DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington, D.C. 20420

December 26, 2017

Directors (00)   In Reply Refer To: 273B
All VA Regional Offices and Centers   Policy Letter 27-17-01

SUBJ: Benefits Assistance Service (BAS) Fiscal Year (FY) 2018 National Training Curriculum (NTC) for Outreach and Public Contact Personnel

Purpose

BAS is responsible for developing a National Training Curriculum that is designed for Public Contact Representatives and management staff in the National Call Centers (NCCs), the National Pension Call Center (NPCC), the National IRIS Response Center (NIRC), Regional Office Public Contact Teams, and Outreach Coordinators.

This letter and accompanying standard operating procedure (SOP) are intended to provide guidance and facilitate the understanding, implementation, and recording of the FY2018 BAS National Training Curriculum.

The National Training Curriculum provides developmental training appropriate to address skill enhancement for all employees. Topics identified consist of issues of high interest and/or quality concerns. The required training identified in the National Training Curriculum helps to ensure accurate and consistent information is delivered across all access channels in a manner that improves the Veteran's experience. It also ensures that employees feel more empowered and confident in their jobs.

The five hours of annual VA mandatory training which includes Privacy, HIPAA, Ethics, VBA Continuity of Operations, and Prevention of Harassment/No Fear Training will be monitored by the Office of Employee Development and Training and assigned accordingly.

Training Requirements and Procedures

BAS has developed a curriculum that includes technical and developmental training requirements.

2.

Policy Letter 27-17-01

The enclosed SOP for the FY2018 BAS NTC prescribes specific training requirements by duty position and sets out mandatory procedures for conducting training, obtaining credit for training, and recording training. The SOP also requires all categories of personnel identified in this letter to develop a process for conducting make-up training. Compliance with the procedures in the SOP is mandatory for those categories.

To ensure consistency, all training delivered as part of the BAS NTC must have a BAS-assigned Talent Management System (TMS) number. If any training is conducted that does not have a BAS-assigned TMS number, it will not be counted as part of the required hours for the purposes of the FY18 BAS NTC. To assist in recording the completion of employee training in TMS, BAS has created TMS class ID and curriculum ID numbers for the mandatory training courses for all categories of personnel identified in this letter. All completed training must be documented in TMS through the completion of TMS training surveys.

BAS will develop additional training courses throughout the year to address emerging national issues and needs in the call centers, as well as public contact staff and outreach personnel in the regional offices (e.g., release of BAS and/or lines of business guidance, changes in law, etc.).

In addition, the SOP defines training per Title 5, United States Code, Chapter 41, and outlines the elements of training that must be met for training to be credited. All mandatory training must be delivered in accordance with the intent of the lesson.

Centers must ensure that:

1. Each individual selected to provide instruction meets the qualifications as outlined in the attached SOP, and

2. Selected instructors teach courses according to the approved lesson plans. (For example, if the lesson plan states that the course is "instructor-led", then the instructor must provide instructor-led training and utilize all practical exercises associated with the particular course.)

Responsibilities

The NCCs, NPCC, NIRC, and Regional Office's public contact and outreach staff are responsible for ensuring the procedures outlined in the enclosed SOP are implemented upon receipt of this letter.

3.

Policy Letter 27-17-01

Questions

Questions regarding the training requirements and course availability should be directed to the BAS Training Staff at: VAVBAWAS/CO/BAS/QUALITY&TRAINING.

/s/
Margarita Devlin
Executive Director
Benefits Assistance Service

Enclosure: Standard Operating Procedure

DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration

Standard Operating Procedure
Benefits Assistance Service (BAS)
Fiscal Year 2018 National Training Curriculum

Table of Contents

Introduction

This standard operating procedure (SOP) provides guidance and direction to support the understanding, implementation, and recording of the Benefits Assistance Service (BAS) Fiscal Year (FY) 2018 National Training Curriculum (NTC) for National Call Centers (NCCs), the National Pension Call Center (NPCC), the National IRIS Response Center (NIRC), and regional office public contact team (PCT) staffs. This SOP is effective upon receipt.

Target Audience

The BAS NTC requires annual training for all Public Contact Representatives (this includes only the public contact and outreach staff in the regional offices who do not perform claims processing work), Coaches, Managers, Training Coordinators, Leads, Quality Review Specialists, Management Analysts, and Program Support Assistants in the NCC, NPCC, NIRC, and PCT who are involved with communicating with the public. This SOP will guide training managers in ensuring employees receive quality training according to BAS' guidelines.

All entry-level Public Contact Representatives in the NCC, NPCC, or NIRC will be required to complete the appropriate BAS Challenge training as outlined in Attachments 1 and 2.

> **Note**: Public contact and outreach staff at the regional offices who perform claims processing work should refer to the Compensation Service National Training Curriculum for training requirements.

Definitions

- Training: In accordance with Title 5 of the United States Code (U.S.C.), Part III, Chapter 41 at § 4101(4): "Training" means the process of providing for and making available to an employee, and placing or enrolling the employee in a planned, prepared, and coordinated program, course, curriculum, subject, system, or routine of instruction or education, in scientific, professional, technical, mechanical, trade, clerical, fiscal, administrative, or other fields, which will improve individual and organizational performance and assist in achieving the agency's mission and performance goals.

- Trainee status: The status of an employee in his or her first 12 months of the position. The time starts on the date of assignment and ends on the 12-month anniversary date.

- Experienced PCRs: PCRs who have completed their initial BAS Challenge Training.

- Curriculum: A course of study designed for a particular purpose.

