



**DEPARTMENT OF VETERANS AFFAIRS**  
**Veterans Benefits Administration**  
**Washington, D.C. 20420**

**December 1, 2020**

Approval, Compliance, & Liaison (AC&L)  
Chief Education Liaison Officers (CELOs)  
AC&L TMS Administrators  
Supervisors  
Quality Training Specialists

**SUBJ:** Approval, Compliance, & Liaison (AC&L) Fiscal Year (FY) 2021 National Training Curriculum (NTC) Requirements

**PURPOSE**

The purpose of this letter is to provide and explain the FY21 National Training Curriculum (NTC) requirements for Approval Compliance and Liaison (AC&L) field employees.

Education Service is responsible for developing a National Training Curriculum (NTC) that is designed for technical positions and for ensuring full participation by AC&L field employees in the Central, Southern, Eastern, and Western regions. This letter and accompanying standard operating procedure (SOP) are intended to provide guidance and facilitate the understanding, implementation, and recording of the AC&L FY'21 NTC.

The NTC provides developmental training appropriate to address skill enhancement for all technical employees. Topics identified consist of issues of high interest and/or quality concerns. Required training assigned under the AC&L NTC helps to ensure accurate and consistent information is delivered appropriately by position type. The AC&L NTC also supports the overall development of employees.

Chief Education Liaison Officers (CELOs) and Supervisors are required to support the fulfillment of this VBA requirement. The expected completion date for all AC&L NTC training is **Thursday, September 30, 2021**.

**TRAINING AUDIENCE**

The National Training Team Compliance (NTT-C) is responsible for planning, developing, and executing the NTC for AC&L Employees. The following AC&L technical positions are required to adhere to the NTC:

**Approval, Compliance, and Liaison (AC&L) Field Staff:**

- Chief Education Liaison Officer (CELO)
- Quality Training Specialist (QTS)
- AC&L Supervisor
- Education Liaison Representative (ELR),
- Education Compliance Survey Specialist (ECSS)
- Management Analyst
- Program Support Assistant

### CORE TECHNICAL TRAINING REQUIREMENTS (CTTR)

Employees identified under the AC&L NTC must complete a minimum of 24 hours of training to comply with VBA and EDU requirements. The 24-hour training requirement may consist of a combination of both mandated and VACO/REGION determined training. The National Training Team – Compliance (NTT-C) is responsible for providing mandated training. The CELOs and Supervisors are responsible for providing VACO/REGION determined training.

**This training is in addition VA’s annual mandatory training requirements.**

### AC&LTMS ADMINISTRATORS

The AC&L TMS Administrators will be expected to run reports on a monthly basis to track employees’ progress on completion of the AC&L NTC. The FY21 AC&L TMS Administrators are:

Region	AC&L TMS Administrator	TMS Role
VACO (Washington, DC)	Kendall Callahan	AC&L NTC - Lead
VACO (Washington, DC)	Cheryl Brunson	AC&L NTC - Backup
VACO (Washington, DC)	Laura Smallwood - Ross	TMS Administrator
Central (St. Louis)	Gerald Frederick	Learning Manager
East (Muskogee)	Brittany Tennant	Learning Manager
South (Atlanta)	Kristina Howard	Learning Manager
West (Muskogee)	Michelle Nelson	Learning Manager
West (Muskogee)	Matthew Cantrell	Learning Manager - Backup

### QUESTIONS

Questions regarding the NTC may be directed to the Education Service [Training Mailbox \(EDUTRAINING.VBACO@va.gov\)](mailto:EDUTRAINING.VBACO@va.gov) or the Chief of the NTT-C, [Adrienne.Reagins@va.gov](mailto:Adrienne.Reagins@va.gov).

/s/

National Training Team - Compliance



**Enclosure:** AC&L FY’21 Standard Operating Procedure

**EDUCATION SERVICE APPROVAL,  
COMPLIANCE & LIAISON  
(AC&L)**



**NATIONAL TRAINING CURRICULUM  
STANDARD OPERATING PROCEDURE (SOP)**

**FY'2021**

**VERSION 1.1**

**DEPARTMENT OF VETERANS AFFAIRS**



## REVISION HISTORY

Date	Version	Description	Authors
12/1/2019	1.0	Initial Draft	National Training Team Compliance
11/3/2020	2.0	Update	National Training Team Compliance
12/1/2020	2.1	Edits/Comments	Office of Talent Management/Victor 12



## AUTHORIZATION

This signed document authorizes the implementation of the Approval, Compliance and Liaison (AC&L) National Training Curriculum. This curriculum will be reviewed and updated annually to ensure it continues to meet the learning and development needs of Education Service's Approval, Compliance, and Liaison field staff.

