

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

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

****General Knowledge**

Q: Will the Post VSRs be participating in a CBTS program?

A: Yes all cohorts will be included for CBTS if the employee has over one year in the position.

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

A: No. Pact Act will be part of the National Training Curriculum (NTC) and assigned as last year regardless of CBTS results.

Q: When are the release dates for all cohorts:

A: The proposed/projected release dates are as follows for FY 2024; emails will be sent once the dates are finalized. Post – October 10, 2023, Pre-D – January 8, 2024, BEST - February 5, 2024, RVSR – March 4, 2024

Q: Will a CBTS curriculum be for Cross-Trained (Pre and Post) VSRs in FY 2024?

A: Yes. Only Cross-Functional VSRs listed in the Pre/Post VSR cohort by the station will be required to take both assessments.

Q: If they are Cross-Functional VSRs, will the station have the flexibility to assign only one of the CBTS programs for that employee?

A: Yes. If Cross-Functional VSRs are listed in the Post VSR cohort by the station, they will only receive the Post CBTS assessment.

Q: The Pre/Post VSRs were assigned CBTS for Claims Processors in TMS. Does this mean these VSRs will not be getting CBTS?

A: CBTS for Claims Processors is an introductory course that provides an overview of what to expect and serves as a 30-day notification of the assessment. At this time Post VSRs and Pre/Post VSRs received the notification. The first assessment for this FY is Post-VSR. Post VSR, Cross-Functional VSR, and AQRS in the Post cohort will be assigned the CBTS assessment.

Q: Does CBTS apply to Claims Assistants yet?

A: No.

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

A: This will be decided after collaboration with OFO, HCS, and ROs with the special mission.

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: What about RQRS' and AQRS' assignment dates?

A: Please see the assignment dates above. CBTS is assigned through training cohorts assigned by stations, not by positions. If the AQRS is listed in the Pre-Determination cohort by the station, they will be assigned the Pre-Determination CBTS assessment which is January 8, 2024.

If the RQRS is listed in the RVSR cohort by the station, they will be assigned the RVSR CBTS assessment which is March 4, 2024.

Q: How far out do trainees who graduated VIP have to take the CBTS Assessment?

A: Employees with one year from their being in the position will need to take 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.

Q: Does the employee know which answer is correct or incorrect?

A: We can not publish the answers and maintain the integrity of the assessment. If a question is missed, it will tie into the remediation course. CBTS does not focus on question assessment but on Knowledge, Skills, and Ability (KSA) assessment. An employee missing a question coincides with knowledge of the entire skill set, not just a

question. The questions were developed by personnel selected by the stations to mimic the skills and knowledge needed to perform the job.

Q: Due to the non-specificity of the assessment questions, it felt uncomfortable to the employees. Will the new micro-learnings eliminate this?

A: The assessment questions were written by field personnel and were overseen by an independent third-party assessment creator to assure maximum validity and legal defensibility.

Q: Why are RVSRs not completed until March? That means we could be completing this training and remediation in 4th quarter.

A: CS, HCS, and OFO work together to balance a multitude of factors that go into the timing of the CBTS assessments to ensure resources are aligned appropriately to impact the field with minimal, and annual training requirements are fulfilled.

The RVSR CBTS assessment is proposed to launch on March 4, 2024. The complete 90-day window for completion will end before the fourth quarter begins.

Q: The dates do matter as far as workload management due to heavy leave windows during the fourth quarter as this is the summer months, would there be a grace period?

A: CS, HCS, and OFO work together to balance a multitude of factors that go into the timing of these CBTS assessments, for example, the time it takes to build the assessments and the needed technical support. If you have concerns or suggestions, we can relay those to OFO, or you can relay them through your District.

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

A: Yes, it does

Q: What is the purpose of the badges?

A: The badges provide a visual validation that the employee has completed the CBTS training/assessments and is a fully successful VSR/RVSR for the fiscal year. CBTS is only a part of the badging process. The employee must meet other requirements outlined in the readiness guide. Please note that the badges are not awarded by Compensation Service. Supervisors or training managers are the final approvers for badges.

****Assignments**

Q: Will a mandated NTC not be this year for the VSC TMS training cohorts?

A: Yes. PACT act training will be assigned as mandatory for claims processors.

Q: For AQRS, they would take Pre or Post Assessments?

A: AQRS will have to take whichever cohort they are assigned to. If an AQRS is assigned to Post then the AQRS will take a Post-CBTS assessment.

If an AQRS is Cross-Functional and assigned to the Pre/Post VSR cohort, then the AQRS will take both the Pre and Post CBTS assessments.

Q: The assessment is assigned to the claims 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 held 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.

****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: Can the Training Manager/Coach assign specific lessons included in the diagnostic assessment to an employee to provide that employee with exposure to different processes?

A: Yes, the courses are stand-alone, and the employee can review courses as recommended by their leadership. Assignments of additional courses associated with CBTS during the employee/supervisor training meeting.

Supervisors can assign additional courses throughout the year as needed in the traditional TMS method.

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 recommended within 30 days.

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 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 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.

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: Who assigns the assessment to the employees?

A: HCS assigns through TMS cohorts.

Q: What are the criteria for CBTS? How would this impact someone in a WARTAC cohort?

A: Once a person is in the position for a year or longer the method for which the employee was hired or trained is irrelevant.

****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 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

Q: Do we have a point of contact when a user cannot enter the website?

A: Yes, you would email support@vbatraining.org and explain your situation.

Q: Will the CBTS/VBA Family applications portal change over to PIV Login instead of username and password?

A: Compensation Service does not own this program as it belongs to HCS. Please email the support email to address this inquiry. support@vbatraining.org

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 [email](#).