

# Competency-Based Training System (CBTS) Frequently Asked Questions (FAQs) – FY 2025

CBTS District Briefing held September 18-19, 2024

General Knowledge, Assignments, Supervisor/TM Tasks, and Tech. Support

## **\*\*General Knowledge**

**Q: When are the release dates for all cohorts:**

**A:** The proposed/projected release dates are as follows for FY 2025:

Note: Emails will be sent once the dates are finalized. Please note that all dates are subject to change.

- **Pre-D** – November 19, 2024
- **RVSR** – January 28, 2025
- **Post** – February 18, 2025
- **BEST** – March 18, 2025

**Q: How long do claims processors have to take the Diagnostic Assessment?**

**A:** The industry standard is two minutes per question and then rounded to the nearest 15 minutes. The projected times allotted for the assessments are as follows:

- Pre- D: 3 hours
- Best: 3 hours
- RVSR: 4.5 hours
- POST: 3 hours

**Q: Will there be a CBTS curriculum for Cross-Trained (Pre and Post) VSRs in FY 2025?**

**A:** Cross-functional VSRs will take pre- and post-assessments, if they are in the TMS cross-functional cohort.

**Q: When is the assessment assigned to claims processors that have just graduated VIP?**

**A:** Employees who have been in the position for one year will be assigned CBTS. Please remember that CBTS is an assessment. CBTS is designed as an evaluation of skill sets, but also to build an individualized training plan for each employee. If the assessment indicates training is needed, regardless of VIP graduation date, then the need is identified, and training assigned. VIP training conducted for one fiscal year will not cover the entire training plan for the employee for the following FY, thus CBTS satisfies that requirement. To obtain the 12-month roadmap, please visit <https://vba-ed.vbatraining.org/TCOE/SitePages/NeedHelp/Toolkit.aspx>

**Q: The dates do matter as far as workload management due to heavy leave, will there be a grace period?**

**A:** The entire CBTS cycle (diagnostic assessment through required remediation training) must be completed within 90 days of assignment to remain compliant. Extensions beyond 90 days will need to be requested from OFO through the appropriate District and cannot exceed 120 days from the official launch date. You can also view the readiness guide for more information.

**Q: Should employees be actively involved in their remediation?**

**A:** Yes, once the employee completes the assessment, the supervisor should meet with the employee and discuss the results. The supervisor and ONLY the supervisor should assign remediation courses through the workbench. NO EMPLOYEE SHOULD SELF ASSIGN.

**Q: Will CBTS provide a list of training? Will there also be a list of VACO mandated training published also.**

**A:** FY25-mandated training courses are developed for specific topics identified by Compensation Service based on national quality trends and emerging issues. Training may also be mandated based on new policies, stakeholder input, etc. This training may be assigned annually, monthly, quarterly, or as needed. To view the FY25 Training plan please select the following links:

- VSR [VSR Training Plans \(va.gov\)](#)
- RVSR [RVSR Training Plans \(va.gov\)](#)

**Q: Does the 90 days start on the release date?**

**A:** Yes. The 90 days starts on the day that CBTS is assigned to employees in TMS.

**Q: Is there still a 7-day waiting period to reassign a course after an employee fails?**

**A:** NO.

**Q: How do employees receive immediate feedback upon completion of the assessment?**

**A:** At the completion of the assessment, the supervisor and employee have the option to read the feedback report immediately. Note: It is recommended that each employee print and/or save the Individual Feedback Report after each assessment for future reference.

## **\*\*Assignments**

**Q: The assessment is assigned to the claim's processor based on their placement in the NTC cohort. Since there are specific cohorts during different times of the year, is there a specific time or window where a person landing into that cohort will not receive that assignment? Part 1 of 2**

**A:** The last CBTS diagnostic assessment for the fiscal year (FY) will be assigned in May. Claims processors who attain their one year in their position after May will be assigned the next FY CBTS diagnostic assessment. This is the only way that assurance can be made for the 90-day completion of the process to include remediation.

**Q: Following up, would stations need to track and manually assign that assessment? Part 2 of 2**

**A:** If the claims processor is in the cohort, they will be assigned the assessment automatically if appropriate.

**Q: Are there any plans in the future to assign CBTS TMS directly to the employee's TMS vice the Supervisor managing TMS assignments based on the hours required for each employee to complete or is the system designed so that Supervisors are tracking daily/weekly each employee's progress?**

**A:** Not at this time. The system does not permit an automatic notification. The information for the assessment is in TMS and not the workbench. The workbench is where supervisors must take action to assign courses.

## **\*\*Supervisor/TM Tasks**

**Q: If a Coach were to assign any of the CBTS trainings in TMS to a new hire/new employee on-boarding would that create a problem downstream in terms of someone taking their CBTS curriculum?**

**A:** The CBTS program is assigned by cohort through HCS, not the supervisor or training manager. The employee would need to be in the appropriate cohort to receive the assignments. The program is geared toward employees who have been in their position for at least 1 year or longer.

