their local needs. Use this time to assign KC Prep courses to guide further review and discussions.**

About the Images and References

Images: For courses with images, the visuals used throughout the presentation, lesson plan, and trainee's guide, are consolidated in the Appendix. Instructors and trainees are encouraged to refer to the Appendix, located at the end of the lesson, to access images for improved visual support during training.

References: In consideration of the number of references used and to allow for a comprehensive and expanded list of resources, manual references are noted within the lesson plan and trainee guide as opposed to the presentation. Not only does this allow for a clear and concise presentation, but it also cultivates self-directed learning in which the trainees move beyond the presented material to explore sources that assist with developing their knowledge base. Mainly, this approach permits a decluttered presentation while the core content is highlighted, and active engagement is encouraged.

To conclude, the curriculum begins with basic training, advances to intermediate, and then culminates in advanced-level training. This methodization allows trainees opportunities to develop their knowledge and skills in a logical and progressive manner, as each segment builds upon the knowledge acquired in the previous phase to ensure the gradual and systematic development of trainees' expertise.

The **Curriculum Guide** plays a crucial role in guiding trainees through the curriculum by providing a list of courses within the Talent Management System (TMS), Identification (ID) Numbers, the number of training hours for each course, and the total number of training hours for each phase. Below is a breakdown of topics organized by phase, along with the corresponding learning hours.

NOTE: TOTAL LEARNING HOURS FOR EACH SEGMENT IS ROUNDED TO THE NEAREST HOUR (e.g., 2.5 training hours is rounded to 3 hours).

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Phase 1: Basic Core Training		
Title	TMS Numbers	Training Hours
Annual Government Ethics	3812493	1
Harassment Prevention & Accountability Training	45224	1
Privacy and Information Security Awareness and Rules of Behavior	10176	1
VA Core Values (ICARE Refresher)	3901227	1
Privacy and HIPAA	10203	1
VBA Continuity of Operations Awareness	1372648	1
Records Management for All VBA Employees	3948000	.5
TOTAL NUMBER OF TRAINING HOURS		7
Phase 2: Basic Core- PMC VSR Orientation		
Title	TMS Number	Training Hours
VSR Orientation: Overview of the Curriculum Guide	4649194_orient	2
TOTAL NUMBER OF TRAINING HOURS		2
Phase 3: Basic Core - PMC VSR Resources		
Title	TMS Numbers	Training Hours
VA Terminology	4545320_term	1
VBA Intranet Resources for the PMC VSR	4189330_penweb	1
Overview of Pension Systems and Applications	4189336_systems	2
Phase 3: PMC VSR Resources KC Preparation	4408379_kcprep	2
TOTAL NUMBER OF TRAINING HOURS		6

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Phase 4: Basic Core – Foundational Enrichment		
Title	TMS Numbers	Training Hours
Stages of a Pension Claim	4551444_stages	1
Types of Pension Claims and Claims Recognition	4189342_types	2
Pension Claims eFolder/Records Management	4189344_records	2
Initial Screening Policies for Applications	4189348_formal	1
Date of Claim	4189354_date	1
End Product (EP) Codes	4189359_ep	2
Establish Veteran Status	4189364_vetstat	2
Establish a Claim	4189361_cest	1
TOTAL NUMBER OF TRAINING HOURS		12
Phase 5: Intermediate Core – Proficiency Development		
Phase 5 Part 1(a): Types of Claims		
Title	TMS Numbers	Training Hours
Types of Claims and Priority Processing	4189352_priority	2
VA Representation and Third-Party Authorization	4189357_poa	1
Introduction to Old Law and Section 306 Programs	4189360_oldlaw	.5
Fully Developed Claims (FDCs)	4189349_fdc	2
Introduction to NOD_FNOD_MOD Claims	4641156_nod	3
Introduction to Initial vs Supplemental Claims	4652079_initial	1
TOTAL NUMBER OF TRAINING HOURS		10

Phase 5 Part 1(b): Basic Eligibility		
Title	TMS Numbers	Training Hours
Determine Dependency Eligibility: Spouse	4189367_spouse	2
Determine Dependency Eligibility: Child	4189368_child	3
Establish Parental Relationship for DIC	4408422_parent	2
Presumptive Criteria for Permanent and Total (P&T) Disability	4189366_presum	1
TOTAL NUMBER OF TRAINING HOURS		10
Phase 5, Part 1(c): Income Eligibility		
Title	TMS Numbers	Training Hours
Establish Periods for Calculating Income	4408425_incperiods	2
Determine Types of Income	4408431_inctypes	3
Select Qualifying Expenses	4408432_expense	2
Determine Income Status	4408434_incstatus	4
Determine Net Worth Status	4408435_networth	3
Phase 5.1(c) Income Eligibility KC Preparation	4408437_kcprep	2
TOTAL NUMBER OF TRAINING HOURS		16

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Phase 5, Part 1(d): Beyond Basic Eligibility		
Title	TMS Numbers	Training Hours
Verify Proof of Death of Veteran for Survivor’s Benefits	4408438_death	1
Apply Liberalizing Law to Pension Eligibility	4408444_liblaw	1
Process Vet Married to Vet Cases	4408446_vettovet	1
Determine Eligibility for Month of Death (MOD) Eligibility	4408454_mod	1
Overview of Ready to Rate	4408456_ready	1
Determine Accrued Benefits Eligibility	4408449_accrued	2
Determine Substitution Eligibility	4646322_substitution	2
Determine Burial Benefits Eligibility	4408455_burial	3
Determine Eligibility for DIC and Parents’ DIC	4408457_DIC	3
TOTAL NUMBER OF TRAINING HOURS		14