**VBA Business Owner:**

Assistant Director, Training Division, Education Service

**Education Service Product Owners:**

Chief, National Training Team - Compliance



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## PURPOSE

The purpose of this document is to provide the requirements of the FY21 National Training Curriculum (NTC) for Approval, Compliance, & Liaison (AC&L) field employees. Training assigned under the AC&L NTC ensures that accurate and consistent learning is delivered appropriately to employees based on position type.

The National Training Team – Compliance (NTT-C) responsible for establishing the NTC for AC&L technical positions in the field and ensuring annual participation of all eligible employees. Chief Education Liaison Officers (CELOs) and Supervisors are required to support the fulfillment of this VBA requirement. The completion date for all training is **Thursday, September 30, 2021** unless otherwise determined by Education Service leadership.

## BACKGROUND

The NTC is a VBA mandate that requires training appropriate to address skill enhancement for all technical employees. NTC topics identified consist of issues of high interest and/or quality concerns. Courses in the NTC are required to be completed *in addition to* VA's annual mandatory training requirements.

Previous NTC guidance included technical positions across Education Service (Processing, Approval & Compliance, and VACO). The 2021 NTC focuses on target audiences. The intent is simplifying the NTC process for Education staff and streamlining annual updates and SOPs for each audience.

Education Service has three National Training Teams responsible for planning, developing, and executing learning and development strategies for Education Service Employees in the Field and Central Office:

**National Training Team – Compliance (NTT-C)** is responsible for the learning and development of the Approval, Compliance, and Liaison (AC&L) employees in the field. The NTT-C develops and delivers national training for the AC&L field staff in support of strategic hiring initiatives; implements the national training curriculum for technical field staff; plans and supports the AC&L Learning and Development Conference, as well as, coordinates support for national compliance conferences and training events.

**National Training Team – Processing (NTT-P)** is responsible for the learning and development of the education claims processing employees in the field. The NTT-P develops and implements the national training curriculum for claims processing of critical and technical staff in the RPOs and EDU staff in Central Office. The NTT-P is also responsible for employee development for Education Service Central Office employees.

**National Training Team – Schools (NTT-S)** is responsible for the learning and development of the School Certifying Officials (SCOs). The NTT-S develops and delivers national training for the AC&L field staff in support of strategic hiring initiatives; implements the national training curriculum for SCOs; supports the SCO Regional and National Conferences, as well as, tracks and verifies SCO annual training compliance.



