12-Month Challenge Roadmap

Central Office Actions	VSR/RVSR Trainee (12-Month program)	Regional Office / Training Manager Responsibilities

Trainee starts Challenge Training

Trainee Graduates Challenge

Central Office:
- Assigns trainee TMS credit for completing Challenge
- Assigns trainee After Challenge Training (ACT) Mandated Curriculum (due in increments outlined on the Training Plans pages of the Compensation Service Training Website)
- Assigns trainee the current fiscal year's mandated curriculum

Regional Office:*
- Ensures graduate processes the same type of claims processed during Challenge
- Assigns a mentor to review and provide feedback on claims processed by graduate
- Assigns recommended training as needed

*Refer to the Training Plans pages of the Compensation Service Training Website for full details.

Trainee follows the recommended training plan as outlined on the Compensation Service Training Website

Central Office removes curriculum assignments

Regional Office emails VBATMSHelp.vbavaco@va.gov if a graduate in trainee status changes positions

Trainee completes ACT Mandated Curricula

Regional Office monitors and ensures trainees' completions of FY and ACT Mandated Training items

Trainee in position 10 months after Challenge

Central Office:
- Adds graduate to the Primary NTC class for their position (Employee is now responsible for NTC requirements)
- Sends Notification to TMs of the assignments and proration information to include in progress reports

End Trainee Status

Regional Office:
- Adds employees to specialized classes (e.g., Special Ops or Quality Team classes) if applicable
- Updates NTC class assignments for employees who change positions after leaving trainee status