- BAS Training Curriculum: Courses on specific topics identified by BAS based on national quality trends and emerging issues. Courses are designed to build skills and abilities of the employees. Training may consist of both technical and developmental training:

- o Technical Training: Training to gain or improve specific skills related to a job, function, or task.

  - o Developmental Training: Training to prepare employees to perform future jobs and/or to move with an organization as it develops, changes, and grows.

- Talent Management System (TMS): The system of record for all VA training records.

- VBA Learning Catalog: An online training catalog that is organized specifically to support the way VBA structures and manages its training programs. Searchable functions identify mandated items, one-time mandated items, and target audiences. Items are also searchable by job position, TMS item number, curriculum, etc. The catalog is available at: https://vba-tpi.vbatraining.org/lc/.

FY2018 NTC Requirements for NCC/NPCC/NIRC PCRs, Leads, Coaches, Management Analysts, Managers, Program Support Assistants, Quality Review Specialists, Training Coordinators and Regional Office Public Contact/Outreach Staffs

Employees identified in the BAS FY2018 NTC must complete all training hours listed in the position-specific curriculums in Attachments 1-5. It is at the discretion of local management to assign additional training as needed.

Training Managers may prorate training hours for employees who start after the beginning of the fiscal year. See the prorating examples in Appendix A.

Benefits Assistance Service FY2018 NTC Training Standards

- To ensure consistency of training across VBA, only those training materials and lesson plans provided by BAS through its website, its SharePoint site, the VBA Learning Catalog, or online through TMS will be utilized. NTC courses must be taught according to the approved lesson plans provided by BAS' Training Staff. For example, if the lesson plan states the lesson is instructor-led and contains practical exercises, it must be taught as an instructor-led course and the practical exercises associated with it must be completed.

- In addition to materials provided by BAS, NCC/NPCC/NIRC Training Coordinators will create training materials based upon assigned quarterly topics and will submit the training packages, e.g., lesson plans, assessment questions/answers for each objective, student handouts, PowerPoint presentations, etc., and verification of concurrence from the National Call Center Manager through his/her Director's mailbox to BAS at VAVBAWAS/CO/BAS/QUALITY&TRAINING for review and approval. The BAS Training Team will review the submitted materials for technical accuracy, inclusion of required components, and adherence to standard template and formatting requirements and will assign a national TMS number, as needed. Training materials

will be sent to BAS at least 30 days prior to the beginning of the quarter in which they will be delivered.

- For NCCs/NPCC/NIRC/PCT Experienced PCRs, BAS will establish a quarterly training calendar of course topics based on quality trends and emerging issues. Each NCC/NPCC/NIRC must complete the courses on the calendar within the designated quarter. BAS will amend the calendar as necessary to train on issues such as changes in law, changes in VBA procedure, etc., or to account for changes in training hours.

- For Outreach Coordinators, there is no TMS Class and Curriculum assignment; however, BAS will assign required training throughout the fiscal year based on the role of the coordinator. All BAS-assigned training must be completed.

- Employees must complete the evaluations and/or comprehension assessments, if applicable, in TMS to receive credit for completing the course.

- Curriculum items listed with "Multiple" in the "TMS Item #" field will have a series of corresponding items populated in the TMS curriculum, as these topics are repeated more than once throughout the year.

  - Example: The item "PCR Call Review" will be reflected in TMS as "PCR Call Review October," "PCR Call Review November," and so on.

- Completion of training session attendance sheets is required at the time of training. Electronic sign-in sheets will be accepted. The center and/or regional office will utilize the attendance sheets to ensure compliance with credit received in TMS for the attendees.

  Note: Attendance sheets for the previous and current fiscal year must be maintained. Scanned electronic records are highly recommended for record keeping purposes.

- BAS holds the sole authority to include training items in the NTC curriculum.

BAS FY2018 NTC National Training Curricula and Assignment

BAS will automatically assign the FY2018 NTC with an October 1, 2017 assignment date through TMS Classes. Training Managers must add employees to the appropriate TMS Class based on the employee's position. The TMS Class IDs for each BAS NTC position are listed in the table below. Please refer to the TMS Job Aid for instructions on adding employees to classes.

Position	TMS Class	TMS Curriculum Assigned
BAS Public Contact Representatives - New (NCC/NPCC) Class	VBA-478	VBA-730
BAS Public Contact Representatives - New (NIRC) Class	VBA-479	VBA-731
BAS Public Contact Representatives - Experienced Class	VBA-480	VBA-725
BAS PCR Manager/Coach - New Class	VBA-481	VBA-732

BAS PCR Manager and Coach - Experienced Class	VBA-482	VBA-726
BAS PCR Training Coordinator - New Class	VBA-483	VBA-733
BAS PCR Training Coordinator - Experienced Class	VBA-484	VBA-727
BAS PCR Lead Class	VBA-485	VBA-735
BAS PCR Management Analyst Class	VBA-486	VBA-736
BAS PCR Program Support Assistant Class	VBA-487	VBA-737
BAS Quality Review Specialist - New Class	VBA-488	VBA-734
BAS Quality Review Specialist - Experienced Class	VBA-489	VBA-728
BAS PCT LAS/PCT Class	VBA-498	VBA-739
BAS PCT Coach Class	VBA-499	VBA-738

NTC Make-up Training

All NCC/NPCC/NIRC PCRs, Coaches, Manager, Training Coordinators, Leads, Quality Review Specialists, Management Analysts, Program Support Assistants and Public Contact/Outreach staff in the targeted audience must complete the requirements for the Mandatory Training Curriculum. Therefore, each NCC/NPCC/NIRC and regional office must develop a strategy for conducting make-up training sessions, as necessary. Procedures for the make-up training sessions should include the following:

- The BAS-approved lesson plan for each training item will be followed for all training offerings.

