

**Training Coordinator Module Guide for
The Image Management System (TIMS) Clerk
Education Service Training and Performance Support System (TPSS)**



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December 12, 2008

Record of Changes

Version and Change Number	Date	Description
V02	12/12/08	Corrected total page count. Page 3-20. Added explanation that order number is only important to preparation of documents not scoring. Page 3-25. Corrected total page count. Page 4-28.

List of Effective Pages

List of Effective Pages: Training Coordinator's Module Guide		
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List of Acronyms

BID – Beneficiary Identification Data

CDS – Courseware Delivery System

CEST – Claims Establishment

CFR – Code of Federal Regulations

DoD – Department of Defense

ECM – Education Case Manager

ELO – Enabling Learning Objective

IRM – Information Resource Management

LAC – Licensing and Certification

NOD – Notice of Disagreement

OFO - Office of Field Operations

PPS – Payment and Processing System

PDF – Portable Document Format

RO – Regional Office

RPO – Regional Processing Office

SME – Subject Matter Expert

TATU – Tuition Assistance Top Up

TIMS – The Image Management System

TLO – Terminal Learning Objective

TPSS – Training and Performance Support System

VA – Department of Veterans Affairs

VBA – Veterans Benefits Administration

VCE – Veterans Claims Examiner

VID – Veterans Identification Data

Section 1.0 – Introduction

Welcome to The Image Management System (TIMS) Clerk Education Service Training and Performance Support System (TPSS). Please read this TIMS Clerk Training Coordinator Guide in its entirety. Within these pages, you will find the information you need to set up and implement this course successfully.

Section 1.0 includes an introduction to the TIMS Clerk TPSS, including an overview of the course's modules, a description of who the course is designed for, how the course works, a list of the specific resources required to support this training course, information about printing materials, training and test environment, the learning objectives, and how to report issues.

Section 2.0 provides the Course Master Planning Chart which is designed to assist the TIMS Clerk supervisor or Training Coordinator to effectively plan the scheduling and resource requirements for this course. This chart provides the estimated times for each activity conducted within the TIMS Clerk Education Service TPSS Course. This also includes a brief description of the personnel, materials, and equipment required to conduct each activity.

Section 3.0 describes the design of the practice exercises and provides instructions on how to prepare, administer, and score the practice exercises. This section also includes information on how to provide feedback and remediation for the practice exercises.

Section 4.0 describes the design of the lesson posttests and provides instructions on how to prepare, administer, and score the posttests. This section also includes information on test security and how to provide feedback and remediation for each lesson posttest and posttest variant.

Note: To evaluate trainee performance and answer any trainee questions, you must either:

- (1) Be thoroughly familiar with how to process a claim into upstream, including sorting, batching, scanning, and indexing documents, or
- (2) Identify the Subject Matter Expert (SME) to whom you may refer any specific technical or task-related questions. Ensure this person is available to provide any one-on-one training and/or feedback that may be necessary.

Section 1.1 – TIMS Clerk Education Service TPSS Overview

Course Description

The TIMS Clerk TPSS Course contains two modules. Module 1, which was designed with the Veterans Claims Examiner (VCE)/Education Case Manager (ECM) TPSS, contains two lessons. Module 2 contains four lessons of custom-designed, web-based content. All TIMS Clerk TPSS Modules provide a lesson posttest. The title of the modules and lessons are listed below.

Module 1 – Introduction to Department of Veterans Affairs (VA)

- Lesson 1 – Introduction
- Lesson 2 – Using Reference Materials

Module 2 – Processing Claims into Upstream

- Lesson 1 – Sorting Documents
- Lesson 2 – Batching Documents
- Lesson 3 – Scanning Documents
- Lesson 4 – Indexing Documents

Module 1 provides approximately 3 hours, 19 minutes of instruction developed in conjunction with VCE/ECM TPSS. This module provides an introduction to VA, describes the history of education benefits, and describes how to use reference materials.

Module 2 provides approximately 12 hours, 45 minutes of original instruction. It details the tasks performed by the TIMS Clerk when processing an education claim into Upstream: the sorting, batching, scanning, and indexing of documents. Module 2 has practice exercises at the end of each lesson, which allows the trainees practice in performing the tasks, and a performance-based posttest to assess whether the trainee can successfully perform the task(s) to process a claim into Upstream.

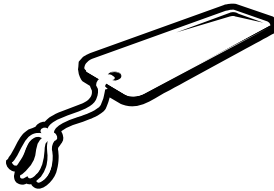
It is strongly recommended that you review the entire TIMS Clerk TPSS Course prior to acting as a Training Coordinator for a trainee.

Who Will Take The TIMS Clerk Education Service TPSS Course?



The target audience for the training of processing a claim into Upstream is the GS-level 5 TIMS Clerk with a general understanding of the VA and other Federal benefits. Experienced TIMS Clerks who desire refresher training may also take this course or use it as a quick reference tool.

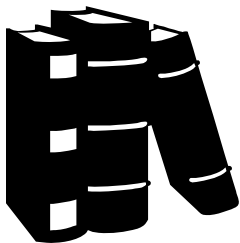
Tracking and Bookmarking



A lesson is considered complete when a trainee accesses the last screen within a lesson or topic. As the trainee progresses through the TPSS modules, a checkmark (or other graphical/text indicator) is displayed next to the lesson title and each topic title to provide the trainee with a visual cue that the lesson and topics are complete. Once a lesson is completed, the lesson and topics are available for review.

When a trainee exits a topic by selecting the Exit button, the screen he or she is on is automatically bookmarked. The program gives the trainees the option of returning to the bookmarked page when they return to the topic.

Resources



The Education Service TPSS Courses will have a variety of resources available to the trainees. Resources can be accessed directly from the interface. These resources include:

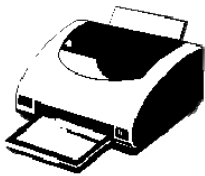
- Job Aids – A variety of Job Aids have been developed for the Education Service TPSS Courses, to include the following job aids:
 - The Glossary, which contains all acronyms used in the course and is updated periodically during the development phase.
 - The Days-Elapsed Calculator, which calculates the number of days between a given beginning date and end date.
 - Jurisdiction Map, which displays the appropriate Regional Processing Office (RPO) when a state is selected.

- TIMS Clerk Job Aids – A set of Job Aids specifically designed for TIMS Clerk Education Service TPSS Course to include:
 - The Keyboard Shortcut Job Aid, which assists trainees to use the keyboard to access functions or get to locations faster than using the mouse.
 - The Batching, Scanning, and Indexing Troubleshooting Job Aid, which provides a quick reference to solve general problems when processing documents into Upstream.
 - The Jurisdiction for RPOs Job Aid, which displays a quick reference for determining RPO jurisdiction over a claim.
 - The Indexing Job Aid, which provides the major steps to index documents.
 - The Claim Establishment (CEST) Entries Job Aid, which provides guidance on how to complete the fields for the Payment and Processing System (i.e., Benefits Delivery Network).

- Help – A quick reference which provides information on how to use the TPSS Course and job aids. The Help will be accessible from a course interface menu button.

- Library – This feature provides links to internal VA websites, Education Service documents, and other resources (as needed) including most of the TIMS specific job aids listed above.

Printing



The trainees will be able to download and print reference materials. Some screens contain links to Portable Document Format (PDF) documents that the trainees will print to use within a given lesson, topic, or lesson test. Individual Job Aids may be a PDF file or in some instances may be an Excel file. The PDF Job Aids will have a print button and the Excel Job Aid can be printed through the normal Microsoft Office toolbar by selecting File and then Print. Links to printable resources are also available in the Library. Printing is blocked from the posttest with exception of the posttest instructions.

Training and Testing Environment



It is important to remember that many factors can affect a trainee's ability to learn and retain course content and therefore affect the trainee's test scores. As the Training Coordinator, it is your duty to ensure that each trainee works within conditions that maximize the opportunity for optimum performance.

Before training or testing, it is important for you to:

- Make sure trainees have information about the purpose of the training and the tests, the kinds of tasks involved, and the methods of scoring and reporting test scores.
- Make sure trainees have sufficient experience on how to operate any computer equipment that they must use for the training and/or testing.

Section 1.2 – Learning Objectives

Learning Objectives



Module 1 Learning Objectives

The TIMS Clerk Education Service TPSS Course is divided into two modules which provide instruction on six terminal learning objectives (TLOs) and 11 enabling learning objectives (ELOs).