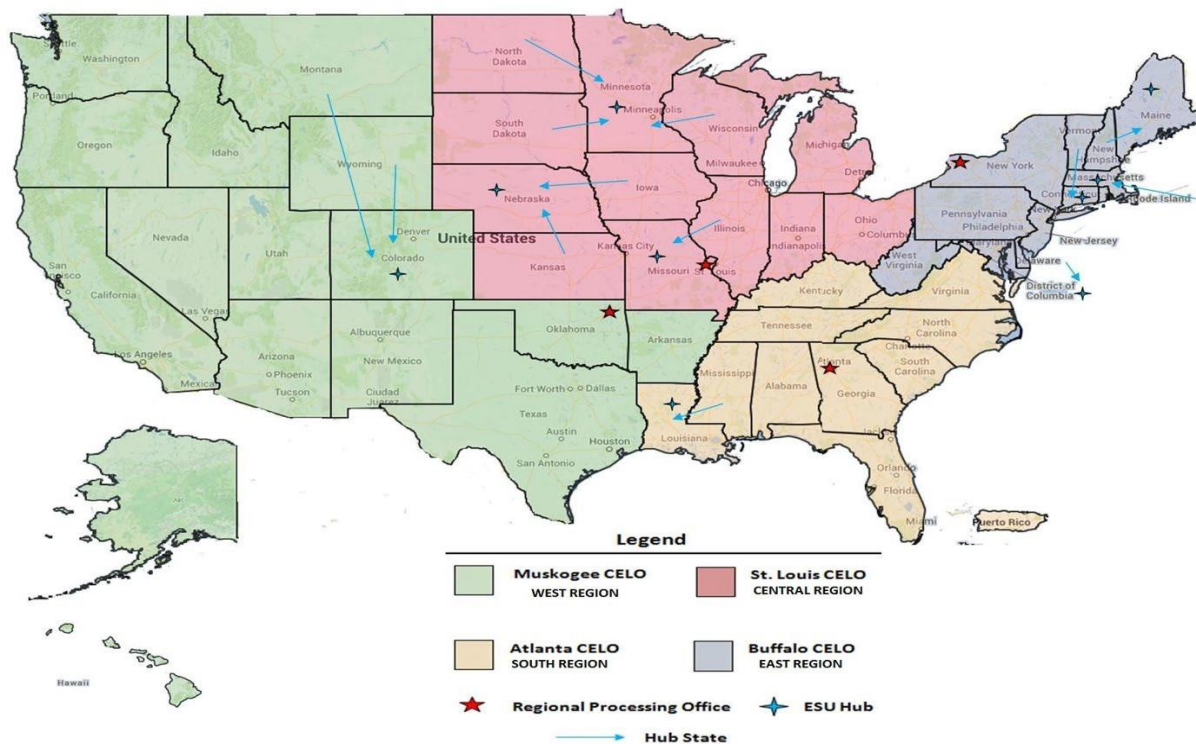
## INTRODUCTION

This standard operating procedure (SOP) explains the process of executing the AC&L NTC, as per VBA requirements, and EDU guidelines. The intent of this SOP is to ensure the proper coordination and facilitation of the AC&L NTC with the Office of Talent Management (OTM), EDU Central Office, RPOs, and AC&L field staff. This SOP is effective upon receipt.

## TARGET AUDIENCE

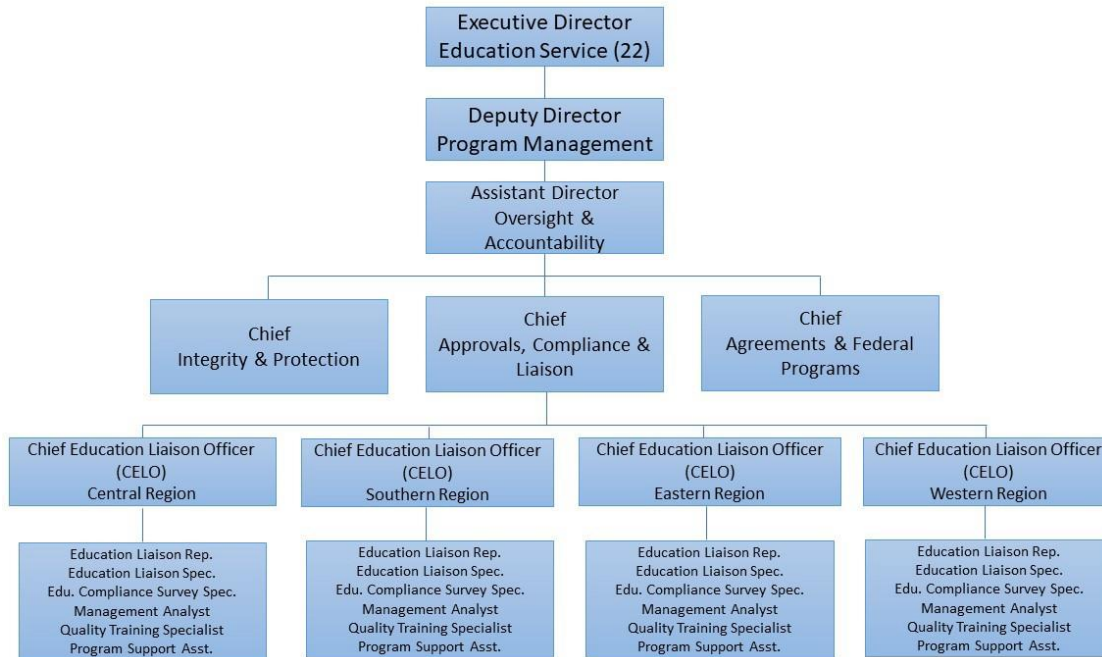
The target audience for this SOP is the AC&L field staff. AC&L is responsible for planning, coordinating, and overseeing statutorily mandated compliance surveys, Targeted Risk Based Reviews (TRBT), and Risk Based Surveys (RBS) to ensure that institutions with approved programs adhere to all applicable approval, recordkeeping, and reporting requirements.

The AC&L field staff is the backbone of the compliance effort for Education Service. Education Liaison Representatives (ELR), Education Compliance Survey Specialists (ECSS), Quality Training Specialists (QTS), Supervisory Compliance and Liaison Specialists, and Chief Education Liaison Officers (CELO) are organized by region, and serve as a primary point of contact for School Certifying Officials (SCO) and State Approving Agencies (SAA) on eligibility, approval, and compliance matters. ELR also handle updates in VA systems as requested by schools.





## APPROVAL, COMPLIANCE & LIAISON ORG CHART



## TARGET AUDIENCE ANALYSIS

The objective of the NTC is to equip employees with the necessary technical capabilities to accomplish the Department's mission to enhance the delivery of quality service provided to service members, Veterans, and their dependents.

