



Compensation Service

RVSR Competency-Based Training System

Diagnostic Assessment

Employee/Supervisor/Training Manager

Readiness Guide

Veterans Benefits Administration
1800 G Street, NW
Washington, DC 20006

July 2021

VA



U.S. Department
of Veterans Affairs



Contents

1 Revision History 1
2 Overview 2
2.1 Bottom Line Up Front..... 2
2.2 Introduction/Background..... 3
3 VBA RVSR Diagnostic CBTS Assessment Structure 4
3.1 RVSR Diagnostic Assessment 4
3.1.1 CBTS and Module Assessment Structure 4
3.1.2 CBTS Assessment Access..... 5
3.1.3 CBTS Eligibility 5
3.1.4 Role of the Training Manager 5
3.1.5 Role of the Supervisor..... 6
3.1.6 Gaining Access to the Student Workbench as a Supervisor or Training Manager. 6
3.1.7 Special Missions 6
3.1.8 Regional Offices 6
3.1.9 Assessment Completion..... 7
3.1.10 Assessment Results 7
3.1.11 Feedback Report 9
3.1.12 CBTS Assessment Portal Student Workbench & TMS Assignment 10
3.1.13 Due Dates for Remediation and Changing Due Dates Once Created 11
3.1.14 Student Training Workbench (For Coach)..... 13
3.2 RVSR Badging Program 13
3.2.1 Refresher/Remediation Training Recommendations 14
3.2.2 Mandated Training Requirements 14
3.2.3 Deadline for Completion..... 15
3.2.4 Assessment Credit..... 15
3.3 Scoring..... 15
3.3.1 Diagnostic Assessment Bookmarking 16
3.3.2 Assessment Locations 17





RVSR CBTS Diagnostic Assessment Employee Readiness Guide



- 3.3.3 Special Accommodations 17
- 3.3.4 References and Job Aids 17
- 3.4 Technical Difficulties 18
 - 3.4.1 Active Files 18
 - 3.4.2 Requesting Help 18
 - 3.4.3 Computer Problems 18
- 3.5 Resources and References 18
- 3.6 Assessment Updates 18
- 4 RVSR Badge Program 19
- 5 Frequently Asked Questions (FAQs) 23
 - 5.1 The Assessment 23
 - 5.2 Scoring and Results 25
 - 5.3 Refresher Training 27
- 6 Appendices 29
 - A RVSR Technical Competencies 29
 - B Sample Questions 29
 - C CS RVSR Assessment Report Portal Job Aid 31
 - C.1 Technical Difficulties-support@vbatraining.org 31
 - C.2 How to Process Diagnostic Assessment Results 39
 - C.3 How to Generate Student Results (Alternate Method from the Student Training Workbench)..... 44
 - C.4 How to Generate Assessment Results (Alternate Method from the Student Training Workbench) 47
 - D Proficiency Range Descriptions 50





1 Revision History

Revision History		
Date of Revision	Individual Making Update	Update Information and Reason
7/12/2021	Johnson, Christofer	1 st Draft edits
7/30/2021	Charity Glardon	Edits
8/6/2021	Jon Kennell	Review
8/19/2021	Johnson, Christofer	Format and grammar edits
9/11/2021	Jon Kennell	Update with Field Suggestions, added BLUF
12/21/2021	Jon Kennell	Update with Field Suggestions, Section 3.1.12
12/27/2021	Jon C. Kennell	Updated “How to” for changing due dates if already entered.
1/3/2022	Jon C. Kennell	Updated references to time associated with diagnostic assessment 3.3.1 and 3.1.9.
1/3/2022	Jon Kennell	Addendum added to “how to changing dates”



2 Overview

The Compensation Service (CS) Rating Veterans Service Representative (RVSR) Competency-Based Training System (CBTS) Diagnostic Assessment Readiness Guide (Readiness Guide) will help you gain a better understanding of the assessment and its requirements. CBTS is a fluid and is trend and analysis based.

This Readiness Guide contains:

- RVSR Position Summary
- VBA RVSR Diagnostic Assessment
- VBA Diagnostic Assessment Preparation
- VBA RVSR Badging Process
- Frequently Asked Questions (FAQs)
- Appendices
- Customer Support-support@vbatraining.org

2.1 Bottom Line Up Front

There are no doubts many questions about what CBTS is and how it will affect the way that VBA trains. Hopefully the following information will assist in creating a better understanding.

- **CBTS is an assessment to help employees discover where there are remediation opportunities.**
- **CBTS is not a Pass/Fail test.**
- CBTS is meant to assure efficient training every year with individualized training needs rather than bulk 40 hours mandated training. Training will still be provided beyond that of what is identified in CBTS assessments from various sources.
- An employee simply takes the assessment and is provided with a suggested training plan by CBTS.
- There is no study required. In fact, practice would be detrimental because it is an assessment not a test.
- Training Managers and Supervisors can override the training that has been identified by the assessment results.
- CBTS is in TMS, not in a separate program.
- Training managers and supervisors' access TMS to access CBTS workbenches.
- Employees can use all references or tools they would typically use to process a claim, with the exception that employees must not use other employees (past or present), to assist.
- CBTS is not a certification program, however with badging program can be used to indicate proficiency.
- Employees will still have to take other forms of mandated training as the need arises or trends are identified.
- CBTS, itself is not used for evaluation purposes, for evaluations above or below fully successful, although the completion of training is, as always, a function of performance evaluation.
- CBTS is very much like a "Consistency Study".
- CBTS is for everyone who would have normally been subject to 40 hours of RVSR training. If a person is in a RVSR training cohort then they remain in the CBTS cohort.
- CBTS does not cover special missions at this time, thus special mission training is still required.
- CBTS has a 30-day notification requirement. Employees must be notified 30-days prior to taking assessment.



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



- Individuals who have not been one year in the position will be able to take the CBTS assessment upon reaching said milestone because CBTS is rolling. New cohorts can take every month as they become experienced processors.
- CBTS is intended to identify processing deficiencies and provide remediation, if necessary, to ensure Veterans receive the service that they deserve.
- CBTS uses information from the CBTS assessments as well as quality control, deferral analysis, leadership requests and national trends to determine and assign training needs.
- CBTS does not preclude Regional Offices from prescribing training to employees.
- Regional Offices should develop Regional Office specific training plans.
- Supervisors have 30 days from the closing of the CBTS assessment period to complete the individual learning plan with employees.
- Employees have 30 days once assigned a remediation course to complete it. All assigned courses should be completed within 60 days of the completion of the assessment period.
- CBTS has rolling assessment periods. Employees will be notified 30 days prior to the assessment period opening that they are required to take the assessment. Once the assessment is assigned the employee has 30 days to complete it. The last assessment for the FY will be held in August of each FY.

2.2 Introduction/Background

Until CBTS, claims processors were required to take 40 hours of mandated training every year regardless of their proficiency. CBTS provides an opportunity to individualize training needs and eliminate training that may not be needed. The Compensation Service (CS) Ratings Veterans Service Representative (RVSR) Competency-Based Training System (CBTS) links training and assessments to the technical competencies identified for the RVSR position. Linking technical competencies to training helps to ensure CS employees receive targeted training that meets their specific needs. The CS RVSR CBTS is designed to assess technical competence, identify training based on assessment scores, and, upon review and approval, automatically populate employee Talent Management System (TMS 2.0) “My Learning” lists. This systematic approach to training helps to ensure a competent workforce that possesses the knowledge, skills, and abilities (KSAs) required for responsive, timely, and appropriate benefits service delivery to Veterans, Service members, and their families. **CBTS is not a test, however it must still be accomplished individually and without the assistance of anyone else.** CBTS is like a consistency study in that it assists you in identifying one’s training needs to become the best claims processor one can be.

The competencies being first being evaluated are Claims Processing for RVSRs, Health and Medical Processes, VBA Applications, and Veterans Benefits and Eligibility. The first two that launched for FY 21 are Claims Processing for RVSR’s and Health and Medical Processes.

CS will use the results from the RVSR CBTS to obtain national proficiency trends and to assign refresher training each fiscal year (FY) according to the CS RVSR Badging Program. See the Badging Program section located within this guide for details.



CBTS is designed to identify individual training needs. CBTS is not designed to replace Regional Office training plans or individual needs identified because of quality control deficiencies. Regional Offices must still ensure that employees are adequately trained to perform their job functions and provide remediation when necessary (see RACI below). Training hours used by stations are not the result of CS mandated requirements, rather Regional Office training needs as identified by the leadership of the Regional Office and in coordination with OFO.

3 VBA RVSR Diagnostic CBTS Assessment Structure

3.1 RVSR Diagnostic Assessment

CS RVSR Diagnostic Assessment contains multiple-choice single-answer questions that sample the KSAs required for successful job proficiency. These KSAs are linked to one or more of four technical RVSR competencies. The CS RVSR Diagnostic Assessment contains two and each of these assessments contains over twenty-five questions. These questions are linked to the technical competencies, associated KSAs and refresher training. The KSAs are detailed in Appendix A. Examples of the types of questions that are included on the assessment are in Appendix B. Proficiency range descriptions are detailed in Appendix D. The four assessments cover the following technical competencies:

- Claims Processing for RVSRs
- Health and Medical Processes
- VBA Applications
- Veterans Benefits and Eligibility

3.1.1 CBTS and Module Assessment Structure

RVSR's have the option to complete the annually assigned CS Diagnostic Assessment as a whole, or to complete each of the individual assessments separately over time during the allotted administration period. The annually assigned CS Diagnostic Assessment must be completed in its entirety within the established deadline, which will be 30-days after initial assignment.

Module assessments directed as result of the CBTS assessment will be required to demonstrate remediation of the identified competency deficiency. Scores for each attempt for module assessments are recorded and reported to district and regional office leadership. A minimum score of 80% will be required to earn competency badges. However, the score should not, and is not intended to, affect employee evaluations. Supervisors are permitted to mitigate the requirement to take the module assessment. Mitigations of module assessments are reported to OFO, district and regional office leadership. Training time for subsequent attempts for any assessment is not provided. The supervisor may also select to award the badge by mitigating scores less than 80% from the assessments.

Employee assessment results will be available upon the employee submitting the assessment for review. All Level II assessments will require a minimum score of 80% for the employee to earn the badge. The employee



may take the course and assessment multiple times; however, training time will only be provided for the first attempt.

Example: The employee may take the remediation module and assessment. The employee may score less than 80%. The score cannot be used for annual, summary, mid-year evaluations however 80% is necessary to earn the badge (the badge is a demonstration of proficiency). The employee may decide to take the module and remediation until the 80% is achieved, however additional training time is not provided.

3.1.2 CBTS Assessment Access

The CBTS Assessment will be directed through TMS as assigned training. This one course will contain the links needed for any CBTS diagnostic assessments. Once assigned, the link will appear on your TMS 2.0 “My Learning” list. RVSRs will only be able to access the assessments that have been assigned. They will not be able to self-assign. If you do not have a TMS Course associated with the Diagnostic Assessment assigned to you during the beginning of the first quarter, and you are an experienced RVSR (after one year) inform your coach/TM so they can assign it.

To begin the assessments, employees will access TMS 2.0, and navigate to the assigned course. The course names and numbers will vary based on the assessment cycle ask your supervisor to email cptraining.vbaco@va.gov with the subject line: **CBTS Assessment Access**.

RVSRs will be informed of the CBTS assessment at least 30 days before the start of Diagnostic Assessment, the assigned assessments course names and numbers will be available to the RVSR. After the Diagnostic Assessment start date, the employee will have 30 days to complete the assessment. If the assessment is not complete within 30 days, CS will inform the employee, regional offices, OFO and districts. Results for the assessment will be reported immediately to the employee and within one month for the regional offices, OFO and districts.

3.1.3 CBTS Eligibility

RVSR's who are currently in the RVSR NTC 40-hour mandate are eligible for the diagnostic assessment and any remediation assessments. CBTS currently does not include any special missions.

3.1.4 Role of the Training Manager

The role of the training manager is the same as it has been for the previous CSNTC program. Training Managers are responsible for ensuring compliance issues are completed. To access the supervisor workbench please enter through the [VBA Family Applications Portal](#). To request a password and user ID please send an email to support@vbatraining.org. Once signed in the manager would go to the Live Assessment Portal. Click on the “menu” tab and select “Student Workbench”.



3.1.5 Role of the Supervisor

The role of the supervisor, as it relates to CBT, is to review the courses identified for remediation, accept, or reject the training plan outlined for the employee. Supervisors may add or remove courses for the employee, as can leadership, Regional Offices, VACO or training staff. To access the supervisor workbench please enter through the [VBA Family Applications Portal](#). To request a password and user ID please send an email to support@vbatraining.org. Once signed in the manager would go to the Live Assessment Portal. Click on the “menu” tab and select “Student Workbench”.

3.1.6 Gaining Access to the Student Workbench as a Supervisor or Training Manager.

To access the supervisor workbench please enter through the [VBA Family Applications Portal](#). To request a password or and user ID or customer support, please send an email to support@vbatraining.org. Once signed in the manager would go to the Live Assessment Portal. Click on the “menu” tab and select “Student Workbench”.



3.1.7 Special Missions

CBTS currently pertains only to RVSR’s, regardless of role, who have one year or more in the RVSR position. This includes anyone who is currently assigned to the NTC Cohort mandating 40 hours of training.

3.1.8 Regional Offices

Regional Offices may still assign training that is approved by Compensation Services. Compensation Services does not limit the amount of training that an RO can provide, nor does Compensation Services mandate a specific number of hours.



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



RVSR Diagnostic Assessment Portal 2021

Welcome

Compensation Service and the Office of Talent Management (OTM) developed a series of diagnostic assessments designed to help Rating Veteran Service Representatives (RVSRs) determine their proficiency with respect to job-related competencies. Its purpose is to help each employee determine their individual training needs (recommends tailored training), eliminating redundant instruction and providing additional time for serving Veterans and professional development.

