DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration

Standard Operating Procedures
Education Service
Fiscal Year 2021 National Training Curriculum

Table of Contents

Table of Contents

    Note: New employees who are within the first 12 months of employment are in a trainee status and, therefore,

Purpose

The purpose of this document is to provide the requirements of the FY21 National Training Curriculum (NTC) for Education Service (EDU) employees located at the Regional Processing Offices (RPOs) and in Education Service. Training assigned under the NTC ensures accurate and consistent learning is delivered appropriately to employees based on position type.

The National Training Team – Processing, located in Education Service, is responsible for establishing the NTC for technical positions and ensuring annual participation of all eligible employees. RPO Directors, Education Officers (EOs), and EDU Central Office Management are required to support the implementation of this VBA requirement. The completion date for all training is **Thursday, September 30, 2021,** unless otherwise determined by Education Service leadership.

Background

The National Training Curriculum (NTC) is a Veterans Benefits Administration (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 are courses in addition to VA's annual mandatory training requirements, i.e. Privacy Act, I CARE, Workplace Harassment…, etc. Employees identified to take training under the NTC are still required to complete the VA annual mandatory training.

Education Service (EDU) currently has two National Training Teams which are responsible for planning, developing, and executing learning and development strategies aimed at Education Service Employees in the Field and Central Office. Effective this year, a third National Training Team will be responsible for the planning, developing, and executing learning and development strategies aimed at training institutions and other identified stakeholders.

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

The National Training Team – Compliance (NTT-C) is responsible for the training content 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 annual AC&L Learning and Development Conference, as well as, coordinates support for national compliance conferences and training events.

The National Training Team – Schools (NTT-S) is a new team that will be responsible for the training content development for SCOs, SAAs, and other external stakeholders. The NTT-S will develop and deliver national training at local and national conferences and training events. The NTT-S will be responsible for ensuring SCOs meet their annual training requirements as required by statute (or law).

Note: The NTT-C is currently responsible for the training of School Certifying Officials

(SCOs) and State Approving Agencies (SAAs). This responsibility will transfer to the NTT-S once the team has been established and staffed.

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

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.

Technical Positions

Education Division 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)
- Supervisory Veterans Claim Examiner
- Management Analyst

VA Central Office Staff:
- Supervisory Management & Program Analyst
- Management & Program Analyst
- Training Specialist
- Program Specialist
- Public Affairs 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** – 18-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. Education Service will deploy a minimum of 10 hours of training content per year.

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.

Note: During the year, Education Service may mandate additional training to address specific agency and department needs. Any training hours which exceed the established training hour requirement may be applied toward the station-determined training requirement. The number of hours required annually does not remove the need to complete all mandated training.

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.

Note: For employees to receive NTC credit, all elements within the Talent Management System (TMS) item should be completed and self-certified; to include a level 1 survey and a level 2 assessment.

Education Service Employee Responsibility

Education Service strategically identifies and develops a centralized training plan for all employees. The training plan is deployed in the form of job-specific checklists which indicate the number of training hours required to be completed throughout the fiscal year.

All employees should adhere to the training requirements identified on the job-specific checklists. The "Mandated" training hours will be assigned by EDU via assignment profiles created in the Talent Management System (TMS). TMS Administrators and assigned EQTS staff will assign "Stationed Determined" training hours to each employee as determined locally.

Make-up Training

Employees are required to complete all mandated items listed in the NTC under the corresponding curriculum for each position type. Each RPO must establish instructions for providing make-up training sessions for employees who missed mandated scheduled training. Instructions must also include the following requirements in the instructions for make-up training:

- Instructors will use the same lesson plan, PowerPoint, trainee handout, job aids, scenario exercise, or assessment, if applicable. (This includes completing online exercises and/or evaluations.)
- If a recorded session is utilized during a make-up session, a Subject Matter Expert (SME) familiar with the training topic must be made available as a point of contact, during the training or immediately following for a question and answer period. In this instance, test questions and the course evaluation must be available to the student(s) and completed at the conclusion of the

training session.

- It is EDU's expectation for make-up sessions to be completed within two weeks of the training (exceptions are allowed as needed). There are no exemptions.
- Training must be recorded in TMS and include proof of trainee attendance, such as a level 1 survey or a self-certification object. RPOs 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).

Education Division Management Responsibility

Stationed Determined training developed in the field should supplement the "Mandated" training assigned nationally by EDU Central Office. Education Division field managers must collaborate with local TMS Administrators and EQTS Teams to ensure local training and other station-approved training are accurately assigned and completed in TMS.

Training Coordinator and TMS Administrator Responsibility

Training Coordinator and TMS Administrators should adhere to the NTC coordination process for assigning and tracking the NTC using TMS. The Training Coordinator or designated TMS Administrator identifies employees by their job positions and adds each employee to the TMS Class designated by job position. The CTTR for each position will automatically populate on employees' TMS My Learning Lists as training is released throughout the fiscal year.

