(VSR VIP Pre-D)

Tour of the Compensation Service Intranet Home Page

Instructor Lesson Plan

Time Required: 2.5 Hours

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| Lesson Description | |
| The information below provides the instructor with an overview of the lesson and the materials that are required to effectively present this instruction. | |
| TMS # | 61419 |
| Prerequisites | Prior to this lesson, the Veterans Service Representative (VSR) should have a basic understanding of the Compensation Service Intranet Home Page. |
| target audience | The target audience for Tour of the Compensation Service Intranet Home Page is Entry Level VSRs.  Although this lesson is targeted to teach the tour of Compensation Service Intranet Home Page and intro to compensation services employee, it may be taught to other VA personnel as mandatory or refresher type training. |
| Time Required | 2.5 hours |
| Materials/ TRAINING AIDS | Lesson materials:   * Tour of the Compensation Service Intranet Home Page PowerPoint Presentation * Tour of the Compensation Service Intranet Home Page Trainee Handout |
| Training Area/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 * Handouts, which include a practical exercise * Large writing surface (easel pad, chalkboard, dry erase board, overhead projector, etc.) with appropriate writing materials * Computer with PowerPoint software to present the lesson material   Trainees require access to the following tools:   * VA TMS to complete the assessment * Computer system that has access to the VA Internet * Compensation Service Intranet Home Page |
| Pre-Planning | * Become familiar with all training materials by reading the Instructor Lesson Plan while simultaneously reviewing the corresponding PowerPoint slides. This will provide you the opportunity to see the connection between the Lesson Plan and the slides, which will allow for a more structured presentation during the training session. * Become familiar with the content of the trainee handouts and their association to the Lesson Plan. * Practice is the best guarantee of providing a quality presentation. At a minimum, do a complete walkthrough of the presentation to practice coordination between this Lesson Plan, the trainee handouts, and the PowerPoint slides and ensure your timing is on track with the length of the lesson. * Ensure that there are copies of all handouts before the training session. * When required, reserve the training room. * Arrange for equipment such as flip charts, an overhead projector, and any other equipment (as needed). * 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. |
| Training Day | * Arrive 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 a whiteboard or flip chart and the associated markers are available. * The instructor completes a roll call attendance sheet or provides a sign-in sheet to the students. The attendance records are forwarded to the Regional Office Training Managers. |

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| Introduction to Tour of the Compensation Intranet Home Page | | |
| INSTRUCTOR INTRODUCTION | | Complete the following:   * Introduce yourself * Orient learners to the facilities * Ensure that all learners have the required handouts |
| time required | | 0.25 hours |
| Purpose of Lesson  Explain the following: | | This lesson shows VSRs at every level how to navigate the Compensation Service Intranet Home Page. This lesson includes discussion and exercises that will explain and demonstrate how to:   * Access the Compensation Service Intranet Home Page * Navigate through the home page * Access and navigate the M21-1 Adjudication Procedures Manual * Use the Compensation Service Intranet Home Page home page to launch other references located on the home page |
| Lesson Objectives  Discuss the following:  Slide 2  Handout 2 | In order to accomplish the purpose of this lesson, the VSRs at every level will be required to accomplish the following lesson objectives.  TheVSRwill be able to:   * Demonstrate the ability to navigate the Compensation Service Intranet Home Page * Demonstrate the ability to access and navigate the M21-1 Adjudication Procedures Manual and other resources on the Compensation Service Intranet Home Page | |
| Explain the following: | Each learning objective is covered in the associated topic. At the conclusion of the lesson, the learning objectives will be reviewed. | |
| Motivation | As a VA Employee, whether in the VSR, RVSR, or DRO capacity, we have the obligation to ensure we have the knowledge and ability to obtain guidance and know how to navigate the Compensation Service Intranet Home Page. | |
| STAR Error code(s) | N/A | |

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| References  Slide 3  Handout 3 | Explain where these references are located in the workplace.   * <https://vbaw.vba.va.gov/bl/21/index.htm> |

