VIP VSR Pre-D Classroom

Instructor Job Aid

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Overview

As you begin the next two weeks of Classroom VSR VIP, the following is a helpful guide to assist with trainee instruction and engagement. This job aid provides information on classroom preparation, items needed for completion, locating specific training items and suggested activities for lesson reinforcement.

Classroom preparation prior to the arrival of the trainees is essential. The following tips help to create and maintain an environment conducive to learning once training begins.

- Be familiar with all training materials by reading the Instructor Slide Notes for each lesson, while simultaneously reviewing the corresponding Captivate slides. This provides you an opportunity to see the connection between the Instructor Notes and the slides, which allows for a more structured presentation during the training session.
- Practice is the best guarantee of providing a quality presentation. At a minimum, do a complete walkthrough of the presentation to practice coordination between this Instructor Slide Notes, the trainee handouts, and the Captivate slides and ensure your timing is on track with the length of the lesson.
- Remember the Instructor Slide Notes belong to you. Feel free to highlight headings, key phrases, or other information to help the instruction flow smoothly. Add any notes or information you need in the margins. To enhance your lesson, discuss your experiences working claims related to the lesson and the steps you took to resolve situations you encountered while developing a claim.
- Arrive early to the classroom to ensure access to the facility and computers, if applicable.
- Ensure the trainees have proper access to a telephone if the need to call a Veteran arises during the processing of live claims. **The usage of the trainees' personal cell phones to call Veterans is highly discouraged!!**
- Test the computer and projector to ensure they are working properly.
- Before class begins, open the Captivate presentation. This ensures the presentation is functioning properly.
- Prior to the trainees' arrival, print out and place name tents on the computers so the trainees know where to sit upon entering the classroom.
- Ensure trainees have access to CAPRI and JLV. The trainees need CAPRI and JLV access for live claim's development.
- Ensure trainees adhere to the entrance of excluded time in WATRS as provided per the NWQ playbook.

Please note the headings listed below will correspond with the attached lesson schedule.

Welcome to VIP and Introductions

Trainee and instructor introductions take place during this period. This is an opportunity for the instructors to provide information about their VA background or specialties. The trainees are encouraged to share information about themselves to help the group bond.

Introductions may be established simply by having each trainee stand, state their name and share at least one interesting fact about themselves. This is an opportunity to obtain the correct spellings and pronunciations of names or find out name preferences.

Introductions may also be done using an ice breaker. A few of the most popular ice breakers are listed below:
- People Bingo:
  https://www.wikihow.com/Play-Human-Bingo

- Candy Introductions:
  https://www.icebreakers.ws/get-to-know-you/candy-introductions.html

- Interview game:
  https://www.icebreakers.ws/classroom-icebreaker/interview-game.html

- Two Truths and a Lie:
  https://www.icebreakers.ws/get-to-know-you/two-truths-and-a- lie.html

a suggested listing of introductions games; not meant to be limiting

Trainees should receive an orientation to the training location and made aware of the nearest restrooms, break areas and nearest fire exits and meeting location in case of a fire emergency.

Establishment of classroom rules and expectations should be developed and communicated to ensure a good training environment is maintained. Please note, the adherence to classroom rules by all is best achieved with trainee participation. During this discussion, have the trainees assist with the development of the classroom rules.

Please ensure the following are included in the classroom rules discussion:
- Cellphone usage during instruction
- Cellphone ringtones (silent or vibrate mode)
- Talking during instruction
- Internet usage during instruction
- Microsoft Teams usage during instruction
- Email usage during instruction
- Showing courtesy and respect towards each other while in the classroom
- How questions are addressed during instruction
- Classroom participation

Please provide additional information on the following:
- Start and end times for training
- Breaks times (inclusive of timely returns from break)
- Lunch time
- End of day assessments
- The designated person's contact information the trainees contact in emergencies and/or sick leave.

This listing is not all inclusive. Feel free to add to this listing. Post the classroom rules inside the classroom, visible to all.