The TLOs and ELOs detail the task the trainee must perform (task action statement), the materials they will use to perform the task (condition statement), and the criteria by which the trainee’s performance will be measured (standard statement).

Trainee performance will be assessed based on his or her ability to meet these standards. This means that the lesson posttests are designed to measure the standards in the TLOs and ELOs.

Trainees will be directed to contact you if they have any questions about what they will be learning and doing in each module and lesson. Therefore, you should be thoroughly familiar with the objectives, including each of their components and what they mean for the trainees.

Table 1: Module 1 Task 1.0 Learning Objective

Task 1.0: Describe the Purpose, History, and Structure of the VA	
TLO:	1.0
Action:	Describe the purpose, history, and structure of the VA.
Conditions:	Given the Purpose, History, and Structure of VA lesson.
Standards:	<ul style="list-style-type: none"> • To demonstrate competency of the objective, the learner must complete the Purpose, History, and Structure of VA lesson.

Table 2: Module 1 Task 2.0 Learning Objective

Task 2.0: Describe How to Use Reference Materials	
TLO:	2.0
Action:	Identify how to use reference materials.
Conditions:	<p>Given the Using Reference Materials lesson to include:</p> <ul style="list-style-type: none"> • 38 United States Code of Federal Regulations (CFR) • Department of Veterans Affairs letters • Manual 22-4 (M22-4) • Office of Field Operations (OFO) letters • Policy and System Advisories • Regional Office (RO) letters • Regional Processing Office (RPO) letters • VBA letters
Standards:	<ul style="list-style-type: none"> • To demonstrate competency of the objective, the learner must obtain a minimum score of 85% on the online Module 1 Posttest.

**Module 2, Lesson 1
Learning Objective**

Table 3: Lesson 1 Learning Objective

Task 1.0: Sort Documents	
TLO:	3.0
Action:	Sort documents.
Conditions:	<p>Given:</p> <ul style="list-style-type: none"> • Instructions on test procedures • M21-1, Part II, Chapter 1.08 • 15 Paper clips • Scotch or clear tape • Blank white paper • Typical mail documents received in a given day: <ul style="list-style-type: none"> ○ VA Form 9 ○ VA Form 22-1990/VONAPP ○ VA Form 22-1999 ○ VA Form 22-1999b ○ VA Form 22-5490/VONAPP ○ DD Form 214 ○ Tuition Assistance Top Up (TATU) ○ Licensing and Certification (LAC) ○ Hardcopy claim ○ Dependency documents ○ VSIGN ○ Correspondence

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	<ul style="list-style-type: none"> ○ Notice of Disagreement (NOD) ○ Miscellaneous documents ● Date stamp indicating 12/5/07 date ● Scan Drop stamp ● Stamp pad ● Active bin ● Scan Drop bin ● The Image Management System (TIMS) Daily Incoming Count sheet
Standards:	<ol style="list-style-type: none"> 1) You must correctly sort a minimum of 11 document piles with 100% accuracy. For the mail to be correctly sorted, it must meet the following requirements: <ul style="list-style-type: none"> ● Scan Drop documents have a Scan Drop stamp. ● All documents have a date stamp. ● Documents are correctly sorted by type. <ul style="list-style-type: none"> ○ Original documents are grouped in sets of 5 claimants. ○ Miscellaneous documents are grouped in sets of 25. 2) You must annotate 3 out of 4 of the correct numbers of documents on the TIMS Daily Incoming Count sheet with 100% accuracy.

**Module 2, Lesson 2
Learning Objective**

Table 4: Lesson 2 Learning Objective

Task 2.0: Batch Documents	
TLO:	4.0
Action:	Batch documents.
Conditions:	<p>Given:</p> <ul style="list-style-type: none"> • Instructions on test procedures • Staple remover • Binder clips • Computer with the simulated TIMS application • Correctly sorted documents • Correctly prepared batch • Any applicable job aids • Pen • Photocopier • Separator sheets • Stamp pad • Staple remover • Pamphlet Sent stamp • Pamphlet Unavailable stamp • VA pamphlets

Standards:	<p>1) You must correctly prepare 2 batches for scanning each with a minimum of 85% accuracy. For the batches to be correctly prepared, they must meet the following requirements:</p> <ul style="list-style-type: none">• Documents are correctly processed for:<ul style="list-style-type: none">○ Staples○ Color of paper○ Size of paper• The VA file number is annotated on the top right corner of each page of all documents.• Appropriate VA pamphlet is sent when requested.• Documents that indicate the claimant did not receive a pamphlet have a:<ul style="list-style-type: none">○ Pamphlet Sent stamp if the TIMS Clerk sent a pamphlet.○ Pamphlet Unavailable stamp if the pamphlet was unavailable.• For batches of supplemental documents with multiple pages, separator sheets are inserted between each document.• For batches of original documents, separator sheets are inserted between each claimant's group of documents.• Only separator sheets that are free from obvious flaws are used. <p>2) You must correctly define 2 batches in the simulated TIMS application each</p>
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	<p>with a minimum of 85% accuracy.</p> <ul style="list-style-type: none"> • The following windows must be correctly accessed: <ul style="list-style-type: none"> ○ TIMS 32-bit System Window ○ Define Batch – Create Batch Window • For the batches to be correctly defined, the following fields must be completed: <ul style="list-style-type: none"> ○ Scan Drop Document ○ Batch Category ○ Document Type ○ Separation Options ○ Scanning Page Options
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**Module 2, Lesson 3
Learning Objective**

Table 5: Lesson 3 Learning Objective

Task 3.0: Scan Documents	
TLO:	5.0
Action:	Prepare batch for indexing.
Conditions:	<p>Given:</p> <ul style="list-style-type: none"> • Instructions on test procedures • Binder clips • Computer with the simulated TIMS application • Any applicable job aids

	<ul style="list-style-type: none">• Document separator• Paper copy of batch with batch cover sheet
Standards:	<p>You must correctly prepare the batch for indexing with a minimum of 85% accuracy.</p> <ul style="list-style-type: none">• The following windows must be correctly accessed:<ul style="list-style-type: none">○ TIMS 32-bit System window○ Define Batch – Modify Selected Batch window○ IMEDGE-Scan Batch window○ Scan Control window○ IMEDGE Scan window• For the batch to be prepared for indexing accurately:<ul style="list-style-type: none">○ The batch cover sheet must represent the documents in the batch accurately.○ Batch cover sheet must be initialed and dated.○ Document separators must be used appropriately in the paper copy of the batch.○ Thumbnail images of the batch are free of error.

**Module 2, Lesson 4
Learning Objective**

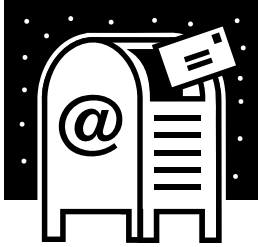
Table 6: Lesson 4 Learning Objective

Task 4.0: Index Documents	
TLO:	6.0
Action:	Index documents.
Conditions:	<p>Given:</p> <ul style="list-style-type: none"> • Instructions on test procedures • M22-4, Part III Chapters 1.02-1.03, 1.18, and 1.22 • Any applicable job aids • Batch cover sheet • Computer loaded with simulated TIMS application and mock Payment and Processing System screens [Find Veteran Screen, Payment and Processing System Ready Screen, Veterans Identification Data (VID), Pending Issue Control Establishment, and Beneficiary Identification Data (BID) screens] • Paper clip • Paper copy of two original batches • Pen • Routing and Transmittal Slip
Standards:	<p>You must correctly index both batches with a minimum of 85% accuracy.</p> <ul style="list-style-type: none"> • The following windows must be

	<p>correctly accessed:</p> <ul style="list-style-type: none">○ IMEDGE TIMS 32-bit System window○ Create Claimant Information window○ Create Veteran window○ Existing Claimant window○ Find Folder window○ IMEDGE-Index/Quality Control (QC) window○ IMEDGE Viewer window○ Index QC window○ Index/QC Mode window <ul style="list-style-type: none">● For a batch to be correctly indexed, it must meet the following requirements:<ul style="list-style-type: none">○ The batch must be correctly defined in TIMS.○ The batch does not contain documents for claimants who cannot be verified.○ Documents are routed to the correct RPO.○ Each claimant has a file in TIMS.○ Original documents were CESTed with the appropriate end product.○ Document details are accurate.○ Batch is committed to TIMS.○ Batch cover sheets are initialed and dated.○ Separator sheets are removed from both batches.
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Section 1.3 – Reporting Issues

Points of Contact



Feedback, reactions, comments (recommendations, additions, deletions) and any pertinent data which may be of use in improving this courseware should be addressed to:

Education Service Website: <http://EDUtraining.vba.va.gov>.

