

Competency Based Training System (CBTS)

Frequently Asked Questions (FAQs)

- 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. This meeting is required within 30 days.
- Q. How many days do employees have to complete the assessment through the remediation process?**
- A. Employees have 90 days to complete the assessment through the remediation process. Extension beyond 90 days will need to be requested through the appropriate District but cannot exceed 120 days. Extensions would be the result of workload impact, extended leave, or other unforeseen circumstances. Due to technical difficulties with remediation courses and assessments, Compensation Service has extended the completion period for the October 3,2022 VSR CBTS Pre-D launch to 120 days.
- Q. When will the assessment be made available for completion?**
- A. Employees will be notified 30 days prior to the assessment being launched.
- Q. Will Authorization Quality Review Specialist (AQRS) be required to take the assessment?**
- A. If the AQRS is in a Pre-Determination cohort, they will be assigned CBTS. CBTS does not have an option for AQRS, thus their learning plans are determined by the cohort they are in. CBTS was released only for a pre-determination, thus AQRS that are in the Post-Pre cohort, the Post cohort, and/or BEST cohort must still comply with traditional NTC requirements (15 hours VACO assigned and 25 hours station selected based on trends and analysis).
- Q. Will trainee Veteran Service Representatives (VSRs) be required to take the assessment?**
- A. No. Only employees who have been in their position for one year or more are required to take the assessment.
- Q. Will Rating Veteran Service Representative (RVSRs) CBTS have the same 90-day timeframe?**
- A. Yes. RVSRs will have the same 90-day period to complete the assessment and remediation training

Q. Will CBTS also be assigned to Pre-Determination/Post VSRs?

A. No. Right now, only Pre-Determination because of system limitations.

Q. Will Pact Act training be on the CBTS assessments?

A. No. The Pact Act will be part of the National Training Curriculum (NTC).

Q. Where can a supervisor access the list of employees that completed the CBTS assessment and their associated diagnostic scores?

A. Supervisors and Training Managers can access the student workbench by [clicking here](#).

- 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. Please use the subject line "CBTS-Password Request."
- Once you have entered, enter into the live assessment portal.

Q. Is remediation training assigned through CBTS?

A. Yes. It will be assigned automatically but must be approved by the supervisor prior to the training being assigned to the employee.

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. 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 support@vbatraining.org.

Q. Will supervisors need to assign a specific due date within the 60-day requirement when loading in CBTS portal?

A. Yes, The TMS system currently automatically assigns a due date for training reflecting the end of the FY. This must be manually altered by the supervisor to reflect 90 days from the date of the diagnostic assessment being assigned. In the case of the October 3, 2022, VSR CBTS Pre-D launch the due date will be January 31, 2023.

Q. Should 755 cohort for cross functional VSRs be assigned?

A. Only those VSRs assigned to the Pre-Determination cohort will have CBTS assigned at this time. Post, BEST, and cross-functional VSRs will be assigned CBTS in future launches.

Q. When will CBTS for Benefit Eligibility Support Team (BEST) employees be implemented?

A. BEST will launch in FY 24.

Q. Are Military Service Coordinators included with Pre-Determination?

A. No. Special missions are not included at this time.

Q. Is there a pass or fail score for the assessment?

A. No. CBTS is an assessment, not a test. CBTS is a non-punitive training tool designed to equip employees with an individualized training plan tailored to their specific needs. A score of 80% on the assessment or assigned remediation demonstrates proficiency.

Q. If an employee does not pass the remediation assessment are CBTS courses locked for one week?

A. Yes. The remediation course is locked for one week. This is done to allow employees time to improve performance and to provide them with an opportunity to remediate the topic without trying to memorize the answers.

Q. Is the completion of remediation courses self-paced or in-person with an instructor?

A. All CBTS remediation courses are self-paced.

Q. How can I assign the CBTS assessment in TMS to employees who did not receive it in TMS?

A. Employees must be entered in the appropriate cohort. CBTS only identifies employees based on their cohort. If you need to assign CBTS to individuals who are determined to be eligible but didn't receive it, please reach out to VBATMSHELP.VBAVACO@va.gov.