



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

October 15, 2018

Directors (00)
All VA Regional Offices and Centers

In Reply Refer To: 273B
Policy Letter 27-18-01

SUBJ: Benefits Assistance Service (BAS) Fiscal Year (FY) 2019 National Training Curriculum (NTC) for VBA Contact Center 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), and Regional Office Public Contact Teams.

This letter and accompanying standard operating procedure (SOP) are intended to provide guidance and facilitate the understanding, implementation, and recording of the FY2019 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.

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.

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The enclosed SOP for the FY2019 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 FY19 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 in the public contact teams 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 staff are responsible for ensuring the procedures outlined in the enclosed SOP are implemented upon receipt of this letter.

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Questions

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

/s/

Michael J. Frueh
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 2019 National Training Curriculum**

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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) 2019 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, and Management Analysts 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.
- 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

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and abilities of the employees. Training may consist of both technical and developmental training:

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

FY2019 NTC Requirements for NCC/NPCC/NIRC PCRs, Leads, Coaches, Management Analysts, Managers, Quality Review Specialists, Training Coordinators and Regional Office Public Contact/Outreach Staffs

Employees identified in the BAS FY2019 NTC, except for experienced PCRs, 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 begin a curriculum after the beginning of the fiscal year. See the prorating examples in Appendix A.

Benefits Assistance Service FY2019 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' Contact Center 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

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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.
- Employees must complete the evaluations and/or comprehension assessments, if applicable, in TMS to receive credit for completing the course.
- Curriculum items listed with "TBD" in the "TMS Item #" field will have a TMS item number assigned at a later date.
- 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 FY2019 NTC National Training Curricula and Assignment

BAS will automatically assign the FY2019 NTC with an October 1, 2018 assignment date through TMS Classes. Training Managers must add employees to the appropriate TMS Class based on the employee's position. Training Managers are also responsible for removing or moving employees from TMS Classes as they change positions.

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)	VBA-478	VBA-949
BAS Public Contact Representatives - New (NIRC) Class	VBA-479	VBA-950

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BAS Public Contact Representatives - Experienced Class	VBA-480	VBA-944
BAS PCR Manager/Coach - New Class	VBA-481	VBA-951
BAS PCR Manager and Coach - Experienced Class	VBA-482	VBA-945
BAS PCR Training Coordinator - New Class	VBA-483	VBA-952
BAS PCR Training Coordinator - Experienced Class	VBA-484	VBA-946
BAS PCR Lead Class	VBA-485	VBA-955
BAS PCR Management Analyst Class	VBA-486	VBA-956
BAS Quality Review Specialist - New Class	VBA-488	VBA-953
BAS Quality Review Specialist - Experienced Class	VBA-489	VBA-947
BAS PCT LAS/CA/IA - Experienced Class	VBA-498	VBA-948
BAS PCT Coach Class	VBA-499	VBA-957

NTC Make-up Training

All NCC/NPCC/NIRC PCRs, Coaches, Manager, Training Coordinators, Leads, Quality Review Specialists, Management Analysts, 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.

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Quarterly Training Reports

All NCCs/NPCC/NIRC will receive a quarterly training report from BAS within 10 workdays after the quarter ends. This report will show, for each employee, the number of training hours completed for the quarter and compliance with the FY2019 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 FY2019:

- January 15, 2019
- April 12, 2019
- July 15, 2019
- October 15, 2019

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 FY2019 Training Requirements

Prorating FY2019 Training Requirements

Training Managers may prorate BAS FY2019 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)

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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

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Attachment 1:

BAS FY2019 National Training Curriculum - New-Hire PCR (NCC & NPCC) Training Items

Curriculum ID: VBA-949

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 3881516	2	Dependency
VA 3881519	2	Home Loan Guaranty
VA 3881520	2	Vocational Rehabilitation and Employment
VA 3881524	2	Education
VA 1339356	2	Mission, Vision, and Core Values
VA 3812471	0.5	“A Day in the Life of a PCR”
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	2	Military Sexual Trauma (MST) Soft Skills Training
VA 1339375	3	Journey of a Claim
VA 1339376	1.5	Pre-Discharge Claim Programs
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	Freedom of Information Act (FOIA) & Privacy Act (PA)