RVSR Diagnostic Assessment - Click Here

Refresher training is prescribed based on your performance on the assessment and will vary according to your job-related needs. If your feedback report contains recommended training, the training items will be added to your TMS "My Learning" list after meeting with your supervisor and training manager (TM). If you require assistance locating training items or have questions about your feedback report, please consult your TM or supervisor. If your feedback report does not identify any refresher training, consider consulting with your supervisor or manager to create a plan for completing any professional development, or other training items, identified on your annual Individual Development Plan (IDP).

You have completed all of the requirements for RVSR Diagnostic Assessment Portal 2021. If you need technical support, contact Support@vbatraining.org

Overall Feedback Report

Contains a summary of proficiency ranges with suggested changes.

[RVSR Diagnostic Assessment Feedback](#)

Claims Processing 1

Details

Welcome to the **Claims Processing 1 Diagnostic Assessment**

This assessment evaluates your technical proficiency with respect to the Claims Processing competency. Upon completion of this assessment, you will receive feedback that will provide you with a proficiency score, as well as recommended training and references.

[Feedback](#)

Health and Medical Processes 1

Details

Welcome to the **Health and Medical Processes 1 Diagnostic Assessment**

This assessment evaluates your technical proficiency with respect to the Health and Medical Processes competency. Upon completion of this assessment, you will receive feedback that will provide you with a proficiency score, as well as recommended training and references.

[Feedback](#)

3.1.9 Assessment Completion

It should take approximately 45 minutes to complete each assessment. After completing each assessment, the employee's score will be calculated, and the Individual Feedback Report will be generated. Completion credit will be awarded in TMS upon the completion of the assigned assessments. The employee must complete the assigned assessments within one month of the assessment being assigned. Assessment results are stored, and an Individual Feedback Report is generated after RVSR completing each assessment. After the assigned assessments are completed, the employee's completion credit is awarded in [TMS 2.0](#). Results are accessible to the employee at any time by logging into [TMS 2.0](#). The employee will receive a total of 2.5 hours of TMS credit for completing the initial assessment.

Note: It is recommended that each employee print and/or save the Individual Feedback Report at the completion of each assessment for ease of future reference. Refer to the FAQ section of this document for instructions on how an employee may access results in TMS post completion.

If an employee is on leave and is not able to complete the CBTS assessment within the 30-day administration period, the employee will need to work with the TM and your Coach to ensure the assessment is completed upon their return. OFO, regional offices and districts will be notified of the incomplete assessments.

3.1.10 Assessment Results

When the employee selects "Submit" on the last assessment question, the system will display a link to download the results. When the employee selects an assessment feedback button from within the assessment portal, a new window



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



opens to display a feedback report. The employee will always have access to the results through TMS 2.0 from the “My History” section. Refer to the FAQ section of this document on how an employee may access results in TMS post completion. For additional guidance, please refer to the RVSR CBTS Assessment Report Portal Job Aid in Appendix C.

RVSR Diagnostic Assessment Portal 2021

Welcome ➤

Compensation Service and the Office of Talent Management (OTM) developed a series of diagnostic assessments designed to help Rating Veteran Service Representatives (RVSRs) determine their proficiency with respect to job-related competencies. Its purpose is to help each employee determine their individual training needs (recommends tailored training), eliminating redundant instruction and providing additional time for serving Veterans and professional development.

RVSR Diagnostic Assessment - Click Here ➤

Refresher training is prescribed based on your performance on the assessment and will vary according to your job-related needs. If your feedback report contains recommended training, the training items will be added to your TMS “My Learning” list after meeting with your supervisor and training manager (TM). If you require assistance locating training items or have questions about your feedback report, please consult your TM or supervisor. If your feedback report does not identify any refresher training, consider consulting with your supervisor or manager to create a plan for completing any professional development, or other training items, identified on your annual Individual Development Plan (IDP).

33 day(s) left to complete RVSR Diagnostic Assessment Portal 2021

Getting Started

The VBA RVSR Diagnostic Assessment contains approximately 5 multiple-choice, single-answer questions that sample the knowledges, skills, and abilities (KSAs) required for successful RVSR job performance. The assessment questions are linked to the RVSR technical competencies, associated KSAs, and training.

Instructions

Prior to taking the assessment for credit, you can go through some practice questions. After completing a practice attempt, the “for credit” assessment will load and you will be able to complete each assigned assessment. If you close the assessment before finishing, your progress will be bookmarked. After completing each assessment, your feedback report will be generated. Completion credit will be awarded in TMS once you complete all 3 assessments and a feedback survey. You will receive a total of 2.25 hours of credit for completing all the assessments.



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



RVSR Diagnostic Assessment Portal 2021

Welcome

Compensation Service and the Office of Talent Management (OTM) developed a series of diagnostic assessments designed to help Rating Veteran Service Representatives (RVSRs) determine their proficiency with respect to job-related competencies. Its purpose is to help each employee determine their individual training needs (recommends tailored training), eliminating redundant instruction and providing additional time for serving Veterans and professional development.

RVSR Diagnostic Assessment - Click Here

Refresher training is prescribed based on your performance on the assessment and will vary according to your job-related needs. If your feedback report contains recommended training, the training items will be added to your TMS "My Learning" list after meeting with your supervisor and training manager (TM). If you require assistance locating training items or have questions about your feedback report, please consult your TM or supervisor. If your feedback report does not identify any refresher training, consider consulting with your supervisor or manager to create a plan for completing any professional development, or other training items, identified on your annual Individual Development Plan (IDP).

You have completed all of the requirements for RVSR Diagnostic Assessment Portal 2021. If you need technical support, contact Support@vbatraining.org

Overall Feedback Report

Contains a summary of proficiency ranges with suggested changes.

[RVSR Diagnostic Assessment Feedback](#)

Claims Processing 1

[Details](#) [Feedback](#)

Welcome to the **Claims Processing 1 Diagnostic Assessment**

This assessment evaluates your technical proficiency with respect to the Claims Processing competency. Upon completion of this assessment, you will receive feedback that will provide you with a proficiency score, as well as recommended training and references.

Health and Medical Processes 1

[Details](#) [Feedback](#)

Welcome to the **Health and Medical Processes 1 Diagnostic Assessment**

This assessment evaluates your technical proficiency with respect to the Health and Medical Processes competency. Upon completion of this assessment, you will receive feedback that will provide you with a proficiency score, as well as recommended training and references.

3.1.11 Feedback Report

Title	Description
1. Title	This field displays the assessment title as well as the completion date and time.
2. Proficiency Indicator	This field indicates the overall score placed along a continuum of performance indicators ranging from Entry to Advanced.
3. KSAs	This field lists the KSAs that are being used to measure the proficiency range for each assessment. Also noted is the number of correct items/total number of items for each KSA (shown in parenthesis).
4. Suggested Training	This field lists the suggested training (lesson title and TMS ID) for each KSA in which the proficiency reaches Advanced range.
5. Required Training	This field lists the required training (lesson title and TMS ID) for each KSA in which the proficiency did not reach Advanced range.



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



The purpose of the feedback report is to present a snapshot of an employee’s technical competency at the KSA level and as required, to offer refresher training recommendations to address competency deficiencies. There are seven Individual Feedback Reports for the seven assessments and one Overall Feedback Report that summarizes the seven assessments. See a sample Individual Feedback Report below. It is recommended that each employee print and/or save the Individual Feedback Report at the completion of each assessment. Refer to the FAQ section of this document on how an employee may access results in TMS post completion.

Overall Feedback Report		
Student: Doe, Jane		
Assessment	Completed	Proficiency
Claims Processing I	07/25/2021 09:38	Intermediate
Health and Medical Processes I	07/25/2021 03:39	Entry
Required Training		
TMS#	Title	Hours
VA 4075786	OSR Challenge! Due Process	2.50
VA 4078966	Mental Disorders	2.50
VA 4078976	The Musculoskeletal System (Upper Body)	6.00
VA 4030387	Amputation Risk Pyramiding and Muscle Injury	4.50
VA 4407240	Musculoskeletal System - Lower Extremities (Prone)	2.00
VA 4580584	Rating Reductions	1.75
Total Training Hours		19.25

3.1.12 CBTS Assessment Portal Student Workbench & TMS Assignment

The CBTS Assessment Portal Student Workbench is a platform to assign CBTS refresher training to TMS. It allows the Coach and employee to engage and agree upon a training plan based on an employee’s assessment results and the year’s centrally assigned badge(s).

The list of refresher training items available for an employee’s learning plans is displayed in the Student Workbench after the employee completes the assessments. For each training item, the list includes actions to take, the status of each list item, the TMS ID number, the training title, and the number of hours associated with each training item. Each item can be dismissed or added to TMS. Dismissing an item means to dismiss that item from view and it will not be included in the queue of items to be added to the employee’s TMS Learning Plan. Dismissed items can be viewed using the sorting functions at the bottom of the Workbench. A report indicating dismissed items is provided to OFO, regional office leadership and districts.

View the training items associated with each assessment by clicking the drop-down arrow next to the title. Some training items may be associated with several assessments. Several details from the employee’s Individual Feedback



RVSR CBTS Diagnostic Assessment Employee Readiness Guide

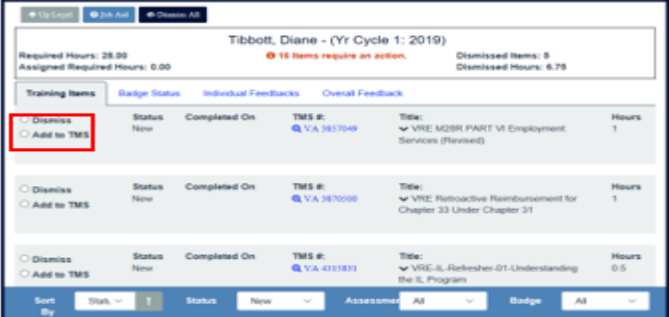


Report is provided in the expanded section. These include the status of the training item, whether the training items is required or suggested based upon the assessment outcome, and the date and time each assessment was completed. If courses are suggested it is because the employee scored at a level that the system determined to be proficient, but additional training could help make that employee more efficient. If the system indicates that the employee has required training the training is required unless mitigated by the supervisor. If the supervisor chooses to mitigate training requirements that were required by the diagnostic assessment, it should be based on and justified by “observable” behaviors and quality assessment by the supervisor.

See Appendix C.2 – C.4 for detailed instructions on all the features of the Student Training Workbench and on how to process the diagnostic assessment results.

3.1.13 Due Dates for Remediation and Changing Due Dates Once Created






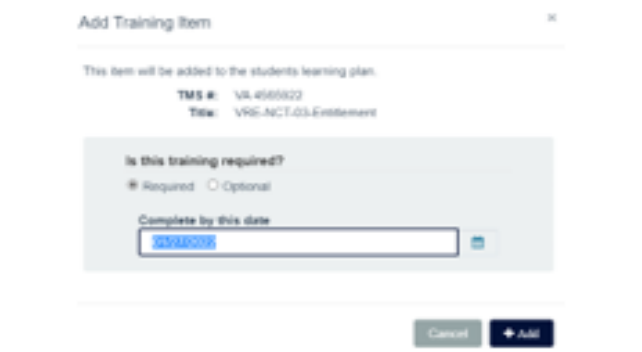
Note: The TMS system currently automatically assigns a due date for training reflecting the end of the FY. This must be manually altered by the supervisor to reflect 30 days from the date of assignment. All training must be completed within 30 days of being assigned. The reason for this is that the assessment identified deficiencies in the claims processors knowledge base that may impact how the claims processor evaluates claims, thus it is essential that said remediation take place to ensure claims processing quality.

