

October 19, 2018

RPO Letter 22-18-02

Directors (00/22)  
VA Regional Processing Offices  
Atlanta, Buffalo, Muskogee, St. Louis

**SUBJECT:** Education Service Fiscal Year (FY) 2019 National Training Curriculum (NTC) for RPO and ACL Education Employees

**Purpose.** Education Service is responsible for developing a National Training Curriculum that is designed for technical positions, and for ensuring full participation by Education employees at the Regional Processing Offices (RPOs) and Regional Approval Compliance and Liaison Offices (ACLs). This letter and accompanying standard operating procedure (SOP) are intended to provide guidance and facilitate the understanding, implementation, and recording of the FY2019 Education Service National Training Curriculum.

The National Training Curriculum 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 National Training Curriculum 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 Employee Development and Training (ED&T) 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 that the Veteran Claims Examiners (VCE), Education Case Manager (ECM), Education Call Center Technician (ECCT), Education Liaison Representative (ELR), Education Liaison Specialist (ELS), and Education Compliance Survey Specialist (ECSS) employees 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, 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 FY2019 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.

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 Regional Processing Office and Regional Approval Compliance and Liaison Offices staff 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 at [VAVBAWAS/CO/225A](#).

V/R

Workload Management Team  
Education Service

Enclosure: Standard Operating Procedure

# **DEPARTMENT OF VETERANS AFFAIRS**

## **Veterans Benefits Administration**



**Standard Operating Procedures  
Education Service  
Fiscal Year 2019 National Training Curriculum**

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# ICARE

VA ICARE values, defined below, describe VA's culture and character and serve as the foundation for the way VA employees interact with each other and stakeholders. They also remind us of the special commitment we have to Veterans, their families and other beneficiaries. Therefore, ICARE should always be kept in mind when developing and evaluating learning content.

**Integrity**-Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

**Commitment**-Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

**Advocacy**-Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

**Respect**-Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

**Excellence**-Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

See [Appendix A](#): Checklist for Evaluating VA Learning Content.

## Introduction

This standard operating procedure (SOP) is intended to facilitate the understanding, implementation, and recording of the Education Service Fiscal Year (FY) 2019 National Training Curriculum (NTC). Education Service, with the assistance of the Regional Processing Offices (RPOs) and Regional Approval Compliance and Liaison Offices (ACLs), is responsible for establishing and implementing an annual NTC for technical positions, and for ensuring full participation. RPO Directors, Education Officers (EOs) and Chief Education Liaison Representatives (CELOs) will support Education Service in implementing this VBA directive. This SOP is effective upon receipt.

## Target Audience

The NTC is intended to ensure that the Veteran Claims Examiners (VCE), Education Case Manager (ECM), Education Call Center Technician (ECCT), Education Liaison Representative (ELR), Education Liaison Specialist (ELS), and Education Compliance Survey Specialist (ECSS) employees 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.

## Non-NTC Annual Training Requirements

The Non-NTC annual training requirements are to ensure that the employees listed below are provided quality training that adheres to the VA training standards. The standards 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, 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 Annual Training Requirement for all positions are located in [Appendix C](#).

## Defining 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."

## Training Definitions

1. **Curriculum:** A course of study designed for a particular purpose.
2. **Journey Level (Experienced):** An individual who has completed his or her initial year in a position.
3. **Mandated Training Curriculum (MTC):** 18+ hours of Mandated technical training as identified by Education Service for journey level employees.
4. **National Training Curriculum (NTC) Requirement:** 24 hours of required training mandated by Education Service to include 18+ hours of Mandated training 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.

5. **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.
6. **Talent Management System (TMS):** The official system of record for all VA training accounts.
7. **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 date of the 12<sup>th</sup> month, or after entry level training is completed. New employees become eligible for the NTC training requirement after the entry level training is completed.
8. **[VBA Learning Catalog](#):** 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.
9. **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.
10. **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, Training Performance Support System (TPSS) modules, and online offerings from VA, etc.
11. **Videos/Satellite Broadcasts:** Recorded broadcast training videos provided through the Veterans Benefits Network/Content Delivery Network (CDN) and/or through the Talent Management System (TMS).
12. **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.

Training is presented in various types of modalities as identified above and will be utilized in the delivery of training for each RPO, ACL and available to all employees mandated by this directive.