From here, select Contact Information, and then Comments Database Web form.

If you have any general questions or need to request access as a TIMS Clerk Education Service TPSS Training Coordinator, contact:

Kristin Rodriguez

Training and Outreach Team Leader

(202) 461-9836

223A.vbaco@VA.GOV

In her absence, contact:

Clairmont Barnes

Management Analyst

(202) 461-9997

223A.vbaco@VA.GOV

Reporting problems with the TIMS Clerk TPSS



To report problems with the computer courseware:

Contact your local IRM support. If your local IRM support is unavailable or cannot troubleshoot the problem, then send an e-mail to the VBA CDS Help Desk at: CDSHelpDesk@vba.va.gov

Include the following information in your email:

- Name
- Email address

How do I identify a screen number?



- Telephone number
- RPO name and number
- Your title
- Course (TIMS Clerk Education Service TPSS)
- Description of the problem

Be as specific as possible when describing your problem. If you are having trouble on a particular screen, include the screen number. If an error message appears, be sure to capture the contents in the message.

To identify a screen number for the TIMS Clerk Education Service TPSS Course, look at the center bottom of your screen. It will contain a 12-digit number. This is the screen number that you should include in your description of your problem. Use the Discrepancy Report Form located in Appendix F of this guide to help you organize your thoughts and identify the required information.

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Section 2.0 – Course Master Planning Chart

The following chart has been developed to provide additional information on the amount of time needed to complete the Training Coordinator duties associated with this TPSS and the range of times different trainees needed to complete the course as not every trainee will follow the average course times listed on the storyboards. Some trainees may be able to complete the course more quickly while others may take much longer than the average time. This will be based on their individual learning styles.

This chart also includes the average time you can expect a trainee to take to complete all portions of the course including Training Coordinator interactions with the trainee such as briefings or feedback and remediation on practice exercises and posttests. Finally, the chart breaks down the amount of time the Training Coordinator will need to spend administering the course whether that is making preparations or grading practice exercises and posttest.

Table 7: TIMS Clerk Training and Performance Support System Course Master Planning Chart

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Resources		
hrs	min		Personnel	Materials	Equipment
<p>Note: During the validation of this course, the amount of time individuals required to complete the Module 1 online content ranged from 32 minutes to 1 hour, 45 minutes. During the validation of this course, the amount of time individuals required to complete the Module 2 online content ranged from 5 hours, 13 minutes to 9 hours, 7 minutes. The Module 1, Lesson 2 Posttest times ranged from 6 minutes to 39 minutes. The Module 2, Lesson 1 Posttest times ranged from 10 minutes to 41 minutes. The Module 2, Lesson 2 Posttest times ranged from 20 minutes to 54 minutes. The Module 2, Lesson 3 Posttest times ranged from 10 minutes to 30 minutes. The Module 2, Lesson 4 Posttest times ranged from 25 minutes to 1 hour, 15 minutes. The total trainee course time ranged from 19 hours, 50 minutes to 35 hours, 45 minutes.</p> <p>This Module Master Planning Chart is based on the average time that individuals required during the validation of this module. Be aware that the actual times for individuals may be more or less than the time listed here.</p> <ul style="list-style-type: none"> • Estimated total Trainee time for online course and a single version of all Module 1 and Module 2 Lesson Posttests: 11 					

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Resources			
hrs	min	Activity	Personnel	Materials	Equipment
<p>hours, 40 minutes</p> <ul style="list-style-type: none"> Estimated total Trainee time for Modules 1 and 2 (aka, total “seat” time): 16 hours, 5 minutes <p>(Note: All estimated total “seat” times for modules include module orientation, the online courseware, and practice exercises, if applicable, along with, when given, a single variant of the Lesson Posttest(s), feedback, and a single version of the Module Posttest and feedback.)</p> <ul style="list-style-type: none"> Estimated total Training Coordinator Time for administrative duties 6 hours, 20 minutes <p>(Note: This total includes the additional time required by the Training Coordinator to perform the briefing and any administrative duties such as grading tests and updating CDS, i.e., those shaded line items that are specifically Training Coordinator times only. Although the Training Coordinator is listed as personnel for all of the online lessons and all tests, the Training Coordinator does not have to be present for the entire time the trainees are working in a lesson or taking a test. The Training Coordinator may be working with other groups or even performing other duties while groups are working together in TPSS. The Training Coordinator needs to be available to answer questions as needed. That time will vary depending on how well the groups work together and how familiar with TPSS they are.)</p>					
	30	<p>Administrative Functions</p> <p>Includes updating CDS* assigning trainee privileges, notifying trainees of course schedule, and preparing a briefing.</p>	Training Coordinator	CDS User’s Manual	Training Coordinator’s computer system connected to file server; requisite rights and access to CDS

**Training Coordinator Module Guide for the
TIMS Clerk Education Service TPSS**

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Resources		
hrs	min		Personnel	Materials	Equipment
	30	<p>Orientation / Briefing</p> <p>Includes setting up trainees' workstation area and required materials. Ensure trainees can log into the courseware, navigate through the course using the buttons and prompts, and understand what online "Tools" are available to help.</p>	<p>Training Coordinator</p> <p>All Trainees participating in Course</p>	None	Trainee Workstation(s)
	15	<p>TPSS Tutorial</p>	<p>Training Coordinator</p> <p>Trainees</p>	None	
	5	<p>Module 1: Introduction to VA Introduction</p>	<p>Training Coordinator</p> <p>Trainees</p>	None	Trainee Workstation(s)
	40	<p>Module 1, Lesson 1: Purpose, History, and Structure of VA</p>	<p>Training Coordinator</p> <p>Trainees</p>	None	Trainee Workstation(s)
	5	<p>Lesson 1: Lesson Introduction</p>	<p>Training Coordinator</p> <p>Trainees</p>	None	Trainee Workstation(s)

**Training Coordinator Module Guide for the
TIMS Clerk Education Service TPSS**

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Resources		
hrs	min		Personnel	Materials	Equipment
	10	Lesson 1: Topic 1, VA Mission, Vision, and Core Values	Training Coordinator Trainees	None	Trainee Workstation(s)
	10	Lesson 1: Topic 2, History of VA	Training Coordinator Trainees	None	Trainee Workstation(s)
	10	Lesson 1: Topic 3, VA Structure	Training Coordinator Trainees	None	Trainee Workstation(s)
	5	Lesson 1: Summary	Training Coordinator Trainees	None	Trainee Workstation(s)
	45	Module 1, Lesson 2: Using Reference Materials	Training Coordinator Trainees	None	Trainee Workstation(s)
	5	Lesson 2: Lesson Introduction	Training Coordinator Trainees	None	Trainee Workstation(s)
	10	Lesson 2: Topic 1, Introduction to References	Training Coordinator Trainees	None	Trainee Workstation(s)

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TIMS Clerk Education Service TPSS**

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Resources		
hrs	min		Personnel	Materials	Equipment
	10	Lesson 2: Topic 2, Structure of 38 CFR and M22-4	Training Coordinator Trainees	None	Trainee Workstation(s)
	15	Lesson 2: Topic 3, Circulars, Advisories, and RPO/VBA Letters	Training Coordinator Trainees	None	Trainee Workstation(s)
	5	Lesson 2: Summary	Training Coordinator Trainees	None	Trainee Workstation(s)
	15	Module 1, Lesson 2 Posttest Briefing Includes time to review module terminal learning objective, and explain test instructions to the trainees before they begin.	Training Coordinator Trainees	Module 1 Lesson 2 Posttest Test Instructions	
	20	Module 1, Lesson 2 Posttest	Training Coordinator Trainees who have completed the courseware	None (online test)	Trainee Workstation(s)
	15	Module 1, Lesson 2 Posttest Feedback	Training Coordinator	Module 1 Lesson 2 Posttest Test Instructions	Trainee Workstation(s)

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TIMS Clerk Education Service TPSS**