- The approved materials and handouts, including online exercises and/or evaluations, provided by BAS for each training offering will be distributed to training participants.

- If a recorded session is provided as a make-up session, a subject matter expert (SME) in the training topic must be made available as point of contact during the training should questions arise.

- Make-up sessions must take place within the same quarter as the initial training session for any items scheduled by BAS.

- A sign-in sheet must be used to record training attendance, including the name of the SME who facilitated the make-up session.

Monthly Training Reports

All NCCs/NPCC/NIRC will receive a monthly training report from BAS within 10 workdays after the month ends. This report will show, for each employee, the number of training hours completed for the month and fiscal year to date in accordance with the FY2018 NTC and this SOP.

NCCs/NPCC/NIRC must provide written explanation for any employees not in compliance within 10 workdays from receiving the report.

Reporting Requirement

All NCCs/NPCC/NIRC and public contact/outreach staff at the regional offices/centers are required to submit quarterly training reports to BAS at VAVBAWAS/CO/BAS/QUALITY&TRAINING in order to demonstrate reasonable progress towards the yearly training requirement. These reports are due the tenth workday after the end of each quarter. A TMS Learning History or Learning Hours report for the curriculum items for the employees subject to the BAS NTC is acceptable. TMS-related guidance is available on the TMS Administrator SharePoint Site.

   Report Due Dates for FY2018:
- January 16, 2018
- April 13, 2018
- July 16, 2018
- October 15, 2018

Questions

Please send all questions about the implementation of this SOP to the BAS Training mailbox at: VAVBAWAS/CO/BAS/QUALITY&TRAINING.

Appendix A:
Prorating FY2018 Training Requirements

Prorating FY2018 Training Requirements

Training Managers may prorate BAS FY2018 NTC Training Requirements in the following circumstances:

- Employees become eligible for BAS NTC training after the first month of the fiscal year.

- Employees are on extended periods of excused absence (30 consecutive days or more) from their office.

When Training Managers prorate training requirements in the circumstances described above, they will maintain documentation approving the reduced training for the current fiscal year in the employees' training file. Satisfactory documentation of approval for prorated training consists of a memorandum from the employee's immediate supervisor with the name of the employee, period of time, and number of days that have been approved as extended periods of leave. The documentation will be kept confidential and will only be presented to the director's office of the RO for compliance to the National Training Requirements. The RO Director will certify the proper documentation is of record and all prorated training requirements are in compliance.

Example of documentation for extended excused absence

Memorandum

From: (Employee's Immediate Supervisor's Name)
To: (Regional Office Name) Training Manager
Subject: (Employee Name) approved extended leave

The above-mentioned employee has been authorized extended absence as follows:

March 1 to April 1, 2018: 31 Days
June 1 to July 1, 2018: 30 Days

Signed by (Immediate Supervisor)

Calculating prorated training items

Example:

- Employee's Challenge Training ends on January 1, 2018. The employee must complete nine months of training to be in compliance with the National Training Requirements.
    - 9/12 = .75
    - Mandated hours X .75 = learning hours required to be in compliance with the National Training Requirements

Attachment 1:

BAS FY2018 National Training Curriculum - New-Hire PCR (NCC & NPCC) Training Items

Curriculum ID: VBA-730

TMS Item #	Learning Hours	Title
VA 3808171	1	VBA Public Service Guide - Lesson 1: Introduction to Customer Service
VA 3808172	2	VBA Public Service Guide - Lesson 2: Effective Customer Service Skills for Telephone Contacts
VA 3808174	2	VBA Public Service Guide - Lesson 4: Effective Customer Service Skills for Email/IRIS/In-writing Contacts
VA 3832947	26.5	VBA Public Service Guide – Customer Skills Development
VA 3881513	2	Disability Compensation
VA 3881514	2	Live Pension
VA 4405841	6	Death-Related Conversations
VA 3881515	2	Survivors Pension
VA 3881516	2	Dependency
VA 3881517	2	Dependency and Indemnity Compensation
VA 3881518	2	Burial Benefits
VA 3881519	2	Home Loan Guaranty
VA 3881520	2	Vocational Rehabilitation and Employment
VA 3881521	2	VA Medical Centers
VA 3881524	2	Education
VA 1339356	2	Mission Vision & Core Values
VA 3812471	0.5	"A Day in the Life of a PCR"
VA 1339359	0.5	US Constitution
VA 4191390	2	Veterans Journey Mapping Exercise
VA 1339362	1	VA Terminology & Codes
VA 1339402	6	Introduction to Reference Materials
VA 4406307	2	Referral Procedures – Segment 1
VA 4177413	1	Military Sexual Trauma Soft Skills Training
VA 1339375	3	Journey of a Claim
VA 1339376	1.5	Pre-Discharge Claim Programs
VA 1339379	1.5	Tour of Veterans Service Center/Pension Management Center
VA 3729218	12	Customer Relationship Manager/Unified Desktop Optimized (CRM/UD-O) Initial Training
VA 3880795	1.5	eBenefits & Vets.gov Self Service Features
VA 1339467	3	Client-Requested Letters & Service Requests
VA 1339468	1.5	RightFax
VA 4406310	1	Fully Developed & Decision Ready Claim
VA 3838362	1	Benefits Assistance Service Introduction
VA 3838367	3	CRM FOIA/PA