<p>3</p> <p>After pressing Select next to an employee’s name in the employee list, the workbench for that employee is displayed with a list of required or suggested training items. This list is constructed based upon assessment results. For each training item, the list includes actions to take, the status of each list item, when and if the training has been completed, the TMS ID number, the training title, and number of hours associated with each training item.</p> <p>Two actions are available for each training item:</p> <p>Dismiss – Allows the supervisor to dismiss the training item from the current view.</p> <p>Add to TMS – Submits the training item to the employee’s TMS Learning Plan.</p> <p>Once you have added an item to an employee’s TMS Learning Plan and want to modify the required date, you must first remove it from the employee’s TMS Learning Plan.</p> <p>Warning: If the employee has already started the item, the steps below will not impact the item.</p>		 <p>The screenshot shows the TMS interface for Tibbott, Diane (Yr Cycle 1: 2019). It displays a table of training items with columns for Dismiss, Status, Completed On, TMS ID, Title, and Hours. The 'Dismiss' and 'Add to TMS' buttons for the first item are highlighted with a red box.</p> <table border="1"> <thead> <tr> <th>Dismiss</th> <th>Status</th> <th>Completed On</th> <th>TMS ID</th> <th>Title</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td>New</td> <td></td> <td>VA 367049</td> <td>VRE MGR PART VI Employment Services (Revised)</td> <td>1</td> </tr> <tr> <td><input type="radio"/></td> <td>New</td> <td></td> <td>VA 367050</td> <td>VRE Retroactive Reimbursement for Chapter 33 Under Chapter 31</td> <td>1</td> </tr> <tr> <td><input type="radio"/></td> <td>New</td> <td></td> <td>VA 411833</td> <td>VRE_L_Retresher-01-Understanding the S. Program</td> <td>0.5</td> </tr> </tbody> </table>	Dismiss	Status	Completed On	TMS ID	Title	Hours	<input type="radio"/>	New		VA 367049	VRE MGR PART VI Employment Services (Revised)	1	<input type="radio"/>	New		VA 367050	VRE Retroactive Reimbursement for Chapter 33 Under Chapter 31	1	<input type="radio"/>	New		VA 411833	VRE_L_Retresher-01-Understanding the S. Program	0.5
Dismiss	Status	Completed On	TMS ID	Title	Hours																					
<input type="radio"/>	New		VA 367049	VRE MGR PART VI Employment Services (Revised)	1																					
<input type="radio"/>	New		VA 367050	VRE Retroactive Reimbursement for Chapter 33 Under Chapter 31	1																					
<input type="radio"/>	New		VA 411833	VRE_L_Retresher-01-Understanding the S. Program	0.5																					



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



<p>3a</p> <p>To change the Required Date after a TMS item has already been added to an employee's TMS Learning Plan, perform these steps within the employee's record in the Student Training Workbench.</p> <ol style="list-style-type: none"> Change Status filter to Added Locate the item to be modified and click the green Complete By date. Then click the X Remove button. The item disappears from the list. Change Status filter to Removed. Click on the orange Removed On date, then select the Change Status button. Change Status filter to New or All. Locate the item and follow the steps to add with a completion date of 30 days after the day assigned. 	     
---	--





3.1.14 Student Training Workbench (For Coach)

Home / Student Training Workbench

Student * Doe, John

Current FY: 2019 = 5.5 hours Cumulative Hours Next FY: 2020 = 1.0 hours No due date: = 1.0 hours

Training Items All Completion Feedback Track Summary

Dismiss / Add to TMS	Status	TMS #	Title	Hours
<input type="radio"/> Dismiss <input type="radio"/> Add to TMS	New	V.A. 3857049	VRE M28R PART VI ? Employment Services (Revised)	1
<input type="radio"/> Dismiss <input type="radio"/> Add to TMS	New	V.A. 3881805	VRE Non-Paid Work Experience (NPWE) Training	1
<input type="radio"/> Dismiss <input type="radio"/> Add to TMS	New	V.A. 4315831	VRE-IL-Refresher-01-Understanding the IL Program	0.5
<input type="radio"/> Dismiss <input type="radio"/> Add to TMS	New	V.A. 4315836	VRE-IL-Refresher-06-Understanding the Criteria for the IL Plan	1
<input type="radio"/> Dismiss <input type="radio"/> Add to TMS	New	V.A. 4318799	VRE-NCT-Refresher-02-Initial Orientation	0.5
<input type="radio"/> Dismiss <input type="radio"/> Add to TMS	New	V.A. 4318800	VRE-NCT-Refresher-03-Entitlement	3

Sort By: Status / Title Status: New Assessment: All

3.2 RVSR Badging Program

The CS RVSR Badging Program uses digital credentials, also known as badges, as a visual representation of an employee’s achievements and skills. Badges are tangible proof of an employee’s career development and proficiency level.

CS has incorporated a badge program into the RVSR CBTS. RVSRs will have a clearly defined career path, empowering them to take a leading role in their own development. The RVSR Badging Program encourages collaboration between employees and Coaches by adding clarity to the employee’s development process. The current release of CBTS will have two badges that may be earned over the FY. Additional badges will become available as special missions and additional competencies are added.

To earn the badge for the FY, the employee must have supervisor endorsement, a score of 80% or higher for each remediation assessment that has been assigned, a score of 80% or higher on the CBTS diagnostic assessment, a fully successful rating overall, a fully successful rating for quality and production. The badge is awarded annually.



3.2.1 Refresher/Remediation Training Recommendations

Remediation training is assigned based on the employee's competency as determined by the assessment and will vary according to their job needs.

If the employee's feedback report contains refresher training recommendations, those items will be automatically sent to the assessment portal. The TM, Coach, and employee will consult to identify, prioritize, and assign the refresher training in the Student Workbench. The selected refresher items will then be automatically added to their TMS "MyLearning" list. Remediation training must be completed within 30 days of being assigned. If employees require assistance locating training items or have questions about their feedback report, they may consult with the coach and/or the TM.

If the employee's feedback report does not identify any refresher training, the employee will consult with their Coach to create a plan for completing any professional development or other training items identified on their annual Individual Development Plan (IDP).

Remediation training is provided as the result of the CBTS diagnostic assessment, leadership recommendations, quality control review, IQR data, and national trends.

Coaches and supervisors may reassign courses where employees have not achieved a score of at least 80% on the assessment for the module. However, the employee may take the assessment after a one week waiting period without supervisor approval. The additional score is recorded and reported. Additional training time for the assessment is not provided. Additionally, additional training time for the remediation training is not provided. The employee may also retake the assessment and module, without supervisor assignment by accessing the module/assessment through their history in TMS.

The employee may have until the end of the FY to complete optional training that has been assigned by the employee's supervisor.

3.2.2 Mandated Training Requirements

In addition to refresher training, the employee may be required to complete other training as mandated by VA, VBA, and/or CS (i.e. VBA Privacy and Security training).

There is no identified need for exempting employees from the CBTS assessment. Employees who have extenuating circumstances, such as extended leave (ect.) and are unable to complete the CBTS for the FY, must take their diagnostic assessment upon their return. In certain, rare circumstances, there may be a need for the employee to miss the diagnostic assessment for the FY. In such cases the employee is required to take the newest version of the diagnostic assessment upon their return



3.2.3 Deadline for Completion

The deadline to complete the VBA RVSR Assessment(s) is 30 days following the CBTS diagnostic assessment or module assessment.

There is no identified need for exempting employees from the CBTS assessment. Employees who have extenuating circumstances, such as extended leave (ect.) and are unable to complete the CBTS for the FY, must take their diagnostic assessment upon their return. In certain, rare circumstances, there may be a need for the employee to miss the diagnostic assessment for the FY. In such cases the employee is required to take the newest version of the diagnostic assessment upon their return.

Supervisors must meet with employees within thirty days of the employee completing the diagnostic assessment to agree to the individual learning plan and correct deficiencies identified by the diagnostic.

Remediation training that has been identified as being required by the diagnostic assessment and is approved by the supervisor must be completed within 30 days of the remediation being assigned.

Note: 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 30 days from the date of assignment. All training must be completed within 30 days of being assigned. The reason for this is that the assessment identified deficiencies in the claims processors knowledge base that may impact how the claims processor evaluates claims, thus it is essential that said remediation take place to ensure claims processing quality.

3.2.4 Assessment Credit

The total amount of TMS credit that the RVSR will receive for completing the CBTS assessment 2.5 hours for the initial CBTS diagnostic assessment (this does not equal the approximate 45 minutes that it should take the employee to complete the diagnostic assessment). **The assessment can be done over one month as it saves progress.** Additional remediation assessment credits are awarded based on industry best standards and outlined for the microlesson, module and/or evaluation. Multiple attempts are not authorized for the CBTS assessment. However multiple attempts, without additional excluded time is permitted for remedial assessments following the completion of the microlearning or module being completed.

3.3 Scoring

The RVSR Diagnostic Assessment is not a pass/fail assessment. The number of questions answered correctly determines the RVSR's proficiency score. Refresher training is recommended when an RVSR performs below the "Advanced" range on a specific KSA. The assessment automatically identified the refresher training topics and sends the RVSR's proficiency scores to the assessment portal within 24 hours of completing the assessment. The TM, coach, and RVSR will then consult to select the refresher training topics to be assigned to the RVSR's TMS "My Learning" list. Refresher training items will be automatically assigned in TMS within 24 hours of the consultation.

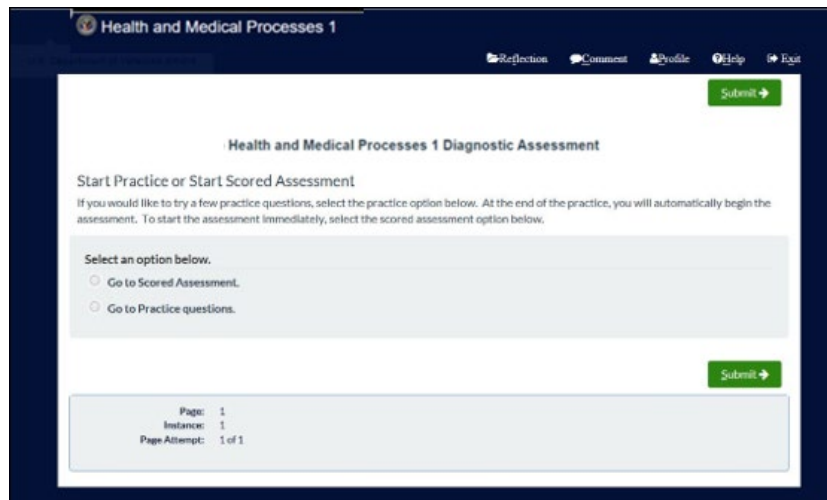


RVSR CBTS Diagnostic Assessment Employee Readiness Guide



Employees must score a minimum of 80% within 3 attempts or the supervisor must mitigate the score for employees to earn the annual badge. Additional attempts are **not** permitted for the CBTS diagnostic assessment. However, multiple attempts are permitted for the microlearning, assigned remedial assessments and quality assessments.

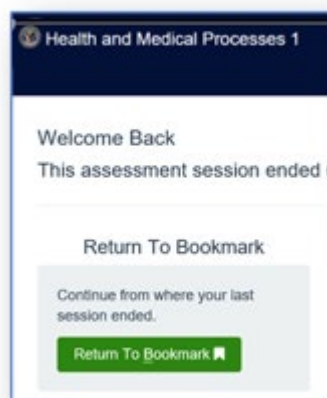
Excluded time will only be permitted for one attempt.



3.3.1 Diagnostic Assessment Bookmarking

It is estimated that each diagnostic assessment should take approximately 45 minutes to complete. If the employee needs to stop during an assessment, the employee will need to exit out of the assessment and the last location will be bookmarked. When the employee returns, the last location will be loaded, and the employee will resume where they left off. The employee must be sure to properly exit the assessment by clicking the upper right corner “Exit” button.

Micro assessments or quality control assessments are assigned to modules or microlearning and excluded time is established according to industry best practices.





3.3.2 Assessment Locations

The employee can take the assessment from their workstation or any convenient location with a VA network connection. The assessment is not accessible outside of the VA network. Be sure the employee has access to job aids and references.

3.3.3 Special Accommodations

In accordance with the Americans with Disabilities Act (ADA), special accommodations are available when required. The employee should discuss individual requirements with their Coach or TM to determine appropriate accommodations.

3.3.4 References and Job Aids

The RVSR can access work-required references and job aids during the assessment. RVSRs should make sure that these relevant references and job aids are available on the desktop or via the Intranet prior to beginning the assessment. The instructions below provide information on how the RVSR can personalize their desktop by identifying frequently-used resources. The RVSR is not limited to the information in the module and should consult all references or resources available for both the module assessment and the CBTS diagnostic assessment.

Application Shortcuts	Website Shortcuts
<p>To create an application shortcut:</p> <ul style="list-style-type: none"> • Minimize all programs • From the PC desktop, <ul style="list-style-type: none"> ○ Select Start ○ Select Explore (on some operating systems or screen setups, this may be All Programs) • On right side of screen <ul style="list-style-type: none"> ○ Double click VBAPPS 	<p>To create a website shortcut:</p> <ul style="list-style-type: none"> • Minimize all programs • From the PC desktop, <ul style="list-style-type: none"> ○ Right-click and point to New ○ and then Shortcut <p>On the screen that pops up, for Command Line, enter the following URL:</p> <p>https://dvagov.sharepoint.com/sites/VBAVRWKM/M28/Forms/M28%20Main.aspx?viewpath=%2Fsites%2FVBAVRWKM%2FM28%2FForms%2FM28%20Main.aspx</p>



<ul style="list-style-type: none">• Right click on the program that needs a shortcut• Select Copy• Right click on an empty space on the desktop• Select Paste	<ul style="list-style-type: none">• Select Next• Give the icon a name, such as M28R Manual Page• Select Finish• Repeat the process to add any additional reference pages you plan to use, such as: http://vretraining.vba.va.gov/.
--	--

3.4 Technical Difficulties

3.4.1 Active Files

When completing the assessment, remember to close any files that are not actively in use to avoid referencing an incorrect document.

3.4.2 Requesting Help

If a computer/internet malfunction occurs during the assessment, you should notify your Coach or the designated person within the RO.

3.4.3 Computer Problems

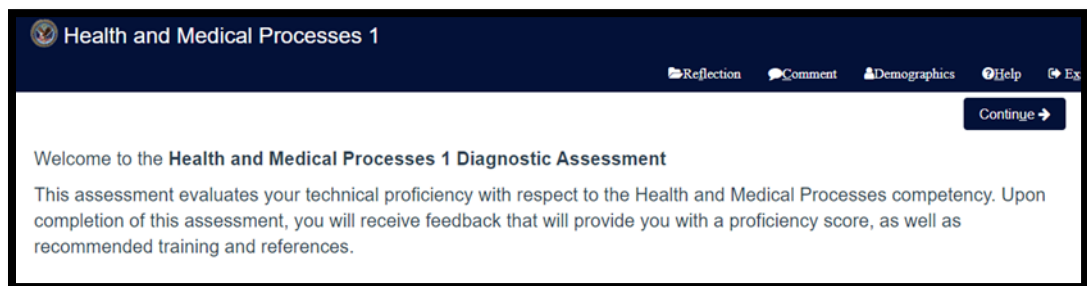
If your computer unexpectedly shuts down or you experience any other computer-related problem, the system will save your place in the assessment and you can return after restarting your computer.

3.5 Resources and References

During the CBTS assessment or the remediation module assessments the RVSR can/should use any reference materials available.