Phase 5, Part 2: Process a Claim		
Title	TMS Numbers	Training Hours
Overview of the Development Process	4408466_dev	3
Request Appointment of Fiduciary for Incompetency Claims	4408469_fid	2
Introduction to the Matching Program	4649168_matching	1
Process a Claim KC Preparation	4408470_kcprep	1
TOTAL NUMBER OF TRAINING HOURS		6
Phase 5, Part 3: Promulgation		
Title	TMS Numbers	Training Hours
Confirm Accuracy of a Rating Decision	4408481_rate	1
Overview of the Award Process	4408480_award	2
Overview of Election Claims	4652531_elections	1
Introduction to Processing a Request for Renouncement of Benefits	4649119_renouncement	1
Introduction to 800 Series Work Items	4649125_800series	1
TOTAL NUMBER OF TRAINING HOURS		6
Phase 5, Part 4: Prepare Decision Notice		
Title	TMS Numbers	Training Hours
Prepare the Decision Notice	4408484_decnotify	3
Overview of the Administrative Decision	4189363_admindec	2
Apply/Issue Due Process Provisions	4408493_duepr	2
TOTAL NUMBER OF TRAINING HOURS		7

<i>Phase 5, Part 5: Award Adjustments</i>		
Title	TMS Numbers	Training Hours
Determine Qualifying Expense Adjustments	4408485_expadj	4
Determine Amended Income Adjustments	4408487_incadj	4
Determine Dependency Adjustments	4408490_depadj	1
Intro to Overpayments and Waiver Withholdings	4408497_opymnt	2
Introduction to Post Award Audit (PAA) Adjustment	4649930_paa	1
TOTAL NUMBER OF TRAINING HOURS		12
<i>Phase 5, Part 6: Award Adjustments Extension</i>		
Title	TMS Numbers	Training Hours
Introduction to Contested Claims	4649153_contested	3
Introduction to Special Monthly Pension (SMP), Aid & Attendance (A&A), and Housebound (HB) Claims	4650014_SMP	2
Introduction to Incarceration Adjustments	4649124_incarce	4
Introduction to Fugitive Felon Adjustments	4649160_fugitive	3
Introduction to Apportionment Claims	4649658_apport	3
TOTAL NUMBER OF TRAINING HOURS		15

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Phase 6: Advanced Core: Practical Application and Experience		
Course Name	TMS Numbers	Training Hours
Process Original Veterans Pension Claims	4408386_vetpen	5
Process Burial Claims	4408387_burial	6
Process Burial Claims KC	4309844_KC	1
Process Month of Death (MOD) Claims	4408388_mod	4
Process Month of Death Claims KC	4215715_KC	1
Process Original Survivors Pension Claims	4408393_surviv	4
Process Special Monthly Pension (SMP) Claims (Aid & Attendance/Housebound)	4408389_smp	4
Process a Request for Renouncement of Benefits	4408420_renounc	2
Process DIC Claims	4408391_dic	6
Process Parents' DIC Claims	4408394_pdic	3
Process Election Claims	4408417_elect	3
Process Accrued Claims	4408395_accr	5
Process Accrued Claims KC	4271830_KC	1
Process Income and Net Worth Adjustment Claims	4408406_inchnetadj	4
Process a Post Award Audit (PAA) Adjustment	4408416_paa	2
Process Dependency Adjustment Claims	4408411_depadj	5
Process Expense Adjustment Claims	4408407_expadj	4
Process Medicaid-Approved Nursing Facility Adjustments	4408419_medicaidadj	4
Process Apportionment Claims	4408408_apportion	4.5
Process Incarceration and Fugitive Felon Adjustments	4408414_incaradj	6

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Phase 6: Advanced Core: Practical Application and Experience		
Course Name	TMS Numbers	Training Hours
Process VAMC Facility Adjustments	4408418_vamcadj	7
Process Cases with Multiple Issues	4408421_multiple	4
Process Initial vs Supplemental Claims	4627550_initalsup	6
*Introduction to PACT Act-Related Clams	4643229_pactact	3
*Overview of 38 U.S.C. 1151 DIC Claims	4649843 _1151	2
*Overview of Ancillary Benefits	4649127_ancillary	3
TOTAL NUMBER OF TRAINING HOURS		100

**Note: Although considered introductory courses, due to the complexity of the topic and the amount of expertise required, some introductory courses are covered at the end of Phase 6.*