VA 4406308	1	FOIA/PA Refresher – Segment 2
VA 3838404	3	CRM Fiduciary Program
VA 3838408	5	CRM Telephone Development
VA 1339481	2	Introduction to IRIS and VAI Systems
VA 3838286	2	Updating Contact and Payment Information
VA 3838416	3	CRM Referral Procedures
VA 3838330	2	CRM Non-receipt of Payment
VA 1339474	3	Appeals Process
VA 3838293	3.5	CRM First Notice of Death
VA 3838301	2	Death Related Conversations Role Play
VA 1339476	1.5	Introduction to Quality Monitoring
VA 3838414	5	CRM Status of Claim
VA 3838412	5	CRM Status of Appeal
VA 1339483	2	Debts, Waivers, and Compromises
VA 1341913	2	Crisis Management Procedures
VA 1339487	1	General VAMC Inquiries
VA 1341927	1.5	Fact Sheets/VA Forms
NFED 1341520	1.5	Military Cultural Awareness
VA 2084024	1.5	Connecting with Veterans
VA 2939969	1.5	History & Impact of VA Benefits
VA 4406309	2	VBMS Training
VA 3729193	1	Understanding Rating Decisions & Notification Letters
VA 3838349	2	CRM Representatives (POA/Service Organizations)
VA 3870855	2	VA Exams & Disability Benefits Questionnaires
VA 4298946	3	Ancillary & Derivative Benefits
VA 1341912	1.25	Local Issues
VA 3867880	2	Supervisory Escalation Procedures
VA 4406286	3	Incident Prevention Techniques & Practice Scenarios
NFED 4500962	1.1	New and Improved Features in Office 2016
NFED 4500455	1	Working with the Interface and Performing Basic Tasks in Word 2016
NFED 4500244	1	Skype for Business: New Features, Profile, and Contacts
NFED 4500585	0.5	Getting to Know Outlook 2016
NFED 4501232	0.5	Providing Telephone Customer Service
VA 4411046	2	Reinforcement: Week 1
VA 1381323	2	Reinforcement: Week 2
VA 1381324	2	Reinforcement: Week 3
VA 1381329	2	Reinforcement: Week 5
VA 1381331	2	Reinforcement: Week 6
VA 1381332	8	Telephone Shadowing (cumulative)
VA 1339409	40	Public Contact Representatives On-the-Job Training: Segment 1
VA 1381333	40	Public Contact Representative On-the-Job Training: Segment 2
VA 3844284	3	PCR Level II Assessment – Segment 1
VA 3844295	3	PCR Level II Assessment – Segment 2
Total	**268.35**	

Attachment 2:

BAS FY2018 National Training Curriculum - New-Hire PCR (NIRC) Training Items

Curriculum ID: VBA-731

TMS Item #	Learning Hours	Title
VA 1339402	6	Introduction to Reference Materials
NFED 4501381	0.5	Clarity and Conciseness in Business Writing
NFED 4501382	0.5	Editing and Proofreading Business Documents
NFED 4501206	0.5	Using the Parts of Speech
NFED 4501207	0.5	Getting the Details Right: Spelling Basics
NFED 4501208	0.6	Abbreviating, Capitalizing, and Using Numbers
NFED 4501209	0.5	Using Punctuation Marks
NFED 4501210	0.6	Creating Well-Constructed Sentences
NFED 4501211	0.5	Troublesome Words and Phrases: Common Usage Mistakes in Writing
VA 3881471	1	Customer Service Training for Public Contact Teams
VA 3881526	2	IRIS Responder Training
VA 1339435	1	Locating Veteran's Records
VA 1339438	1	Jurisdiction & Routing
VA 3881527	2	NIRC Status of Claim
VA 3881528	2	NIRC Status of Appeal
VA 3881529	2	NIRC Payment Issues, Non-Receipt, and Debts
VA 3881530	2	NIRC Development
VA 3881531	2	NIRC General Inquiries
VA 3881532	2	NIRC Client-Requested Letters
VA 3881533	2	NIRC Referral Procedures
VA 3881534	2	NIRC Crisis Management Procedures
VA 1381334	1	NIRC Foreign Inquiries
VA 3881536	1	NIRC Supervisor Escalation Procedures
VA 3881537	5	NIRC Shadowing
VA 3881538	40	NIRC OJT
Total	**78.2**	

Attachment 3:

BAS FY2018 National Training Curriculum - Experienced PCRs NCC/NPCC/NIRC Training Items

Curriculum ID: VBA-725

All PCRs with exception of employees currently in Challenge/Training Status

TMS Item #	Learning Hours	Title
VA 4406359	1	PCR Call Review October
VA 4406366	1	PCR Call Review November
VA 4406367	1	PCR Call Review December
VA 4406368	1	PCR Call Review January
VA 4406369	1	PCR Call Review February
VA 4406370	1	PCR Call Review March
VA 4406371	1	PCR Call Review April
VA 4406376	1	PCR Call Review May
VA 4406372	1	PCR Call Review June
VA 4406374	1	PCR Call Review July
VA 4406375	1	PCR Call Review August
VA 4406377	1	PCR Call Review September
VA 4406378	1	Local Training & Station Quality Updates October
VA 4406379	1	Local Training & Station Quality Updates November
VA 4406429	1	Local Training & Station Quality Updates December
VA 4406435	1	Local Training & Station Quality Updates January
VA 4406480	1	Local Training & Station Quality Updates February
VA 4406482	1	Local Training & Station Quality Updates March
VA 4406487	1	Local Training & Station Quality Updates April
VA 4406491	1	Local Training & Station Quality Updates May
VA 4406509	1	Local Training & Station Quality Updates June
VA 4406538	1	Local Training & Station Quality Updates July
VA 4406805	1	Local Training & Station Quality Updates August
VA 4406825	1	Local Training & Station Quality Updates September
VA 4406311	1	Coach/Team Meeting Quarter 1
VA 4406312	1	Coach/Team Meeting Quarter 2
VA 4406313	1	Coach/Team Meeting Quarter 3
VA 4406314	1	Coach/Team Meeting Quarter 4
VA 4406504	1	Emerging Issues and Hot Topics 1
VA 4406506	1	Emerging Issues and Hot Topics 2
VA 4406507	1	Emerging Issues and Hot Topics 3
VA 4406508	1	Emerging Issues and Hot Topics 4
VA 4406510	1	Emerging Issues and Hot Topics 5
VA 4406511	1	Emerging Issues and Hot Topics 6
VA 4406799	1	Level III Knowledge Check Quarter 1