3.6 Assessment Updates

CS will use feedback from you and the results of periodic analyses to make updates to the assessment. You may provide real-time feedback on every page of the assessment via the **Comment** button in the top dark blue-ribbon menu.





4 RVSR Badge Program

CS RVSR Badging Program uses digital credentials, also known as badges, as a visual representation of an employee’s achievements and skills. Badges are tangible proof of an employee’s development and proficiency level.

By incorporating a badge program into the CBTS, RVSRs will have a clearly defined career path (including leadership), empowering them to take a leading role in their own development. Career roadmaps encourage collaboration between employees and their Coach by adding clarity to the individual development process (e.g., I want to earn my...badge this year). Goals are easy to articulate and track.

Benefits of using badges include:

- Workload management efficiency: Badges depicted in TMS allow Coaches to be aware of which employees are prepared to receive specific assignments.
- Certification: Badges allow the organization to develop and certify employees utilizing well-defined, objective criteria that are more defensible and less intimidating than a one-size-fits-all certification test.
- Planning: The organization is always aware of the developmental progress of each employee, making succession planning, promotions, transfers, etc., much easier to forecast.
- Employee development: Badges and career roadmaps make the employee development process simple.
- Facilitate a sustain-and-build culture: Some badges will have expiration dates and will need recertification. This process ensures that employees will revisit topics, periodically to minimize skill degradation and stay updated on policy changes.

Qualifications for Earning a Badge

1 Core Badge Requirements:

To earn each core badge, RVSRs are required to:

- Show completion of training that has been identified as remedial, supervisor, training manager or nationally directed for fiscal year (FY) whether mandated training at the station or national level
- Requirements identified in the “Additional Requirements”

2 Completion Tracking:

Each RVSRs progress and completion will be tracked in:

- Badge Database
- TMS
- Prime

3 Certification/Recertification:


- As assigned
- Annually
- Upon return from Performance Improvement Plan (PIP)



RVSR CBTS Diagnostic Assessment Employee Readiness Guide




- Assessment scores of <80% will require the RVSR to complete all associated training identified by the CBTS assessment
- Assessment scores of <80% on remediation modules will require supervisor to add course into TMS.
- Items correlating to missed questions on the assessment will produce a “suggested” training regimen

Core Badges	Assessment	Additional Requirements
RVSR Challenge 	Post Challenge Exam	<ul style="list-style-type: none"> • Challenge curricula • Minimum 0–6 months in the position • Ability to rate a case without error for 3 consecutive months. • Recertification is not required



RVSR CBTS Diagnostic Assessment Employee Readiness Guide




Core Badges	Assessment	Additional Requirements
<p data-bbox="185 365 417 432">Health and Medical Processes</p> 	<p data-bbox="464 365 813 474">Initial RVSR CBTS assessment with a minimum score of at least 80%</p>	<ul style="list-style-type: none"> <li data-bbox="873 365 1211 399">• RVSR Challenge Badge <li data-bbox="873 407 1406 554">• Minimum 6 months in a rating responsible position during reporting period for which the badge is awarded <li data-bbox="873 562 1406 982">• Requires the completion of all Health and Medical Processes assessments and necessary remediation or, coach/TM exemption/mitigation or completion of remedial training with 80% or above score on final remediation module assessment. Multiple attempts are permitted with supervisor assignment of assessment in TMS. Write off time is not permitted for additional attempts. <li data-bbox="873 991 1386 1222">• Demonstrate ability to rate claims, regardless of the number of contentions, with a quality rating required at the fully successful level for at least 6 months (mid-year/annual assessment) <li data-bbox="873 1230 1373 1297">• Requires Coach/TM submission for approval <li data-bbox="873 1306 1386 1453">• Badge is awarded annually and can be revoked by supervisor for failure to meet performance expectations for said competency. <li data-bbox="873 1461 1399 1650">• The awarding of the badge should have no bearing on the performance beyond that or less than that of fully successful evaluation of the claim’s processor. <li data-bbox="873 1659 1377 1806">• Badges are awarded annually upon satisfaction of the above requirements and supervisory endorsement. <li data-bbox="873 1814 1260 1848">• Recertification: One year



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



<p>Compensation Claims Processing</p> 	<p>Initial RVSR CBTS assessment with a minimum score of at least 80%</p>	<ul style="list-style-type: none">• Earn the RVSR Challenge Badge• Demonstrate ability to rate a claim, regardless of the number of contentions, with a quality rating required at the full successful level for 6 months.• Requires the completion of all Compensation Claims Processing assessments and necessary remediation or, coach/TM exemption/mitigation or completion of remedial training with 80% or above score on final remediation module assessment. Multiple attempts are permitted with supervisor assignment of assessment in TMS. Write off time is not permitted for additional attempts.• Demonstrate ability to rate claims, regardless of the number of contentions, with a quality rating required at the fully successful level for at least 6 months (mid-year/annual assessment)• Requires Coach/TM submission for approval• Badge is awarded annually and can be revoked by supervisor for failure to meet performance expectations for said competency.• The awarding of the badge should have no bearing in determining performance beyond that or less than that of fully successful evaluation of the claim's processor.• Badges are awarded annually upon satisfaction of the above requirements and supervisory endorsement• Recertification: One year
---	--	--



5 Frequently Asked Questions (FAQs)

5.1 The Assessment

How many questions are on the assessment and how much time do I have to complete it?

Each assessment consists 25-30 questions. It is estimated an employee should take no longer than 2.5 hours (180 minutes) to complete the initial CBTS assessment. All assessments or modules must be completed no later than 30 days from assignment.

What types of questions are on the assessment?

The assessment contains only multiple-choice questions.

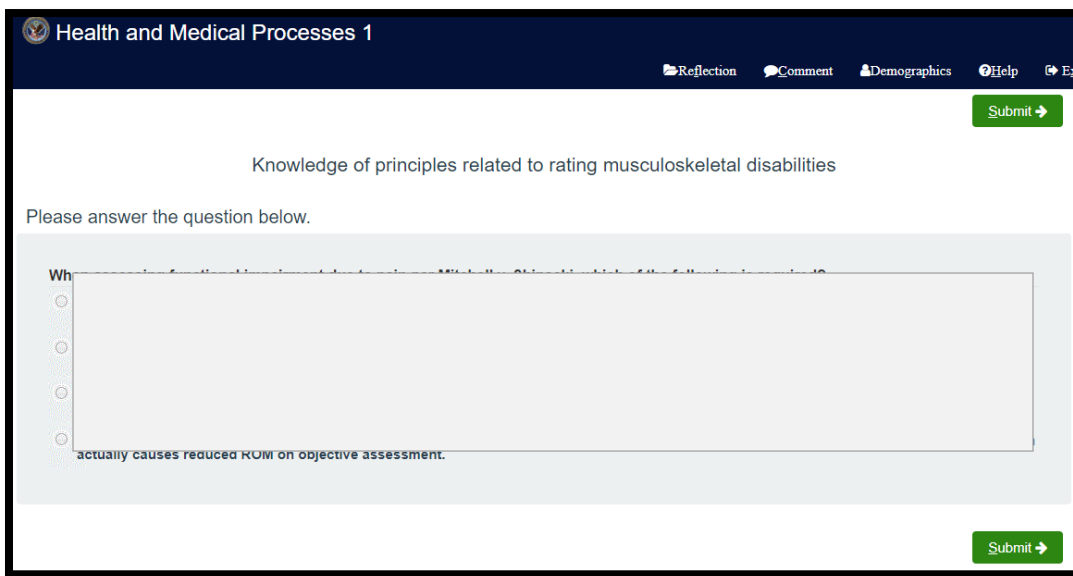
What resources/references can the employee use during the assessment?

You can use any reference materials that they think will be helpful.

What does the assessment look like?

In addition to displaying the assessment question, the screen contains the following information:

- Instructions for answering the question.
- **Submit** to record the answer and move on to the next question.



Where can I find additional information about the assessment?

Additional information about the KSAs contained in each assessment is in Appendix A.

Can I skip assessment questions and return to them later?

No. When taking the assessment, you must select an answer and click **Submit** before the system will display the next question. **Do not** use the **Back** or **Reload** buttons during the assessment. Doing so may result in loss of responses.



Can I leave the assessment open on my desktop while performing other tasks?

Yes. However, it is best to properly exit. When you are required to perform another task, select **Exit** in the upper right corner. The system will bookmark your location in the assessment, and you can return to the assessment/question at any time within the assigned 30-day window.

What if something happens and I get bumped out of the assessment before I finish?

The system will bookmark the assessment and the employee can return to the same assessment and location at any time within the assessment administration window.

How often are the assessment questions updated?

CS uses employee feedback and their results for a periodic analysis to review and update the assessment as needed.

Does everyone get the same assessment questions?

No. The assessment utilizes the competencies and related KSAs required for the job. Some competencies have more KSAs, and therefore there are more questions in the assessment pool. Each time you log in to complete the assessment, some of the questions will be different.

Can I ask someone else for help for the diagnostic assessment?

No. You can use all other resources except for another person for assistance for any assessment associated with CBTS. Using any other person for assistance would be considered an issue of integrity and may result in disciplinary action, up to and including termination.

What if I am on leave and can not complete the assessment on time?

There is no identified need for exempting employees from the CBTS assessment. Employees who have extenuating circumstances, such as extended leave (ect.) and are unable to complete the CBTS for the FY, must take their diagnostic assessment upon their return. In certain, rare circumstances, there may be a need for the employee to miss the diagnostic assessment for the FY. In such cases the employee is required to take the newest version of the diagnostic assessment upon their return.

Because of the rolling nature of the diagnostic assessment this would be a very rare occurrence, however the CBTS diagnostic stays on the employee's TMS requirements until taken. Monthly compliance reports will provide a list of those in non-compliance. The report is generated monthly and distributed through the training manager sharepoint as well as through OFO to Districts.

Can I take the assessment for practice?

No

What happens when you select "Go to Scored Assessment?"

Selecting this option begins the scored assessment for TMS credit. Once all your assessments are completed, refresher training is identified and sent to the assessment portal. The TM and Coach will review and assign. Then the refresher training will appear on your TMS "My Learning" list.

How many times can I take the diagnostic assessment for credit each fiscal year?

You can take the specific assigned assessment once each fiscal year. You can take the module or microlearning assessments as many times as you wish, however additional training credit is not provided beyond the first attempt.



***What happens when an employee becomes an experienced RVSR after the CBTS administration time?
The employee will be required to take the assessment within 30 days of becoming an experienced VSR.***

How much credit will I receive for completing the assessment?

The total amount of credit for completing the assessment and evaluation is 2.5 hours per combined competency CBTS diagnostic assessment. Module assessments are part of the established training time for the courses.

How will I get credit for completing the RVSR Diagnostic Assessment?

On the Welcome screen, select the **check box** next to “Go to Scored Assessment.” Once you complete all of your assessments for credit and the Feedback Survey in TMS, TMS will then record your completion. **NOTE: It may take up to 24 hours for the information to record in TMS.**

Do I have the entire fiscal year to complete the assessment?

No, the assessment helps to identify your job-related strengths and weaknesses, so it may recommend refresher training. A report is generated and provided to OFO, regional offices and districts for any outstanding remediation modules or non-compliant diagnostic assessments.

After I take the assessment for credit, will I ever have to take it again?

Yes. Within 30 days of the new FY, the RVSR will receive notification that the assessment is on their “My Learning” list and the due date of the item.

5.2 Scoring and Results

How is the CBTS assessment scored?

Calculation of your proficiency range derives from the number of questions answered correctly. The proficiency levels were determined through collaboration with third-party test creation experts and SME’s from the field.

What if I do not pass the CBTS assessment?

This is not a pass/fail assessment. This assessment identifies areas of your competence and where additional training is required. If you require refresher training as identified on the Individual Feedback Report, you, your coach, and the TM will identify and approve the refresher training topics associated with the badge assignment. The refresher training topics will then appear on your TMS “My Learning” list within 24 hours of the selection of the refresher training.

Will I see my proficiency range/level immediately after I finish the assessment?

Yes. When you select **Submit** on the last assessment question, the system will display the “Assessment Results” screen.

What does an Individual Feedback Report look like?

A sample of an individual feedback report is below.

What does the Overall Feedback Report look like?

This report presents performance on the assessments and provides refresher training. The display includes the most recently completed assessments, proficiency range and refresher training. A sample of the overall feedback report follows.



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



Overall Feedback Report		
Student: Doe, Jane		
Assessment	Completed	Proficiency
Claims Processing I	07/29/2021 09:38	Intermediate
Health and Medical Processes I	07/29/2021 13:39	Entry
Required Training		
TMS#	Title	Hours
VA 4175786	(VSR Challenge) Due Process	2.50
VA 4178966	Mental Disorders	2.50
VA 4178976	The Musculoskeletal System (Upper Body)	6.00
VA 4193687	Amputation Rule Pyramiding and Muscle Injury	4.50
VA 441240	Musculoskeletal System - Lower Extremities (Prime)	2.00
VA 4500984	Rating Reductions	1.75
Total Training Hours		19.25

How do I access my assessment results if I forgot to print them before I completed the assessment?

You may access the completed assessment results through TMS. Go to your “My Learning” page, navigate to the “My History” pod on the page and click on “View All.” If the assessment appears within this pod before clicking “View All,” you will not be able to access the results. Once in your Completed Work history list, locate the assessment: RVSR Competency Based Training System (CBTS) Diagnostic Assessment. Hover your mouse over the title and wait for a menu to appear. Then click on “Review Content.” Next, click on “Launch RVSR CBTS Diagnostic Assessment” which will take you to the assessment portal.

You may view and save the Overall Feedback Report, as well as the Individual Feedback Reports by selecting the “Feedback” button from within the assessment portal. A new window appears with the results.