Appendix

Course Schedule

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Week 1							
Phase 2: Basic Core- PMC VSR Orientation		Phase 4: Basic Core - Foundational Enrichment		Phase 5 Part 1(a): Types of Claims			
Monday		Wednesday		Friday			
Time		Time		Time			
8:00 AM - 8:30 AM	Welcome, Introductions, and Housekeeping Rules	8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap		
8:30 AM - 9:30 AM	VSR Orientation: Overview of the Curriculum Guide (2 hours)	8:15 AM - 9:15 AM	Pension Claims eFolder/Records Management (2 hours)	8:15 AM - 9:15 AM	Introduction to NOD_FNOD_MOD Claims (3 hours)		
9:30 AM - 9:45 AM	Break	9:15 AM - 9:30 AM	Break	9:15 AM - 9:30 AM	Break		
9:45 AM - 10:15 AM	Icebreaker Activity	9:30 AM - 10:30 AM	Pension Claims eFolder/Records Management (cont.)	9:30 AM - 10:30 AM	Introduction to NOD_FNOD_MOD Claims (cont.)		
10:15 AM - 11:15 AM	VSR Orientation: Overview of the Curriculum Guide (cont.)	10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Break		
11:15 AM - 11:25 AM	Break	10:45 AM - 11:45 AM	Initial Screening Policies for Applications (1 hour)	10:45 AM - 11:45 AM	Introduction to NOD_FNOD_MOD Claims (cont.)		
11:25 AM - 11:45 AM	Questions and Review Session	11:45 AM - 12:00 PM	Questions and Review Session	11:45 AM - 12:00 PM	Questions and Review		
11:45 AM - 12:45 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break		
Phase 3: Basic Core - PMC VSR Resources		1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:00 PM - 2:00 PM	Introduction to Initial vs Supplemental Claims (1 hour)		
12:45 PM - 1:00 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:15 PM - 2:15 PM	Date of Claim (1 hour)	2:00 PM - 2:15 PM	Break		
1:00 PM - 2:00 PM	VA Terminology (1 hour)	2:15 PM - 2:30 PM	Break	Phase 5 Part 1(b): Basic Eligibility			
2:00 PM - 2:15 PM	Break	2:30 PM - 4:30 PM	End Product Codes (2 hours) Break (under instructor's directions) **Wrap-Up Session (Questions and Review)	2:15 PM - 3:15 PM	Determine Dependency Eligibility: Spouse (2 hours)		
2:15 PM - 3:15 PM	VBA Intranet Resources for the PMC VSR	Thursday		3:15 PM - 3:30 PM	Break		
3:15 PM - 3:30 PM	Break	8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap	3:30 PM - 4:30 PM	Determine Dependency Eligibility: Spouse (cont.) Break (under instructor's directions) **Wrap-Up Session (Questions and Review)		
3:30 PM - 4:30 PM	Wrap-Up Session (Questions and Review)	8:15 AM - 9:15 AM	Establish Veteran Status (1 hour)	<p><i>Courses are listed in the same order as they appear in the Curriculum Guide, and are intended to be taken in the exact sequence. This schedule lists the time slots and corresponding course names.</i></p> <p><i>The Questions and Review sessions, as well as the Wrap-Up sessions are for offering additional assistance to trainees.</i></p> <p>NOTE: We have streamlined the schedule by only indicating the total hours once, in a single slot, and using "cont." to represent subsequent hours.</p> <p><i>Asterisks (**) indicate overlap. Some courses may carry over to the next day. It is also important to note that the last course of the day may run into the Wrap-Up session due to the complexity of the course material. In such cases, instructors will ensure that the Wrap-Up session is extended to accommodate the necessary material coverage. Refer to the M21-3 Section B and Curriculum Guide, located on the VSR Assistant, for further instructions.</i></p> <p><i>Instructors are encouraged to prepare activities (such as ice breakers) to hold after lunch. Instructors may opt to hold a recap and refresh session to focus on key points covered during the morning, or to address unanswered questions from the "Questions and Review (Morning) Session."</i></p> <p><i>For Phase 6, any required KC Preps will be explicitly listed; however in other phases, Training Managers have the flexibility to incorporate KCs based on their assessment of trainees' comprehension of the content.</i></p> <p><i>Please note that in some cases, the afternoon break will be under the direction of the instructor.</i></p>			
Tuesday		9:15 AM - 9:30 AM	Break				
8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap	Phase 5 Part 1(a): Types of Claims					
8:15 AM - 9:30 AM	Overview of Pension Systems and Applications (2 hours)	9:30 AM - 10:30 AM	Types of Claims and Priority Processing (2 hours)				
9:30 AM - 9:45 AM	Break	10:30 AM - 10:45 AM	Break				
9:45 AM - 10:45 AM	Overview of Pension Systems and Applications (cont.)	10:45 AM - 11:45 AM	Types of Claims and Priority Processing (cont.)				
10:45 AM - 11:00 AM	Break	11:45 AM - 12:00 PM	Questions and Review Session				
Phase 4: Basic Core - Foundational Enrichment		12:00 AM - 1:00 PM	Lunch Break				
11:00 AM - 12:00 PM	Stages of a Pension Claim (1 hour)	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)				
12:00 PM - 1:00 PM	Lunch Break	1:15 PM - 1:45 PM	Introduction to Old Law and Section 306 Programs (.5 hours)				
1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:45 PM - 2:30 PM	Fully Developed Claims (2 hours)				
1:15 PM - 2:15 PM	Types of Pension Claims and Claim Recognition (2 hours)	2:30 PM - 2:45 PM	Break				
2:15 PM - 2:30 PM	Break	2:45 PM - 3:45 PM	Fully Developed Claims (cont.)				
2:30 PM - 3:30 PM	Types of Pension Claims and Claims Recognition (cont.)	3:45 PM - 4:00 PM	Break				
3:30 PM - 3:45 PM	Break						
3:45 PM - 4:30 PM	Wrap-Up Session (Questions and Review)			3:40 PM - 4:30 PM	Wrap-Up Session (Questions and Review)		