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VA 4406308	1	FOIA/PA Refresher – Segment 2
VA 3838404	3	Fiduciary Process
VA 3838408	5	Telephone Development & Routing/Jurisdiction
VA 1339481	2	Introduction to IRIS and VAI Systems
VA 3838286	2	Updating Contact and Payment Information
VA 3838416	3	Referral Procedures
VA 3838330	2	Non-Receipt of Payment
VA 1339474	3	Appeals Process
VA 3838293	3.5	First Notice of Death Process
VA 3838301	2	Death Related Conversations Role Play
VA 1339476	1.5	Introduction to Quality Monitoring
VA 3838414	5	Status of Claim
VA 3838412	5	Status of Appeal
VA 1339483	2	Debts, Waivers, and Compromises
VA 1341913	2	Crisis Management Procedures
VA 1339487	2.5	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	The History and Impact of Veterans Benefits
VA 4406309	2	VBMS Training
VA 3729193	1	Understanding Rating Decisions & Notification Letters
VA 3838349	2	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
TBD	1	MRP/CRSC/CRDP/Drill Pay
VA 4411046	2	Reinforcement: Week 1
VA 1381323	2	Reinforcement: Week 2
VA 1381324	2	Reinforcement: Week 3
VA 1381329	2	Reinforcement: Week 5

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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	

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Attachment 2:

BAS FY2019 National Training Curriculum - New-Hire PCR (NIRC) Training Items

Curriculum ID: VBA-950

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 Veterans' 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	

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Attachment 3:

BAS FY2019 National Training Curriculum - Experienced PCRs NCC/NPCC/NIRC Training Items

Curriculum ID: VBA-944

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

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

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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
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 1
TBD	1	Crisis Management Refresher 2
VA 4177413	2	Military Sexual Trauma (MST) Soft Skills Training
TBD	1	Military Sexual Trauma Claims Refresher
VA 3871011	1	VAI Requirements
VA 3881568	1	Hardship and Homeless Procedures
VA 3881570	1	Payment-Related Issues Refresher
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

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N/A	12	Personal Development (tracked through excluded time reports)
Total	83	

Attachment 4:

BAS FY2019 National Training Curriculum - NCC/NPCC/NIRC Coaches, Managers, Training Coordinators, Leads, Quality Review Specialists, and Management Analysts

**Curriculum ID: VBA-951
New Managers and Coaches**

Item	Learning Hours	Title
TBD	1	Speech Analytics and Continuous Improvement Plans 1
TBD	1	Speech Analytics and Continuous Improvement Plans 2
TBD	1	Speech Analytics and Continuous Improvement Plans 3
TBD	1	Speech Analytics and Continuous Improvement Plans 4
TBD	1	Speech Analytics and Continuous Improvement Plans 5
TBD	1	Speech Analytics and Continuous Improvement Plans 6
TBD	1	Speech Analytics and Continuous Improvement Plans 7
TBD	1	Speech Analytics and Continuous Improvement Plans 8
TBD	1	Speech Analytics and Continuous Improvement Plans 9
TBD	1	Speech Analytics and Continuous Improvement Plans 10
TBD	1	Speech Analytics and Continuous Improvement Plans 11
TBD	1	Speech Analytics and Continuous Improvement Plans 12
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 3861091	1	Workload Management Plan
VA 1339491	1	Crisis Management Refresher 1
TBD	1	Crisis Management Refresher 2
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

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NFED 4501267	0.5	How to Manage Difficult Conversations
NFED 4501510	0.5	Managing Employee Development
Misc	17	Items from VBA-944 (Experienced PCR Curriculum)
Total	40.4	

**Curriculum ID: VBA-945
Experienced Managers and Coaches**

Item	Learning Hours	Title
TBD	1	Speech Analytics and Continuous Improvement Plans 1
TBD	1	Speech Analytics and Continuous Improvement Plans 2
TBD	1	Speech Analytics and Continuous Improvement Plans 3
TBD	1	Speech Analytics and Continuous Improvement Plans 4
TBD	1	Speech Analytics and Continuous Improvement Plans 5
TBD	1	Speech Analytics and Continuous Improvement Plans 6
TBD	1	Speech Analytics and Continuous Improvement Plans 7
TBD	1	Speech Analytics and Continuous Improvement Plans 8
TBD	1	Speech Analytics and Continuous Improvement Plans 9
TBD	1	Speech Analytics and Continuous Improvement Plans 10
TBD	1	Speech Analytics and Continuous Improvement Plans 11
TBD	1	Speech Analytics and Continuous Improvement Plans 12
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 3861091	1	Workload Management Plan
NFED 1328302	0.1	The Art of Effective Coaching
NFED 1345913	0.5	Building and Leading Teams
NFED 3828575	0.3	Building Peer Relationships- Challenge Series
NFED 3788314	0.3	Emotional Intelligence at Work- Challenge Series
NFED 2496971	0.3	Listening with Skill
NFED 3812286	0.1	Making Yourself Approachable- Business Impact Series
NFED 1327025	0.25	Leader as Motivator
NFED 1365316	0.3	Managing Goals
VA 1339491	1	Crisis Management Refresher 1
TBD	1	Crisis Management Refresher 2
Misc	19	Items from VBA-944 (Experienced PCR Curriculum)
Total	40.15	