The screenshot shows a table of completed assessments with the following data:

Completion Date *	Title	Status
1/16/2019 02:15 PM	VRE VRC Competency Based Training System (CBTS) Diagnostic Assessment	VA-Complete
1/10/2019 10:50 AM	VRE VA Video Connect Tele-counseling	VA-Complete
12/28/2018 08:17 AM	VRE Inactive Folder Shipping and Tracking	VA-Complete
12/26/2018 09:21 AM	VBA Continuity of Operations	VA-Complete

A pop-up menu for the 'VRE VRC Competency Based Training System (CBTS) Diagnostic Assessment' is visible, containing the following information and options:

- Learning Hours: 5.00
- Completion Date: 1/16/2019 02:15 PM
- Buttons: View Details, Print Certificate, Review Content

A secondary tooltip for 'Review Content: VRE VRC Competency Based Training System (CBTS) Diagnostic Assessment' is also present.





RVSR Diagnostic Assessment Portal 2021

Welcome

Compensation Service and the Office of Talent Management (OTM) developed a series of diagnostic assessments designed to help Rating Veteran Service Representatives (RVSRs) determine their proficiency with respect to job-related competencies. Its purpose is to help each employee determine their individual training needs (recommends tailored training), eliminating redundant instruction and providing additional time for serving Veterans and professional development.

RVSR Diagnostic Assessment - Click Here

Refresher training is prescribed based on your performance on the assessment and will vary according to your job-related needs. If your feedback report contains recommended training, the training items will be added to your TMS "My Learning" list after meeting with your supervisor and training manager (TM). If you require assistance locating training items or have questions about your feedback report, please consult your TM or supervisor. If your feedback report does not identify any refresher training, consider consulting with your supervisor or manager to create a plan for completing any professional development, or other training items, identified on your annual Individual Development Plan (IDP).

You have completed all of the requirements for RVSR Diagnostic Assessment Portal 2021. If you need technical support, contact: Support@vbatraining.org

Overall Feedback Report

Contains a summary of proficiency ranges with suggested changes.

[RVSR Diagnostic Assessment Feedback](#)

Claims Processing 1

[Details](#)

Welcome to the **Claims Processing 1 Diagnostic Assessment**

This assessment evaluates your technical proficiency with respect to the Claims Processing competency. Upon completion of this assessment, you will receive feedback that will provide you with a proficiency score, as well as recommended training and references.

[Feedback](#)

Health and Medical Processes 1

[Details](#)

Welcome to the **Health and Medical Processes 1 Diagnostic Assessment**

This assessment evaluates your technical proficiency with respect to the Health and Medical Processes competency. Upon completion of this assessment, you will receive feedback that will provide you with a proficiency score, as well as recommended training and references.

[Feedback](#)

Combined Feedback for all completed assessments. Report opens in new window.

How does the TM and my Coach access my results?

The TMs and Coaches will always have access to the completed assessments and results through the CBTS Assessment Portal. All TMs and Coaches have been given access to the CBTS assessment portal. Contact your Coach and/or TM if you need a missing feedback report.

5.3 Refresher Training

How much training will I have to take each year?

Refresher training is prescribed based on performance on the assessment and will vary based on the needs of each RVSR, national quality control, IQR data, quality control data, leadership direction and national analysis. The RVSR will still be required to complete other centrally assigned training or specialty training.

Will the recommended refresher training replace the yearly NTC?



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



Yes, however you will still be required to complete centrally assigned training as the need arises based on quality, trending pattern, supervisor or leadership request.

How long do I have to complete the recommended refresher training?

You will have 30 days from the point of the assigned task. The task should be assigned within thirty days of the deficiency being noted on the Diagnostic assessment.

What if the RVSR cannot complete the recommended refresher training before the end of the fiscal year?

Sometimes, situations arise that will prevent the RVSR from completing the refresher training on their TMS “My Learning” list. Employees who do not finish their remediation training prior to the end of the year will not be eligible for a competency badge.

Also, if an RVSR is on leave and is not able to complete the CBTS assessment within the 30-day administration period, the RVSR will work with the TM and supervisor to identify, prioritize and prorate the training that is associated with the RVSR Badge Program schedule. OFO and TMs must also notify CS with the name(s) of the Experienced RVSR(s) by the fourth quarter of the current fiscal year but before the next new fiscal year. The Experienced RVSR(s) will then be scheduled to take the CBTS assessment within the first quarter of the following FY.



6 Appendices

A RVSR Technical Competencies

Technical Competency	Description/Definition
1. Claims Processing for RVSRs	Phase I FY 22
2. Health and Medical Processes	Phase 1 FY 22
3. VBA Applications	Phase 2 FY 23
4. Veterans Benefits and Eligibility	Phase 2 FY 23

B Sample Questions

The questions below are examples of the type and format used in the assessment:

- What is the most appropriate next step to take when overhearing a RVSR discuss protected personal information about a Veterans claim in a public setting?
 - Immediately remind the RVSR that they should not discuss cases in public.
 - Inform the Veteran of the situation and steps to request a new VRC.
 - Join in on the conversation to network and staff the case.
 - Provide a copy of the M21-1 to the RVSR.
- When processing a first-time rating decision granting a combined evaluation of 30% or higher, what additional information should be included in the notification letter?
 - Veteran Readiness and Employment Benefits
 - Medical Care
 - Dependency Benefits
 - Power of Attorney Assistance
- Which VA system records a Dependent as a family member of a Veteran?
 - Share
 - Awards
 - MAP-D
 - PCGL
- Award adjustments of compensation benefits paid to Veterans who are in receipt of military retired pay are automatically transmitted to Defense Finance Accounting Service (DFAS). When is VA required to provide written notification to DFAS of the dates and amounts of any compensation adjustments for Veterans receiving military retired pay?
 - When the adjustment covers one prior period
 - When the adjustment covers two prior periods
 - When the adjustment covers more than three prior periods
 - Anytime you adjust compensation benefits



RVSR CBTS Diagnostic Assessment Employee Readiness Guide





5. To be eligible for Veteran Readiness and Employment (CS) services, a Veteran must have a VA-established service-connected disability of at least:
 - A. 0% with a serious handicap, or 10% with an employment handicap
 - B. 10% with a serious handicap, or 20% with an employment handicap.
 - C. 20% with a serious handicap, or 20% with an employment handicap.
 - D. 30% with a serious handicap, or 20% with an employment handicap.





C CS RVSR Assessment Report Portal Job Aid

IMPORTANT: ALL NAMES/LOCATIONS LISTED IN THIS GUIDE ARE FICTITIOUS

#	Step	Window
1	Navigate your browser to the LIVE Assessment Portal: https://vba-tpss.vbatraining.org/assess .	
2	Enter your login credentials into the User name and Password fields. Then, select the Log in button.	

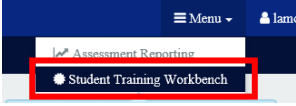
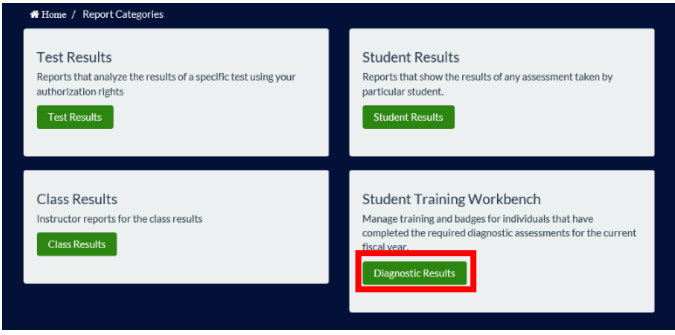
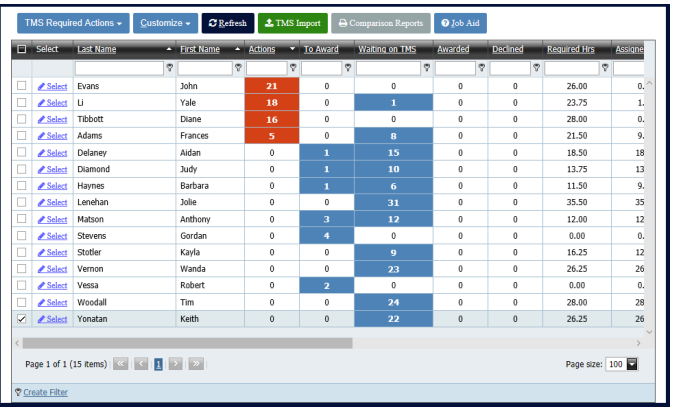
C.1 Technical Difficulties-support@vbatraining.org



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



IMPORTANT: ALL NAMES/LOCATIONS LISTED IN THIS GUIDE ARE FICTITIOUS

#	Step	Window																																																																																																																																																																
1	<p>Click Diagnostic Results on the Student Training Workbench box.</p> <p>Note: You can also select Student Training Workbench from the Menu drop down button at the top right side of the window.</p> 																																																																																																																																																																	
2	<p>The Student Training Workbench RVSR list grid depicts all RVSRs in your location who completed at least one of the Year 1 badge assessments. The grid enables you to access RVSR assessment results and provides some additional grid features explained below.</p> <p>Click Select next to the RVSR's name to access a training workbench for that RVSR.</p>	 <table border="1"> <thead> <tr> <th>Select</th> <th>Last Name</th> <th>First Name</th> <th>Actions</th> <th>To Award</th> <th>Value of TMS</th> <th>Awarded</th> <th>Declined</th> <th>Required Hrs</th> <th>Assign</th> </tr> </thead> <tbody> <tr><td><input type="checkbox"/></td><td>Evans</td><td>John</td><td>Select</td><td>21</td><td>0</td><td>0</td><td>0</td><td>26.00</td><td>0.</td></tr> <tr><td><input type="checkbox"/></td><td>Yale</td><td></td><td>Select</td><td>18</td><td>0</td><td>1</td><td>0</td><td>23.75</td><td>1.</td></tr> <tr><td><input type="checkbox"/></td><td>Tibbott</td><td>Diane</td><td>Select</td><td>16</td><td>0</td><td>0</td><td>0</td><td>28.00</td><td>0.</td></tr> <tr><td><input type="checkbox"/></td><td>Adams</td><td>Frances</td><td>Select</td><td>5</td><td>0</td><td>8</td><td>0</td><td>21.50</td><td>9.</td></tr> <tr><td><input type="checkbox"/></td><td>Delaney</td><td>Aidan</td><td>Select</td><td>0</td><td>1</td><td>15</td><td>0</td><td>18.50</td><td>18</td></tr> <tr><td><input type="checkbox"/></td><td>Diamond</td><td>Judy</td><td>Select</td><td>0</td><td>1</td><td>10</td><td>0</td><td>13.75</td><td>13</td></tr> <tr><td><input type="checkbox"/></td><td>Haynes</td><td>Barbara</td><td>Select</td><td>0</td><td>1</td><td>6</td><td>0</td><td>11.50</td><td>9.</td></tr> <tr><td><input type="checkbox"/></td><td>Lenehan</td><td>Jolie</td><td>Select</td><td>0</td><td>0</td><td>31</td><td>0</td><td>35.50</td><td>35</td></tr> <tr><td><input type="checkbox"/></td><td>Matson</td><td>Anthony</td><td>Select</td><td>0</td><td>3</td><td>12</td><td>0</td><td>12.00</td><td>12</td></tr> <tr><td><input type="checkbox"/></td><td>Stevens</td><td>Gordan</td><td>Select</td><td>0</td><td>4</td><td>0</td><td>0</td><td>0.00</td><td>0.</td></tr> <tr><td><input type="checkbox"/></td><td>Stotler</td><td>Kayla</td><td>Select</td><td>0</td><td>0</td><td>9</td><td>0</td><td>16.25</td><td>12</td></tr> <tr><td><input type="checkbox"/></td><td>Vernon</td><td>Wanda</td><td>Select</td><td>0</td><td>0</td><td>23</td><td>0</td><td>26.25</td><td>26</td></tr> <tr><td><input type="checkbox"/></td><td>Vessa</td><td>Robert</td><td>Select</td><td>0</td><td>2</td><td>0</td><td>0</td><td>0.00</td><td>0.</td></tr> <tr><td><input type="checkbox"/></td><td>Woodall</td><td>Tim</td><td>Select</td><td>0</td><td>0</td><td>24</td><td>0</td><td>28.00</td><td>28</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>Yonatan</td><td>Keith</td><td>Select</td><td>0</td><td>0</td><td>22</td><td>0</td><td>26.25</td><td>26</td></tr> </tbody> </table>	Select	Last Name	First Name	Actions	To Award	Value of TMS	Awarded	Declined	Required Hrs	Assign	<input type="checkbox"/>	Evans	John	Select	21	0	0	0	26.00	0.	<input type="checkbox"/>	Yale		Select	18	0	1	0	23.75	1.	<input type="checkbox"/>	Tibbott	Diane	Select	16	0	0	0	28.00	0.	<input type="checkbox"/>	Adams	Frances	Select	5	0	8	0	21.50	9.	<input type="checkbox"/>	Delaney	Aidan	Select	0	1	15	0	18.50	18	<input type="checkbox"/>	Diamond	Judy	Select	0	1	10	0	13.75	13	<input type="checkbox"/>	Haynes	Barbara	Select	0	1	6	0	11.50	9.	<input type="checkbox"/>	Lenehan	Jolie	Select	0	0	31	0	35.50	35	<input type="checkbox"/>	Matson	Anthony	Select	0	3	12	0	12.00	12	<input type="checkbox"/>	Stevens	Gordan	Select	0	4	0	0	0.00	0.	<input type="checkbox"/>	Stotler	Kayla	Select	0	0	9	0	16.25	12	<input type="checkbox"/>	Vernon	Wanda	Select	0	0	23	0	26.25	26	<input type="checkbox"/>	Vessa	Robert	Select	0	2	0	0	0.00	0.	<input type="checkbox"/>	Woodall	Tim	Select	0	0	24	0	28.00	28	<input checked="" type="checkbox"/>	Yonatan	Keith	Select	0	0	22	0	26.25	26
Select	Last Name	First Name	Actions	To Award	Value of TMS	Awarded	Declined	Required Hrs	Assign																																																																																																																																																									
<input type="checkbox"/>	Evans	John	Select	21	0	0	0	26.00	0.																																																																																																																																																									
<input type="checkbox"/>	Yale		Select	18	0	1	0	23.75	1.																																																																																																																																																									
<input type="checkbox"/>	Tibbott	Diane	Select	16	0	0	0	28.00	0.																																																																																																																																																									
<input type="checkbox"/>	Adams	Frances	Select	5	0	8	0	21.50	9.																																																																																																																																																									
<input type="checkbox"/>	Delaney	Aidan	Select	0	1	15	0	18.50	18																																																																																																																																																									
<input type="checkbox"/>	Diamond	Judy	Select	0	1	10	0	13.75	13																																																																																																																																																									
<input type="checkbox"/>	Haynes	Barbara	Select	0	1	6	0	11.50	9.																																																																																																																																																									
<input type="checkbox"/>	Lenehan	Jolie	Select	0	0	31	0	35.50	35																																																																																																																																																									
<input type="checkbox"/>	Matson	Anthony	Select	0	3	12	0	12.00	12																																																																																																																																																									
<input type="checkbox"/>	Stevens	Gordan	Select	0	4	0	0	0.00	0.																																																																																																																																																									
<input type="checkbox"/>	Stotler	Kayla	Select	0	0	9	0	16.25	12																																																																																																																																																									
<input type="checkbox"/>	Vernon	Wanda	Select	0	0	23	0	26.25	26																																																																																																																																																									
<input type="checkbox"/>	Vessa	Robert	Select	0	2	0	0	0.00	0.																																																																																																																																																									
<input type="checkbox"/>	Woodall	Tim	Select	0	0	24	0	28.00	28																																																																																																																																																									
<input checked="" type="checkbox"/>	Yonatan	Keith	Select	0	0	22	0	26.25	26																																																																																																																																																									