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Resources		
hrs	min		Personnel	Materials	Equipment
			Trainees	Feedback is provided online.	
<p>Note: Feedback times will vary depending on the number of items a trainee missed. If a trainee fails the Lesson Posttest, the courseware will provide remediation until the trainee feels confident enough to take a variant of the Module Posttest. At that time, you will administer the variant in the same way you administered the Module Posttest and provide feedback based on the trainee's results of the variant. The trainee may take the posttest and be remediated as many times as necessary. If the trainee does not pass the posttest after numerous attempts, refer to the trainee's supervisor for further direction.</p>					
	20	Module 1, Lesson 2 Posttest Variant	Training Coordinator Trainees who have failed Module 1 Lesson 2 Posttest	Module 1 Lesson 2 Posttest Variant Test Instructions	Trainee Workstation(s)
	30	Module 1, Lesson 2 Posttest Variant Feedback	Training Coordinator Trainees	Module 1 Lesson 2 Posttest Variant Test Instructions Feedback provided online.	Trainee Workstation(s)
	55	Module 2, Lesson 1: Sorting Documents	Training Coordinator Trainees	Module 2, Lesson 1 documents • Active	Training Coordinator and Trainee Workstation(s)

**Training Coordinator Module Guide for the
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The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
				<ul style="list-style-type: none"> • Scan Drop 	Printer Copier
	5	Lesson 1: Lesson Introduction	Training Coordinator Trainees	None	Trainee Workstation(s)
	15	Lesson 1: Topic 1, Determining Mail and Date Stamp Status	Training Coordinator Trainees	Module 2, Lesson 1 documents <ul style="list-style-type: none"> • Active • Scan Drop 	Trainee Workstation(s)
	30	Lesson 1: Topic 2, Classifying and Counting Documents	Training Coordinator Trainees	Module 2, Lesson 1 documents <ul style="list-style-type: none"> • Active • Scan Drop 	Trainee Workstation(s)
	5	Lesson 1: Summary	Training Coordinator Trainees	None	Trainee Workstation(s)
	30	Module 2, Lesson 1 Practice Exercise Preparation Includes time to reproduce Trainee Practice Exercise Documents.	Training Coordinator	Module 2, Lesson 1 Practice Exercise/Scoring Instructions	Training Coordinator Workstation Printer

**Training Coordinator Module Guide for the
TIMS Clerk Education Service TPSS**

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Resources			
hrs	min	Activity	Personnel	Materials	Equipment
				Trainee Practice Exercise Documents	Copier
	25	Module 2, Lesson 1 Practice Exercise	Training Coordinator Trainees	Module 2, Lesson 1 documents: <ul style="list-style-type: none"> • Active • Scan Drop 	Individual Practice Exercise Space
	15	Module 2, Lesson 1 Practice Exercise Grading (includes time to determine topic(s) for remediation, if required)	Training Coordinator	Module 2, Lesson 1 Practice Exercise/Scoring Instructions Module 2, Lesson 1 Trainee Documents Trainee Answer Keys	N/A
	20	Module 2, Lesson 1 Practice Exercise Feedback	Training Coordinator Trainees	Module 2, Lesson 1 Practice Exercise/Scoring Instructions Graded Trainee Answer Keys	N/A

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TIMS Clerk Education Service TPSS**

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Resources		
hrs	min		Personnel	Materials	Equipment
	20	Module 2, Lesson 1 Posttest Preparation Includes time to reproduce Trainee Posttest Documents. (Time is for one trainee. Add 10 minutes per additional trainee.)	Training Coordinator	Module 2, Lesson 1 Posttest Test/Scoring Instructions Module 2, Lesson 1 Posttest Trainee Documents	Training Coordinator Workstation Printer Copier
	15	Module 2, Lesson 1 Posttest Briefing Includes time to review module terminal learning objective, and explain test instructions to the trainees before they begin.	Training Coordinator Trainees	Module 2, Lesson 1 Posttest Test Instructions	
	20	Module 2, Lesson 1 Posttest	Training Coordinator Trainees who have completed the courseware	Module 2, Lesson 1 Posttest Test/Scoring Instructions Module 2, Lesson 1 Posttest Trainee Documents	Individual Testing Space
	15	Module 2, Lesson 1 Posttest Grading (includes time to determine topic(s) for remediation, if required)	Training Coordinator	Module 2, Lesson 1 Posttest Test/Scoring Instructions and Answer Key	N/A

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The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Resources			
hrs	min	Activity	Personnel	Materials	Equipment
				Module 2, Lesson 1 Posttest Trainee Documents Module 2, Lesson 1 Posttest Traceability Matrix	
	20	Module 2, Lesson 1 Posttest Feedback	Training Coordinator Trainees	Module 2, Lesson 1 Posttest Test/Scoring Instructions and Answer Key Graded Module 2, Lesson 1 Posttest Trainee Documents	NA
<p>Note: Feedback times will vary depending on the number of items a trainee missed and the number of trainees participating in a training session. If a trainee fails the Lesson Posttest, you must provide remediation until the trainee feels confident enough to take a variant of the Lesson Posttest. At that time, you will administer the variant in the same way you administered the Lesson Posttest and provide feedback based on the trainee's results of the variant. The trainee may take the posttest and be remediated as many times as necessary. If the trainee does not pass the posttest after numerous attempts, refer to the trainee's supervisor for further direction.</p>					
	30	Module 2, Lesson 1 Posttest Variant Preparation Includes time to reproduce Trainee	Training Coordinator	Module 2, Lesson 1 Posttest Variant 2	Training Coordinator Workstation

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The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
		Documents.		Test/Scoring Instructions Module 2, Lesson 1 Posttest Variant Trainee Documents	Printer Copier
	20	Module 2, Lesson 1 Posttest Variant	Training Coordinator Trainees who have failed Module 2, Lesson 1 Posttest	Module 2, Lesson 1 Posttest Variant Package Test/Scoring Instructions Module 2, Lesson 1 Posttest Variant Trainee Documents (1 for each trainee taking the test)	Individual Testing Space
	15	Module 2, Lesson 1 Posttest Variant Grading (includes time to determine topic(s) for remediation, if required)	Training Coordinator	Module 2, Lesson 1 Posttest Package and Scoring Instructions and Answer Key Module 2, Lesson 1 Posttest Variant Trainee Documents Module 2, Lesson 1 Posttest Variant Traceability Matrix	N/A

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TIMS Clerk Education Service TPSS**

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
	20	Module 2, Lesson 1 Posttest Variant Feedback	Training Coordinator Trainees	Module 2, Lesson 1 Posttest Variant Test/Scoring Instructions and Answer Key Graded Module 2, Lesson 1 Posttest Variant Trainee Documents	N/A
	20	Updating CDS Based on Module 2, Lesson 1 Results	Training Coordinator	CDS User's Manual Graded Trainee Answer Keys	Training Coordinator's Computer System
1	10	Module 2, Lesson 2: Batching Documents	Training Coordinator Trainees	Module 2, Lesson 2 documents <ul style="list-style-type: none"> • Topic 1 • Topic 2 	Training Coordinator and Trainee Workstation(s) Printer Copier
	5	Lesson 2: Lesson Introduction	Training Coordinator Trainees	None	Trainee Workstation(s)

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The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
	30	Lesson 2: Topic 1, Preparing the Batch	Training Coordinator Trainees	Module 2, Lesson 2 Topic 1 documents	Trainee Workstation(s)
	30	Lesson 2: Topic 2, Defining the Batch	Training Coordinator Trainees	Module 2, Lesson 2 Topic 2 documents	Trainee Workstation(s)
	5	Lesson 2: Summary	Training Coordinator Trainees	None	Trainee Workstation(s)
	20	Module 2, Lesson 2 Practice Exercise Preparation Includes time to reproduce Trainee Practice Exercise Documents.	Training Coordinator	Module 2, Lesson 2 Practice Exercise/Scoring Instructions Trainee Practice Exercise Documents	Training Coordinator Workstation Printer Copier
	30	Module 2, Lesson 2 Practice Exercise	Training Coordinator Trainees	Module 2, Lesson 2 Documents	Individual Practice Exercise Space Trainee Workstation(s)

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
	15	Module 2, Lesson 2 Practice Exercise Grading (includes time to determine topic(s) for remediation, if required)	Training Coordinator	Module 2, Lesson 2 Practice Exercise/Scoring Instructions and Answer Key Module 2, Lesson 2 Trainee Documents Trainee Answer Keys Topic 2 Practice Exercise is graded online.	N/A
	20	Module 2, Lesson 2 Practice Exercise Feedback	Training Coordinator Trainees	Module 2, Lesson 2 Practice Exercise/Scoring Instructions Graded Trainee Documents Trainee Answer Keys Topic 2 Practice Exercise feedback is provided online.	N/A

