



EDUCATION SERVICE

REAP Sunset Training

For Phone Agents

February 2016

Version 1.0

Topic	Description
Time Estimate:	½ Hour
Purpose of the Lesson:	This training is Just in Time Training. The purpose of the training is to provide Education Call Center Phone Agents with a review of information contained in the Reserve Education Assistance Program (REAP) program sunset provisions contained in the National Defense Authorization Act of 25 November 2015. This training will clarify information that can be shared with callers and authorized actions agents may take on REAP files.
Prerequisite Training Requirements:	Knowledge of Chapter 33 eligibility, REAP eligibility and how to Certify for Payment.
Target Audience:	This training is for Education Call Center Education Case Managers and Technicians who are journey-level employees.
Lesson References:	<ol style="list-style-type: none"> 1. Chapter 1607 Sunset Training Handout 2. VA’s Implementation of Section 555 of the National Defense Authorization Act of 2016 Education Call Center Script 3. Procedural Advisory: Retention of Eligibility for Reserve Educational Assistance Program (REAP) Benefits 4. Procedural Advisory: Processing Requests for Post-9/11 GI Bill (Chapter 33) Benefits in lieu of Reserve Educational Assistance Program (REAP)
Lesson Objectives:	At the conclusion of this training, with the aid of lesson references, the Education Call Center Technicians will be able to identify REAP continued eligibility criteria, REAP relinquishment issues under Chapter 33, School Certifying Official (SCO) actions required, and which terms may be certified for payment under the sunset provisions of REAP.
What You Need:	The instructor will need to have a thorough knowledge and understanding of the references above and provide copies of the “Chapter 1607 Sunset Training Handout” to classroom participants.

Topic	Description
Post Training Requirements:	No assessment is needed – only a self-certification of attendance/completion for this training.