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Week 2					
Monday		Wednesday		Friday	
Time		Time		Time	
8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap	8:00 AM - 8:10 AM	Welcome, Housekeeping, Recap
8:15 AM - 9:15 AM	Determine Dependency Eligibility: Child (3 hours)	8:15 AM - 9:15 AM	**Determine Income Types (cont.) <i>(This course overlaps from the previous class. It is important to review what was last discussed)</i>	8:15 AM - 9:15 AM	Determine Accrued Benefits Eligibility (2 hours)
9:15 AM - 9:30 AM	Break	9:15 AM - 9:30 AM	Break	9:15 AM - 9:30 AM	Break
9:30 AM - 10:30 AM	Determine Dependency Eligibility: Child (cont.)	9:30 AM - 10:30 AM	Select Qualifying Expenses (2 hours)	9:30 AM - 10:30 AM	Determine Accrued Benefits Eligibility (cont.)
10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Break
10:45 AM - 11:45 AM	Determine Dependency Eligibility: Child (cont.)	10:45 AM - 11:45 AM	Select Qualifying Expenses (cont.)	10:45 AM - 11:45 AM	Determine Substitution Eligibility (2 hours)
11:45 AM - 12:00 PM	Questions and Review Session	11:45 AM - 12:00 PM	Questions and Review Session	11:45 AM - 12:00 PM	Questions and Review Session
12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break
1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)
1:15 PM - 2:15 PM	Establish Parental Relationship for DIC (2 hours)	1:15 PM - 2:15 PM	Determine Net Worth Status (3 hours)	1:15 PM - 2:15 PM	Determine Substitution Eligibility (cont.)
2:15 PM - 2:30 PM	Break	2:15 PM - 2:30 PM	Break	2:15 PM - 2:30 PM	Break
2:30 PM - 3:30 PM	Establish Parental Relationship for DIC (cont.)	2:30 PM - 4:30 PM	Determine Net Worth Status (cont.)	2:30 PM - 4:30 PM	**Determine Burial Benefits Eligibility (3 hours)
3:30 PM - 3:45 PM	Break		Break (under instructor's directions)		Break (under instructor's directions)
3:45 PM - 4:30 PM	Wrap-Up Session (Questions and Review)		**Wrap-Up Session (Questions and Review)		**Wrap-Up Session (Questions and Review)
Tuesday		Thursday			
8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap	Phase 5, Part 1(d): Beyond Basic Eligibility and Ready to Rate			
8:15 AM - 9:15 AM	Presumptive Criteria for Permanent and Total (P&T) (1 hour)	8:00 AM - 8:15 PM	Welcome, Housekeeping, Recap		
9:15 AM - 9:30 AM	Break	8:15 AM - 9:15 AM	Verify Proof of Death of Veteran for Survivor's Benefits (1 hour)		
Phase 5, Part 1(c): Income Eligibility		9:15 AM - 9:30 AM	Break		
9:30 AM - 10:30 AM	Establish Periods for Calculating Income (2 hours)	9:30 AM - 10:30 AM	Apply Liberalizing Law to Pension Eligibility (1 hour)		
10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Break		
10:45 AM - 11:45 AM	Establish Periods for Calculating Income (cont.)	10:45 AM - 11:45 AM	Process Yet Married to Yet Cases (1 hour)		
11:45 AM - 12:00 PM	Questions and Review	11:45 AM - 12:00 PM	Questions and Review Session		
12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break		
1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)		
1:15 PM - 2:15 PM	Determine Types of Income (3 hours)	1:15 PM - 2:15 PM	Determine Eligibility for Month of Death (MOD) Eligibility (1 hour)		
2:15 PM - 2:30 PM	Break	2:15 PM - 2:30 PM	Break		
2:30 PM - 3:30 PM	**Determine Types of Income (cont.)	2:30 PM - 3:30 PM	Overview of Ready to Rate (1 hour)		
3:30 PM - 3:45 PM	Break	3:30 PM - 3:45 PM	Break		
3:45 PM - 4:30 PM	Wrap-Up Session (Questions and Review)	3:45 PM - 4:30 PM	Wrap-Up Session (Questions and Review)		