VA 4406800	1	Level III Knowledge Check Quarter 2
VA 4406801	1	Level III Knowledge Check Quarter 3
VA 4406802	1	Level III Knowledge Check Quarter 4
VA 4406817	1	Status of Claim Refresher 1
VA 4406818	1	Status of Claim Refresher 2
VA 4406819	1	Status of Appeal Refresher 1
VA 4406820	1	Status of Appeal Refresher 2
N/A	12	Personal Development (tracked through excluded time reports)
VA 4406829	1	Public Service Guide Refresher 1
VA 4406830	1	Public Service Guide Refresher 2
VA 3867878	1	FOIA/PA Refresher
VA 3870984	1	Death-Related Inquiries Refresher
VA 3869121	1	Client Requested Letters Refresher
VA 3870971	1	Telephone Development Refresher
VA 3867885	1	Referral Procedures Refresher
VA 3847180	1	Drill Pay (Seasonal by 1/15)
VA 1758964	1	Annual Clothing Allowance (seasonal- by 4/30)
VA 3874859	1	Fully Developed & Decision Ready Claim Refresher
VA 3870855	1	VA Exams & Disability Benefits Questionnaires
VA 3845101	1	MRP/CRSC/CRDP
VA 1339491	1	Crisis Management Refresher
VA 3871011	1	VAI Requirements
VA 3881568	1	Hardship and Homeless Procedures
VA 3881570	1	Payment-Related Issues Refresher
VA 4406842	1	Appeal Opt-In Process
VA 3881571	1	Appeal Process Refresher
VA 3881572	1	Fiduciary Process Refresher
VA 3881575	1	Debts, Waivers, and Compromises Refresher
VA 3881576	1	Survivor Benefit Refresher
VA 3870991	1	Pension Refresher
VA 3881577	1	Disability Compensation Refresher
VA 3881579	1	DOD Benefit Overview
VA 4406843	1	Ancillary & Derivative Benefits Refresher
VA 4406851	1	Potential Incident Refresher
VA 4405105	1	RAMP
misc.	*	VBA Mandatory TMS Training
Total	**81**	*Does not count toward hour requirement.

Attachment 4:

*BAS FY2018 National Training Curriculum - NCC/NPCC/NIRC Coaches, Managers, Traini
Coordinators, Leads, Quality Review Specialists, Management Analysts, and Program
Support Assistants*

Curriculum ID: VBA-732
New Managers and Coaches

TMS Item #	Learning Hours	Title
VA 4408083	4	Speech Analytics and Continuous Improvement Plans 1
VA 4408087	4	Speech Analytics and Continuous Improvement Plans 2
VA 4406311	1	Coach/Team Meeting Quarter 1
VA 4406312	1	Coach/Team Meeting Quarter 2
VA 4406313	1	Coach/Team Meeting Quarter 3
VA 4406314	1	Coach/Team Meeting Quarter 4
VA 4408091	1	BAS Call Calibration Session1
VA 4408094	1	BAS Call Calibration Session 2
VA 4408098	1	BAS Call Calibration Session 3
VA 4408099	1	BAS Call Calibration Session 4
VA 4408112	1	BAS Call Calibration Session 5
VA 4408115	1	BAS Call Calibration Session 6
VA 4408118	1	BAS Call Calibration Session 7
VA 4408121	1	BAS Call Calibration Session 8
VA 4408124	1	BAS Call Calibration Session 9
VA 4408127	1	BAS Call Calibration Session 10
VA 4408130	1	BAS Call Calibration Session 11
VA 4408132	1	BAS Call Calibration Session 12
VA 3861091	1	Workload Management Plan
VA 1339491	1	Crisis Management Refresher
NFED 4501350	0.5	Strategies for Building a Cohesive Team
NFED 4501351	0.5	Effective Team Communication
NFED 4501352	0.5	Establishing Team Goals and Responsibilities and Using Feedback Effectively
NFED 4501502	0.5	Controlling Conflict, Stress, and Time in a Customer Service Environment
NFED 4501504	0.4	Polishing Your Skills for Excellent Customer Service
NFED 4501279	0.5	Make the Time You Need: Get Organized
NFED 4501345	0.5	Developing a Successful Team
NFED 4501267	0.5	How to Manage Difficult Conversations
NFED 4501510	0.5	Managing Employee Development
Total	**30.4**	