### Approval, Compliance, and Liaison (AC&L) Field Staff:

- Chief Education Liaison Officers (CELO)
- Quality Training Specialists (QTS)
- AC&L Supervisors
- Education Liaison Representatives (ELR),
- Education Compliance Survey Specialists (ECSS)
- Management Analysts (MA)
- Program Support Assistants (PSA)

## CORE TECHNICAL TRAINING REQUIREMENTS (CTTR)

Employees identified under the AC&L NTC must complete a minimum of 24 hours of training to comply with VBA and EDU requirements. The 24-hour training requirement may consist of a combination of both mandated and VACO/REGION determined training. The National Training Team – Compliance (NTT-C) is responsible for providing mandated training. The CELOs and Supervisors are responsible for providing VACO/REGION determined training.



## MANDATED & VACO/REGION DETERMINED TRAINING

**Mandated Training** - Training on specific topics derived from emerging issues, new legislative changes, policy or procedural advisories, and other training deficiencies or reminders and recurring mandated topics.

**Error Trend Analysis Training (ETAT)** – Training based on identified quality error trends that merit local or national training. ETAT may be identified locally based on quality reviews or nationally based on the results and reports of the National Quality Assurance Team.

**Note:** During the year, Education Service may mandate additional training to address specific agency and department needs. All mandated training must be completed regardless of the number of hours required annually.

**VACO/REGION Determined Training** - Training on topics derived from emerging issues in specific regions (Central, Southern, Eastern, Western), new legislative changes, policy or procedural advisories, and other training deficiencies or reminders and recurring local topics.

## RESPONSIBILITIES

### AC&L FIELD EMPLOYEES

NTT-C strategically identifies and develops a centralized training for all AC&L employees. The training may consist of monthly training specific to AC&L employee topics or other training related to SAA & SCO topics. AC&L employees are required to take a minimum of 24 hours of training annually and self-certify in TMS.

### MAKE-UP TRAINING

Employees are required to complete a minimum of 24 hours of annual training as prescribed by the AC&L NTC. Employees who miss virtual-led training, can take the training and quiz in TMS as a make-up session.

- AC&L specific training must be recorded in TMS and include proof of trainee attendance, such as a level 1 survey or a self-certification object. AC&L team members must retain the sign-in roster or an electronic (e-mail) version as proof of training used to document the facilitator's name, course title and date, and employee name(s).

### AC&LTMS ADMINISTRATORS

AC&L TMS Administrators should adhere to the AC&L NTC coordination process for assigning and tracking the AC&L NTC using TMS. The designated NTT-C or AC&L TMS Administrator identifies employees by their job positions and adds each employee to the TMS Cohort designated by job position. The Core Technical Training Requirements (CTTR) for each position will automatically populate on employees' TMS My Learning Lists as training is released throughout the fiscal year.



## NATIONAL TRAINING TEAM - COMPLIANCE

The National Training Team – Compliance is responsible for the development, implementation, and coordination of the national training curriculum for the AC&L technical staff in the field. They partner with the Office of Talent Management (OTM) to update the NTC annually and they monitor training progress monthly throughout the year. In addition, they communicate directly with the field managers and training staff to make sure items are properly submitted in TMS and they maintain all training packages on the respective SharePoint sites and/or the VBA catalog.

## NTC COORDINATION PROCESS

The AC&L NTC coordination process requires close collaboration between AC&L management, CELOs, TMS Administrators, and EDU Central Office to ensure that it works as intended. The NTC coordination process requires several steps to successfully achieve the goals of the NTC.

## TRAINING DEVELOPMENT

All training for the AC&L NTC is developed by Subject Matter Experts (SME), and covers topics related to error-based trends, deficiency findings noted by the VACO Quality Assurance Team, and new legislative mandates.

The training can employ the use of a variety of media that will best promote the intended learning, to include but not limited to:

- Online Training
- Instructor-led Training
- Videos/Satellite Broadcasts
- Conferences/Symposiums
- Train-the-Trainer Classroom Instruction
- EDU Local Station Training

Upon review and approval, the training materials should be uploaded to the respective training material folder on the SharePoint site with all supporting training package documents.

## TRAINING PACKAGES

Training identified as meeting the criteria of the AC&L NTC should be tracked and assigned in TMS via a training package.

A basic training package must contain the following:

- Lesson Plan,
- Lesson Materials (i.e., Power Point),
- Learning Assessment



Optional items in a training package include:

- Handouts,
- Job Aids,
- Scenario exercises

A full training package includes all basic and optional items. It will be determined, on a case by case basis, if a full training package is required.

## LESSON PLANS

The lesson plan is a detailed description of the course of instruction to be used by the facilitator to teach the content.

OTM's [Training Center of Excellence \(TCOE\)](#) site houses the VBA Standardized Training Lesson Plan Template, which provides a starting point for creating the lesson plan. This document is located within the [Planning, Create, Execute, and Sustain \(PCES\) Toolkit](#).