Systems Check with IT

Contact local IT staff prior to start of training. Schedule a time for IT to come by the classroom to assist with any technical problems the trainees may experience. Ensure trainees have access to our systems and the necessary applications as well as fully operational equipment (double screens, mouse, etc.)

Some trainees may train at a different location from their home station. Therefore, it is important to ensure all trainees have proper access and permissions at the training site.

Homeroom

The daily homeroom segment is time to document classroom attendance and allow instructors to recap prior instruction material. The recap is an opportunity to assess learning gaps, provide clarification of lesson material and allow the trainees to ask questions about various topic in an informal setting.

This time can also be used to address and any error trends you may have noted during your review of live cases. Recaps of lesson material should be provided **daily** at the beginning and end of each day prior to the daily assessment.

On day 1, the recap will consist of answering questions about information learned while enrolled in IWT. Recaps may be provided in an open class discussion format or with the use of a game. Creativity is encouraged.

Daily Assessments

We are committed to providing quality training and trainee feedback is an essential part. Trainees are required to complete an online daily assessment based on the day's instruction. Please allot enough time at the end of each day for the trainee to adequately complete the assessments.

Telephone Development (4183447)

This lesson provides the trainees with the skills and tools needed to conduct a telephone contact and document the evidence received. Additionally, trainees learn various customer service skills necessary for effective telephone development.

All Instructor Slide Notes, Trainee Handouts, and/or Captivate Presentations are located within Adobe Prime, under the Instructor version of the course.
https://captivateprime.adobe.com/usdepartmentofveteransaffairs4

Supplemental Claims (4500819)

This lesson includes discussions and exercises providing the trainees an opportunity to gain a better understanding of:

• The definition of a supplemental claim.
• The development actions for supplemental claims.
• The procedures associated with incomplete supplemental claims.

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Dependency Development Demo - How to add a Dependent in VBMS

This demonstration covers the following points:

• Establish proper end product (EP) control for dependency claims.
• Reviewing the form(s) for the dependent's complete information
• How to add dependent(s) in VBMS

EMS Demonstration

This is a review of the Exam Management System (EMS) information provided in IWT. This can be incorporated into the lesson recap. If additional review of the training information is needed, all information is accessed through Adobe Prime.

Instructors: this is a great time to use a live Veterans claim to demonstration VBMS EMS.
*** Instructors should search/review a live case from the RO's queue for a live demonstration ***

Exam Request Builder (ERB) Demonstration and Practice

Instuctors demonstrate how ERB generates standardized text for an examination request in CAPRI. The instructor shows the process for creating an exam in CAPRI using ERB, upload the examination request into VBMS and create tracked items for each exam in VBMS. Provide time for the trainees to practice using ERB and building their own fictional exams.

Introduction to CAPRI (4460849)

This lesson provides the trainee with an introduction to CAPRI. This lesson includes discussions and exercises that allow the trainee to gain a better understanding of the use of CAPRI in developing Veteran's claims.

Upon completion of this lesson, the trainee should be able to:

• Explain how to login to CAPRI.
• Recognize how to select the appropriate VHA facility in CAPRI.
• Recall how to identify patient treatment records in CAPRI.
• Demonstrate how to add a new patient into CAPRI.
• Recognize functionality available within the CAPRI tabs.
• Explain how to add a new exam request in CAPRI.
• Identify the steps required to select and store records from CAPRI.

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CAPRI and JLV Demonstration

Ensure all trainees have access to CAPRI and JLV. The trainees need CAPRI access for their live claim's development. For CAPRI demonstrations, the instructors provide a live case from their respective RO and use that to demonstrate CAPRI functionality.

A live on-screen demonstration of CAPRI is very beneficial and highly encouraged. Instructors are encouraged to demonstrate how to properly upload the information into VBMS.

Instructors demonstrate how to navigate JLV, accessing it from CAPRI, building a report and uploading the records into VBMS.