**Q: How soon can a supervisor meet with an employee after completing the assessment?**

**A:** Supervisors can meet with their employees immediately after they complete the assessment and assign courses.

**Q: Where can a supervisor access the list of employees who completed the CBTS assessment and their associated diagnostic scores?**

**A:** Supervisors and Training Managers can access the student workbench [CoreVet \(vbatraining.org\)](http://CoreVet.vbatraining.org).

- Enter Password: If you have not received a password from Human Capital Services (HCS), please send an email requesting the password to [support@vbatraining.org](mailto:support@vbatraining.org). Please use the subject line "CBTS-Password Request."
- Once you have entered, enter the live assessment portal.

**Q: TMS Cohorts or WIT Training Cohorts? My understanding is that Training Managers organize folks in TMS in "cohorts" or groups according to position or other parameters, but that may or may not correlate to the WIT Training History cohort.**

**A:** TMS Cohorts. Training managers assign personnel to specific cohorts for training purposes and not for workload assignment.

**Q: How are the courses placed in the employee's TMS?**

**A:** The courses are assigned through the workbench, based on the assessment and the supervisors would have to go through the student workbench and view their employee's

results and needs in the workbench. Once assigned or approved through the workbench, the courses will show up in the employee's TMS.

**Q: Would it be possible to have the assessment assigned in TMS with a 30 day due date as opposed to 90 day due date?**

**A:** Training managers (with RO Leadership approval) have flexibility to adjust due dates earlier but cannot move due dates to be later than the set due date.

**For Example:** Suppose an employee is on leave and is not able to complete the CBTS assessment within the administration period. In that case, the employee will need to work with the TM and their Coach to ensure the assessment is completed upon their return. OFO, Regional Offices, and Districts will be notified of the incomplete assessments. The employee still has 90 days for the assessment through remediation. Extensions beyond the 90 days need to be requested through the appropriate District and cannot exceed 120 days.

## **\*\*Technical Support**

**Q: If a supervisor assigned the employee the required training but did not show up in their TMS, how would we resolve this issue? This caused the employees to show red on the reports.**

**A:** Please email [support@vbatraining.org](mailto:support@vbatraining.org) to resolve the issue.

**Q: VBA Family Applications Portal link**

**A:** <https://vba-tpi.vbatraining.org/VBAFamily/Account/Login?ReturnUrl=%2FVBAFamily%2F%3FAspxAutoDetectCookieSupport%3D1>

**Q: Support email**

**A:** [support@vbatraining.org](mailto:support@vbatraining.org)

**Q: Do we have a point of contact when a user cannot enter the website? If there are any problems with accessing the workbench?**

**A:** Yes, you would email [support@vbatraining.org](mailto:support@vbatraining.org) and explain your situation. There is no deactivation period on the workbench.

**Q. Where can I locate directions for using CBTS?**

**A:** Directions can be found in the “Readiness Guide” found on the [CBTS Intranet Website](#). Please note that access to the CBTS VSR/RVSR student workbench was limited to VSCM, AVSCM, and Training Managers. Coaches and/or Assistant Coaches listed as the supervisor in the Talent Management System (TMS) of an employee participating in CBTS have also been granted access to the CBTS VSR/RVSR student workbench.

**Q. If the supervisor has recently changed in TMS and requires access, what should be done?**

**A:** If the supervisor has recently changed in TMS and requires access, please email [support@vbatraining.org](mailto:support@vbatraining.org). The email should include when TMS was updated to reflect the new supervisor(s). Also, if there is a need for additional personnel to be added to the list of authorized users, please have the VSCM or Management Official request access by emailing the VBA Training Team at [email](#).

**Q: No matter how many times we remind employees to answer the demographic questions correct, especially, where they work, employees continue to select the wrong location. At the Training Manager Symposium this summer, we asked if this question could be rephrased to help the employee select the correct location. Has this been taken into consideration for this iteration of CBTS?**

**A:** When taking the assessment, the demographic location question appears as:



Parent Organization Location \*

Washington D.C. National Capital Regional Office

The employee should put their home (parent) organization.

Example: Claims processor is a virtual employee whose home (parent) organization is **Washington DC** although they report to the Chicago Regional Office for their in-office telework days.

If after an explanation of the desired location, an employee still selects the incorrect location, please send an email to [support@vbatraining.org](mailto:support@vbatraining.org) for more assistance.

**Q: Is there any plan to improve the communication to the Supervisors with when the classes are added to the System.**

**A:** All communication from CBTS to supervisors are released through OFO. HCS and OFO disburses multiple correspondences regarding CBTS.

**Q: Has there been any consideration to adding the TMS Supervisor name in the workbench portal? With a station our size, it would be helpful for supervisors to be able to identify their employees quickly.**

**A:** No, not with our current system.

**Q: Are there plans for improvements to the system since it seems very limited. Is there a way for us to get improvement suggests to the CBTS creators? Can we add a supervisors column?**

**A:** Not with this system. Content suggestions can be sent to [Cptraining.vbaco@va.gov](mailto:Cptraining.vbaco@va.gov)