Core Pension Training Curriculum Guide Learning Aid

Week 3					
Monday		Wednesday		Friday	
Time		Time		Time	
8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap	Phase 5, Part 3: Promulgation		8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap
8:15 AM - 9:15 AM	Determine Accrued Benefits Eligibility (2 hours)	8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap	8:15 AM - 9:15 AM	Overview of the Administrative Decision (2 hours)
9:15 AM - 9:30 AM	Break	8:15 AM - 9:15 AM	Confirm Accuracy of a Rating Decision (1 hour)	9:15 AM - 9:30 AM	Break
9:30 AM - 10:30 AM	Determine Accrued Benefits Eligibility (cont)	9:15 AM - 9:30 AM	Break	9:30 AM - 10:30 AM	Overview of the Administrative Decision (cont)
10:30 AM - 10:45 AM	Break	9:30 AM - 10:30 AM	Overview of the Award Process (2 hour)	10:30 AM - 10:45 AM	Break
10:45 AM - 11:45 AM	Determine Substitution Eligibility (2 hours)	10:30 AM - 10:45 AM	Break	10:45 AM - 11:45 AM	Apply/Issue Due Process Provisions (2 hours)
11:45 AM - 12:00 PM	Questions and Review Session	10:45 AM - 11:45 AM	Overview of the Award Process (cont.)	11:45 AM - 12:00 PM	Questions and Review Session
12:00 PM - 1:00 PM	Lunch Break	11:45 AM - 12:00 PM	Questions and Review Session	12:00 PM - 1:00 PM	Lunch Break
1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	12:00 PM - 1:00 PM	Lunch Break	Phase 5, Part 5: Award Adjustments	
1:15 PM - 2:15 PM	Determine Substitution Eligibility (cont.)	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:00 PM - 1:10 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)
2:15 PM - 2:30 PM	Break	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:10 PM - 4:30 PM	Determine Qualifying Expense Adjustments (4 hours) - Breaks under the instructor's direction - Afternoon Wrap Up Session
2:30 PM - 4:30 PM	Determine Burial Benefits (3 hours) (Break under instructor's directions) Wrap-Up (Questions and Review)	1:15 PM - 2:15 PM	Confirm Accuracy of a Rating Decision (1 hour)		
		2:15 PM - 2:30 PM	Break		
		2:30 PM - 3:30 PM	Overview of Elections (1 hour)		
		3:30 PM - 3:45 PM	Break		
		3:45 PM - 4:30 PM	Wrap-Up Session (Questions and Review)		
Tuesday		Thursday			
Phase 5, Part 2: Process a Claim		Phase 5, Part 4: Prepare Decision Notice			
8:00 AM - 8:10 AM	Welcome, Housekeeping, Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap		
8:10 AM - 9:10 AM	Overview of the Development Process (3 hours)	8:15 AM - 9:15 AM	Introduction to Processing a Request for Renouncement of Benefits (1 hour)		
9:10 AM - 9:20 AM	Break	9:15 AM - 9:30 AM	Break		
9:20 AM - 10:20 AM	Overview of the Development Process (cont)	9:30 AM - 10:30 AM	Introduction to the 800 Series Work Items (1 hour)		
10:20 AM - 10:30 AM	Break	10:30 AM - 10:45 AM	Break		
10:30 AM - 11:30 AM	Overview of the Development Process (cont)	10:45 AM - 12:00 PM	Prepare the Decision Notice (3 hours)		
11:30 AM - 12:00 PM	Questions and Review Session	12:00 PM - 1:00 PM	Lunch Break		
12:00 PM - 1:00 PM	Lunch Break	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)		
1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:15 PM - 2:15 PM	Prepare the Decision Notice (cont)		
1:15 PM - 2:15 PM	Request Appointment of Fiduciary for Incompetency Claim (2 hours)	2:15 PM - 2:30 PM	Break		
2:15 PM - 2:30 PM	Break	2:30 PM - 3:30 PM	Prepare the Decision Notice (cont)		
2:30 PM - 4:30 PM	Introduction to the Matching Program (1 hour) (Breaks under instructor's direction) - Wrap-Up Session	3:30 PM - 3:45 PM	Break		
		3:45 PM - 4:30 PM	Wrap-Up Session (Questions and Review)		

Core Pension Training Curriculum Guide Learning Aid

Week 4

Week 4					
Monday		Wednesday		Friday	
Time		Time		Time	
8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap
8:15 AM - 3:15 AM	***Determine Qualifying Expense Adjustments (cont.)	8:15 AM - 3:15 AM	***Introduction to Contested Claims (cont.)	8:15 AM - 3:15 AM	Introduction to Apportionment Claims (cont.)
9:15 AM - 3:30 AM	Break	9:15 AM - 3:30 AM	Break	9:15 - 3:30 AM	Break
Phase 5, Part 5: Award Adjustments continued		Introduction to SMP, A&A, and HB Claims (2 hours)		Introduction to Apportionment Claims (cont.)	
9:30 AM - 10:30 AM	Determine Amended Income Adjustments (4 hours)	9:30 AM - 10:30 AM	Break	9:30 AM - 10: 30 AM	Break
10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Introduction to SMP, A&A, and HB Claims (cont.)	10:30 AM - 10:45 AM	Break
10:45 AM - 11:45 AM	Determine Amended Income Adjustments (cont.)	11:45 AM - 12:00 PM	Questions and Review Session	10:45 AM - 12:00 PM	Introduction to Apportionment (cont.) - (Breaks under the direction of the instructor) Q&A Session for morning training
11:45 AM - 12:00 PM	Questions and Review Session	12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break
12:00 PM - 1:00 PM	Lunch Break	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity <i>(as designed and directed by the instructor)</i>	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity <i>(as designed and directed by the instructor)</i>
1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity <i>(as designed and directed by the instructor)</i>	Phase 5, Part 6: Award Adjustments Extension continued		1:15 PM - 2:15 PM	Comprehensive Knowledge Checks (Instructors may use the afternoon session for KC Prep for complex topics and/or additional training sessions) for Phase 5
1:15 PM - 2:15 PM	Determine Amended Income Adjustments (cont.)	1:15 PM - 2:15 PM	Introduction to Incarceration Adjustments (4 hours)	2:15 PM - 2:30 PM	Break
2:15 PM - 2:30 PM	Break	2:15 PM - 2:30 PM	Break	Phase 6: Advanced Core: Practical Application and Experience	
2:30 PM - 3:30 PM	Determine Dependency Adjustments (1 hour)	2:30 PM - 3:30 PM	Introduction to Incarceration Adjustments (cont.)		Process Original Veterans Pension Claims (5 hours) - Breaks under the direction of the instructor
3:30 PM - 3:45 PM	Break	3:30 PM - 3:40 PM	Break	2:30 PM - 4:30 PM	**Wrap-Up Session (Questions and Review)
3:45 PM- 4:30 PM	Wrap-Up Session (Questions and Review)	3:40 PM - 4:30 PM	Introduction to Incarceration Adjustments (cont.) **Wrap-Up Session (Questions and Review)		
Tuesday		Thursday			
8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap		
8:15 AM - 3:15 AM	Introduction to Overpayments and Waiver Withholdings (2	8:15 AM - 3:15 AM	***Introduction to Incarceration Adjustments (cont.)		
9:15 - 3:30 AM	Break	9:15 - 3:30 AM	Break		
9:30 AM - 10: 30 AM	Introduction to Overpayments and Waiver Withholdings (cont.)	9:30 AM - 10: 30 AM	Introduction to Fugitive Felon Adjustments (3 hours)		
10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Break		
10:45 AM - 11:45 AM	Determine Amended Income Adjustments (cont.)	10:45 AM - 11:45 AM	Introduction to Fugitive Felon Adjustments (cont.)		
11:45 AM - 12:00 PM	Questions and Review Session	11:45 AM - 12:00 PM	Questions and Review Session		
12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break		
1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity <i>(as designed and directed by the instructor)</i>	1:00 PM - 1:10 PM	Refresh/Break-the-Ice Activity <i>(as designed and directed by the instructor)</i>		
1:15 PM - 2:15 PM	Introduction to Post Award Audit (PAA) - (1 hour)	1:10 PM - 2:10 PM	Introduction to Fugitive Felon Adjustments (cont.)		
2:15 PM - 2:30 PM	Break	2:10 PM - 2:20 PM	Break		
Phase 5, Part 6: Award Adjustments Extension		2:20 PM - 3:20 PM	Introduction to Apportionment Claims (3 hours)		
	Introduction to Contested Claims (Breaks as directed by the instructor)	3:20 PM - 3:30 PM	**Wrap-Up Session (Questions and Review)		
2:30 PM - 4:30 PM	Wrap-Up Afternoon Review Session	3:30 PM- 4:30 PM	Introduction to Apportionment Claims (cont.) ***Wrap-Up Session (Questions and Review)		