## FY 2019 NTC Training Requirements

All journey level VCE, ECM, ECCT, ELR, ELS, and ECSS employees working in the RPOs or in the ACL division (Central, Eastern, Western, and the Southern Regions) must complete a minimum of 24 hours of training in FY 2019 to comply with the Education Service NTC requirements.<sup>1</sup> For each group of employees, the RPOs and ACLs will ensure that training is conducted, and utilize training approved by CO.

There are two categories of training curricula for each position, such as: Mandated and Station-Determined as described below:

1. **Education Service's Mandated Training Curriculum for the RPOs and ACLs**  
– Education Service will identify 18+ hours of required training on specific topics derived from national quality error trends and emerging issues, new legislative changes, policy or procedural advisories, and other training deficiencies or reminders.

**Note:** All Mandated items will be listed under the Education Service Training tab located in the VBA Learning Catalog. Mandated items will require a level 1 survey and a level 2 assessment.

2. **Station-Determined Training Curriculum** – Each RPO and ACL will identify 6+ hours of training based on professional development and/or Ad Hoc training deemed necessary. A sign-in roster should be utilized as proof of training, which may include an electronic sign-in sheet and/or an e-mail roster.

**Note:** Station-Determined training will consist of all courses found in the VBA Learning Catalog. For employees to receive NTC credit, all elements within the TMS item should be completed and self-certified. A level 1 survey and a level 2 assessment may be required as applicable.

## External Training Event

To receive NTC credit for an external training event, submit a TMS Item Request Form and any documents that will be used during training to the Education Service Training Staff for review and approval. If approved, a new TMS item will be created to record the training. TCs should not record the training in TMS as an external event. Trainees will be required to complete a self-certification to receive course credit.

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<sup>1</sup> RPO EOs and ACL CELOs must prorate training hours for employees who start after the beginning of the FY.

## Education Service Training Development

All training for the NTC is developed by Subject Matter Experts (SME) (i.e., Training Coordinators (TC) Lead ELR (LELR) or Designee), and the Central Office (CO) National Training Team based on Title 38 Code of Federal Regulations, Policies and Procedures, error trends reported by RPOs and ACLs, deficiency findings noted by the CO Quality Review Team, and new legislative mandates. Training developed and included in the NTC must be implemented as directed by CO.

Training packages created by Education Service in conjunction with the RPO SMEs for the mandated curriculum must contain, at a minimum, a lesson plan, PowerPoint, and an assessment. The training package may also include a handout, job aids, or scenario exercises. Education Service will determine on a case by case basis if a full training package is required.

### Lesson Plan:

- The lesson plan is a detailed description of the course of instruction to be used by the facilitator to teach the content
- In the lesson plan you will provide:
  - 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
- EDT'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 located within the [PCES Toolkit](#)

**Note:** Education Service has a Training Development Template folder for all training materials located on the Education Service SharePoint site.

### 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 in Section 508 and be in compliance with ICARE Core Values

- 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. You can find it within the [PCES Toolkit](#).
- The TCOE site below also provides additional guidance for developing a lesson, and for developing 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](#)

Assessment:

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

## **Submitting Completed Training Materials on Assigned Topics**

When a SME has developed Error Trend Analysis Training (ETAT), or an assigned topic from CO for the NTC, he/she must verify that the items in the checklist have been confirmed using the "Checklist for Evaluating VA Learning Content" provided in [Appendix A](#). Upon approval by the EO, CELO or Designee, upload all training documents to the [NTC](#) Training Material folder. All RPOs and ACLs are required to conduct and complete 8 hours of ETAT each fiscal year, see [Appendix D](#). The items in [Appendix D](#) indicate 1 of 6 class item identification numbers, with varying hours for training credit awarded by the TC. The TC must place the item on an employees' learning history when training is complete.

When all training material has been uploaded to the Education Service SharePoint site the SME must submit an email to the National Training Team mailbox at [225A.VBACO@va.gov](mailto:225A.VBACO@va.gov).