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**Curriculum ID: VBA-952
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
TBD	1	Speech Analytics and Continuous Improvement Plans 1
TBD	1	Speech Analytics and Continuous Improvement Plans 2
TBD	1	Speech Analytics and Continuous Improvement Plans 3
TBD	1	Speech Analytics and Continuous Improvement Plans 4
TBD	1	Speech Analytics and Continuous Improvement Plans 5
TBD	1	Speech Analytics and Continuous Improvement Plans 6
TBD	1	Speech Analytics and Continuous Improvement Plans 7
TBD	1	Speech Analytics and Continuous Improvement Plans 8
TBD	1	Speech Analytics and Continuous Improvement Plans 9
TBD	1	Speech Analytics and Continuous Improvement Plans 10
TBD	1	Speech Analytics and Continuous Improvement Plans 11
TBD	1	Speech Analytics and Continuous Improvement Plans 12
VA 1339491	1	Crisis Management Refresher
TBD	1	Crisis Management Refresher 2
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

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NFED 4501213	0.5	Building Your Presentation
NFED 4501214	0.5	Ensuring Successful Presentation Delivery
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	BAS 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	83.6	

**Curriculum ID: VBA-946
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
TBD	1	Speech Analytics and Continuous Improvement Plans 1
TBD	1	Speech Analytics and Continuous Improvement Plans 2
TBD	1	Speech Analytics and Continuous Improvement Plans 3
TBD	1	Speech Analytics and Continuous Improvement Plans 4
TBD	1	Speech Analytics and Continuous Improvement Plans 5
TBD	1	Speech Analytics and Continuous Improvement Plans 6
TBD	1	Speech Analytics and Continuous Improvement Plans 7
TBD	1	Speech Analytics and Continuous Improvement Plans 8
TBD	1	Speech Analytics and Continuous Improvement Plans 9
TBD	1	Speech Analytics and Continuous Improvement Plans 10
TBD	1	Speech Analytics and Continuous Improvement Plans 11
TBD	1	Speech Analytics and Continuous Improvement Plans 12

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NFED 1328302	0.1	The Art of Effective Coaching
NFED 1345913	0.5	Building and Leading Teams
NFED 3828575	0.3	Building Peer Relationships- Challenge Series
NFED 3788314	0.3	Emotional Intelligence at Work- Challenge Series
NFED 2496971	0.3	Listening with Skill
NFED 3812286	0.1	Making Yourself Approachable- Business Impact Series
NFED 1327025	0.25	Leader as Motivator
NFED 1365316	0.3	Managing Goals
NFED 1349516	0.5	Critical Thinking
VA 4179006	15	Instructor Qualification Workshop (IQW) Prerequisite
VA 1339491	1	Crisis Management Refresher
TBD	1	Crisis Management Refresher 2
Multiple		BAS Call Calibration Session- *credit should be taken for attendance, but will not count toward NTC hour requirement
Total	43.65	

**Curriculum ID: VBA-955
Lead PCR's**

Item	Learning Hours	Title
TBD	1	Speech Analytics and Continuous Improvement Plans 1
TBD	1	Speech Analytics and Continuous Improvement Plans 2
TBD	1	Speech Analytics and Continuous Improvement Plans 3
TBD	1	Speech Analytics and Continuous Improvement Plans 4
TBD	1	Speech Analytics and Continuous Improvement Plans 5
TBD	1	Speech Analytics and Continuous Improvement Plans 6
TBD	1	Speech Analytics and Continuous Improvement Plans 7
TBD	1	Speech Analytics and Continuous Improvement Plans 8
TBD	1	Speech Analytics and Continuous Improvement Plans 9
TBD	1	Speech Analytics and Continuous Improvement Plans 10
TBD	1	Speech Analytics and Continuous Improvement Plans 11
TBD	1	Speech Analytics and Continuous Improvement Plans 12
VA 3861091	1	Workload Management Plan
NFED 3828575	0.3	Building Peer Relationships- Challenge Series
NFED 3788314	0.3	Emotional Intelligence at Work- Challenge Series
NFED 2496971	0.3	Listening with Skill
NFED 3812286	0.1	Making Yourself Approachable- Business Impact Series
VA 1339491	1	Crisis Management Refresher 1
TBD	1	Crisis Management Refresher 2
VA 4408091	1	BAS Call Calibration Session 1