Core Pension Training Curriculum Guide Learning Aid

Week 5					
Monday		Wednesday		Friday	
Time		Time		Time	
Phase 6: Advanced Core: Practical Application and Experience continued					
8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap
		8:15 AM - 9:30 AM	Break	9:15 AM - 9:30 AM	Break
8:15 AM - 9:15 AM	Process Original Veterans Pension Claims (cont.)	9:30 AM - 10:30 AM	Process Month of Death (MOD) Claims (cont.)	9:30 AM - 10:30 AM	Process Special Monthly Pension (SMP) Claims (Aid & Attendance/Housebound) (cont.)
9:15 AM - 9:30 AM	Break	10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Break
9:30 AM - 10:30 AM	Process Original Veterans Pension Claims (cont.)	10:45 AM - 11:45 AM	Process Month of Death (MOD) Claims (cont.)	10:45 AM - 11:45 AM	Process Special Monthly Pension (SMP) Claims (Aid & Attendance/Housebound) (cont.)
10:30 AM - 10:45 AM	Break	11:45 AM - 12:00 PM	Questions and Review Session	11:45 AM - 12:00 PM	Questions and Review Session
10:45 AM - 11:45 AM	Process Original Veterans Pension Claims (cont.)	12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break
11:45 AM - 12:00 PM	Questions and Review Session	1:00 PM - 1:10 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)
12:00 PM - 1:00 PM	Lunch Break	1:10 PM - 2:10 PM	Process Month of Death (MOD) Claims (cont.)	1:15 PM - 2:15 PM	Process a Request for Renouncement of Benefits (2 hours)
1:00 PM - 1:10 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	2:10 PM - 2:20 PM	Break	2:15 PM - 2:30 PM	Break
1:10 PM - 2:10 PM	Process Original Veterans Pension Claims (cont.)	2:20 PM - 3:30 PM	Process Month of Death Claims KC	2:30 PM - 3:30 PM	Process a Request for Renouncement of Benefits (cont.)
2:10 PM - 2:20 PM	Break	3:30 PM - 3:45 PM	Break	3:30 PM - 3:45 PM	Break
2:20 PM - 4:30 PM	Process Original Veterans Pension Claims (cont.) Break (under instructor's directions) ***Wrap-Up Session (Questions and Review)	3:45 PM - 4:30 PM	Wrap-Up Session (Questions and Review)	3:45 PM - 4:30 PM	Wrap-Up Session (Questions and Review)
Tuesday		Thursday			
8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap		
8:15 AM - 9:15 AM	Process Burial Claims (6 hours)	8:15 AM - 9:15 AM	Process Original Survivors Pension Claims (4 hours)		
9:15 AM - 9:30 AM	Break	9:15 AM - 9:30 AM	Break		
9:30 AM - 10:30 AM	Process Burial Claims (cont.)	9:30 AM - 10:30 AM	Process Original Survivors Pension Claims (cont.)		
10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Break		
10:45 AM - 11:45 AM	Process Burial Claims (cont.)	10:45 AM - 11:45 AM	Process Original Survivors Pension Claims (cont.)		
11:45 AM - 12:00 PM	Questions and Review Session	11:45 AM - 12:00 PM	Questions and Review Session		
12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break		
1:00 PM - 1:10 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)		
1:10 PM - 2:10 PM	Process Burial Claims (cont.)	1:15 PM - 2:15 PM	Process Original Survivors Pension Claims (cont.)		
2:10 PM - 2:20 PM	Break	2:15 PM - 2:30 PM	Break		
2:20 PM - 4:30 PM	Process Burial Claims (cont.) Break (under instructor's directions) ***Wrap-Up Session (Questions and Review)	2:30 PM - 3:30 PM	**Process Special Monthly Pension (SMP) Claims (Aid & Attendance/Housebound) (4 hours)		
		3:30 PM - 3:45 PM	Break		
		3:45 PM - 4:30 PM	Wrap-Up Session (Questions and Review)		