## Credit for Training

In order for training credit to be awarded, it must satisfy all of the following criteria:

1. For Station-Determined Training to count toward the NTC requirements, the training must be requested in advance and approved by the Education Service Training Staff and must be assigned to employees when applicable.
  - A complete training package approved by the Education Officer, Chief Education Liaison Officer, or Designee should be sent with the document on [Appendix A](#) to the National Training Team's [SharePoint site](#) within a minimum of 10 business days prior to the training event, or as soon as possible if there is an urgent need. The TMS Item Request Form will be completed by the National Training Team and submitted to [VBATMSHELP.VBAVACO@va.gov](mailto:VBATMSHELP.VBAVACO@va.gov) within 5 to 7 business days. Education Service will provide a response to the training request within 5 to 7 business days of receipt.
  - 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 requirement on their To-Do-List in TMS. Additional proof of attendance for instructor-led items is recommended 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.
4. All instructor-led training will include an assessment and a course survey to rate the training content and instructor performance 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 to easily move employees in and out of classes and associated curricula when they change positions (refer to the FY19 Education NTC Class Assignment Job Aid) on the [Training Center of Excellence \(TCOE\) website](#). Designated TMS Administrators must place all employees into one of the following TMS classes:

Position	TMS Class	TMS Curriculum Assigned
Education Service NTC - VCE Class	VBA-392	VBA-889
Education Service NTC - ECM Class	VBA-524	VBA-885
Education Service NTC - ECCT Class	VBA-396	VBA-884
Education Service NTC - ELR Class	VBA-395	VBA-887
Education Service NTC - ELS Class	VBA-546	VBA-888
Education Service NTC - ECSS Class	VBA-393	VBA-886
Education Program Specialist (PS/ACL) - <b>NEW</b>	VBA-606	VBA-940
Education Program Specialist (PS/Clerical) - <b>NEW</b>	VBA-607	VBA-941
Education Program Specialist (PS/Work-Study)	VBA-549	VBA-904
Education Program Support Assistant (PSA/Upstream/TIMS)	VBA-548	VBA-905
Education Program Support Assistant (PSA/Clerical)	VBA-547	VBA-901
Education Management Analyst (MA)	VBA-550	VBA-898
Education Manager (Coach, EOs, and CELOs)	VBA-551	VBA-897
Education Service Trainee - VCE	VBA-398	VBA-895
Education Service Trainee - ECM	VBA-400	VBA-891
Education Service Trainee - ECCT	VBA-402	VBA-890
Education Service Trainee - ELR	VBA-401	VBA-894
Education Service Trainee - ELS	VBA-394	VBA-893
Education Service Trainee - ECSS	VBA-399	VBA-892
Education Service Trainee - Program Specialist (PS/ACL) - <b>NEW</b>	VBA-608	VBA-942
Education Service Trainee - Program Specialist (PS/Clerical) - <b>NEW</b>	VBA-609	VBA-943
Education Service Trainee - Program Specialist (PS/Work-Study) - <b>NEW</b>	VBA-572	VBA-899
Education Service Trainee - Program Support Assistant (PSA/Upstream/TIMS) - <b>NEW</b>	VBA-571	VBA-900
Education Service Trainee - Program Support Assistant (PSA/Clerical) - <b>NEW</b>	VBA-570	VBA-896
Education Service Trainee - Management Analyst (MA) - <b>NEW</b>	VBA-573	VBA-903

## Credit Awarded to Instructors

Instructors may be granted up to 6 hours annually for Station-Determined training credit 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 RPOs or ACLs 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 Team, to ensure consistency across the RPOs and ACLs.

Station-Determined training must be identified by the EO, CELO, supervisor, or designee and assigned to the appropriate curricula when training is required or suggested. The EO, CELO, supervisor, or designee must utilize the checklist for evaluating VA Learning Content and submit the training package to the National Training Team mailbox at [225A.VBACO@va.gov](mailto:225A.VBACO@va.gov) within 5 to 10 business days of the training, or sooner if possible. The lesson material for Station-Determined courses may come from other sources, but must be approved by Education Service.

## **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.

The RPOs must follow the general guidelines for structuring folder and file naming conventions for all NTC training materials. (See [Appendix B](#))

## **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 or ACL must establish instructions for providing make-up training sessions for employees who missed

mandated scheduled training sessions. The stations 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.)
- Typically, the same instructor will facilitate every offering of a required training item.
- If a videotaped session is utilized during a make-up session, a 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.
- Make-up sessions are to be completed as soon as possible, generally within two weeks of the training. If an individual is on extended leave beyond eight weeks, justification should be provided to the EO, CELO, or designee who will allow the employee to make up training upon return to work, or grant proration to the employee as applicable.
- Training must be recorded in TMS and include proof of trainee attendance, such as a level 1 survey or a self-certification object. RPOs or ACLs 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).