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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
Misc	12	Items from VBA-944 (Experienced PCR Curriculum)
Total	40	

**Curriculum ID: VBA-953
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
VA 1339491	1	Crisis Management Refresher
TBD	1	Crisis Management Refresher 2
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

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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
Misc	10	Items from VBA-944 (Experienced PCR Curriculum)
Total	40.45	

**Curriculum ID: VBA-947
Experienced Quality Review Specialists**

TMS Item #	Learning Hours	Title
VA 1339491	1	Crisis Management Refresher
TBD	1	Crisis Management Refresher 2
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
Misc	26	Items from VBA-944 (Experienced PCR Curriculum)
Total	40	

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**Curriculum ID: VBA-956
Management Analysts**

Item	Learning Hours	Title
TBD	1	Speech Analytics and Continuous Improvement Plans 1
TBD	1	Speech Analytics and Continuous Improvement Plans 2
TBD	1	Speech Analytics and Continuous Improvement Plans 3
TBD	1	Speech Analytics and Continuous Improvement Plans 4
TBD	1	Speech Analytics and Continuous Improvement Plans 5
TBD	1	Speech Analytics and Continuous Improvement Plans 6
TBD	1	Speech Analytics and Continuous Improvement Plans 7
TBD	1	Speech Analytics and Continuous Improvement Plans 8
TBD	1	Speech Analytics and Continuous Improvement Plans 9
TBD	1	Speech Analytics and Continuous Improvement Plans 10
TBD	1	Speech Analytics and Continuous Improvement Plans 11
TBD	1	Speech Analytics and Continuous Improvement Plans 12
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
TBD	1	Management Analyst Training Call 9
TBD	1	Management Analyst Training Call 10
TBD	1	Management Analyst Training Call 11
TBD	1	Management Analyst Training Call 12
VA 3861091	1	Workload Management Plan
VA 1339491	1	Crisis Management Refresher 1
TBD	1	Crisis Management Refresher 2
Misc	13	Items from VBA-944 (Experienced PCR Curriculum)
Total	40	

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Attachment 5:

BAS FY 2019 National Training Curriculum – Regional Office Public Contact Representatives/Outreach Personnel/Coaches

Curriculum ID: VBA-948 Public Contact Team LAS/CA/IA

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
TBD	1	PCT Hot Topics & Emerging Issues 1
TBD	1	PCT Hot Topics & Emerging Issues 2
VA 3881471	1	Customer Service Training for Public Contact Teams
VA 1339491	1	Crisis Management Refresher 1
TBD	1	Crisis Management Refresher 2
VA 4298973	1	Dependency Claim Refresher
VA 3881568	1	Hardship and Homeless Procedures
TBD	1	Military Sexual Trauma (MST) Claims
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 3881571	1	Appeals Process Refresher
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
TBD	1	Special Monthly Compensation/Pension
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
VA 4440810	1	Potential Incident Refresher
TBD	1	VA Life Insurance

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TBD	1	MRP/CRSC/CRDP
TBD	1	Non-Receipt of Payment
TBD	1	VA Overpayments/Debts
TBD	1	Congressional Inquiries
TBD	1	Drill Pay
NFED 4501280	0.5	The Art of Staying Focused
NFED 4501186	0.4	Maximize Your Productivity by Managing Time and Tasks
Total	36.9	

**Curriculum ID: VBA-957
Public Contact Coach**

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
TBD	1	BAS PCT Management Training Call 1
TBD	1	BAS PCT Management Training Call 2
TBD	1	BAS PCT Management Training Call 3
TBD	1	BAS PCT Management Training Call 4
TBD	1	BAS PCT Management Training Call 5
TBD	1	BAS PCT Management Training Call 6
TBD	1	BAS PCT Management Training Call 7
TBD	1	BAS PCT Management Training Call 8
TBD	1	BAS PCT Management Training Call 9
TBD	1	BAS PCT Management Training Call 10
TBD	1	BAS PCT Management Training Call 11
TBD	1	BAS PCT Management Training Call 12
VA 1339491	1	Crisis Management Refresher 1
TBD	1	Crisis Management Refresher 2
Total	18	