In the lesson plan should include:

- The estimated time it will take to complete the training
- The purpose of the lesson
- Any prerequisite training requirements
- The target audience for the lesson
- The references for the lesson
- The lesson's objectives
- A description or list of materials and equipment needed to successfully present the lesson
- Any post-training requirements
- Instructor notes

**Note:** Education Service has a [Training Development Template](#) folder for all training materials, located on the Education Service SharePoint site. Contact the respective Training Team for access.

## LESSON MATERIALS

- The lesson materials are used to conduct the course of instruction (i.e. a PowerPoint, trainee handout, job aid, and/or a scenario example).
- All lesson materials created must meet the provisions outlined under Section 508 compliance. (See Appendix B)
- Detailed information to develop [Section](#) compliant training can be found on the Education Service SharePoint site.
- The TCOE site houses the [VBA Standardized Training PowerPoint Template](#), which



provides a starting point for creating your lesson materials. You can find it within the PCES Toolkit.

- The TCOE sites below also provide additional guidance for developing a lesson and other instructional materials (such as job aids and reference sheets):
  - Design Training and Assessment Materials
  - Develop Training and Assessment Materials
  - Design Performance Support Tools
  - Develop Performance Support Tools

## LESSON ASSESSMENT

- The assessment measures the effectiveness of the course instruction through short objective-type questions.
- Assessment questions should be focused on testing the student's knowledge and use of the information.

The lesson in the AC&L NTC must be taught in accordance with the approved lesson plan. For example, if the lesson plan states that the lesson is "instructor-led," then it must be taught in an instructor-led modality. Similarly, if there is a practical exercise in the lesson plan, it must be used in the training session. Videotaped or recorded training sessions must have an instructor available to address questions either during the session or immediately afterwards, to ensure individual inquiries are addressed.

- All training will include an assessment and a course survey to rate the training content and instructor performance. These should be completed based on the deadline given after the conclusion of training. The assessment and survey will appear on the employee's To-Do-List in TMS.
- Designated local TMS administrators will place the appropriate employees in TMS classes (groups of people), established specifically for each job position, and, likewise, must remove employees as they leave their position. Each cohort will be linked to the proper mandated curriculum, and the mandated item assignments will be automatic once an employee is added to the cohort. TMS administrators should move employees in and out of classes and associated curricula when they change positions (refer to the FY21 Education NTC Cohort Assignment Job Aid) on the Training Center of Excellence (TCOE) website.
- Employees assigned to a cohort (group of people) will receive training requirements on their To-Do-List in TMS. Additional proof of attendance for instructor-led items is required for verification of training. RPOs or ACLs must retain the sign-in sheets, or an electronic version, to document the course title and employee participation in instructor-led training for a period of 3 years after the date of the training.
- External Training Events should be approved by immediate supervisors. Please submit any requests for VACO/region determined credit for external events to the Education Service AC&L National Training Team for approval.



## INSTRUCTORS – TRAINING CREDIT

Quality Training Specialists may be granted up to 10-hours of training credit annually for preparation and instructional time. Training credit may be recorded under the following TMS item number:

- VA 4057413 - Preparation and Instruction of Education Service Training

**Instructions:** TMS Administrators can award this 1-hour item to instructors for time spent preparing for training and instructing employees. The item can be awarded up to 10-times during the fiscal year, for a maximum number of 10-hours. More than 1-hour can be added per training event.

AC&L Quality Training Specialists should complete OTM's ELITE Instructor Certification Program that is aligned with industry standards and offers employees a unique and exciting opportunity to become a certified instructor. Not only will employees benefit from this program by receiving a certification recognized by the industry, but other employees will receive more consistent, enhanced instruction.

Office of Talent Management (OTM) is administering this program using Master Instructors certified from an external Federal Agency program. Employees receiving certification will join an elite group of professionals who are highly respected and sought after to instruct. The ELITE program provides employees with the essential knowledge and skills needed to conduct training effectively.

## INSTRUCTORS - CONTINUING EDUCATION CREDIT

In accordance with OTM's continuing education (CE) checklist, AC&L Quality Training Specialists who have completed OTM's ELITE instructor training can earn the following annual CEs:

### CE - Year 1

- Deliver a minimum of 24 instructional platform hours/year
- Read textbook - Presentation Skills: Educate, Inspire and Engage Your Audience –by Michael Weiss (Skillsoft Books) or other related materials

### CE Years 2 and 3

- Read textbook – 10 Steps to Successful Presentations – by American Society for Training and Development (Skillsoft Books) or other related materials
- Deliver a minimum of 16 instructional platform hours/year

## ASSIGNING TRAINING IN TMS

The National Training Team - Compliance will complete the TMS Item ID Request Form for each training package created and/or received from the field and will send the request to [VBATMSHELP.VBAVACO@va.gov](mailto:VBATMSHELP.VBAVACO@va.gov). All mandated training items will be assigned to employees by the National Training Teams, to ensure consistency in the field.