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TIMS Clerk Education Service TPSS**

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Resources		
hrs	min		Personnel	Materials	Equipment
	30	Module 2, Lesson 2 Posttest Preparation Includes time to reproduce Trainee Documents.	Training Coordinator	Module 2, Lesson 2 Posttest Test/Scoring Instructions Module 2, Lesson 2 Posttest Trainee Documents	Training Coordinator Workstation Printer Copier
	15	Module 2, Lesson 2 Posttest Briefing Includes time to review module terminal learning objective, and explain test instructions to the trainees before they begin.	Training Coordinator Trainees	Module 2, Lesson 2 Posttest Test Instructions	
	30	Module 2, Lesson 2 Posttest	Training Coordinator Trainees who have completed the courseware	Module 2, Lesson 2 Posttest Test/Scoring Instructions Module 2, Lesson 2 Posttest Trainee Documents	Individual Testing Space Trainee Workstation(s)
	15	Module 2, Lesson 2 Posttest Grading (includes time to determine topic(s) for remediation, if required)	Training Coordinator	Module 2, Lesson 2 Posttest Test/Scoring Instructions and Answer Key	N/A

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TIMS Clerk Education Service TPSS**

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Resources			
hrs	min	Activity	Personnel	Materials	Equipment
				Module 2, Lesson 2 Posttest Trainee Documents Module 2, Lesson 2 Posttest Traceability Matrix	
	15	Module 2, Lesson 2 Posttest Feedback	Training Coordinator Trainees	Module 2, Lesson 2 Posttest Test Instructions Graded Module 2, Lesson 2 Posttest Trainee Documents	NA
<p>Note: Feedback times will vary depending on the number of items a trainee missed and the number of trainees participating in a training session. If a trainee fails the Lesson Posttest, you must provide remediation on Topic 1 information until the trainee feels confident enough to take a variant of the Lesson Posttest. Remediation for Topic 2 is provided online. When the trainee is confident enough to proceed, you will administer the variant in the same way you administered the Lesson Posttest and provide feedback based on the trainee's results of the variant. The trainee may take the posttest and be remediated as many times as necessary. If the trainee does not pass the posttest after numerous attempts, refer to the trainee's supervisor for further direction.</p>					
	30	Module 2, Lesson 2 Posttest Variant Preparation Includes time to reproduce Trainee Documents.	Training Coordinator	Module 2, Lesson 2 Posttest Variant Test/Scoring Instructions Module 2, Lesson 2	

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The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
				Posttest Variant Trainee Documents	
	30	Module 2, Lesson 2 Posttest Variant	Training Coordinator Trainees who have failed Module 2, Lesson 2 Posttest	Module 2, Lesson 2 Posttest Variant Package Test/Scoring Instructions Module 2, Lesson 2 Posttest Variant Trainee Documents (1 for each trainee taking the test)	Individual Testing Space Trainee Workstation(s)
	15	Module 2, Lesson 2 Posttest Variant Grading (includes time to determine topic(s) for remediation, if required)	Training Coordinator	Module 2, Lesson 2 Posttest Package and Scoring Instructions and Answer Key Module 2, Lesson 2 Posttest Variant Trainee Documents Module 2, Lesson 2 Posttest Variant Traceability Matrix	N/A

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The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
	15	Module 2, Lesson 2 Posttest Variant Feedback	Training Coordinator Trainees	Module 2, Lesson 2 Posttest Variant Test/Scoring Instructions and Answer Key Graded Module 2, Lesson 2 Posttest Variant Trainee Documents	N/A
	20	Updating CDS Based on Module 2, Lesson 2 Results	Training Coordinator	CDS User's Manual Graded Trainee Answer Keys	Training Coordinator's Computer System
1	10	Module 2, Lesson 3: Scanning Documents	Training Coordinator Trainees	Module 2, Lesson 3 documents	Training Coordinator and Trainee Workstation(s) Printer Copier
	5	Lesson 3: Lesson Introduction	Training Coordinator Trainees	None	Trainee Workstation(s)

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The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
	30	Lesson 3: Topic 1, Determining if Batch Cover Sheet is Correct	Training Coordinator Trainees	Module 2, Lesson 3 documents	Trainee Workstation(s)
	30	Lesson 3: Topic 2, Scanning Batch and Editing Thumbnail Images of Documents	Training Coordinator Trainees	Module 2, Lesson 3 documents	Trainee Workstation(s)
	5	Lesson 3: Summary	Training Coordinator Trainees	None	Trainee Workstation(s)
	20	Module 2, Lesson 3 Practice Exercise Preparation Includes time to reproduce Trainee Practice Exercise Documents.	Training Coordinator	Module 2, Lesson 3 Practice Exercise/Scoring Instructions Trainee Practice Exercise Documents	Training Coordinator Workstation Printer Copier
	25	Module 2, Lesson 3 Practice Exercise	Training Coordinator Trainees	Module 2, Lesson 3 Documents	Individual Practice Exercise Space Trainee Workstation(s)

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The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
	15	Module 2, Lesson 3 Practice Exercise Grading (includes time to determine topic(s) for remediation, if required)	Training Coordinator	Module 2, Lesson 3 Practice Exercise/Scoring Instructions and Answer Key Module 2, Lesson 3 Trainee Documents Trainee Answer Keys Trainee Documents Most of the Practice Exercise is graded online.	N/A
	20	Module 2, Lesson 3 Practice Exercise Feedback	Training Coordinator Trainees	Module 2, Lesson 3 Practice Exercise/Scoring Instructions and Answer Key Graded Trainee Keys Most of the Practice Exercise feedback is	N/A

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The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
				provided online.	
	10	Module 2, Lesson 3 Posttest Preparation Includes time to reproduce Trainee Documents.	Training Coordinator	Module 2, Lesson 3 Posttest Test/Scoring Instructions Module 2, Lesson 3 Posttest Trainee Documents	Training Coordinator Workstation Printer Copier
	15	Module 2, Lesson 3 Posttest Briefing Includes time to review module terminal learning objective, and explain test instructions to the trainees before they begin.	Training Coordinator Trainees	Module 2, Lesson 3 Posttest Test Instructions	N/A
	25	Module 2, Lesson 3 Posttest	Training Coordinator Trainees who have completed the courseware	Module 2, Lesson 3 Posttest Test/Scoring Instructions Module 2, Lesson 3 Posttest Trainee Documents	Individual Testing Space Trainee Workstation(s)
	10	Module 2, Lesson 3 Posttest Grading (includes time to determine topic(s) for	Training Coordinator	Module 2, Lesson 3 Posttest Test/Scoring	N/A

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TIMS Clerk Education Service TPSS**

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Resources			
hrs	min	Activity	Personnel	Materials	Equipment
		remediation, if required)		Instructions and Answer Key Module 2, Lesson 3 Posttest Trainee Documents Module 2, Lesson 3 Posttest Traceability Matrix	
	20	Module 2, Lesson 3 Posttest Feedback	Training Coordinator Trainees	Module 2, Lesson 3 Posttest Test Instructions Graded Module 2, Lesson 3 Posttest Trainee Documents	NA
<p>Note: Feedback times will vary depending on the number of items a trainee missed and the number of trainees participating in a training session. If a trainee fails the Lesson Posttest, remediation for most of Lesson 3 is provided online. You will provide remediation for the offline portion. When the trainee is confident enough to proceed, you will administer the variant in the same way you administered the Lesson Posttest and provide feedback based on the trainee's results of the variant. The trainee may take the posttest and be remediated as many times as necessary. If the trainee does not pass the posttest after numerous attempts, refer to the trainee's supervisor for further direction.</p>					

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TIMS Clerk Education Service TPSS**

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
	20	Module 2, Lesson 3 Posttest Variant Preparation Includes time to reproduce Trainee Documents.	Training Coordinator	Module 2, Lesson 3 Posttest Variant Test/Scoring Instructions Trainee Documents	
	25	Module 2, Lesson 3 Posttest Variant	Training Coordinator Trainees who have failed Module 2, Lesson 3 Posttest	Module 2, Lesson 3 Posttest Variant Package Test/Scoring Instructions Module 2, Lesson 3 Posttest Trainee Variant Documents (1 for each trainee taking the test)	Individual Testing Space Trainee Workstation(s)
	10	Module 2, Lesson 3 Posttest Variant Grading (includes time to determine topic(s) for remediation, if required)	Training Coordinator	Module 2, Lesson 3 Posttest Package and Scoring Instructions and Answer Key Module 2, Lesson 3 Posttest Variant Trainee Documents Module 2, Lesson 3 Posttest Variant	N/A