## **Training Completion Status**

The National Training Team will monitor the RPO or ACL training randomly. The National Training Team will formally notify each office of observed training deficiencies after running a TMS or NTC Progress Report. After prorating when applicable, if individuals remain deficient, it is the responsibility of the Education Officer, Chief Education Liaison Officer, or Designee to notify the employee of their training status and to determine the appropriate action.

The RPOs or ACLs are encouraged to periodically monitor training completion on a regular basis to ensure that sufficient progress is made throughout the year. Reports can be generated at: <https://www.ttande.org/ntcprogressreport/>.

## **Prorating FY 2019 NTC Training Requirements**

Employees become eligible to train under the NTC requirement after their first 12 months, or after entry level training is completed. Employees may be eligible for proration of training hours if the requirements below are evident.

**Note: New employees who are within the first 12 months of employment are considered to be in a trainee status and therefore are not required to train under the NTC guidelines.**

When requested by the Education Service, it is the EOs or CELOs responsibility to prorate hours under the FY 2019 NTC Training Requirements based on the following:

- Employees who become eligible for NTC training after the first quarter of the fiscal year
- Employees on extended periods of excused absence from their RPO or ACL, to include but not limited to the following:
  - a) Consecutive active duty or active duty for training absences for 15 or more days.
  - b) Cumulative active duty or active duty for training absences for 15 or more days.
  - c) Consecutive leave for 15 or more days, including leave under the Family and Medical Leave Act (FMLA).
  - d) Cumulative sick leave or FMLA for the same illness or disease of 15 days or more.

**Note: Single days of sick leave not excused by a physician will not count as time applied for prorated hours. The EOs or CELOs will make the final determination based on extenuating circumstances.**

When EOs or CELOs prorate training requirements in relation to the circumstances described above, they will require the supervisor to maintain documentation approving the reduced training for the current fiscal year in the employees' training file. Satisfactory documentation of approval for prorated training consists of a memorandum from the employee's immediate supervisor with the name of the employee, period of time and amount of days that have been approved as extended periods of leave. The RPO Director, EOs, CELOs or designee will certify the proper documentation is of record and all prorated training requirements are in compliance. The documentation will be kept confidential and will only be given to the RPO Director, EOs or the CELOs.

## **Additional Information**

1. During the course of the year, Education Service may mandate additional training to address specific agency and department needs. Any training hours that exceeds the established training hour requirement set by Education Service, may be applied toward the Station-Determined Training Curriculum. For example, if Education Service identifies 20 hours of training during the reporting period, stations may report 2 hours as Station-Determined Training, if the requirement is not met. For example, if Education Service identifies that a station has only completed 4 hours of Station-Determined training, 2 hours from the mandated overage can be applied to the 4 hours of Station-Determined to establish 6 hours of training.
2. 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.

## Example of Documentation for Extended Excused Absence

### Memorandum

**From:** (Employee's Immediate Supervisor's Name)

**To:** (Regional Office Name) Training Manager

**Subject:** (Employee Name) approved extended leave

The above-mentioned employee has been authorized extended absence as follows:

Mar 1 to Apr 1, 2019	Extended approved sick leave 31 days
Jun 1 to Jul 1, 2019	Extended approved military leave 30 days

**Signed by** (Immediate Supervisor)

## Calculating Prorated Training Items

Any proration of training requirements based on absences will be applied up to 50% for station-determined items only.

### Calculated examples:

**Example:** The employee's first year as a VCE ends on the first day of the 2<sup>nd</sup> Quarter (January 1, 2019). The employee is responsible for:

- 9 out of 12 months (75%) of the station-determined training requirement
- 6 hours of station-determined X .75 = 4.5 hours

**NOTE:** The employee is responsible for completing all 18 hours of mandated training to achieve the NTC annual requirement as identified under training definitions.