## TRAINING COMPLETION STATUS

The National Training Team – Compliance will monitor training monthly based on the training reports



received from the RPOs and notify each office of training deficiencies. AC&L field staff should conduct regular monitoring of the status of training for each region. Supervisors are encouraged to monitor training completion on a regular basis to ensure that progress is made throughout the year. Instructions on how to pull reports can be found at [EDU NTC Progress Report Job Aid.docx](#). Due to current single user access limitations NTC reports can be generated using one of the following links. Regions should use the link that matches their VBA district alignment.

- **Central Region:** <https://vba-tpi.vbatraining.org/NTCProgressReportCONT/>
- **Eastern Region:** <https://vba-tpi.vbatraining.org/NTCProgressReportNE/>
- **Western Region:** <https://vba-tpi.vbatraining.org/NTCProgressReportPAC/>
- **Southern Region:** <https://vba-tpi.vbatraining.org/NTCProgressReportSE/>

If running reports centrally, the Education Service National Training Teams should use the following link, which is also limited to **one user at a time**: <https://vba-tpi.vbatraining.org/ntcprogressreport>

## VBA LEARNING CATALOG

The VBA Learning Catalog is an online training catalog that is organized specifically to support the way VBA structures and manages its training programs. The training catalog is the designated focal point to recognize the target areas of Education Service training items. Searchable functions identify mandated items and target audiences. Items are also searchable by job position, TMS item number, curriculum, etc.

Authorized curriculum items will be listed in the VBA Learning Catalog. Other training sources identified in TMS may also be used. Some approved items may not be in the VBA Learning Catalog, such as external events or local station training items.

## JOURNEY-LEVEL EMPLOYEES

The NTC is intended to ensure journey-level employees are properly trained and technically capable of performing their duties. Journey-level employees are staff members that are no longer in “Trainee” status as determined by applicable training requirements.

Typically, employees fall under the NTC requirement after their first 12 months or after entry level training is completed, whichever occurs first. Local TMS administrators will assign and maintain employees in the proper employee cohort for proper curriculum assignments and oversight.

**Note:** New employees who are within the first 12 months of employment are in a trainee status and, therefore, are not required to train under the NTC guidelines. RPOs and AC&L supervisors are responsible for monitoring trainees.

## AC&L FIELD STAFF – NTC REQUIREMENTS

The NTC only applies to journey-level (AC&L) staff in the field. AC&L trainees have a separate On-the-





Job Training (OJT) program designed as a hands-on method of teaching the skills, knowledge, and competencies needed for employees to perform a specific job within the workplace.

<b>Approval, Compliance, &amp; Liaison Field Staff Technical Positions</b>	<b>TMS Cohort</b>	<b>TMS Curriculum</b>
Education Service - ACL- Manager Cohort (CELOs & Supervisors)	VBA-664	VBA-1259
Education Service - ACL QTS Cohort (NTC)	VBA-661	VBA-993
Education Service - ACL- ELR Cohort (NTC)	VBA-395	VBA-1255
Education Service - ACL - ECSS Cohort (NTC)	VBA-393	VBA-1256
Education Service - ACL - MA Cohort (NTC)	VBA-550	VBA-1258
Education Service - ACL - Program Support Assistant (PSA) Cohort (NTC)	VBA-606	VBA-1257

### **ERROR TREND ANALYSIS TRAINING (ETAT)**

All stations are required to conduct Error Trend Analysis Training (ETAT) annually. The topics covered in these trainings are based on identified quality error trends that merit division training. Below is a table containing 6 reusable TMS item numbers stations can use to award varying hours of credit for the Error Trend Analysis Training they conduct throughout the year. ETAT training will count toward VACO/REGION determined training credit.

<b>Item #</b>	<b>Title</b>	<b>Hours</b>
<b>4408400</b>	EDU Mandatory Error Trend Analysis Training	<b>0.5 hours</b>
<b>4408401</b>	EDU Mandatory Error Trend Analysis Training	<b>1 hour</b>
<b>4408402</b>	EDU Mandatory Error Trend Analysis Training	<b>1.5 hours</b>
<b>4408403</b>	EDU Mandatory Error Trend Analysis Training	<b>2 hours</b>
<b>4408404</b>	EDU Mandatory Error Trend Analysis Training	<b>2.5 hours</b>
<b>4408405</b>	EDU Mandatory Error Trend Analysis Training	<b>3 hours</b>

**Note:** The item should be recorded by a TMS administrator directly to the employees' Learning History once training is complete. RPOs or AC&Ls will maintain sign-in sheets and a copy of all associated training material readily available for review during site visits or for other reasons deemed necessary. Although always a good practice when there are multiple facilitators or offerings, a complete "training packet" (i.e. lesson plan) is not mandatory.