In order to familiarize yourself with JLV, the following is a list of JLV resources and trainings you can review prior to the demo:

TMS JLV Introductory Training (VA 4545562). This training covers JLV A-to-Z. It takes about 45 minutes start to finish. Login to TMS then [click here - JLV Introductory Training](#)

JLV Resources – Videos, PowerPoint and other materials.

JLV Training Exercises Guided practice with JLV by user role. Want to practice using JLV in a Provider, Nursing, Ancillary or Administrative role? These exercises are for you!

JLV Quick Tips – Collection of 1-page How-To-Guides for the most common things you need to do or data you need to find in JLV

Practical Application

Practical application is allotted time for trainees to work live claims. Work with your station to secure live cases for the trainees to process during this training period. Please note you will need to secure both *Original* and *Non-Original* claims as designated on the schedule.

When assigning live claims to the trainees, it is extremely important for both the instructors and trainees to follow the guidelines as written in the "Local Mentor Review" section of the *NWQ Playbook and Virtual and In-Person Progression (VIP) Training Playbook.*

To assist with mentoring and timely feedback in the classroom, it is highly encouraged that each instructor be assigned a group of trainees. Depending on the trainee to instructor ratio, divide the trainees into groups.

Southwest Asia Development (4307809)

This lesson provides trainees with a basic understanding of developing claims for disabilities based on the provisions of 38 CFR §3.317, to include undiagnosed illness, medically unexplained chronic multisymptom illness (MUCMI), and presumptive infectious diseases. This course is designed as an introduction only for VIP purposes.

This course does not cover procedures associated with environmental hazards such as burn pits, particulate matter, sulfur fire, or Chromium VI. More detailed information on environmental hazards is available in training titled "**Claims Based on Exposure to Environmental Hazards in Iraq, Afghanistan, and Djibouti" (TMS # 4178422)**. Please note this additional training is not part of the current Pre VSR training curriculum.

Upon completion of this lesson, the trainee should be able to:

• Explain the background of Southwest Asia claims.
• Determine methods to verify service in Southwest Asia theater of operations.
• Recognize undiagnosed conditions or symptoms associated with Southwest Asia theater of

operations.
- Identify medically unexplained chronic multisymptom Illness (MUCMI).
- Identify infectious diseases associated with Southwest Asia theater of operations.
- Demonstrate development procedures for Southwest Asia claims.

All Instructor Slide Notes, Trainee Handouts, and/or Captivate Presentations are located within Adobe Prime, under the Instructor version of the course.
https://captivateprime.adobe.com/usdepartmentofveteransaffairs4

Upon completion of the lesson, direct the trainee to the Southwest Asia (SWA) eCases (Burnheim and Brown) for the practical application exercise in Adobe Prime. All eCase material is accessed through Adobe Prime. The development of the eCase is conducted through VBMS Demo using the trainees VSTUDENT number and their assigned Y and XX numbers received in IWT portion of training.

Direct the trainees to upload their completed eCase Checklist to Adobe Prime. Once the trainees have uploaded their eCase Checklist, they also complete the certification and assessment in Adobe Prime.

Upon receipt of the completed submissions, review the eCase with the class to clarify any questions and reinforce related regulations and manual guidance. Additionally, it is helpful to have the trainee look up the regulations to become more familiar with the M21-1Adjudication Procedures Manual.

The completion of eCases are considered training and not working live cases in WATRS.

Just as working a live claim, trainees are encouraged to work their cases independently so we gain an accurate measurement of learning gaps. Unlike the live claims, a review of the completed eCase can be provided to the whole class as a participatory activity as they all have a copy of the material.

Individual Unemployability (4488228)

This lesson provides trainees an overview on the information required to develop a claim for individual unemployability benefits. Individual unemployability claims require a specific form, exam(s), and may require record development different from other claims. Use the presentation and handout to guide trainees in the process and theory development.

Upon completion of this lesson, the trainee should be able to:

- Identify individual unemployability (IU) benefits, eligibility criteria, and VA Forms.
- Identify and recall the procedure for obtaining relevant Social Security Administration (SSA) and Vocational Rehabilitation and Employment (VR&E) records.
- Assess when and how to obtain a Veteran's employment history.
- Recall examination, subsequent development, and ready to rate considerations.