STUDENT WORKBENCH GRID FEATURES

Select	Last Name	First Name	Actions	To Award	Waiting on TMS	Awarded
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Declined	Required Hrs	Assigned Hrs	Yr Cycle	Dismissed	Dismissed Hrs	Location
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Column headings can be rearranged by clicking a heading and dragging it to the desired location while the mouse button is held down, then dropping the column in place by releasing the mouse button. The columns can be sorted by clicking on any column heading. In addition to student name and location, the following status columns provide meaningful information to the supervisor:

- **Actions** – The count of TMS items that need to be either assigned to TMS or dismissed. The process to award a badge cannot be started until all items are processed.
- **To Award** – Number of badges that can be awarded. Includes all badges for the 1-year cycle.
- **Waiting on TMS** – Number of TMS items that still need to be completed for the current cycle badges.
- **Awarded** – Number of badges awarded for the whole 1-year cycle.
- **Declined** – Number of badges declined for the whole 1-year cycle.
- **Required Hours** – Sum of the required items provided in the feedback reports for this cycle.
- **Assigned Hours** – Sum of the required items assigned for this cycle.
- **Yr Cycle** – badge cycle the user is currently in.
- **Dismissed** – Number of TMS items that were dismissed. This column is accessed using customize columns.
- **Dismissed Hrs** – Number of hours that were dismissed. This column is accessed using customize columns.

The **column filter textboxes** below the column headings enable you to search for RVSRs in a variety of ways. Enter a complete or partial string in the textbox beneath the column heading and press the Enter key to filter the list. Selecting the Key icon next to a textbox allows you to apply filter operations to the string you entered, i.e. Begins with, Contains, doesn't contain, Ends with, Equals, or Doesn't equal.

Note: You must press the Enter key after making changes to the search criteria to see filter results.



STUDENT WORKBENCH GRID FEATURES (Continued)

The **button bar** above the column headings offers additional ways to use the grid:

TMS Required Actions ▾

The **View menu** allows the user to save a preferred grid configuration. Some view configurations are preset for you.

- **TMS Required Actions** – Shows the count of TMS items that need to be assigned or dismissed.
- **Badges Awarded** – Shows the count of badges that have been awarded.
- **Badges Declined** – Shows the count of badges that have been declined.
- **Badges Ready for Review** – Shows the count of badges that are ready to be awarded or declined.
- **Waiting for TMS Completions** – Shows the count of TMS items that have been assigned and not yet completed by the RVSR.
- **Save View** – Save the column order, column sort, and applied filters.
- **Save View As** – Update an existing view.
- **Delete View** – Delete a saved view.

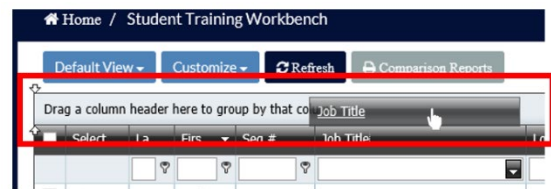
Customize ▾

The **Customize menu** allows the user to configure columns, groups and export the list.

- **Column Filter** – Toggles the appearance of filter textboxes.
- **Columns** – Allows the user to add or remove columns from the view. The column headings can be dragged to and from the Customize list of column headings. Place mouse button in the blank space next to the column heading to add. Drag the column to align with the other Column headings and drop the column by releasing the mouse button. **Note:** Before releasing the column heading, be sure the double arrows appear above and below the column heading.



- **Grouping** – Toggles a grouping area that enables the user to group the list by any column heading, i.e. job title or location. Place mouse button in the blank space of the column heading to use for grouping. Drag the column to the grouping area located above the column headings and drop the column by releasing the mouse button. To remove the grouping, drag the column to align with the other Column headings and drop the column by releasing the mouse button. **Note:** Before releasing the column heading, be sure the double arrows appear above and below the column heading.





STUDENT WORKBENCH GRID FEATURES (Continued)

- **Export** – Opens a dialog box to export the grid list in several formats. XLS and XLSX are Microsoft Office Excel file formats, CS V or Comma-Separated Values produces a text file of data.



The **Refresh button** updates the grid list. This may be needed if you are viewing multiple instances of the grid and external changes are being made in the workbench.



Click this button to download the current version of this job aid.



Group Reports opens a dialog box to quickly access summary reports. Summary reports provide managers with a view of student results across all CS CBTS Assessments and badge progress details. The diagnostic assessment reports are grouped by each fiscal year tracks.

Group Reports

Badge Progress Details
Display the statuses of all training items and badges that are assigned to each employee for the current period. The original hours that were suggested for training are compared to the actual assigned hours for the current period.

Diagnostic assessments with reports

Assessment VRC Diagnostic Assessment

Report Student Assessment Matrix **Go!**

Cancel

See **How to Generate Assessment Results (Alternate Method from the Student Training Workbench)** for a description of these reports.



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



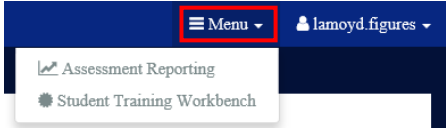
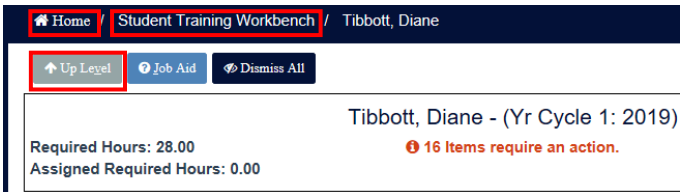
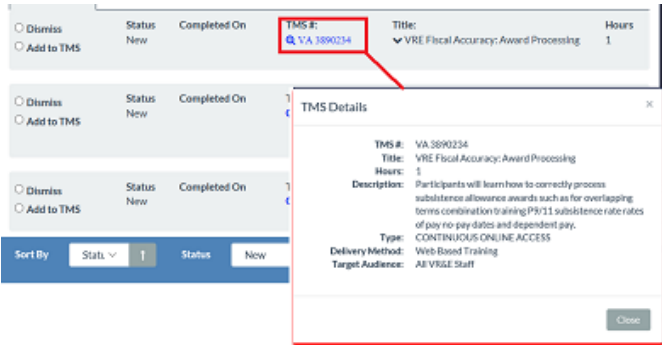
#	Step	Window																												
3	<p>After pressing Select next to an RVSR’s name in the RVSR list, the workbench for that RVSR is displayed with a list of required or suggested training items. This list is constructed based upon assessment results. For each training item, the list includes actions to take, the status of each list item, when and if the training has been completed, the TMS ID number, the training title, and number of hours associated with each training item.</p> <p>Two actions are available for each training item:</p> <p>Dismiss – Allows the supervisor to dismiss the training item from the current view.</p> <p>Add to TMS – Submits the training item to the RVSR’s TMS Learning Plan.</p>	<p>The screenshot displays the workbench for Tibbott, Diane (Yr Cycle 1: 2019). It shows required hours (28.00) and assigned required hours (0.00). A notification indicates that 16 items require an action. The training items table is as follows:</p> <table border="1"> <thead> <tr> <th>Dismiss</th> <th>Add to TMS</th> <th>Status</th> <th>Completed On</th> <th>TMS #</th> <th>Title</th> <th>Hours</th> </tr> </thead> <tbody> <tr> <td><input type="radio"/></td> <td><input type="radio"/></td> <td>New</td> <td></td> <td>VA 3857049</td> <td>VRE M28R PART VI Employment Services (Revised)</td> <td>1</td> </tr> <tr> <td><input type="radio"/></td> <td><input type="radio"/></td> <td>New</td> <td></td> <td>VA 3870500</td> <td>VRE Retroactive Reimbursement for Chapter 33 Under Chapter 31</td> <td>1</td> </tr> <tr> <td><input type="radio"/></td> <td><input type="radio"/></td> <td>New</td> <td></td> <td>VA 4315831</td> <td>VRE-IL-Refresher-01-Understanding the IL Program</td> <td>0.5</td> </tr> </tbody> </table>	Dismiss	Add to TMS	Status	Completed On	TMS #	Title	Hours	<input type="radio"/>	<input type="radio"/>	New		VA 3857049	VRE M28R PART VI Employment Services (Revised)	1	<input type="radio"/>	<input type="radio"/>	New		VA 3870500	VRE Retroactive Reimbursement for Chapter 33 Under Chapter 31	1	<input type="radio"/>	<input type="radio"/>	New		VA 4315831	VRE-IL-Refresher-01-Understanding the IL Program	0.5
Dismiss	Add to TMS	Status	Completed On	TMS #	Title	Hours																								
<input type="radio"/>	<input type="radio"/>	New		VA 3857049	VRE M28R PART VI Employment Services (Revised)	1																								
<input type="radio"/>	<input type="radio"/>	New		VA 3870500	VRE Retroactive Reimbursement for Chapter 33 Under Chapter 31	1																								
<input type="radio"/>	<input type="radio"/>	New		VA 4315831	VRE-IL-Refresher-01-Understanding the IL Program	0.5																								





RVSR CBTS Diagnostic Assessment Employee Readiness Guide


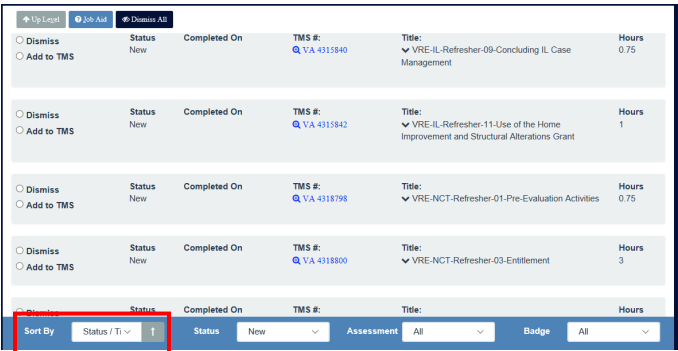


#	Step	Window
4	<p>Navigation</p> <ol style="list-style-type: none"> Home - Returns to the Assessment Reporting home page. Breadcrumbs – Returns to the Student Training Workbench Employee list to select another RVSR. Up Level – Returns to the Student Training Workbench employee list to select another Employee Job Aid – Downloads the current version of this job aid. Dismiss All – Dismisses all training items from the current view. The button is described more fully in How to Process Diagnostic Assessment Results. <p>Note: Navigation to the Assessment Reporting home page or the Student Training Workbench is also available from the Menu drop down button at the top right side of the window.</p> 	
5	<p>Review the TMS training item description by selecting the TMS number link.</p>	



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



#	Step	Window
6	<p>View the diagnostic assessments associated with each training item by clicking the drop-down arrow next to the title.</p> <p>Note: Some training items may be associated with several diagnostic assessments. The Type of association indicates if the TMS item is <u>required</u> or <u>optional</u> based upon the assessment results.</p> <p>Clicking on the assessment link will allow you to view the individual feedback report.</p>	
7	<p>You can sort the list of training items using the Sort By drop-down list at the bottom of the page.</p> <p>Sort by options include:</p> <ul style="list-style-type: none"> Status and Title – Sorts by status plus title. See Step 8 for description of status options. Status – Sorts by status type. Title – Sorts by TMS title. TMS # – Sorts by TMS item ID. Hours – Sorts by number of learning hours associated with each TMS item ID. <p>The directional arrow changes the listing between Ascending and Descending sorts. For example, if you select Sort By Hours, items will be sorted by lowest to highest number of hours per training item. If you select the directional arrow, the items will sort by highest to lowest number of hours per training item.</p>	





RVSR CBTS Diagnostic Assessment Employee Readiness Guide



8 The **Status** filter box enables the user to filter the list of training items by status of each item.

Status options include:

All – Displays all training items regardless of status.