### **APPENDICES**

#### **APPROVAL, COMPLIANCE & LIAISON POSITION DESCRIPTIONS**

**Education Compliance Survey Specialists (ECSS)** – conduct compliance surveys remotely or at approved facilities to verify that payments made to eligible students are in keeping with VA regulations pertaining to the requirements for approval of courses. They also ensure that appropriate records are maintained, reporting requirements are met, and that responsibilities are adhered to by the training facilities and VA. ECSS prepare for compliance surveys of education



and training programs by examining and reviewing various informational sources, such as trusted federal agencies, accreditation agencies, GI Bill Feedback Tool, GI Bill Comparison Tool, SAA school approval documents, and compliance history. They also review various forms of advertising to develop an intrinsic knowledge to provide a transparent and bona fide survey.

ECSS examine education files of students selected for sampling and ascertain enrollment data and award actions. They also make other preparations necessary to gain a thorough knowledge of the schools' procedures and items to be reviewed during the survey. Additionally, they conduct face-to-face training, addressing deficiencies found during the compliance survey, and present at school conferences and workshops to advise about VA regulations.

**Education Liaison Representatives (ELR)** - Serve as VA representatives to an assigned state(s) in matters requiring liaison between educational institutions, training facilities, Regional Processing Offices (RPO) and SAAs. Ensure consistent application of governing laws, regulations, and other criteria are applied to the adjudication of all approval packages. Evaluate official documents to include justifications, licenses, program catalogs, accreditation certificates, and equipment inventory. Serve as the VA Central Office (VACO) technical points of contact for one or more designated SAA Cooperative Agreement. Observes the administration and operation of the SAA functions and reviews its records as necessary to determine compliance with the terms and conditions of the agreement. Provides training on paper VA forms and VA Education computer processing systems to ensure SCOs are properly entering initial enrollment and subsequent adjustments, amendments, or termination certification data in accordance with regulations and policies to ensure accurate and timely payments of VA benefits. Performs quality assurance of SAA approval packages and compliance surveys. Provides necessary training to SAA staff members when errors are documented and provides corrective training to SCOs based on discrepancies identified.

**Quality Training Specialist** – Performs quality reviews that Education Liaison Representative and Education Compliance Survey Specialists have completed approval and compliance survey products in accordance with an established monthly schedule. Performs individual quality reviews to determine the quality level of individual ELRs and ECSSs for the purpose of individual performance. Conducts focused specialized reviews for cases to determine the accuracy of approval or compliance actions taken. Reviews products and activities for quality of performance and enters the results into national checklists. Evaluates and identifies deficiencies of all elements of Approval and Compliance Survey actions completed. Develops methods to ensure quality adjudication of approval actions and execution of compliance surveys. Returns completed approval or compliance survey actions called in error to the originating ELR/ECSS for correction to prevent future errors. Conducts expanded reviews when individual performance is deficient, or employee is new to the position. Evaluates national training programs for ELRs and ECSSs. Provides recommendations and leads effort to develop and install new training programs. Generates surveys and studies of all facets of training program needs and review of data, such as observation of training materials, testable criteria, equipment and facilities. Responsible for overseeing annual training requirements are met by individuals and results are tracked and reported correctly.

**Management Analysts** – serves as a member of the team responsible for compliance survey and liaison matters and represents EDU in all facets related to education benefits and programs



administered by Veterans Benefits Administration (VBA). Plays a key role in conducting a wide variety of assignments concerned with compliance and liaison activities and is responsible for developing positive and constructive relationships with the compliance community. Conducts continuing and periodic studies involving the compilation and analysis of data for evaluating and improving the effectiveness of approval, compliance, and liaison activities within the region. Prepares comprehensive reports of compliance work, including recommendations and suggestions to improve operational performance as well as commendable findings.

**Program Support Assistants** - coordinates and participates in a wide spectrum of projects within the Office. Receives, schedules, refers, and contacts members of the staff, agency, and persons outside the agency ranging from other government agencies to the public. Responsible for providing administrative and analytical support in the operational efficiency of the Approvals, Compliance and Liaison division to make efficient decisions regarding operations. Receives various inquiries from managers, staff members, field staff and external stakeholders referred from Executive Staff. Coordinates and monitors inquiries and follows-up to ensure timely conclusion where it is observed that procedural notices or instructions to the staff are required. Assists leadership on current policies regarding memorandums, travel, timekeeping, and other matters assigned to meet mission. Performs administrative and technical tasks that require a working knowledge of external and internal policies and procedures regarding approval, compliance, and liaison activities. Monitors and manages internal and external correspondence controlling suspense dates for information and reports to ensure timely response.

