



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

January 13, 2020

EDU Letter 22-20-01

Director (00)  
Education Service

SUBJ: Fiscal Year (FY) 2020 National Training Curriculum (NTC) Requirements

**PURPOSE**

The purpose of this letter is to provide and explain the FY20 National Training Curriculum (NTC) requirements for Education Service (EDU) employees.

**BACKGROUND**

The National Training Curriculum (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. The NTC courses are in addition to VA's annual mandatory training requirements. Employees identified to take training under the NTC are still required to complete the VA annual mandatory training.

Education Service is responsible for establishing the NTC for technical positions and ensuring annual participation of all eligible employees. RPO Directors, Education Officers (EOs), Chief Education Liaison Officers (CELOs) and EDU Central Office Management are required to support the implementation of this VBA requirement. The completion date for all training is **Monday, September 30, 2020** unless otherwise determined by Education Service leadership.

Education Service has two National Training Teams (Processing & Compliance) responsible for planning, developing, and executing the NTC for Education Service Employees in the Field and Central Office. To simplify the NTC process and streamline annual updates each training team has an SOPs specific to their training audience.

## **TRAINING AUDIENCE**

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.

The following technical positions are required to adhere to the NTC:

### **Education Processing Field Staff:**

- Veteran Claims Examiner (VCE),
- Senior Veteran Claims Examiner (SVCE),
- Lead Senior Veteran Claims Examiner (L-SVCE),
- Education Quality and Training Specialist (EQTS),
- Education Case Manager (ECM),
- Education Call Center Technician (ECCT)
- Management Analyst

### **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

### **VA Central Office Staff:**

- Supervisory Management & Program Analyst
- Management & Program Analyst
- Program Specialist

## **CORE TECHNICAL TRAINING REQUIREMENTS (CTTR)**

Employees identified under the NTC must complete a minimum of 24 hours of training to comply with VBA and EDU requirements.

There are two categories of training curricula under the NTC: mandated and station-determined, as described below:

1. **Mandated Training: 10-hours** of required 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.

- a. **Error Trend Analysis Training (ETAT): 8-hours** of required 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.
2. **Stationed Determined Training: 6-hours** of training based on professional development and/or Ad Hoc training deemed necessary. Station Determined Training hours are training hours that are assigned by the field manager as local team and/or individual training needed. Attendance should be tracked as proof of training; which may include an electronic sign-in sheet and/or an e-mail roster.

## QUESTIONS

Questions regarding the National Training Curriculum may be directed to the [Operations Management Mailbox](#) or the Chiefs of the National Training Teams (Processing or Compliance).

Sincerely,

/s/

Charmain Bogue  
Executive Director, Education Service