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Week 6					
Monday		Wednesday		Friday	
Time		Time		Time	
Phase 6: Advanced Core: Practical Application and Experience					
8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap
8:15 AM - 9:15 AM	Process DIC (6 hours)	8:15 AM - 9:15 AM	Process Accrued Claims (5 hours)	8:15 AM - 9:15 AM	Process Dependency Adjustment Claims (5 hours)
9:15 AM - 9:30 AM	Break	9:15 AM - 9:30 AM	Break	9:15 AM - 9:30 AM	Break
9:30 AM - 10:30 AM	Process DIC (cont.)	9:30 AM - 10:30 AM	Process Accrued Claims (cont.)	9:30 AM - 10:30 AM	Process Dependency Adjustment Claims (cont.)
10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Break
10:45 AM - 11:45 AM	Process DIC (cont.)	10:45 AM - 11:45 AM	Process Accrued Claims (cont.)	10:45 AM - 11:45 AM	Process Dependency Adjustment Claims (cont.)
11:45 AM - 12:00 PM	Questions and Review Session	11:45 AM - 12:00 PM	Questions and Review Session	11:45 AM - 12:00 PM	Questions and Review Session
12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break
1:00 PM - 1:10 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:00 PM - 1:10 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)
1:10 PM - 2:10 PM	Process DIC (cont.)	1:10 PM - 2:10 PM	Process Accrued Claims (cont.)	1:15 PM - 2:15 PM	Process Dependency Adjustment Claims (cont.)
2:10 PM - 2:20 PM	Break	2:10 PM - 2:20 PM	Break	2:15 PM - 2:30 PM	Break
2:20 PM - 4:30 PM	Process DIC (cont.) (under instructor's directions) **Wrap-Up Session (Questions and Review)	2:20 PM - 3:20 PM	Process Accrued Claims (cont.)	2:30 PM - 3:30 PM	Process Dependency Adjustment Claims (cont.)
		3:20 PM - 3:30 PM	Break	3:30 PM - 3:45 PM	Break
		3:30 PM - 4:30 PM	Process Accrued Claims KC	3:45 PM - 4:30 PM	Wrap-Up Session (Questions and Review)
Tuesday		Thursday			
8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap		
8:15 AM - 9:15 AM	Process Parents' DIC Claims (3 hours)	8:15 AM - 9:15 AM	Process Income and Net Worth Adjustment Claims (4 hours)		
9:15 AM - 9:30 AM	Break	9:15 AM - 9:30 AM	Break		
9:30 AM - 10:30 AM	Process Parents' DIC Claims (cont.)	9:30 AM - 10:30 AM	Process Income and Net Worth Adjustment Claims (cont.)		
10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Break		
10:45 AM - 11:45 AM	Process Parents' DIC Claims (cont.)	10:45 AM - 11:45 AM	Process Income and Net Worth Adjustment Claims (cont.)		
11:45 AM - 12:00 PM	Questions and Review Session	11:45 AM - 12:00 PM	Questions and Review Session		
12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break		
1:00 PM - 1:10 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)		
1:10 PM - 2:10 PM	Process Elections (3 hours)	1:15 PM - 2:15 PM	Process a Post Award Audit (PAA) Adjustment (2 hours)		
2:10 PM - 2:20 PM	Break	2:15 PM - 2:30 PM	Break		
2:20 PM - 4:30 PM	Process Elections (cont.) Break (under instructor's directions) **Wrap-Up Session (Questions and Review)	2:30 PM - 3:30 PM	Process a Post Award Audit (PAA) Adjustment (cont.)		
		3:30 PM - 3:45 PM	Break		
		3:45 PM - 4:30 PM	Wrap-Up Session (Questions and Review)		