New – Displays new training items that have not been dismissed or added to TMS.

Previously Added – TBD.

Dismissed – Displays training items that have been dismissed from the training items list and allows the user to add the training item to the RVSR’s TMS learning plan.

Added – Displays training items that have previously been added to the RVSR’s learning plan. Also allows the user to remove the training item from the RVSR’s learning plan if the item has not been completed.

Removed – Displays a list of training items that were added and subsequently removed from the RVSR’s learning plan.

Dismiss / Add to TMS	Status	Completed On	TMS #	Title	Hours
<input type="radio"/> Dismiss <input type="radio"/> Add to TMS	New		VA 4315840	VRE-IL-Refresher-09-Concluding IL Case Management	0.75
<input type="radio"/> Dismiss <input type="radio"/> Add to TMS	New		VA 4315842	VRE-IL-Refresher-11-Use of the Home Improvement and Structural Alterations Grant	1
<input type="radio"/> Dismiss <input type="radio"/> Add to TMS	New		VA 4318798	VRE-NCT-Refresher-01-Pre-Evaluation Activities	0.75
<input type="radio"/> Dismiss <input type="radio"/> Add to TMS	New		VA 4318800	VRE-NCT-Refresher-03-Entitlement	3

Sort By: Status / T / 1 | Status: New | Assessment: All | Badge: All

9 The **Assessment** filter box enables the user to filter the list of training items based upon the diagnostic assessment outcome.

The **Badge** filter box enables the user to filter the list of training items based upon the type of badge.

IMPORTANT: These drop downs will only list assessments and badges per the badge schedule. For example, only two badges are available to be awarded in FY2021.

Note: Some training items may be associated with several diagnostic assessments and/or badges.

Dismiss / Add to TMS	Status	Completed On	TMS #	Title	Hours
<input type="radio"/> Dismiss <input type="radio"/> Add to TMS	New		VA 4315840	VRE-IL-Refresher-09-Concluding IL Case Management	0.75
<input type="radio"/> Dismiss <input type="radio"/> Add to TMS	New		VA 4315842	VRE-IL-Refresher-11-Use of the Home Improvement and Structural Alterations Grant	1
<input type="radio"/> Dismiss <input type="radio"/> Add to TMS	New		VA 4318798	VRE-NCT-Refresher-01-Pre-Evaluation Activities	0.75
<input type="radio"/> Dismiss <input type="radio"/> Add to TMS	New		VA 4318800	VRE-NCT-Refresher-03-Entitlement	3

Sort By: Status / T / 1 | Status: New | Assessment: All | Badge: All

C.2 How to Process Diagnostic Assessment Results


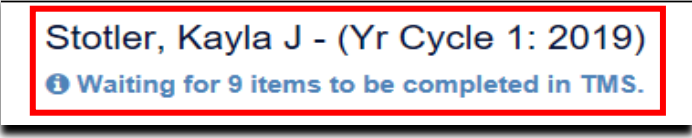
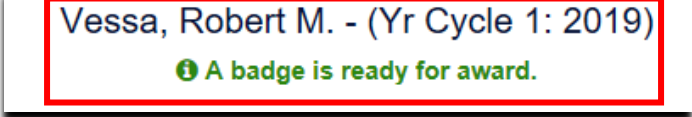
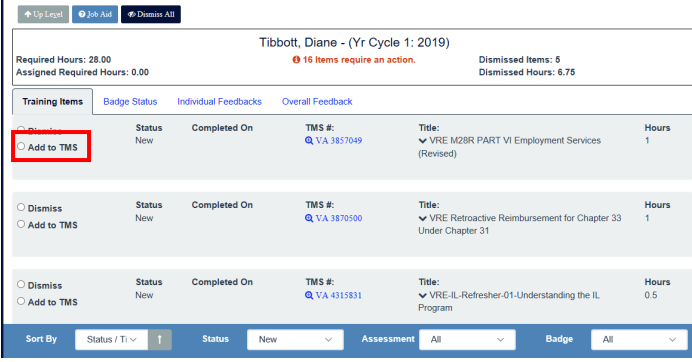
IMPORTANT: ALL NAMES/LOCATIONS LISTED IN THIS GUIDE ARE FICTITIOUS



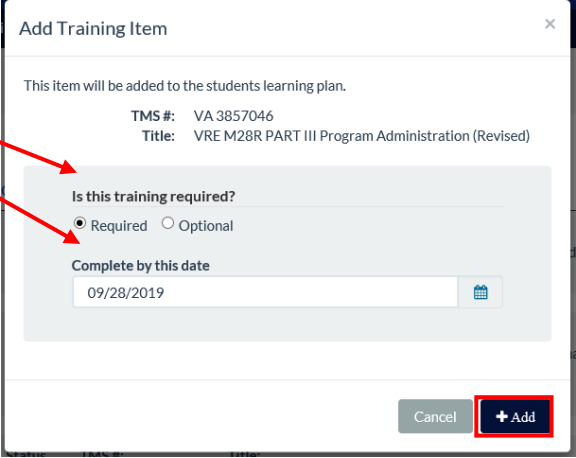


RVSR CBTS Diagnostic Assessment Employee Readiness Guide



#	Step	Window
1	<p>Workbench Status</p> <p>An RVSR cannot be awarded a badge until you have dispositioned each TMS item listed in the workbench. The RVSR's name includes the current year cycle for the current fiscal year.</p> <ul style="list-style-type: none"> • [##] Items require an action. This lets you know that you still have items that must be added or dismissed before the RVSR can become eligible for a badge. This number is reduced by Add to TMS and Dismiss actions described below. • Waiting for [##] items to be completed in TMS. You are waiting for this many TMS items to be completed that were assigned for the current FY badges. • A badge is ready for award. The RVSR has completed the requirements for one of more badges to be awarded. 	  
2	<p>From the RVSR's results page in the Student Training Workbench, add training items to the RVSR's TMS Learning Plan by selecting Add to TMS. When this radio button is selected, the Add Training Item dialog box is displayed.</p> <p>IMPORTANT: When a training item needs to be added to an RVSR's TMS 2.0 To Do list, it is important to <u>use the Student Training Workbench</u> to perform this action.</p>	

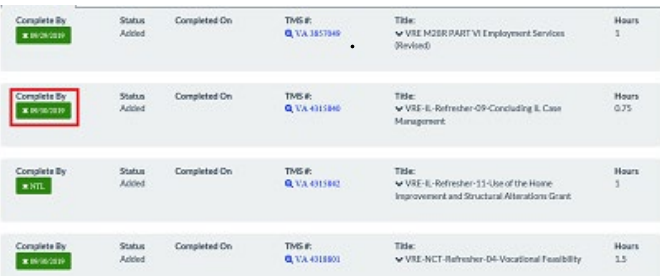
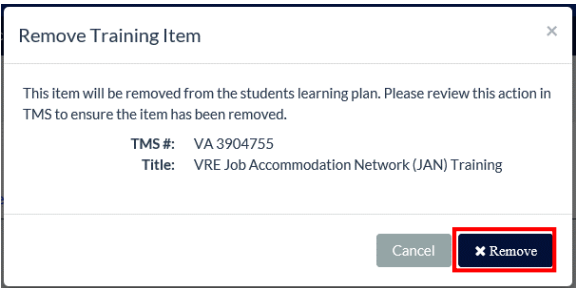


#	Step	Window
3	<p>In the Add Training Item dialog box, provide the following answers for the TMS item:</p> <ul style="list-style-type: none">• Is this training required?• Complete by this date (choose optional field if training is optional, aka suggested). Complete by this date can be customized by clicking either the calendar widget or typing it in the mm/dd/yyyy format or leaving it blank. <p>This data will be used when the item is added to your RVSR's learning plan. Note: Optional training with or without a date is not trackable for compliance.</p> <p>Select Add to send the information to TMS. The item will be added to the RVSR's learning plan within 30 minutes.</p> <p>Select Cancel to return to the list.</p>	



RVSR CBTS Diagnostic Assessment Employee Readiness Guide

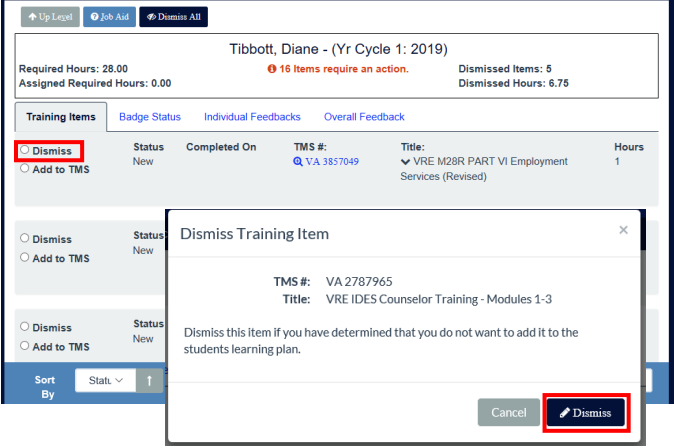
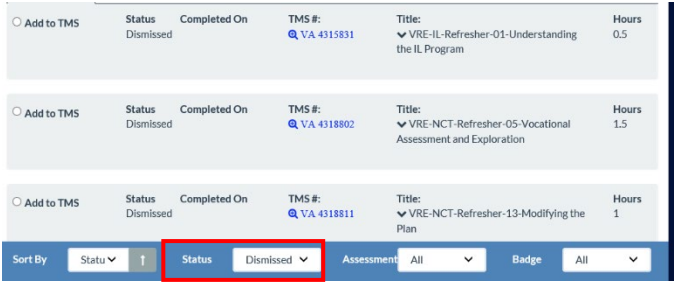
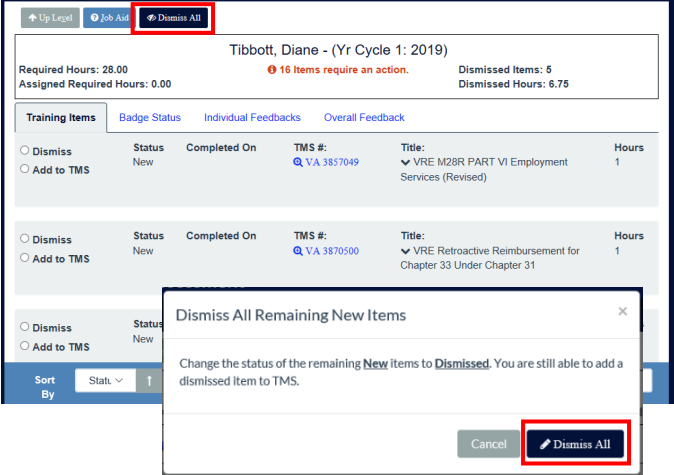


#	Step	Window
3	<p>Once the item has been added, the Status is changed to “Added” (with the Required By date), the hours value is incremented (<u>Current FY hours</u> or <u>No due date hours</u>) to provide the user with the total number of training hours assigned through the Student Training Workbench, and the total number of actions is reduced. The RVSR’s TMS learning plan will be populated.</p> <p>Only Optional items will allow the date field to be empty, i.e. No due date (Complete by NTL). Note: Optional training with or without a date is not trackable for compliance.</p> <p>To remove the item from the RVSR’s learning plan in TMS after it has already been added, click the X next to the date within the green button. The Remove Training Item dialog box is displayed.</p> <p>Confirm the action by clicking the Remove button. This action is usually completed in 30 minutes within TMS.</p> <p>IMPORTANT: When a training item needs to be removed from an RVSR’s TMS 2.0 To Do list, it is important to <u>use the Student Training Workbench to perform this action.</u></p> <p>Also note that you will not be able to re-add the item if it has been removed. Please notify the help desk if you need to re-add the item.</p>	 



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



#	Step	Window
4	<p>As the user considers each training item based upon the diagnostic assessment performance and CS guidance, training items may be removed from the list view by selecting Dismiss. The Dismiss Training Item dialog box is displayed.</p> <p>To complete the action, select the Dismiss button.</p>	
5	<p>Once the item has been dismissed, the status changes to Dismissed and the total number of actions is reduced. This action does not affect the RVSR's TMS 2.0 To Do list.</p> <p>If the user later decides to add the training item to an RVSR's learning plan, the item is accessible by changing the Status filter to All or Dismissed.</p>	
6	<p>Dismiss All</p> <p>This button will dismiss all remaining items where the status is New or Previously Added. If the assessment and / or Badge filters are applied, then only those items will be dismissed.</p> <p>Select the Dismiss All button to complete the action.</p> <p>Note that the badge award-or-decline function will be available after all items have been dismissed. The RVSR, supervisor, and training manager will need to agree if all items are being dismissed.</p>	



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



#	Step	Window
7	The workbench user has access to individual feedback reports by accessing the Individual Feedbacks tab.	<p>The screenshot shows the 'Individual Feedbacks' window for Tibbott, Diane (Yr Cycle 1: 2019). It displays a list of assessments with 'Feedback' icons. A detailed view of the 'Case Management 1' assessment is shown, including a proficiency scale and a list of required training items.</p>
7	The workbench user has access to the student's overall feedback report by accessing the Overall Feedback tab.	<p>The screenshot shows the 'Overall Feedback' window for Tibbott, Diane (Yr Cycle 1: 2019). It provides a summary of the student's performance across various assessments and lists the required training items for each.</p>

C.3 How to Generate Student Results (Alternate Method from the Student Training Workbench)