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The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
				Traceability Matrix	
	20	Module 2, Lesson 3 Posttest Variant Feedback	Training Coordinator Trainees	Module 2, Lesson 3 Posttest Variant Test/Scoring Instructions and Answer Key Graded Module 2, Lesson 3 Posttest Variant Trainee Documents	N/A
	20	Updating CDS Based on Module 2, Lesson 3 Results	Training Coordinator	CDS User's Manual Graded Trainee Answer Keys	Training Coordinator's Computer System
2	5	Module 2, Lesson 4: Indexing Documents	Training Coordinator Trainees	Module 2, Lesson 4 documents	Training Coordinator and Trainee Workstation(s) Printer Copier
	5	Lesson 4: Lesson Introduction	Training Coordinator	None	Trainee

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TIMS Clerk Education Service TPSS**

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Resources		
hrs	min		Personnel	Materials	Equipment
			Trainees		Workstation(s)
	35	Lesson 4: Topic 1, Determining Batch has been Defined Correctly	Training Coordinator Trainees	Module 2, Lesson 4 documents	Trainee Workstation(s)
	60	Lesson 4: Topic 2, Processing Documents within Batch and Confirming Claimant has TIMS File	Training Coordinator Trainees	Module 2, Lesson 4 documents	Trainee Workstation(s)
	20	Lesson 4: Topic 3, Committing Batch to TIMS	Training Coordinator Trainees	Module 2, Lesson 4 documents	Trainee Workstation(s)
	5	Lesson 4: Summary	Training Coordinator Trainees	None	Trainee Workstation(s)
	20	Module 2, Lesson 4 Practice Exercise Preparation Includes time to reproduce Trainee Practice Exercise Documents.	Training Coordinator	Module 2, Lesson 4 Practice Exercise/Scoring Instructions Trainee Practice Exercise Documents	Training Coordinator Workstation Printer Copier

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The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
	50	Module 2, Lesson 4 Practice Exercise	Training Coordinator Trainees	Module 2, Lesson 4 Documents	Individual Practice Exercise Space Trainee Workstation(s)
	15	Module 2, Lesson 4 Practice Exercise Grading (includes time to determine topic(s) for remediation, if required)	Training Coordinator	Module 2, Lesson 4 Practice Exercise/Scoring Instructions and Answer Key Trainee Documents Most of the Practice Exercise is graded online.	N/A
	20	Module 2, Lesson 4 Practice Exercise Feedback	Training Coordinator Trainees	Module 2, Lesson 4 Practice Exercise/Scoring Instructions and Answer Key Graded Trainee Answer Keys	N/A

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The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
				Trainee Documents Most of the Practice Exercise feedback is provided online.	
	10	Module 2, Lesson 4 Posttest Preparation Includes time to reproduce Trainee Documents.	Training Coordinator	Module 2, Lesson 4 Posttest Test/Scoring Instructions Module 2, Lesson 4 Posttest Trainee Documents	Training Coordinator Workstation Printer Copier
	15	Module 2, Lesson 4 Posttest Briefing Includes time to review module terminal learning objective, and explain test instructions to the trainees before they begin.	Training Coordinator Trainees	Module 2, Lesson 4 Posttest Test Instructions	
	50	Module 2, Lesson 4 Posttest	Training Coordinator Trainees who have completed the courseware	Module 2, Lesson 4 Posttest Test/Scoring Instructions Module 2, Lesson 4 Posttest Trainee	Individual Testing Space Trainee Workstation(s)

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TIMS Clerk Education Service TPSS**

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
				Documents	
	10	Module 2, Lesson 4 Posttest Grading (includes time to determine topic(s) for remediation, if required)	Training Coordinator	Module 2, Lesson 4 Posttest Test/Scoring Instructions and Answer Key Module 2, Lesson 4 Posttest Trainee Documents Module 2, Lesson 4 Posttest Traceability Matrix	N/A
	20	Module 2, Lesson 4 Posttest Feedback	Training Coordinator Trainees	Module 2, Lesson 4 Posttest Test Instructions Graded Module 2, Lesson 4 Posttest Trainee Documents	NA
<p>Note: Feedback times will vary depending on the number of items a trainee missed and the number of trainees participating in a training session. If a trainee fails the Lesson Posttest, remediation for most of Lesson 4 is provided online. You will provide remediation for the offline portion. When the trainee is confident enough to proceed, you will administer the variant in the same way you administered the Lesson Posttest and provide feedback based on the trainee's results of the variant. The trainee may take the posttest and be remediated as many times as necessary. If the trainee does not pass the posttest after numerous</p>					

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TIMS Clerk Education Service TPSS**

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Activity	Personnel	Resources	
hrs	min			Materials	Equipment
attempts, refer to the trainee's supervisor for further direction.					
	20	Module 2, Lesson 4 Posttest Variant Preparation Includes time to reproduce Trainee Documents.	Training Coordinator	Module 2, Lesson 4 Posttest Variant Test/Scoring Instructions Module 2, Lesson 4 Posttest Variant Trainee Documents	
	25	Module 2, Lesson 4 Posttest Variant	Training Coordinator Trainees who have failed Module 2, Lesson 4 Posttest	Module 2, Lesson 4 Posttest Variant Package Test/Scoring Instructions Module 2, Lesson 4 Posttest Variant Trainee Documents (1 for each trainee taking the test)	Individual Testing Space Trainee Workstation(s)
	10	Module 2, Lesson 4 Posttest Variant Grading (includes time to determine topic(s) for remediation, if required)	Training Coordinator	Module 2, Lesson 4 Posttest Package and Scoring Instructions and Answer Key Module 2, Lesson 4 Posttest Variant Trainee	N/A

The Image Management System (TIMS) Clerk Training and Performance Support System (TPSS) Course					
Duration		Resources			
hrs	min	Activity	Personnel	Materials	Equipment
				Documents Module 2, Lesson 4 Posttest Variant Traceability Matrix	
	20	Module 2, Lesson 4 Posttest Variant Feedback	Training Coordinator Trainees	Module 2, Lesson 4 Posttest Variant Test/Scoring Instructions and Answer Key Graded Module 2, Lesson 4 Posttest Variant Trainee Documents	N/A
	20	Updating CDS Based on Module 2, Lesson 4 Results	Training Coordinator	CDS User's Manual Graded Trainee Answer Keys	Training Coordinator's Computer System
Notes:					
<ol style="list-style-type: none"> 1) The functions of the Courseware Delivery System (CDS), as well as your responsibilities in updating and maintaining this database, are described in your Training Coordinator's Guide and in the CDS User's Manual. 2) All Administrative function and test grading times assume a group of three trainees. If you have more trainees, it may require more time to set up for training and for grading tests. 					

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Section 3.0 – Lessons and Practice Exercises

The lessons present the instruction in an sequential order so that the material builds from one lesson to another and within the lesson from one topic to another using an experienced mentor, Ty, to assist the trainee in understanding the material. The lessons not only present the course content material the trainees must know to perform the duty but also have performance-based embedded questions within the topics. The trainee will use the information from the topic, claimant documents, and resources including appropriate job aids to answer these embedded questions.

The practice exercise presents trainees with the opportunity to demonstrate their understanding of the knowledge and tasks required to perform their job by applying the lesson content within the exercises. Practice exercises are used within performance-based courseware such as a TPSS to give the trainees a chance to practice what has been learned without having the performance scored. However, while the practice exercises are not scored, the trainees' performance of the exercise is evaluated either by the Training Coordinator or the courseware or a combination of both. A recommendation can then be made as to whether the trainees are ready to proceed to the lesson posttest.

Section 3.1 – Practice Exercise Design



The TIMS Clerk TPSS contains lesson level practice exercises designed to replicate the individual tasks within the duty of processing an education claim into Upstream. The practice exercises are designed to mirror the tasks that are performed within this duty providing a high fidelity and an effective evaluation of a trainee's true performance in performing the task. Because Module 1 is knowledge-based, there is no practice exercise for Module 1.

There are four practice exercises in Module 2 and the tasks performed within the lesson practice exercises will be performed by the trainee in the same manner as they are done on the job. For example, for the task of sorting documents, the trainee will be provided with a sample of typical incoming documents, which must be sorted and counted.

