VIP VSR PRE-D

CLASSROOM

INSTRUCTOR JOB AID

Table of Contents

Overview 2
Welcome to VIP and Introductions 3
Systems Check with IT 4
Homeroom 4
Welcome to Classroom 5
Telephone Development (4621053) 5
Supplemental Claims (4500819) 5
EMS Demo 6
Introduction to Compensation and Pension Records Interchange (CAPRI) (4460849)) 6
JLV Demonstration 6
Southwest Asia Development (4307809) 7
Individual Unemployability (4488228) 8
Pre End of Classroom Review Exercise 9
Pre VSR Final Assessment 9
Review of Pre VSR Final Assessment Results 10
Wrap-up and Feedback of Pre-D Curriculum 10
Practical Application 10
VIP Points of Contact and Quick Links 11

Overview

As you begin the next two weeks of Classroom VSR VIP, the following is a helpful guideto 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 tipshelp 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 thetraining 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 yourexperiences 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, ifapplicable.
- Ensure the trainees have proper access to a telephone if the need to call a Veteranarises 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 thepresentation is functioning properly.
- Prior to the trainees' arrival, print out and place name tents on the computers so thetrainees know where to sit upon entering the classroom.
- Ensure trainees have access to CAPRI and JLV. The trainees need CAPRI andJLVaccess for live claim's development.
- Ensure trainees adhere to the entrance of excluded time in WATRS as provided perthe 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 theinstructors 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 shareat 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 breakersare 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 nearestrestrooms, 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 rulesby all is best achieved with trainee participation. During this discussion, have the trainees assistwith 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 emergenciesand/or sick leave.

This listing is not all inclusive. Feel free to add to this listing. Post the classroom rules insidethe 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 traineeshave 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 is scheduled at the end of every day. This segment of time allows instructors to recap instructional material which was previously covered. This provides instructors the opportunity to assess and address learning gaps, error trends, provide clarification of lesson material and allow the trainees to ask questions about various topics in an informal setting.

In addition to the recapping of the materials, there are suggested topics for instructors to cover that will aid in the development of the trainees. The provided topics are not meant to be all inclusive. Instructors have the autonomy to provide instruction on content they deem valuable to the trainee's success.

After homeroom instruction, trainees should use the remainder of the day to complete their daily participant survey.

The schedule for VIP Classroom can be found here: Schedule Link.

Welcome to Classroom

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.

During this time, instructors should reiterate that VIP Classroom, much like IWT, continues to build on what was taught the day prior.

(Open to feedback/additions from VIP PMO on how they would like to the Intro to Classroom block of time delivered)

Telephone Development (4621053)

This self-paced training demonstrates the proper procedures for telephone development to a Veteran or claimant, as well as completing a VA Form 27-0820, Report of General Information and VBMS notes following unsuccessful telephone contact with a claimant. Lesson objectives for this course can be found by accessing the VBA Learning Catalog here: Learning Catalog Link.

Instructors should stand by ready to address questions relating to telephone development from trainees as they complete the training module.

If the instructor wishes to review the training, it can be found in Captivate Prime, by accessing the following link: Adobe Prime Link.

Supplemental Claims (4500819)

This instructor led lesson contains discussions and exercises that allow the VSR to gain a better understanding of the requirements for a claim to be considered supplemental, the processing requirements for supplemental claims, and the procedures associated with incomplete supplemental claims. Lesson objectives for this course can be found by accessing the VBA Learning Catalog here: Learning Catalog Link.

All Instructor slide notes, Trainee handouts, and/or Captivate presentations are located within Adobe Prime, under the Instructor version of the course: Adobe Prime Link.

EMS Demo

This is an instructor led review reinforcing the instruction on Exam Management System (EMS) provided in IWT. In the classroom environment, the instructor should find a live claim from the RO's work queue to demonstrate the functionality and capability of the system. If additional review of the training information that was provided in IWT is needed, all information is accessed through Adobe Prime.

Introduction to Compensation and Pension Records Interchange (CAPRI) (4460849)

This instructor led lesson provides the trainee with an introduction to CAPRI. This lesson contains discussions and exercises that allow trainees to gain a better understanding of the use of CAPRI in developing Veteran's claims. Lesson objectives for this course can be found by accessing the VBA Learning Catalog here: Learning Catalog Link.

All Instructor Slide Notes, Trainee handouts, and/or Captivate Presentations are located within Adobe Prime, under the Instructor version of the course: Adobe Prime Link.

CAPRI Demo (Report Builder for VAMC Records, Examination Requests)

This is an instructor led review building and reinforcing the instruction on CAPRI provided in IWT. In the classroom environment, instructor should find a live claim from the RO's work queue to demonstrate the functionality and capability of the system. If additional review of the training information that was provided in IWT is needed, all information is accessed through Adobe Prime.