National Training Teams Responsibility

All of the National Training Teams are responsible for the development, implementation and coordination of the national training curriculum for the technical staffs in the field and of the training institutions. They will partner with OTM to update the NTC annually and will monitor training progress throughout the year. In addition, they will communicate directly with the field managers and training staff to make sure items are properly submitted in TMS and maintain all training packages on their respective SharePoint sites and/or the VBA catalog.

The NTC Coordination Process

The NTC coordination process requires close collaboration between RPO management, Training Coordinators, TMS Administrators, and EDU Central Office to ensure 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 NTC is developed by SMEs, based on Title 38 Code of Federal Regulations, Policies and Procedures, error 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 to best promote the intended

learning, which includes but is 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 NTC should be tracked and assigned in TMS via a training package.

A 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

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 your lesson plan. This document is located within the PCES Toolkit

- In the lesson plan you will provide:

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

successfully present the lesson
- o Any post-training requirements
- o 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 508 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.
- The TCOE sites below also provide additional guidance for developing a lesson and other instructional materials (such as job aids and reference sheets):

  - o Design Training and Assessment Materials
  - o Develop Training and Assessment Materials
  - o Design Performance Support Tools
  - o 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.

Credit for Station-Determined Training

For Station-Determined training credit to be awarded:

- Stations should submit a complete and approved training package to the respective National Training Team SharePoint site, 10 business days prior to the training event.

- The National Training Team complete the TMS Item Request Form and submit it to VBATMSHELP.VBAVACO@va.gov 5 to 7 business days prior to the training event.

- The National Training Team will provide confirmation to the RPO who

submitted the training, the training item has been submitted to TMS and request within 5 to 7 business days of receipt.

- The following signature bock will be used by the National Training Team - Processing and should be added to email used for sending NTC item requests:

    Education Service
    National Training Team – [*Your Initials*]
    Email: VAVBAWAS/CO/EDUCATION SERVICE OPERATIONS MANAGEMENT

    VA | U.S. Department of Veterans Affairs
    Veterans Benefits Administration

- If the station-determined training meets a national need, the training materials will be added to the VBA Learning Catalog.

2. The lesson in the Education 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.

3. Employees assigned to a class will receive training requirements on their To-Do-List in TMS. Additional proof of attendance for instructor-led items is recommended for verification of training. RPOs 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.

4. All instructor-led training will include an assessment and a course survey to rate the training content and instructor performance. These should be completed immediately (1-2 days) after the conclusion of training. The assessment and survey will appear on the employee's To-Do-List in TMS.

5. 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 class will be linked to the proper mandated curriculum, and the mandated item assignments will be automatic once an employee is added to the class. This allows the designated TMS administrators should move employees in and out of classes and associated curricula when they change positions (refer to the FY20 Education NTC Class Assignment Job Aid) on the Training Center of Excellence (TCOE) website.

6. External Training Events should be approved by immediate supervisors as stationed determined. To receive NTC credit for an external training event,

supervisors should submit the approved training to the local TMS administrator. A new TMS item will be created to record the training as either mandated or station determined. A new TMS item will be assigned to the employee, who will be required to complete a self-certification or course evaluation to receive course credit. The TMS administrator should then submit the TMS item number to the Education Service National Training Team – Processing (NTT-P) for approval. If approved, the National Training Team will then submit the item number to the VBA Curriculum Support Team for addition as a station determined credit item in the NTC Reporting Application.

Credit Awarded to Instructors

Instructors may be granted up to 6 hours of station-determined credit annually for preparation and instructional time. Training credit may be recorded under 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 6 times during the fiscal year, for a maximum number of 6 hours, which will count toward the station-determined NTC requirement.

Assigning Training in TMS

The National Training Team 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.

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 Teams will monitor the training quarterly and notify each office of training deficiencies after running a TMS or NTC Progress Report.

Supervisors are encouraged to monitor training completion on a regular basis to ensure that progress is made throughout the year. Reports can be generated at: https://vba-tpi.vbatraining.org/NTCProgressReport/

VBA Learning Catalog

The VBA Learning Catalog is an online training catalog 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-determined training items.

Annual Training Requirements & TMS Classes & Curriculum

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 who 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 class 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. RPO supervisors are responsible for monitoring trainees.

The following tables list the annual training requirements, as well as, TMS Classes & Curricula for the technical positions required to adhere to the NTC.

- TMS Class - 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.