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Week 7

Monday		Wednesday		Friday	
Time		Time		Time	
Phase 6: Advanced Core: Practical Application and Experience					
8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap
8:15 AM - 9:15 AM	Process Expense Adjustment Claims (4 hours)	8:15 AM - 9:15 AM	Process Incarceration and Fugitive Felon Adjustments (6 hours)	8:15 AM - 9:15 AM	Process Cases with Multiple Issues (4 hours)
9:15 AM - 9:30 AM	Break	9:15 AM - 9:30 AM	Break	9:15 AM - 9:30 AM	Break
9:30 AM - 10:30 AM	Process Expense Adjustment Claims (cont.)	9:30 AM - 10:30 AM	Process Incarceration and Fugitive Felon Adjustments (cont.)	9:30 AM - 10:30 AM	Process Cases with Multiple Issues (cont.)
10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Break
10:45 AM - 11:45 AM	Process Expense Adjustment Claims (cont.)	10:45 AM - 11:45 AM	Process Incarceration and Fugitive Felon Adjustments (cont.)	10:45 AM - 11:45 AM	Process Cases with Multiple Issues (cont.)
11:45 AM - 12:00 PM	Questions and Review Session	11:45 AM - 12:00 PM	Questions and Review Session	11:45 AM - 12:00 PM	Questions and Review Session
12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break
1:00 PM - 1:10 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:00 PM - 1:10 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)
1:10 PM - 2:10 PM	Process Expense Adjustment Claims (cont.)	1:10 PM - 2:10 PM	Process Incarceration and Fugitive Felon Adjustments (cont.)	1:15 PM - 2:15 PM	Process Cases with Multiple Issues (cont.)
2:10 PM - 2:20 PM	Break	2:10 PM - 2:20 PM	Break	2:15 PM - 2:30 PM	Break
2:20 PM - 4:30 PM	**Process Medicaid-Approved Nursing Facility Adjustments (4 hours)	2:20 PM - 4:30 PM	Process Incarceration Adjustments (cont.) Break (under instructor's directions) **Wrap-Up Session (Questions and Review)	2:30 PM - 3:30 PM	**Process Initial vs Supplemental Claims (6 hours)
	Break (under instructor's directions)			3:30 PM - 3:45 PM	Break
	**Wrap-Up Session (Questions and Review)			3:45 PM - 4:30 PM	Wrap-Up Session (Questions and Review)
Tuesday		Thursday			
8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap		
8:15 AM - 9:15 AM	**Process Medicaid-Approved Nursing Facility Adjustments	8:15 AM - 9:15 AM	Process VAMC Facility Adjustments (7 hours)		
9:15 AM - 9:30 AM	Break	9:15 AM - 9:30 AM	Break		
9:30 AM - 10:30 AM	Process Apportionment Claims (4.5 hours)	9:30 AM - 10:30 AM	Process VAMC Facility Adjustments (cont.)		
10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Break		
10:45 AM - 11:45 AM	Process Apportionment Claims (cont.)	10:45 AM - 11:45 AM	Process VAMC Facility Adjustments (cont.)		
11:45 AM - 12:00 PM	Questions and Review Session	11:45 AM - 12:00 PM	Questions and Review Session		
12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break		
1:00 PM - 1:10 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)		
1:10 PM - 2:10 PM	Process Apportionment Claims (cont.)	1:15 PM - 2:15 PM	Process VAMC Facility Adjustments (cont.)		
2:10 PM - 2:20 PM	Break	2:15 PM - 2:30 PM	Break		
2:20 PM - 4:30 PM	Process Apportionment Claims (cont.) Break (under instructor's directions) **Wrap-Up Session (Questions and Review)	2:30 PM - 4:30 PM	Process VAMC Facility Adjustments (cont.) Break (under instructor's directions) **Wrap-Up Session (Questions and Review)		

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Week 8			
Monday		Wednesday	
Time		Time	
Phase 6: Advanced Core: Practical Application and Experience			
8:00 AM - 8:15 AM	Welcome, Housekeeping, Recap	8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap
8:15 AM - 9:15 AM	**Process Initial vs Supplemental Claims (cont.)	8:15 AM - 9:15 AM	Overview of Ancillary Benefits (3 hours)
9:15 AM - 9:30 AM	Break	9:15 AM - 9:30 AM	Break
9:30 AM - 10:30 AM	Process Initial vs. Supplemental Claims (cont.)	9:30 AM - 10:30 AM	Overview of Ancillary Benefits (cont.)
10:30 AM - 10:45 AM	Break	10:30 AM - 10:45 AM	Break
10:45 AM - 11:45 AM	Process Initial vs. Supplemental Claims (cont.)	10:45 AM - 11:45 AM	Overview of Ancillary Benefits (cont.)
11:45 AM - 12:00 PM	Questions and Review Session	11:45 AM - 12:00 PM	Questions and Review Session
12:00 PM - 1:00 PM	Lunch Break	12:00 PM - 1:00 PM	Lunch Break
1:00 PM - 1:10 PM	Refresh/Break-the-Ice Activity <i>(as designed and directed by the instructor)</i>	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)
1:10 PM - 2:10 PM	Process Initial vs. Supplemental Claims (cont.)	1:15 PM - 4:30 PM	Comprehensive Knowledge Check Session Begins - Breaks as directed by instructor(s)
2:10 PM - 2:20 PM	Break	Thursday	
2:20 PM - 4:30 PM	Process Initial vs Supplemental Claims (cont.) Break (under instructor's directions) **Wrap-Up Session (Questions and Review)	8:00 AM - 8:15 AM	Welcome, Housekeeping Rules
Tuesday		8:15 AM - 12:00 PM	Comprehensive Knowledge Check Session Begins - Breaks as directed by instructor(s)
8:00 AM - 8:15 AM	Welcome, Housekeeping Rules, and Recap	12:00 PM - 1:00 PM	Lunch Break
8:15 AM - 9:15 AM	Introduction to PACT Act-Related Claims (3 hours)	1:00 PM - 1:15 PM	Refresh/Break-the-Ice Activity (as designed and directed by the instructor)
9:15 AM - 9:30 AM	Break	1:15 PM - 4:30 PM	Comprehensive Knowledge Check Session Begins - Breaks as directed by instructor(s)
9:30 AM - 10:30 AM	Introduction to PACT Act-Related Claims (cont.)	Friday	
10:30 AM - 10:45 AM	Break	8:00 AM - 8:15 AM	Welcome, Housekeeping
10:45 AM - 11:45 AM	Introduction to PACT Act-Related Claims (cont.)	8:15 AM - 12:00 PM	Comprehensive Knowledge Check Session Begins - Breaks as directed by instructor(s)
11:45 AM - 12:00 PM	Questions and Review Session	12:00 PM - 1:00 PM	Lunch Break (Training Ends)
12:00 PM - 1:00 PM	Lunch Break		
1:00 PM - 1:10 PM	Refresh/Break-the-Ice Activity <i>(as designed and directed by the instructor)</i>		
1:10 PM - 2:10 PM	Overview of 38 USC 1151 DIC Claims (2 hours)		
2:10 PM - 2:20 PM	Break		
2:20 PM - 4:30 PM	Overview of 38 USC 1151 DIC Claims (cont.) Break (under instructor's directions) **Wrap-Up Session (Questions and Review)		