

September 30, 2020

Directors (00/22)

VA Regional Processing Offices Buffalo and Muskogee and Education Service

**SUBJECT:** Education Service Fiscal Year (FY) 2021 National Training Curriculum (NTC) for RPO Education Employees

**Purpose.** Education Service is responsible for developing a National Training Curriculum (NTC) that is designed for technical positions and for ensuring full participation by Education employees at the Regional Processing Offices (RPOs) and within Education Service. This letter and accompanying standard operating procedure (SOP) are intended to provide guidance and facilitate the understanding, implementation, and recording of the FY2021 Education Service 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 NTC helps to ensure accurate and consistent information is delivered appropriately by position type. The NTC also supports the overall development of employees.

The five hours of annual VA mandatory training which includes Privacy, HIPAA, Ethics, VBA Continuity of Operations, and Prevention of Harassment/No Fear Training will be monitored by the Office of Talent Management (OTM) and assigned accordingly.

**Training Requirements and Procedures.** Education Service has developed a curriculum that includes technical and developmental training requirements. The NTC is intended to ensure individuals in technical positions as outlined in the attached document are provided quality training that adheres to the VA training standards, which are consistent and aligned with VA's organizational goals and objectives to enhance the delivery of quality service provided to Servicemembers, Veterans, and their dependents.

The Non-NTC annual training requirements are to ensure that the employees not under the NTC are provided quality training that adheres to the VA training standards. These standards too are consistent and aligned with VA's organizational goals and objectives to enhance the delivery of quality service provided to Servicemembers, Veterans, and their dependents. These employees are not required to train under the NTC; however, they are required to complete the approved annual training requirements and certain mandatory training, based upon their position. All training required is identified and determined by the division supervisors and managers.

The enclosed SOP for the FY2021 Education Service NTC prescribes specific training requirements by duty position and sets out mandatory procedures for conducting training, obtaining credit for training, and recording training. The SOP also requires all categories of personnel identified in this letter to develop a process for conducting make-up training. Compliance with the procedures in the SOP is mandatory for those categories.

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To assist in recording the completion of employee training in TMS, Education Service has created TMS class ID and curriculum ID numbers for the mandatory training courses for all categories of personnel identified in this NTC SOP. All completed training must be documented in TMS through the completion of TMS training surveys.

Education Service will develop additional training courses throughout the year to address new legislation, identified needs and to improve quality.

In addition, the SOP defines training per Title 5, United States Code, Chapter 41, and outlines the elements of training that must be met for training to be credited. All mandatory training must be delivered in accordance with the intent of the lesson.

**Responsibilities.** The RPOs and Education Service are responsible for ensuring the procedures outlined in the enclosed SOP are implemented, upon receipt of this letter.

Questions regarding the training requirements and course availability should be directed to the National Training Team - Processing at [EDUOPERMGMT.VBAVACO](mailto:EDUOPERMGMT.VBAVACO)

/s/

National Training Team - Processing  
Education Service

Enclosure: 2021 Standard Operating Procedure