Trainees perform the lesson practice exercises both offline and online. Offline, the trainees physically sort, count, and batch the sample documents just as they would do on the job. Online, the trainees access simulated TIMS software (see Figure 1) and perform the actions required to define a batch, scan a batch, and index documents on the samples provided.

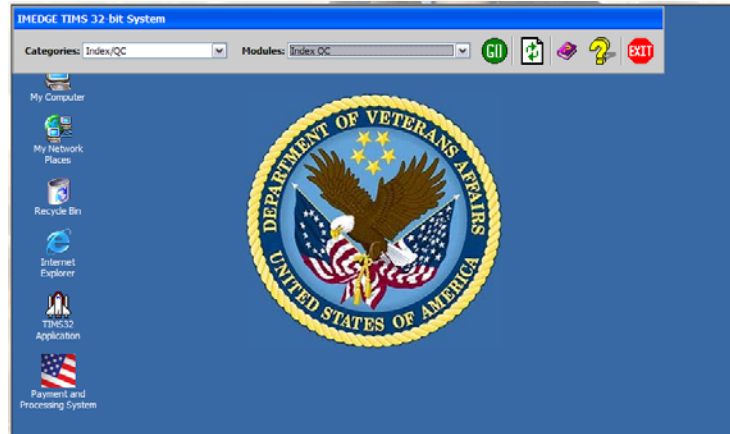


Figure 1: Example of the TIMS Clerk Practice Exercise Interface

Section 3.2 – Lesson and Practice Exercise Preparation

The following provides the lesson and practice exercise preparation instructions for Module 2. There are no preparations required for Module 1 because there are no printed documents used during the lessons and no practice exercises.

IMPORTANT! This is information that you need to relay to the trainee before beginning the lessons and exercises. For the purposes of training, today’s date is 12/5/07 and the trainee is a TIMS Clerk at the Atlanta RPO. The Section/Unit Number for the Atlanta RPO is 22. To help the trainee remember this important information, make and post in the classroom a sign that reads as follows: “You are a TIMS Clerk at the Atlanta RPO (Section/Unit # 22). Process claims as if today’s date is 12/5/07.” This sign should be posted in the classroom or in view of trainees completing Module 2.

You should lay out the general inventory items such as the paper clips, pens, date stamps, VA pamphlets, etc., in a visible area within the training room or on the trainee’s desk.

The following provides an inventory that you can use to make sure that you have all the lesson and practice exercise materials needed for each lesson. Following each lesson document inventory are the preparation instructions for those documents. Following each lesson practice exercise inventory are the preparation instructions for the Module 2 Lesson Practice Exercises. You must prepare all lesson and practice exercise materials prior to the date the trainee(s) begin this course. All documents may be accessed and printed from the Education Service Website (<http://EDUtraining.vba.va.gov>).

Lesson 1 Inventory

The documents used within Lesson 1 (Tables 8 and 9) and the information on their preparation follow:

Table 8: Active Documents for Lesson 1

Orderno	Document Type	Number of Pages
L06	Williams VA Form 22-5490 (printed duplex)	3
L07a	Smith VA Form 22-5490 (printed duplex)	3
L07b	Smith Birth Certificate	1

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LS12	Rooney VA Form 22-1990	6
LS22	Wilkes VA Form 22-1990	6
LS1	Nettles VA Form 22-1999	1
LS9	Holmes VA Form 22-1999	1
LS16	Smith VA Form 22-1999	1
LS21	Legrand VA Form 22-1999	1
LS2	Peterson Letter to VA	1
LS3	Rogers Birth Certificate	1
LS5	Davis Certificate of Marriage	1
LS6	Thomas VA Form 9	2
LS7	Bautista DD 214	1
LS8	Bailey AF Form 1227 (Tuition Assistance)	1
LS10	Lewis VA Form 22-1995	2
LS11	Parker VA Form 22-6553c	1
LS13	Steinbeck Application for approval of training program	1
LS14	Hightower Letter	1

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LS15	Castellanos VA Form 9	2
LS17	Eldridge VA Form 22-5495	1
LS18	Murphy Application for Licensing and Certification	1
LS19	Arroyo VA Form 21-4138	1
LS20	Henson AF Form 1227	1
LS4	Hedlin VONAPP 22-1990	1
	Total number of pages	42

Table 9: Scan Drop Documents for Lesson 1

Orderno	Document Type	Number of Pages
L001	Snur VA Form 22-6553d-1	1
L002	Funderburk VA Form 22-6553-c	1
L003	Munson Congressional	4
L004	Winstead VA Form 22- 6553c	1
L005	Brindley VA Form 22- 6553d-1	1

	Total number of pages	8
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Lesson 1 Preparation

Before providing the lesson materials to the trainee for Lesson 1, complete the following:

- Print:
 - Lesson 1 Active Documents
 - Lesson 1 Scan Drop Documents
- Apply the following conditions to the corresponding documents:
 - Orderno L06 - print as double-sided document (i.e., duplex).
 - Orderno L07a - print as double-sided document.
- The documents listed in Table 8 must be provided to the trainee in the Active bin
- The documents listed in Table 9 must be provided to the trainee in the Scan Drop bin

Table 10: Important Notes for Lesson 1

Notes for Preparing Lesson 1 Posttest

To print as a double-sided document, print out each page single sided and then use a photo copier to copy two documents as one “front and back”/double-sided document. You can also feed one side of the document into the paper feeder of a photo copier and then copy the back side onto the blank page.

It is important that (1) the Active documents are in the Active Bin and that the Drop Scan documents are in the Drop Scan bin, and (2) that the trainee is aware that there are two separate bins (Active and Drop Scan). Use a method identical to that which your RPO has established to create these two bins (e.g., separately labeled piles, separate receptacles, etc.).

**Lesson 1 Practice
Exercise Inventory**

The materials required for the Lesson 1 Practice Exercise per trainee include:

- Any available references such as the M21-1, Part II, Chapter 1.08
- 15 Paper clips
- Date stamp indicating 12/5/07 date
- Scan Drop stamp
- Stamp pad
- Pen
- TIMS Daily Incoming Count Sheet (See Appendix C for a copy)
- Active documents placed in Active bin (See Table 11)
- Scan Drop documents placed in Scan Drop bin (See Table 12)

Table 11: Active Documents for the Lesson 1 Practice Exercise

Orderno	Document Type	Number of Pages
06	Swafford VA Form 22-1990 (duplex)	6 (3 when printed duplex)
07	Loghlan VA Form 22-1990 (duplex)	6 (3 when printed duplex)
01	Morgan VA Form 22-5490	3

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02	Drago VA Form 22-5490	3
03	O'Reilly VA Form 22-1990	6
04	Austin VA Form 22-1990	6
05	Kane VA Form 22-1990	6
S7	Brown Birth Certificate	1
S22	Fey Marriage Certificate	1
S25	Macias Marriage Certificate	1
S49	Scott Divorce Decree	3
	Total number of pages	42

Table 12: Scan Drop Documents for the Lesson 1 Practice Exercise

Orderno	Document Type	Number of Pages
006	Fusilier VA Form 22-6553d-1	1
L002	Funderburk VA Form 22-6553c	1
L004	Winstead VA Form 22-6553c	1

L005	Brindley VA Form 22-6553d-1	1
	Total number of pages	4

**Lesson 1 Practice
Exercise Preparation**

Before providing the test materials to the trainee for the Lesson 1 Practice Exercise, complete the following:

- Print:
 - Lesson 1 Practice Exercise Active Documents
 - Lesson 1 Practice Exercise Scan Drop Documents
- Apply the following condition to the corresponding documents:
 - Orderno S22 - print this document smaller than 8 and ½” by 11”.
 - Orderno 06 - print as double-sided document.
 - Orderno 07 - print as double-sided document.
 - Orderno 07 and S49 - staple pages of each document set together (i.e., all pages of 07 is stapled together).
- The documents listed in Table 11 must be provided to the trainee in the Active bin
- The documents listed in Table 12 must be provided to the trainee in the Scan Drop bin

Table 13: Important Notes for the Lesson 1 Practice Exercise

Notes for Preparing Lesson 1 Posttest

To print as a double-sided document, print out each page single sided and then use a photo copier to copy two documents as one “front and back”/double-sided document. You can also feed one side of the document into the paper feeder of a photo copier and then copy the back side onto the blank page.

It is important that (1) the Active documents are in the Active Bin and that the Drop Scan documents are in the Drop Scan bin, and (2) that the trainee is aware that there are two separate bins (Active and Drop Scan). Use a method identical to that which your RPO has established to create these two bins (e.g., separately labeled piles, separate receptacles, etc.).