Curriculum ID: VBA-726
Experienced Managers and Coaches

TMS Item #	Learning Hours	Title
VA 4408083	4	Speech Analytics and Continuous Improvement Plan 1
VA 4408087	4	Speech Analytics and Continuous Improvement Plan 2
VA 4406311	1	Coach/Team Meeting Quarter 1
VA 4406312	1	Coach/Team Meeting Quarter 2
VA 4406313	1	Coach/Team Meeting Quarter 3
VA 4406314	1	Coach/Team Meeting Quarter 4
VA 4408091	1	BAS Call Calibration Session 1
VA 4408094	1	BAS Call Calibration Session 2
VA 4408098	1	BAS Call Calibration Session 3
VA 4408099	1	BAS Call Calibration Session 4
VA 4408112	1	BAS Call Calibration Session 5
VA 4408115	1	BAS Call Calibration Session 6
VA 4408118	1	BAS Call Calibration Session 7
VA 4408121	1	BAS Call Calibration Session 8
VA 4408124	1	BAS Call Calibration Session 9
VA 4408127	1	BAS Call Calibration Session 10
VA 4408130	1	BAS Call Calibration Session 11
VA 4408132	1	BAS Call Calibration Session 12
VA 3861091	1	Workload Management Plan
NFED 4501267	0.5	How to Manage Difficult Conversations
NFED 4501239	0.4	Motivating Your Employees
NFED 4501509	0.4	Positive Atmosphere: Establishing an Engaged Workforce
NFED 4501504	0.4	Polishing Your Skills for Excellent Customer Service
VA 1339491	1	Crisis Management Refresher
Total	**27.7**	

Curriculum ID: VBA-733
New Training Coordinators

TMS Item #	Learning Hours	Title
VA 4408134	1	Training Coordinator Call October
VA 4408138	1	Training Coordinator Call November
VA 4408139	1	Training Coordinator Call December
VA 4408140	1	Training Coordinator Call January
VA 4408150	1	Training Coordinator Call February
VA 4408143	1	Training Coordinator Call March
VA 4408144	1	Training Coordinator Call April
VA 4408151	1	Training Coordinator Call May
VA 4408152	1	Training Coordinator Call June
VA 4408153	1	Training Coordinator Call July
VA 4408154	1	Training Coordinator Call August
VA 4408155	1	Training Coordinator Call September
NFED 4501502	0.5	Controlling Conflict, Stress, and Time in a Customer Service Environment
NFED 4501504	0.4	Polishing Your Skills for Excellent Customer Service
NFED 4501279	0.5	Make the Time You Need: Get Organized
NFED 4501239	0.4	Motivating Your Employees
NFED 4501277	0.4	Conquering the Challenges of Public Speaking
NFED 4501212	0.5	Planning an Effective Presentation
NFED 4501213	0.5	Building Your Presentation
NFED 4501214	0.5	Ensuring Successful Presentation Delivery
NFED 4500962	1.1	New and Improved Features in Office 2016
NFED 4500455	1	Working with the Interface and Performing Basic Tasks in Word 2016
NFED 4500244	1	Skype for Business: New Features, Profile, and Contacts
NFED 4500585	0.5	Getting to Know Outlook 2016
NFED 4500960	0.8	Designing Effective PowerPoint Presentations
VA 3939003	6.5	Instructor Training Course Common Core Essentials Module
VA 3939004	14	Instructor Training Course Classroom Instruction Module
NFED 4501267	0.5	How to Manage Difficult Conversations
NFED 3768926	0.1	Handling Difficult Questions as a Presenter
VA 4200831	32	Customer Relationship/Unified Desktop-Optimized Training (TTT) End of IWT Evaluation
Multiple		BAS Call Calibration Sessions- *credit should be taken for attendance, but will not count toward NTC hour requirement
Total	**61.2**	

Curriculum ID: VBA-727
Experienced Training Coordinators

TMS Item #	Learning Hours	Title
VA 4408134	1	Training Coordinator Call October
VA 4408138	1	Training Coordinator Call November
VA 4408139	1	Training Coordinator Call December
VA 4408140	1	Training Coordinator Call January
VA 4408150	1	Training Coordinator Call February
VA 4408143	1	Training Coordinator Call March
VA 4408144	1	Training Coordinator Call April
VA 4408151	1	Training Coordinator Call May
VA 4408152	1	Training Coordinator Call June
VA 4408153	1	Training Coordinator Call July
VA 4408154	1	Training Coordinator Call August
VA 4408155	1	Training Coordinator Call September
NFED 4500962	1.1	New and Improved Features in Office 2016
NFED 4500455	1	Working with the Interface and Performing Basic Tasks in Word 2016
NFED 4500244	1	Skype for Business: New Features, Profile, and Contacts
NFED 4500585	0.5	Getting to Know Outlook 2016
NFED 4500960	0.8	Designing Effective PowerPoint Presentations
NFED 4501279	0.5	Make the Time You Need: Get Organized
NFED 3479973	0.3	Coping with Conflicting Priorities – Business Challenge Video
NFED 4501504	0.4	Polishing Your Skills for Excellent Customer Service
NFED 4501509	0.4	Positive Atmosphere: Establishing an Engaged Workforce
NFED 4501502	0.5	Controlling Conflict, Stress, and Time in a Customer Service Environment
NFED 4501267	0.5	How to Manage Difficult Conversations
VA 1339491	1	Crisis Management Refresher
Multiple		BAS Call Calibration Session- *credit should be taken for attendance, but will not count toward NTC hour requirement
Total	**20**	