Education Processing Field and VACO Staff - NTC Requirements

Education Processing Field Staff Non-Technical Positions	Annual Training Hour Requirements
Education Administrative Support (New)	24
Education Administrative Support (Experienced)	16
Education Program Support Assistant (Upstream/TIMS) (New)	24
Education Program Support Assistant (Upstream/TIMS) (Experienced)	16
Education Administrative Support Assistant (ASA/Clerical) (New)	24
Education Administrative Support Assistant (ASA/Clerical) (Experienced)	16
Education Program Specialist (Work-Study) (New)	24
Education Program Specialist (Work-Study) (Experienced)	16
Education Manager – Processing (New)	40
Education Manager – Call Center (New)	40
Education Manager – Processing (Experienced)	24
Education Manager – Call Center (Experienced)	24
Education Processing Field Staff Technical Trainee Positions	**Annual Training Hour Requirements**
Veterans' Claims Examiner (VCE) (New)	40

Education Processing Field Staff Technical Positions	Annual Training Hour Requirements
Senior Veterans' Claims Examiner (SVCE) (New)	40
Lead Senior Veterans' Claims Examiner (SVCE) (New)	40
Education Quality and Training Specialist (EQTS) (New)	40
Education Case Manager (ECM) (New)	40
Education Call Center Technician (ECCT) (New)	40
Management Analyst – Field (New)	40
Supervisory VCE (New)	40
Education Processing Field Staff Technical Journey Level Positions	**Annual Training Hour Requirements**
Veterans' Claims Examiner (VCE) (Journey Level)	24
Senior Veterans' Claims Examiner (SVCE) (Journey Level)	24
Lead Senior Veterans' Claims Examiner (SVCE) (Journey Level)	24
Education Quality and Training Specialist (EQTS) (Journey Level)	24
Education Case Manager (ECM) (Journey Level)	24
Education Call Center Technician (ECCT) (Journey Level)	24
Management Analyst – Field (Experienced)	24
Supervisory VCE (Journey Level)	24

Education VACO Staff	**Annual Training Hour Requirements**
Supervisory Management Analyst (New)	40
Supervisory Management Analyst (Experienced)	24
Management Analyst – VACO (New)	40
Management Analyst – VACO (Experienced)	24
Training Specialist – VACO (New)	40
Training Specialist – VACO (Experienced)	24
Education Manager – VACO (New)	40
Education Manager – VACO (Experienced)	24
Public Affairs Specialist (New)	40
Public Affairs Specialist (Experienced)	24
Statistician (New)	40
Statistician (Experienced)	24

Note: Non-technical positions require 16 hours each year and while they do not fall under the NTC for National Training compliance, Education Services has set a minimum number of hours individuals in these job positions must complete in addition to any VA or VBA mandated learning. All employees are "under the NTC and at the very least, are required to complete any "mandated" learning which has been assigned.

Education Processing Field Staff Technical Positions	**TMS Class**	**TMS Curriculum**
Education Service NTC - VCE	VBA-392	VBA-1210

Education Service NTC - SVCE	VBA-658	VBA-1198
Education Service NTC - Lead SVCE	VBA-659	VBA-1203
Education Service NTC - EQTS SVCE	VBA-660	VBA-1191
Education Service NTC - ECM	VBA-524	VBA-1190
Education Service NTC - ECCT	VBA-396	VBA-1189
Education Service NTC – Supervisory VCE	VBA-744	VBA-1137
Education Program Specialist (PS)	VBA-401	VBA-1195
Education Program Specialist (PS/Clerical)	VBA-607	VBA-1152
Education Program Specialist (PS/Work-Study)	VBA-549	VBA-1153
Education Program Support Assistant (PSA/Upstream/TIMS)	VBA-548	VBA-1197
Education Program Support Assistant (PSA/Clerical)	VBA-547	VBA-1196
Education Administrative Support Assistant (ASA)	VBA-394	VBA-1187
Education Management Analyst (MA)	VBA-399	VBA-1193
Education Manager (Processing)	VBA-551	VBA-1188
Education Manager (Call Center)	VBA-663	VBA-1188
Education Service Trainee – VCE	VBA-398	VBA-1209
Education Service Trainee - SVCE	VBA-665	VBA-1208
Education Service Trainee - Lead SVCE	VBA-666	VBA-1203
Education Service Trainee - EQTS	VBA-667	VBA-1202
Education Service Trainee – ECM	VBA-400	VBA-1201
Education Service Trainee – ECCT	VBA-402	VBA-1200
Education Service Trainee - Manager (Processing)	VBA-668	VBA-1204
Education Service Trainee - Manager (Call Center)	VBA-669	VBA-1199
Education Service Trainee - Program Specialist (PS/Clerical)	VBA-609	VBA-1012
Education Service Trainee - Program Specialist (PS/Work-Study)	VBA-572	VBA-1013
Education Service Trainee - Program Support Assistant (PSA/Upstream/TIMS)	VBA-571	VBA-1207
Education Service Trainee - Program Support Assistant (PSA/Clerical)	VBA-570	VBA-1206
Education Service Trainee - Administrative Support Assistant (ASA)	VBA-671	VBA-1211
Education Service Trainee - Management Analyst (MA)	VBA-573	VBA-1212
Education Service Trainee – Supervisory VCE	VBA-745	VBA-1138