***Prior to this block of training, Course Manager/Instructors should ensure all trainees have access to CAPRI ***

JLV Demo

This is an instructor led lesson on JLV introducing the system. In the classroom environment, instructor should find a live claim from the RO's work queue to demonstrate the functionality and capability of the system. If supplemental training or resources are required, please reference the resources below:

TMS JLV Introductory Training (VA 4545562). This training covers JLV A-to-Z. It takes

about45 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 aProvider, 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 todo or data you need to find in JLV

***Prior to this block of training, Course Manager/Instructors should ensure all trainees have access to CAPRI ***

Southwest Asia Development (4307809)

This instructor led lesson explains and demonstrates to the VSR how to develop claims for disabilities based on the provisions of 38 CFR §3.317, to include undiagnosed illness, medically unexplained chronic multi-symptom illness (MUCMI), and presumptive infectious diseases. Lesson objectives for this course can be found by accessing the VBA Learning Catalog here: Learning Catalog Link.

All Instructor Slide Notes, Trainee handouts, and/or Captivate Presentations are located within Adobe Prime, under the Instructor version of the course: Adobe Prime Link.

Upon completion of the lesson, direct the trainee to the IU eCases (Burnheim and Brown) for the practical application exercise in Adobe Prime. The trainees should work the Burnhein eCase first, upon completion 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 sameprocess the trainees used in IWT.

Upon receipt of the completed submissions for the Burnheim eCase, an instructor demonstrates how to work the eCase, and review the eCase with the class to clarify any questionsand 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.

Repeat the process for the Brown eCase.

All eCase material is accessed through AdobePrime (Adobe Prime Link). The development of the eCase is conducted through VBMS Demo (VBMS Demo Link) using the trainees VSTUDENT number and their assigned Y, XX, and ZZ numbers from IWT (Reminder, for VBMS Demo, please use station 372). Instructor login information should be obtained from the assigned Cohort Course Coordinator.

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 instructors may identify

any 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.

Individual Unemployability Development (4488228)

This instructor led lesson provides the trainees with the information required to develop a claim for Individual Unemployability benefits. Individual Unemployability claims require unique forms, exam, and record development that differs from other claims. The presentation is designed to give an overview as well as development details. The presentation and handout can be used to guide you in the process and theory of development. Lesson objectives for this course can be found by accessing the VBA Learning Catalog here: Learning Catalog Link.

All Instructor Slide Notes, Trainee handouts, and/or Captivate Presentations are located within Adobe Prime, under the Instructor version of the course: Adobe Prime Link.

Upon completion of the lesson, direct the trainee to the IU eCases (Hamilton and Stevens) for the practical application exercise in Adobe Prime. The trainees should work the Hamilton eCase first, upon completion 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 for the Hamilton eCase, an instructor demonstrates how to work the eCase, and review the eCase with the class to clarify any questionsand 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.

Repeat the process for the Stevens eCase.

All eCase material is accessed through AdobePrime (Adobe Prime Link). The development of the eCase is conducted through VBMS Demo (VBMS Demo Link) using the trainees VSTUDENT number and their assigned Y, XX, and ZZ numbers from IWT (Reminder, for VBMS Demo, please use station 372). Instructor login information should be obtained from the Local Course Coordinator.

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 instructors may identify any 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 End of Classroom Review Exercise

A review exercise provides the trainee a review of course content covered while in training and prepares them for

the final assessment. Encourage the trainees to work independently. This will allow the trainee and instructor to identify any knowledge gaps they may have. All trainees start the review exercise at the same time. Please use the time allotted on the schedule (3 hours).

A copy of the Pre VSR review exercise and answer key is available to instructors within Adobe Prime under the Instructor Course. It can be found here: Adobe Prime Link.

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 End of Classroom Review Exercise / Q&A

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

The answer key for the Review Exercise is in the Instructor Catalog in Adobe Prime. It can be found here: Adobe Prime Link.

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

Pre VSR Final Assessment

The final assessment is an independent online assessment that is automatically graded by the system. The link to the final assessment 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 by the Local Course Manager, who supply it to the trainees.

The final exam consists of all information covered while in Pre VSR training. Remind 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. Use the time allotted on the schedule for the exam (3 hours).

****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 Assessment 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. It is obtained by the Local Course Manager. 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-D Curriculum

This block of time is for the instructor to recap the entire VSR VIP Pre-Determination course, allowing for the trainees to ask any questions they may have. Also, this is the time for Local Leadership to explain follow-on training and what will be happening after the completion of the End of Pre VSR Survey.

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

Practical Application

Practical application is allotted time for trainees to work live claims. Work with your station/Local Course Manager 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.

VIP Points of Contact and Quick Links

If you need any assistance during VIP training, please contact the VIP corporate mailbox: VIPPMO@va.gov. You can also contact and of the following individuals for specific assistance:

If you need help with:	Contact:	Email address:
VIP Program Office	Corporate Mailbox	VIPPMO.VBACO@va.gov
Elite Instructor Certification Program	Kevin Dorsey	elite@vbatraining.org
Course Advocates/Training Schedules	Mark Hawkins Machelle Ferry	Mark.Hawkins@va.gov Machelle.Ferry@va.gov
Compensation Service Support (IWT, Curriculum)	Corporate Mailbox	VIPTRAINING.VBACO@va.gov
VIP SharePoint & Assessment Portal Support	Corporate Mailbox	Support@vbatraining.org
TMS Support	Corporate Mailbox	VBATMSHELP.VBAVACO@va.gov
Adobe Connect/Prime Support	Corporate Mailbox	VBAADOBEHELP.VBACO@va.gov

Quick Links:

VIP Schedules

VBA Learning Catalog

Adobe Prime

VBMS Demo