Curriculum ID: VBA-735
Lead PCRs

TMS Item #	Learning Hours	Title
VA 4408083	4	Speech Analytics and Continuous Improvement Plans 1
VA 4408087	4	Speech Analytics and Continuous Improvement Plans 2
VA 3861091	1	Workload Management Plan
NFED 4501351	0.5	Effective Team Communication
NFED 4501502	0.5	Controlling Conflict, Stress, and Time in a Customer Service Environment
NFED 4501504	0.4	Polishing Your Skills for Excellent Customer Service
NFED 4501241	0.5	Leading Through Positive Influence
NFED 4501263	0.4	Fostering Mentoring Relationships
NFED 4500962	1.1	New and Improved Features in Office 2016, Word and Outlook
NFED 4500455	1	Working with the Interface and Performing Basic Tasks in Word 2016
NFED 4500244	1	Skype for Business: New Features, Profile, and Contacts
NFED 4500585	0.5	Getting to Know Outlook 2016
NFED 4501279	0.5	Make the Time You Need: Get Organized
VA 1339491	1	Crisis Management Refresher
VA 4408091	1	BAS Call Calibration Session 1
VA 4408094	1	BAS Call Calibration Session 2
VA 4408098	1	BAS Call Calibration Session 3
VA 4408099	1	BAS Call Calibration Session 4
VA 4408112	1	BAS Call Calibration Session 5
VA 4408115	1	BAS Call Calibration Session 6
VA 4408118	1	BAS Call Calibration Session 7
VA 4408121	1	BAS Call Calibration Session 8
VA 4408124	1	BAS Call Calibration Session 9
VA 4408127	1	BAS Call Calibration Session 10
VA 4408130	1	BAS Call Calibration Session 11
VA 4408132	1	BAS Call Calibration Session 12
Total	**28.4**	

Curriculum ID: VBA-734
New Quality Review Specialists

TMS Item #	Learning Hours	Title
VA 3861091	1	Workload Management Plan
NFED 3479980	0.3	Giving Feedback to Co-Workers - Challenge Video
NFED 1327023	0.25	Giving Appropriate Feedback
NFED 3768926	0.1	Handling Difficult Questions as a Presenter
NFED 4501263	0.4	Fostering Mentoring Relationships
NFED 4501351	0.5	Effective Team Communication
NFED 4501270	0.5	Your Role in Workplace Diversity
NFED 4501381	0.5	Clarity and Conciseness in Business Writing
NFED 4501382	0.5	Editing and Proofreading Business Documents
NFED 4501212	0.5	Planning an Effective Presentation
NFED 4501213	0.5	Building Your Presentation
NFED 4501214	0.5	Ensuring Successful Presentation Delivery
NFED 4501277	0.4	Conquering the Challenges of Public Speaking
NFED 4500962	1.1	New and Improved Features in Office 2016
NFED 4500455	1	Working with the Interface and Performing Basic Tasks in Word 2016
NFED 4500244	1	Skype for Business: New Features, Profile, and Contacts
NFED 4500585	0.5	Getting to Know Outlook 2016
VA 1339491	1	Crisis Management Refresher
VA 3867902	1	Review of Common References for the Quality Assurance Specialist
VA 3867910	1	Determining Issues for the Quality Assurance Specialist
VA 4408157	2	NICE Training
VA 3937257	1	eBenefits, Freedom of Information Act, Privacy Act, Change of Address, and Direct Deposit for QAS
VA 3937258	1	Phone Development, Referrals, and Correspondence for Quality Assurance Specialist
VA 3937261	1	Payments and Debts for Quality Assurance Specialist
VA 3937263	1.5	Status of Claim, Status of Appeal, Death-Related Calls for Quality Assurance Specialist
VA 3937249	1	Call Quality Evaluation Guide and Scorecard
VA 3867906	1	Write Up Tips and Tricks for the Quality Assurance Specialist
VA 4408091	1	BAS Call Calibration Session 1
VA 4408094	1	BAS Call Calibration Session 2
VA 4408098	1	BAS Call Calibration Session 3
VA 4408099	1	BAS Call Calibration Session 4
VA 4408112	1	BAS Call Calibration Session 5
VA 4408115	1	BAS Call Calibration Session 6
VA 4408118	1	BAS Call Calibration Session 7

VA 4408121	1	BAS Call Calibration Session 8
VA 4408124	1	BAS Call Calibration Session 9
VA 4408127	1	BAS Call Calibration Session 10
VA 4408130	1	BAS Call Calibration Session 11
VA 4408132	1	BAS Call Calibration Session 12
Total	**33.05**	

Curriculum ID: VBA-728
Experienced Quality Review Specialists

TMS Item #	Learning Hours	Title
VA 4408083	4	Speech Analytics and Continuous Improvement Plans 1
VA 4408087	4	Speech Analytics and Continuous Improvement Plans 2
VA 1339491	1	Crisis Management Refresher
VA 4408091	1	BAS Call Calibration Session 1
VA 4408094	1	BAS Call Calibration Session 2
VA 4408098	1	BAS Call Calibration Session 3
VA 4408099	1	BAS Call Calibration Session 4
VA 4408112	1	BAS Call Calibration Session 5
VA 4408115	1	BAS Call Calibration Session 6
VA 4408118	1	BAS Call Calibration Session 7
VA 4408121	1	BAS Call Calibration Session 8
VA 4408124	1	BAS Call Calibration Session 9
VA 4408127	1	BAS Call Calibration Session 10
VA 4408130	1	BAS Call Calibration Session 11
VA 4408132	1	BAS Call Calibration Session 12
Total	**21**	