**Note:** The EOs, CELOs, TCs, Lead ELRs or designee may adjust an employee's proration and calculate the employee's training requirements for the month prior for the current fiscal year. EOs, CELOs, TCs, Lead ELRs or designee should ensure any adjustments in proration are included in the quarterly reports submitted to Education Service.

## Appendix A: Checklist for Evaluating VA Learning Content

- Aligns with the ICARE core values
- Consistent with the VA Mission to serve the Nation's Veterans and their families
- Presents Veterans in a proper, positive and heroic light
- Creates perceptions that VA employees are displaying the highest level of respect and honor to our Veterans
- Contains no profanity
- Illustrates proper use of humor
- Complies with Presentation Rules
- Complies with Questioning Rules
- Complies with Feedback Rules
- Contains no use of shock techniques
- Includes appropriate examples and stories
- Displays respect and honor towards target audience
- Words are carefully chosen and if taken out of context will not cause harm
- Omits questionable materials
- References of a historical nature are properly used

**Lesson Title:**

**Course Length:**

**Target Audience:** Choose an item.

**Reviewing Office:**

**Reviewer:**

**Date:**

**Deficiencies:**

## Appendix B: Folder and File Naming Conventions for NTC Training Content

General guidelines for structuring folder and file naming conventions are necessary by having all the essential information concisely in the file name itself. Both the search and identification of the file is streamlined and more precise. This process should help you find information quickly by scanning names or by looking for dates or other identifiers in the name.

### 8 Basic Rules to following when structuring folder and file naming conventions for EDU:

1. Avoid long folder or file names with complex structures, but rather use name 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 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 across the RPOs or ACLs and within the [VBA Learning Catalog](#). The naming convention structure must be followed below and delineated by underscore (\_) when creating folders or files:

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

**Subject:** Education Employee Annual Training Hour Requirement for Fiscal Year 2019

The Regional Processing Offices (RPOs) and Approval, Compliance and Liaison Divisions (ACLs) are expected to follow the annual training hour requirements indicated in the table below for this fiscal year.

Non-Technical and Technical Trainee Positions/Employees **are not required** to train under the NTC, however, must meet the minimum annual training hour requirement indicated. Technical-Journey Level Positions/Employees **are required** to train under the NTC and must meet the minimum annual training hour requirement indicated.

<b>Non-Technical Positions</b>	<b>Annual Training Hour Requirements</b>
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 Program Support Assistant (PSA/Clerical) (New)	24
Education Program Support Assistant (PSA/Clerical) (Experienced)	16
Program Specialist (ACL) (New)	24
Program Specialist (ACL) (Experienced)	16
Education Program Specialist (Work-Study) (New)	24
Education Program Specialist (Work-Study) (Experienced)	16
Management Analyst (New)	40
Management Analyst (Experienced)	24
Education Manager (New)	40
Education Manager (Experienced)	24
<b>Technical Trainee Positions</b>	<b>Annual Training Hour Requirements</b>
Veterans' Claims Examiner (VCE) (New)	40
Education Case Manager (ECM) (New)	40
Education Call Center Technician (ECCT) (New)	40
Education Liaison Representative (ELR) (New)	40
Education Liaison Specialist (ELS) (New)	40
Education Compliance Survey Specialist (ECSS) (New)	40
<b>Technical Journey Level Positions</b>	<b>Annual Training Hour Requirements</b>
Veterans' Claims Examiner (VCE) (Journey Level)	24
Education Case Manager (ECM) (Journey Level)	24
Education Call Center Technician (ECCT) (Journey Level)	24
Education Liaison Representative (ELR) (Journey Level)	24
Education Liaison Specialist (ELS) (Journey Level)	24
Education Compliance Survey Specialist (ECSS) (Journey Level)	24

If you have any questions, please send them to the National Training Team mailbox at [VAVBAWAS/CO/225A](mailto:VAVBAWAS/CO/225A).

## Appendix D: Error Trend Analysis Training

All RPOs or ACLs are required to conduct 8 hours of Error Trend Analysis Training annually. The topics covered in these trainings are based on identified quality error trends that merit division training. This item is one of 6 items RPOs or ACLs can use to award varying hours of credit for the Error Trend Analysis Training they conduct. The item should be placed directly on employees' Learning History once training is complete. RPOs or ACLs will maintain sign-in sheets and a copy of all associated training material used 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.

Item #	Title
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)