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| Topic 1: Navigate to the Home Page of the Compensation Service Intranet Home Page | |
| Introduction | This topic will allow the trainee to navigate to the Home Page of the Compensation Service Intranet Home Page |
| Time Required | 0.5 hours |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Given the trainee has a computer with internet access, is the learner able to navigate to the Home Page of the Compensation Service Intranet Home Page.   The following topic teaching points support the topic objectives:   * Accessing the Compensation Service Intranet Home Page |
| Accessing the Compensation Service Home Page  Slide 4  Handout 4 | Compensation Service Intranet Home Page is designed to obtain information for a variety of resources available to a VA employee that will assist in Veteran claims development and adjudication. It is also a resource to research information about the Veterans Administration.  Here are at least two ways to access the Compensation Service Intranet home page:   * <https://vbaw.vba.vva.gov/b1/21/index.htm> * go to the Favorites Bar   Demonstrate how to access the site and save as a favorite. |
| Calendar  Slide 5  Handout 4 | Explain the Compensation Service “Calendar” and what it provides. The Calendar section of the Compensation Service Intranet Home Page can be used to find out what is new in Compensation Service. Show the trainees that the calendar:   * Provides weekly “What’s New in Compensation Service” * Lists past, present and future events that are important to employees * Posts any new or changed references as they occur   Updates will be emailed to those who subscribe to the calendar  Walk the trainees through subscribing for Calendar updates, using the “Calendar-Subscribe” link |
| Publications  Slide 6  Handout 5 | Discuss with trainees the importance of the “Publications” section and the different links found underneath. Focus on the M21-1 and eCFRs links, as these are used daily and contain the most up to date information. Mention the Rate Tables links and describe how to use these to figure out a current or historical rate.  In Publications, point out the User’s Guides and Forms sections. |
| M21-1 Adjudication Procedures Manual  Slide 7  Handout 5 | The M21-1 Adjudication Procedures Manual is the primary tool needed for all VSRs. The M21-1 tool organized references in a searchable format. The “manual” is a living document that is constantly being updated. Stress that changes occur almost daily and all employees must ensure they keep up to date with these changes.  Demonstrate to the trainees how the M21-1 contains a search bar option that can search entire Knowledge Base or can search within a certain topic.  The “Browse Topics” menu includes quick access to search other publications such as 38 CFRs, Compensation Service Bulletins (CSB), other training manuals and Rate Tables.  Remind trainees that all information contained in the Training Letters (TL) and Fast Letters (FL) are now incorporated into the M21-1. |
| Compensation Service Bulletin  Slide 8  *Handout 5* | The Compensation Service Bulletin (CSB) is published throughout the year. It provides updates regarding policy and procedures, quality calls, dates of VIP Training, Certification tests and Leadership classes. Explain the CSB is located under the “Browse Topics”.  Demonstrate to the trainees how to access the CSB within the Browse Topics menu. |
| Job Aids  Slide 9  *Handout 5* | Under Job Aids, walk the trainees through each quick link on the bookshelf, making sure to point out the Index of DBQ By Disability and ERRA links.  Also point out Letter Creator, as this program will be important to VSRs in future lessons and claims processing. |
| Training Home page  Slide 10  *Handout 6* | Discuss the Training Management (213) Home Page. Point out that this home page contains the links for Medical EPSS and VSR Assistant, and has a link to the VBA Learning Catalog.  ***Please Note***: The current Medical EPSS site will not function after December 31, 2020, due to Flash Player no longer being supported. The new Medical EPSS site is in the works and is set to be launched sometime in 2021. TMS 61559 – Introduction to Medical EPSS has been removed from the training schedule at this time since the site does not work. **Do not attempt to demonstrate the Medical EPSS site in this course**. |
| Other References of Interest  Slide 11  *Handout 6-7* | Point out Other References of Interest on the Compensation Service Intranet Home Page that may assist a VSR in researching, processing and adjudicating claims.  Demonstrate how to navigate to these sections from the home page. |

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| Practical Exercise – Scavenger Hunt | |
| Time Required | 1.5 hours |
| EXERCISE | This scavenger hunt is an opportunity for the trainees to use the information learned in this lesson using the Compensation Service Intranet Home Page. This exercise will help the trainees become comfortable with navigating and using different sections of the site.  Ask if there are any questions about the information presented in the exercise, and then proceed to the Review.  Refer trainees to the Scavenger Hunt exercise on page 7 of the handout. |

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| Lesson Review, Assessment, and Wrap-up | |
| Introduction  Discuss the following: | The Tour of the Compensation Intranet Home Page lesson is complete.  Review each lesson objective and ask the trainees for any questions or comments. |
| Time Required | 0.25 hours |
| Lesson Objectives | You have completed the Tour of the Compensation Intranet Home Page lesson.  The trainee should be able to:   * Demonstrate the ability to navigate the Compensation Service Intranet Intranet Home Page * Demonstrate the ability to access and navigate the M21-1 Adjudication Procedures Manual and other resources on the Compensation Service Intranet Home Page |
| SURVEY | Remind the trainees to complete the online survey in TMS to receive credit for completion of the course. |