**Supervisors** - Provide direct supervision and technical oversight of AC&L teams. Serve as the VA liaison for State Approving Agency's (SAA) and education communities. Evaluate actions taken by the Committee on Education Allowances, distributing VA Education Program information. Assign work, investigate fraud referrals, review and disseminating State Approving Agency's (SAA) approvals of school and employer programs for education and education communities. Evaluates work performance, prepare reports, counsel employees, initiate disciplinary actions, approved/disapproves leave, develops standards, interview candidates, identifies training needs, and other duties assigned by the Chief Education Liaison Officer or management. Adjusts resources to accommodate fluctuating workload(s). Oversees the development the technical data for review of senior level managers or for submission to oversight government committees. Conducts quality reviews, formulates position descriptions and performance standards, evaluates performance, and provides progress reports to Chief Education Liaison Officer (CELO).

**Chief Education Liaison Officers (CELOs)** - Directs the day to day VA education compliance surveys, approvals, and liaison functions for the RPO multi-state jurisdiction for which the incumbent is responsible. This includes investigation of fraud referrals, reviewing and disseminating the State Approving Agencies (SAA) approval of school and employer programs for education and training, evaluating actions taken by the Committee on Education Allowances, distributing VA education programs information and serving as the VBA liaison for State Approving Agencies and education communities (i.e. veteran programs, etc.).

## TRAINING DEFINITIONS

**Curriculum:** A planned sequence of instruction.

**Instructor-Led Training:** Training that is generally offered in a classroom style environment, such as new VCE training, virtual instructor-led training (VILT), webinars, etc.



**Journey Level (Experienced):** An individual who has completed his or her required training in a position.

**Level 1 Survey:** Evaluation of the training. (Feedback/Opinion)

**Level 2 Assessment:** Measures learning. (Exam)

**National Training Curriculum (NTC) Requirement:** 24 hours of required training mandated by Education Service to include mandated training (including ETAT). Agency-required training for all VBA employees (e.g. VA Privacy and Information Security, Prevention of Workplace Harassment/No Fear, Inside Ethics, etc.) must be completed in addition to the NTC requirements outlined in this SOP.

**Self-Study:** Training that is self-paced and pertains to policy/procedural advisories and other mandates as directed by Education Service, RPOs, and AC&Ls as applicable.

**Talent Management System (TMS):** The official system of record for all VA training accounts.

**Training** - Section 4101 of Title 5, United States Code, defines "training" as "the process of providing for and making available to an employee, and placing or enrolling the employee in, a planned, prepared, and coordinated program, course, curriculum, subject, system, or routine of instruction or education, in scientific, professional, technical, mechanical, trade, clerical, fiscal, administrative, or other fields which will improve individual and organizational performance and assist in achieving the agency's mission and performance goals."

**Trainee Status (New):** The status of an employee in his or her first 12 months in the position. The trainee status starts on the date training is assigned and ends on the last day of the 12th month, or after entry level training is completed. New employees become eligible for the NTC training requirement after the entry level training is completed.

**Web-Based Learning:** Online training that provides self-directed and/or self-paced training. It may be accessed in or out of the work environment.

**Videos/Satellite Broadcasts:** Recorded broadcast training videos provided through Talent Management System (TMS) and other platforms.

## TMS DEFINITIONS

**TMS Cohort** - generally a group of employees in the same job position or with a specific duty or assignment

**TMS Curriculum** - the associated planned sequence of instruction (i.e., a group of items, requirements, or sub curricula). Curricula organize items into a group so that the items can be assigned to users and tracked more easily

**TMS Item** - a container for a unit of learning that you can assign to a user and track its completion. It can be a book, video, course, document, or anything else that can be assigned to a user for learning purposes.

## SECTION 508 COMPLIANCE

Section 508 of the Rehabilitation Act Amendments of 1998 requires that when Federal agencies develop, procure, maintain, or use electronic and information technology, they shall ensure that the electronic and information technology allows Federal employees with disabilities to have access to and use of information and data that is comparable to the access to and use of information and data by Federal employees who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

Section 508 also requires that individuals with disabilities, who are members of the public, seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

The 508 standards require such things as text labels for graphics on web pages and desktop software that is compatible with assistive technology. All training material created under the NTC must meet all standards required by Section 508 of the Rehabilitation Act Amendments of 1998.