Education VACO Staff	TMS Class	TMS Curriculum
Education Service – VACO – Trainee Management Analyst (MA) Class	VBA-573	VBA-1158
Education Service – VACO – Management Analyst (MA) Class (NTC)	VBA-708	VBA-1154
Education Service – VACO – Trainee Supervisory Management Analyst (MA) Class	VBA-749	VBA-1145
Education Service – VACO – Supervisory Management Analyst (MA) Class	VBA-750	VBA-1146
Education Service – VACO – Trainee Training Specialist Class	VBA-747	VBA-1143
Education Service – VACO – Training Specialist Class (NTC)	VBA-748	VBA-1144
Education Service – VACO – Trainee Public Affairs Specialist Class	VBA-751	VBA-1147
Education Service – VACO – Public Affairs Specialist Class	VBA-752	VBA-1148
Education Service – VACO – Trainee Statistician Class	VBA-753	VBA-1149
Education Service – VACO – Statistician Class	VBA-754	VBA-1150

Error Trend Analysis Training (ETAT)

All stations are required to conduct 8 hours of 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.

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

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.

VACO Monthly Managers Meetings
Each month EDU leadership schedules a training event covering various topics. This training will be considered station selected training for VACO supervisory staff. Below is a table containing 3 reusable TMS item numbers that can be used to award varying hours of credit for the Monthly Managers Meetings conducted throughout the year.

Item #	Title	Hours
4558231	Education Services Managers Monthly Meeting	**1 hour**
4558233	Education Services Managers Monthly Meeting	**1.5 hours**
4558236	Education Services Managers Monthly Meeting	**2 hours**

Appendix A: Training Definitions

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

2. **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.

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

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

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

6. **Mandated Training Curriculum (MTC)**: 10+ hours of mandated technical training as identified by Education Service for journey level employees.

7. **National Training Curriculum (NTC) Requirement**: 24 hours of required training mandated by Education Service to include 18+ hours of mandated training (including 8 hours of ETAT) and 6+ hours of station-determined training. 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.

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

9. **Station-Determined Curriculum**: 6+ hours of professional development training, as identified by the RPOs or ACLs, to enhance knowledge and skills for career growth and development.

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

11. **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."

12. **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.

13. **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.

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

Appendix B: 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 the electronic and information technology allows Federal employees with disabilities to have access to and use of information and data 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 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.

Appendix C: Folder and File Naming Conventions for NTC Training Content

General guidelines for structuring folder and file naming conventions are necessary. All essential information should be listed concisely in the file name, itself. This process should help you find information quickly by scanning names or by looking for dates or other identifiers in the file name, making searching and identifying files more streamlined and precise.

8 basic rules to following when structuring folder and file naming conventions for EDU:

1. Avoid long folder or file names with complex structures. Instead use names with precise information.
2. Put necessary elements in the structure for easy identification and retrieval to avoid ambiguous search results.
3. Use the underscore (_) as an element delimiter. Do not use spaces or other characters, such as: ! # $ % & ' @ ^ ` ~ + , . ; =) (. Some search tools do not work with spaces and should be especially avoided for internet files. Other characters may be interesting but visually confusing and awkward.
4. Use hyphens to delineate words within an element or capitalize the first letter of each word within an element. Spaces are generally poor boundaries between words and some search tools do not work with spaces.
5. Elements within the convention should be ordered logically, in specific detail of importance that you would use to normally search for a targeted file.
6. When dates are used, they should be ordered by year, month, and day.
7. Abbreviate the naming convention elements whenever possible.
8. Version control should be recorded when a document has been edited and checked back into SharePoint.

NOTE: A file naming convention must be utilized for each training package so that it is consistent amongst the RPOs, AC&L team members, and in the TMS item request submission. The naming convention structure must be followed below and delineated by underscore (_) when creating folders or files:

Business Line Name: EDU **Position Type:** VCE, ECCT, etc. **Lesson Title:** i.e., Big Pay **Mandated Training:** i.e., Mand **Lesson Description** (i.e., LP=Lesson Plan, PPT=PowerPoint, JA=Job Aid, TR=Training Reminder, HO=Handout, RG=Reference Guide, Exer=Exercise, or Asst=Assessment) Status (i.e., DRAFT, Final, Review)	**Examples:** ECCT_MAND_e-Benefits_LP_FINAL VCE_MAND_Date of claim_PPT_DRAFT ELR_MAND_Flight Approval_JA