Curriculum ID: VBA-736
Management Analysts

TMS Item #	Learning Hours	Title
VA 4408083	4	Speech Analytics and Continuous Improvement Plans 1
VA 4408087	4	Speech Analytics and Continuous Improvement Plans 2
VA 4408161	1	Management Analyst Training Call 1
VA 4408163	1	Management Analyst Training Call 2
VA 4408173	1	Management Analyst Training Call 3
VA 4408174	1	Management Analyst Training Call 4
VA 4408177	1	Management Analyst Training Call 5
VA 4408178	1	Management Analyst Training Call 6
VA 4408179	1	Management Analyst Training Call 7
VA 4408183	1	Management Analyst Training Call 8
VA 3861091	1	Workload Management Plan
NFED 4500679	1.1	Microsoft Excel 2016 Essentials: Formulas and Functions
NFED 4500761	0.9	Navigating, Customizing, Lists and Libraries in SharePoint 2016
VA 1339491	1	Crisis Management Refresher
Multiple		BAS Call Calibration Session- *credit should be taken for attendance, but will not count toward NTC hour requirement
Total	**20**	

Curriculum ID: VBA-737
Program Support Assistants

TMS Item #	Learning Hours	Title
VA 3861091	1	Workload Management Plan
VA 1339491	1	Crisis Management Refresher
NFED 4501498	0.4	Administrative Support: Developing Your Essential Skills
NFED 4501197	0.3	Administrative Support: Working in Partnership with Your Boss
NFED 4501198	0.3	Administrative Support: Interacting Effectively with Colleagues
NFED 4501199	0.3	Administrative Support: Projecting a Positive Professional Image
NFED 4500962	1.1	New and Improved Features in Office 2016
NFED 4500455	1	Working with the Interface and Performing Basic Tasks in Word 2016
NFED 4500244	1	Skype for Business: New Features, Profile, and Contacts
NFED 4500585	0.5	Getting to Know Outlook 2016
NFED 4500679	1.1	Microsoft Excel 2016 Essentials: Formulas and Functions
NFED 4500761	0.9	Navigating, Customizing, Lists and Libraries in SharePoint 2016
NFED 4500960	0.8	Designing Effective PowerPoint Presentations
NFED 4501381	0.5	Clarity and Conciseness in Business Writing
NFED 4501382	0.5	Editing and Proofreading Business Documents
NFED 4501206	0.5	Using the Parts of Speech
NFED 4501207	0.5	Getting the Details Right: Spelling Basics
NFED 4501208	0.6	Abbreviating, Capitalizing, and Using Numbers
NFED 4501209	0.5	Using Punctuation Marks
NFED 4501210	0.6	Creating Well-Constructed Sentences
NFED 4501211	0.5	Troublesome Words and Phrases: Common Usage Mistakes in Writing
NFED 4501351	0.5	Effective Team Communication
NFED 4501279	0.5	Make the Time You Need: Get Organized
Total	**14.9**	

Attachment 5:

BAS FY 2018 National Training Curriculum – Regional Office Public Contact Representatives/Outreach Personnel/Coaches

Curriculum ID: VBA-739
Public Contact Team LAS/PCR

TMS Item #	Learning Hours	Title
VA 4407872	1	BAS PCT PCR Training Call Quarter 1
VA 4407933	1	BAS PCT PCR Training Call Quarter 2
VA 4407921	1	BAS PCT PCR Training Call Quarter 3
VA 4407923	1	BAS PCT PCR Training Call Quarter 4
VA 3881471	1	Customer Service Training for Public Contact Teams
VA 3790159	1	Conducting Effective Outreach
VA 1339491	1	Crisis Management Refresher
VA 4298973	1	Dependency Claim Refresher
VA 3881568	1	Hardship and Homeless Procedures
VA 4177413	2	Military Sexual Trauma (MST) Soft Skills Training
VA 3874859	1	Fully Developed & Decision Ready Claim Refresher
VA 3881611	1	Reference Materials Refresher
VA 3867878	1	FOIA/PA Refresher
VA 3881571	1	Appeals Process Refresher
VA 4406842	1	Appeals Opt-In Process
VA 3881572	1	Fiduciary Process Refresher
VA 3869121	1	Client Requested Letters Refresher
VA 4407937	1	Claim Development Refresher
VA 3881612	1	Ancillary Benefits
VA 3870984	1	Death Related Inquiries Refresher
VA 3881577	1	Disability Compensation Refresher
VA 3870991	1	Pension- Related Refresher
VA 3881613	1	Education Refresher
VA 3881616	1	Vocational Rehabilitation and Employment Refresher
VA 3881617	1	VA Medical Center Refresher
VA 3881604	1	State-Specific Issues for PCT
NFED 4500962	1.1	New and Improved Features in Office 2016
NFED 4500455	1	Working with the Interface and Performing Basic Tasks in Word 2016
NFED 4500244	1	Skype for Business: New Features, Profile, and Contacts
NFED 4500585	0.5	Getting to Know Outlook 2016
VA 4405105	1	RAMP
Misc.	*	VBA Mandatory Items
Total	**31.6**	*Does not count toward hour requirement.

Curriculum ID: VBA-738
Public Contact Coach

TMS Item #	Learning Hours	Title
VA 4407872	1	BAS PCT PCR Training Call Quarter 1
VA 4407933	1	BAS PCT PCR Training Call Quarter 2
VA 4407921	1	BAS PCT PCR Training Call Quarter 3
VA 4407923	1	BAS PCT PCR Training Call Quarter 4
VA 4407877	2	BAS PCT Management Training Call Quarter 1
VA 4407887	2	BAS PCT Management Training Call Quarter 2
VA 4407940	2	BAS PCT Management Training Call Quarter 3
VA 4407943	2	BAS PCT Management Training Call Quarter 4
VA 1339491	1	Crisis Management Refresher
Total	**13**	