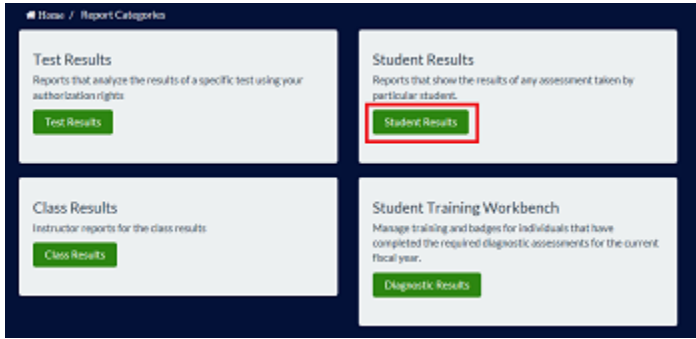

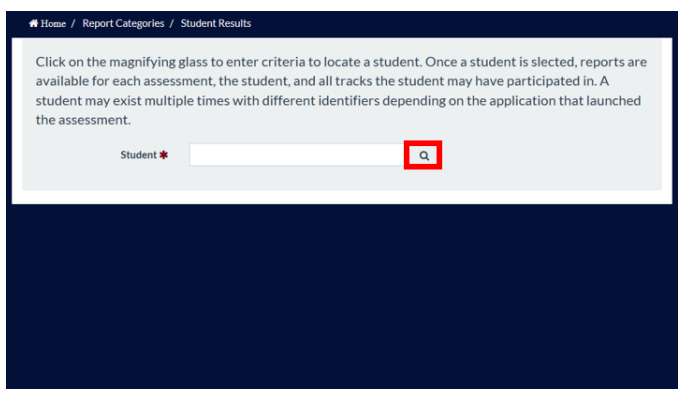


IMPORTANT: ALL NAMES/LOCATIONS LISTED IN THIS GUIDE ARE FICTITIOUS





RVSR CBTS Diagnostic Assessment Employee Readiness Guide

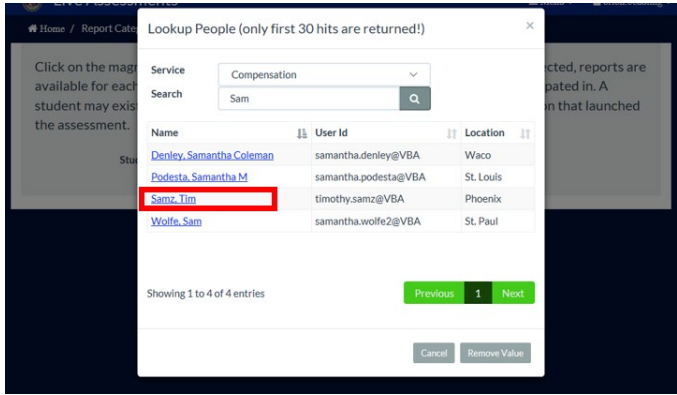
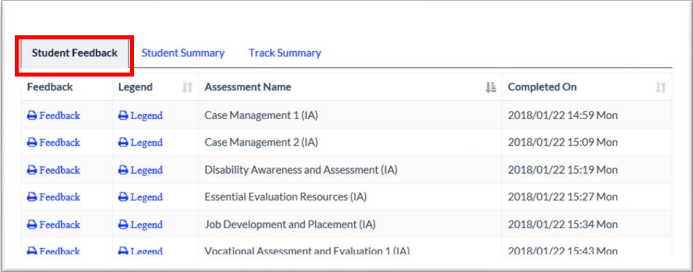
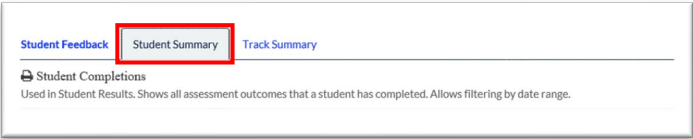
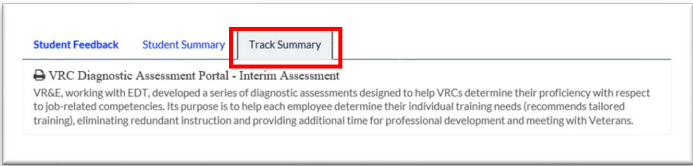


#	Step	Window
1	Select the Student Results button on the Report Categories window.	
2	Select the search icon () to display the <i>Lookup People</i> window.	
3	<p>Enter your search parameters and select the Search icon or press the Enter key. A list of users who match the search criteria will be presented below the search icon.</p> <ul style="list-style-type: none"> • Select the Service in the drop-down list. • (Optional) Enter a name segment in the Search textbox. This can be last name or first name or any portion of the name. • Select the search icon (). <p>Note: if you only select a service, the search will provide all available names in that service for your location.</p>	



RVSR CBTS Diagnostic Assessment Employee Readiness Guide

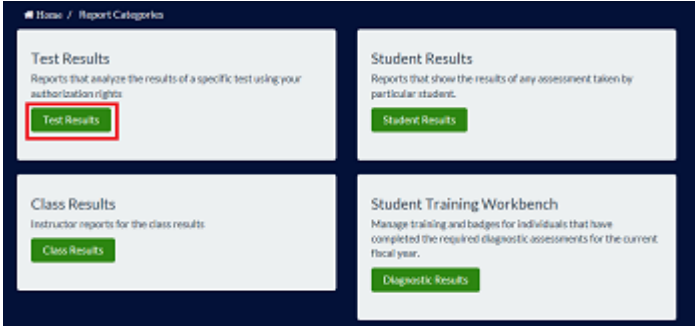
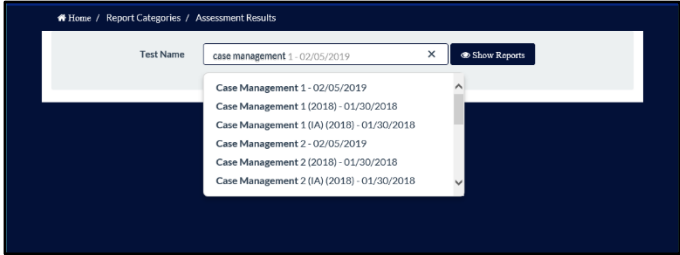


#	Step	Window
4	<p>Select the appropriate name (link) in the list. The Lookup People window closes, and the Student Results window is re-displayed with tabs below the name.</p>	
5	<p>Student Feedback tab:</p> <p>The <i>Student Feedback</i> tab displays a list of that student's completed assessments. Select the appropriate Report name and the report is generated and opened in a new window. Below is additional information about the student's reports:</p> <p>Feedback Displays the feedback report which was delivered to the student at the end of their assessment.</p> <p>Legend Displays the legend key that is assigned to each question for the selected assessment.</p>	
6	<p>Student Summary tab:</p> <p>This tab provides summary report of all assessments completed by a student.</p> <p>Student Completions Displays summary results for every assessment this student has completed.</p>	
7	<p>Track Summary tab:</p> <p>This tab displays student track summary reports.</p> <p>RVSR Diagnostic Assessment Portal Displays the student's proficiency in each completed assessment and a compiled list of recommended training items across all RVSR CBTS assessments. This was available to the student after completing at least two diagnostic assessments.</p>	

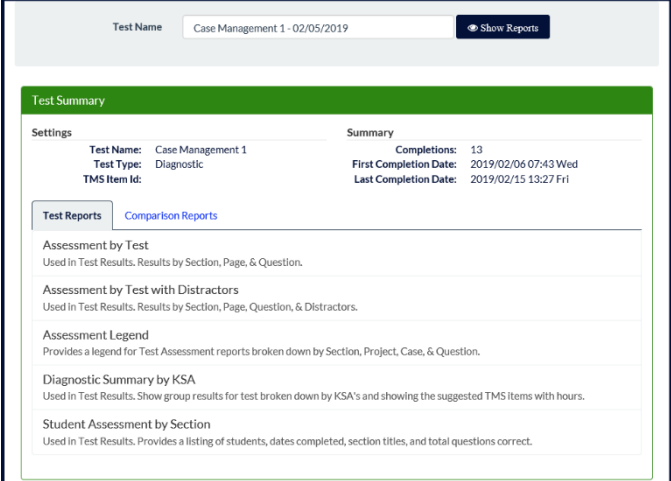


C.4 How to Generate Assessment Results (Alternate Method from the Student Training Workbench)

IMPORTANT: ALL NAMES/LOCATIONS LISTED IN THIS GUIDE ARE FICTITIOUS

#	Step	Window
1	Select the Assessment Results button on the Report Categories window.	
2	<p>Begin typing the name of the assessment, a list will appear below the field with assessments containing the text you have typed. Next to the assessment name is the date the assessment was published.</p> <p>Note: The RVSR CBTS assessment names are:</p> <ul style="list-style-type: none"> • Claims Processing for RVSRs (assessment number) • Health and Medical Processes • VBA Applications • Veterans Benefits and Eligibility <p>Finish typing the assessment name or select the assessment/date from the list. Then, select the Show Reports button.</p>	

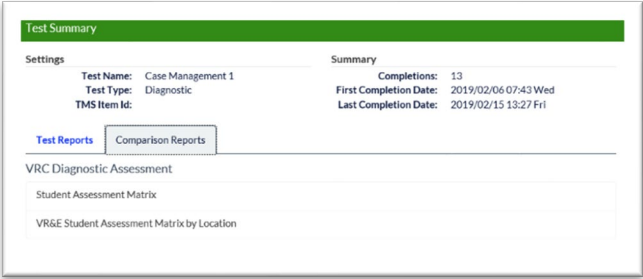


#	Step	Window
3	<p>The Assessment Results window is updated with one or more tabs below the selection.</p> <p><i>Assessment Reports tab:</i> Select the appropriate Report name and the report is generated and opened in a new window. Below is additional information about the available assessment reports:</p> <p><i>Assessment by Assessment</i> Displays the overall results (summarized) for the selected Assessment by Section, Page, and Questions.</p> <p><i>Assessment by Assessment with Distractors</i> Displays the overall results (summarized) for the selected Assessment by Section, Page, Questions, and Distractors.</p> <p><i>Assessment Legend</i> Displays the legend key that is assigned to each question for the selected assessment.</p> <p><i>Diagnostic Summary by KSA</i> Displays a summary report with an overall proficiency rating, overall results for each KSA, and a combined list of training items for RVSRs in the Student Training Workbench.</p> <p><i>Student Assessment by Section</i> Displays a list of students with the date the student completed each section and the number of correct questions.</p>	



RVSR CBTS Diagnostic Assessment Employee Readiness Guide



#	Step	Window																																																
4	<p>Comparison Reports Tab:</p> <p>The RVSR CBTS assessments are grouped into a assessment group. When a assessment is part of a assessment group, the <i>Comparison Reports tab</i> becomes available to provide assessment group reports.</p> <p>Student Assessment Matrix</p> <p>Lists all participants of that track and their status for each completed assessment. Their average score across all completed assessments is in the final column of each row. The average assessment score across all RVSRs is in the first row of the table. The assessment with the lowest average score is highlighted in yellow.</p> <p>CS Student Assessment Matrix by Location</p> <p>Lists all participants of that track grouped by location and their status for each completed assessment. In addition to the Student Assessment Matrix information, Assigned Hours and Reduction Hours are provided for each RVSR, and the overall average number of hours and number of reduced training hours appear in the top row. The assessment with the lowest average score is highlighted in yellow. At the end of the table, a grid provides the number of RVSRs who fell into each range per assessment.</p>	 <table border="1" data-bbox="461 1102 1221 1241"> <thead> <tr> <th>Overall</th> <th>Average%</th> <th>76</th> <th>72</th> <th>75</th> <th>68</th> <th>67</th> <th>73</th> <th>69</th> <th>72</th> <th>36</th> <th>9</th> </tr> </thead> <tbody> <tr> <td></td> <td>Advanced</td> <td>3 33%</td> <td>3 33%</td> <td>4 44%</td> <td>2 22%</td> <td>2 22%</td> <td>4 44%</td> <td>2 22%</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Intermediate</td> <td>5 56%</td> <td>4 44%</td> <td>3 44%</td> <td>3 56%</td> <td>3 44%</td> <td>3 33%</td> <td>5 56%</td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>Entry</td> <td>1 11%</td> <td>2 22%</td> <td>2 22%</td> <td>4 44%</td> <td>4 44%</td> <td>2 22%</td> <td>2 22%</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Overall	Average%	76	72	75	68	67	73	69	72	36	9		Advanced	3 33%	3 33%	4 44%	2 22%	2 22%	4 44%	2 22%					Intermediate	5 56%	4 44%	3 44%	3 56%	3 44%	3 33%	5 56%					Entry	1 11%	2 22%	2 22%	4 44%	4 44%	2 22%	2 22%			
Overall	Average%	76	72	75	68	67	73	69	72	36	9																																							
	Advanced	3 33%	3 33%	4 44%	2 22%	2 22%	4 44%	2 22%																																										
	Intermediate	5 56%	4 44%	3 44%	3 56%	3 44%	3 33%	5 56%																																										
	Entry	1 11%	2 22%	2 22%	4 44%	4 44%	2 22%	2 22%																																										





D Proficiency Range Descriptions

The objective for all employees is to attain the advanced level of proficiency.

Proficiency	Description
Entry 0-69%	<ul style="list-style-type: none">• Applies competency in simple to somewhat difficult situations• Demonstrates awareness and familiarity with concepts and processes• Will require close to frequent guidance/supervision• Requires refresher training (no more than 40 hours)
Intermediate 70-79%	<ul style="list-style-type: none">• Applies competency in difficult situations• Demonstrates understanding of concepts and processes• Will require occasional guidance• Requires refresher training (no more than 40 hours)
Advanced 80-100%	<ul style="list-style-type: none">• Applies competency in considerably difficult situations• Demonstrates broad understanding of concepts and processes• Will require little to no guidance and generally can serve as a key resource and advise/train others• Station discretionary training on the National Training Curriculum (NTC): Professional and personal development training (optional)