All Instructor Slide Notes, Trainee Handouts, and/or Captivate Presentations can be located within Adobe Prime, under the Instructor version of the course.
https://captivateprime.adobe.com/usdepartmentofveteransaffairs4

Upon completion of the lesson, direct the trainee to the IU eCases (Hamilton and Stevens) for the practical application exercise in Adobe Prime. All eCase material is accessed through Adobe Prime. The development of the eCase is conducted through VBMS Demo using the trainees VSTUDENT number and their assigned Y and XX numbers.

The trainees upload their completed eCase checklist to Adobe Prime. Once the Checklist is uploaded, they also complete a certification and assessment in Adobe Prime. This is the same process the trainees used in IWT.

Upon receipt of the completed submissions, review the eCase with the class to clarify any questions and reinforce related regulations and manual guidance. Additionally, it is helpful to have the trainee look up the regulations to become more familiar with the M21-1 Adjudication Procedures Manual.

The eCases are a part of training and not entered into WATRS as working live cases.

The trainees are highly encouraged to work their cases independently, so we gain an accurate measurement of learning gaps. Unlike the live claims, a review of the completed eCase provides the whole class a participatory activity as they all have a copy of the material.

Pre VSR Review Exercise

A review exercise provides the trainee a review of course content covered while in training. Encourage the trainees to work independently as we would like to learn about any training gaps they may have. All trainees start the review exercise at the same time. Allot 3 hours for completion of the review exercise.

A copy of the Pre VSR review exercise is available to instructors within Adobe Prime under the Instructor Course.

The review exercise is available to each trainee in Adobe Prime to ensure all are provided equal time for completion.

Email and Microsoft Teams usage is not permitted during the review exercise; however, the trainees can use any personal notes they may have taken during the class session.

Should the trainee complete the review exercise prior to others, they should complete any remaining live case corrections.

Review of Pre VSR Review Exercise / Q&A time

Take the time to review this exercise with the class to provide additional clarifications of the training information, manual references and any regulatory guidance.

The answer key for the Review Exercise is in the Instructor Catalog in Adobe Prime.

Encourage the trainees to ask any additional questions they have on processing cases.

Pre VSR Final Exam

The final exam is an online assessment that is automatically graded by the system. The link to the final exam is located within Adobe Prime.

Please note: the designated link for the final exam is activated when the trainees enter a password. This password is provided to instructors whom supply it to the trainees.

The final exam consists of all information covered while in Pre VSR training. Encourage the trainees to work independently so we learn about any training gaps they may have. All trainees start the final exam at the same time. Allot 3 hours for completion of the exam.

Email and Microsoft Teams usage is not permitted during the exam; however, the trainees can use any personal notes they may have taken during the class session.

Should the trainee complete the final exam prior to others, they should complete any remaining live case corrections.

Review of Pre VSR Final Exam Results

Once all trainees have completed the Final Exam, take some time to go over it with the class to provide clarifications of the training information, manual references and any additional regulatory guidance.

Please note the final test is automatically graded and are pulled as a report for instructor's review. This information can be sorted per individual trainee and as a group. It is the group view which the instructor uses when doing the final review with the class. The Answer Key is accessed through Adobe Prime under the Instructor Catalog.

Wrap-up and Feedback of Pre VSR Curriculum

The trainees should complete the *End of Pre VSR Assessment*. Completion of this assessment is an opportunity for the trainees to provide constructive feedback for the instructors about the whole Pre VSR training experience.

Questions?

Please refer questions regarding the Daily Assessments or general VIP questions to the following corporate mailbox: VIPPMO.VBACO@va.gov.

For issues concerning Adobe Prime accounts, contact VAVBAWAS/CO/OTM/ADOBEHELP.

For issues concerning Adobe Prime content, contact VAVBADEN/RO/VBATMP.