Lesson 2 Inventory

The documents for Lesson 2 should be provided to the trainee at the beginning of the lesson. The trainee should be told to use the documents to answer questions throughout the lesson. The Training Coordinator should ensure that Active documents and Scan Drop documents are kept separate.

The documents used within Lesson 2 and the information on their preparation follow in Tables 14 and 15:

Table 14: Active Documents for Lesson 2 Topic 1

Orderno	Document Type	Number of Pages
L01	Finch VA Form 22-5490	3
L02a	Hernandez VA Form 22-5490	3
L02b	Hernandez Birth Certificate	1
L03a	Brown VA Form 22-5490	3
L03b	Brown Marriage Certificate	1
L04	Perkins VA Form 22-5490	3
L05	Mills VA Form 22-5490	3
	Total number of pages	17

Table 15: Active Documents for Lesson 2 Topic 2

Orderno	Document Type	Number of Pages
L01	Finch VA Form 22-5490	3
	Document Separator	1
L02a	Hernandez VA Form 22-5490	3
	Document Separator	1
L02b	Hernandez Birth Certificate	1
	Document Separator	1
L03a	Brown VA Form 22-5490	3
	Document Separator	1
L03b	Brown Marriage Certificate	1
	Document Separator	1
L04	Perkins VA Form 22-5490	3
	Document Separator	1
L05	Mills VA Form 22-5490	3
	Total number of pages	23

There are no special conditions on the documents for Lesson 2.

Lesson 2 Preparation

Print the documents for Topic 1 (Table 14) and Topic 2 (Table 15). Place a binder clip on Topic 2 documents before providing to trainee. Provide the Topic 1 documents when the trainee starts Topic 1 and the Topic 2 documents when the trainee starts Topic 2. Notice that the only differences between the documents for Topic 1 and Topic 2 are the addition of the separator sheets and the binder clip.

**Lesson 2 Offline
Practice Exercise
Inventory**

The materials required for the offline portion of the Lesson 2 Practice Exercise per trainee include:

- 2 Binder clips
- Blank white paper
- Pamphlet sent stamp
- Pamphlet unavailable stamp
- Pen
- Photocopier
- Separator sheets (at least 6)
- Stamp pad
- Staple remover
- Tape
- VA Pamphlets
- Duplex active original documents (see Table 16)
- Simplex active supplemental documents (see Table 17)

Table 16: Duplex Active Original Documents for the Offline

Portion of the Lesson 2 Practice Exercise

Orderno	Document Type	Number of Pages
06	Swafford VA Form 22-1990 (duplex)	6 (3 when printed duplex)
07	Loghlan VA Form 22-1990 (duplex)	6 (3 when printed duplex)
	Total number of pages	12

Table 17: Simplex Active Supplemental Documents for the Offline Portion of the Lesson 2 Practice Exercise

Orderno	Document Type	Number of Pages
S7	Brown Birth Certificate	1
S22	Fey Marriage Certificate	1
S25	Macias Marriage Certificate	1
S49	Scott Divorce Decree	3
	Total number of pages	6

Lesson 2 Offline Practice Exercise Preparation

Before providing the practice exercise materials to the trainee for the offline portion of the Lesson 2 Practice Exercise, complete the following:

**Lesson 2 Online
Practice Exercise
Inventory**

- Print:
 - Lesson 2 Practice Exercise Offline Duplex Active Original Documents
 - Lesson 2 Practice Exercise Offline Simplex Active Supplemental Documents
- Group the documents in Table 16 into one group and the documents in Table 17 into a second group. Paper clip each group when you are done with the following listed modifications.
- Add a date stamp to two separator sheets to create flawed separator sheets. Place the date stamped separator sheets as the 3rd and 5th separator sheets within the separator sheet pile. You should have an individual pile of separator sheets for each trainee.
- Implement the following document modifications:
 - Orderno 06 and 07 – print as double-sided (duplex)
 - Orderno 07 - staple this document together after printed duplex
 - Orderno S7 – copy this document onto blue paper
 - Orderno S22 – trim this document so that it is smaller than 8 ½” by 11”
 - Orderno S49 – staple this document together

The materials required for the online portion of the Lesson 2 Practice Exercise per trainee include:

- Duplex active original batch documents (See Table 18)
- Simplex active supplemental batch (See Table 19)

Table 18: Duplex Active Original Documents for the Online Portion of the Lesson 2 Practice Exercise

Orderno	Document Type	Number of Pages
06	Swafford VA Form 22-1990 (duplex)	6 (3 when printed duplex)
07	Loghlan VA Form 22-1990 (duplex)	6 (3 when printed duplex)
	Total number of pages	12

Table 19: Simplex Active Supplemental Documents for the Online Portion of the Lesson 2 Practice Exercise

Orderno	Document Type	Number of Pages
S7	Brown Birth Certificate	1
	Separator sheet	1
S22	Fey Marriage Certificate	1
	Separator sheet	1
S25	Macias Marriage Certificate	1
	Separator sheet	1

**Lesson 2 Online
Practice Exercise
Preparation**

S49	Scott Divorce Decree	3
	Total number of pages	9

Before providing the practice exercise materials to the trainee for the online portion of the Lesson 2 Practice Exercise, complete the following:

- Print:
 - Lesson 2 Practice Exercise Online Duplex Active Original Documents
 - Lesson 2 Practice Exercise Online Simplex Active Supplemental Documents
- Group the documents in Table 18 into one group and the documents in Table 19 into a second group. Place a binder clip on each group before providing to trainee.

Lesson 3 Inventory

The materials and equipment required for the Lesson 3 Practice Exercise are listed below:

- Binder clip
- Simplex active original batch consisting of documents (See Table 20)

Table 20: Simplex Active Original Batch Documents for Lesson 3

Orderno	Document Type	Number of Pages
LC1	Batch Cover Sheet for 815889	1
L01	Finch VA Form 22-5490	3
	Separator sheet	1
L02a	Hernandez VA Form 22-5490	3
	Separator sheet	1
L02b	Hernandez Birth Certificate	1
	Separator sheet	1
L03a	Brown VA Form 22-5490	3
	Separator sheet	1
L03b	Brown Marriage Certificate	1
	Separator sheet	1

L04	Perkins VA Form 22-5490	3
	Separator sheet	1
L05	Mills VA Form 22-5490	3
	Total number of pages	24

Lesson 3 Preparation

To prepare the Lesson 3 materials for the trainee, print Lesson 3 Simplex Active Original Batch Documents and bind with binder clip.

**Lesson 3 Practice
Exercise Inventory**

The materials and equipment required for the Lesson 3 Practice Exercise are listed below:

- Binder clip
- Access to a printer
- Simplex Scan Drop batch consisting of mixed documents (See Table 21)

**Table 21: Simplex Scan Drop Batch Documents for the
Lesson 3 Practice Exercise**

Orderno	Document Type	Number of Pages
00C1	Batch Cover Sheet for 832111	1
001	Longshore VA Form 22-6553c	1
	Separator Sheet	1
002	Knowl VA Form 22-6553d-1	1

	Separator Sheet	1
003	Corson VA Form 22-1990	6
	Separator Sheet	1
004	Parsons Congressional	4
	Separator Sheet	1
005	Coon VA Form 22-6553c	1
	Total number of pages	18

**Lesson 3 Practice
Exercise Preparation**

To prepare the Lesson 3 Practice Exercise materials for the trainee, print Lesson 3 Simplex Scan Drop Batch Documents and bind with binder clip.

Lesson 4 Inventory

The materials and equipment required for the Lesson 4 Practice Exercise are listed below:

- Binder clip
- Simplex scan drop batch of mixed documents (See Table 22)

Table 22: Simplex Scan Drop Batch Documents for Lesson 4

Orderno	Document Type	Number of Pages
C001	Batch Cover Sheet for 814454	1
L001	Snur VA Form 22-6553d-1	1
	Separator Sheet	1
L002	Funderburk VA Form 22-6553c	1
	Separator Sheet	1
L003	Munson Congressional	4
	Separator Sheet	1
L004	Winstead VA Form 22-6553c	1
	Separator Sheet	1
L005	Brindley VA Form 22-6553d-1	1
	Total number of pages	13

Lesson 4 Preparation

To prepare the Lesson 4 materials for the trainee, print Lesson Simplex Scan Drop Batch Documents and bind with binder clip.

**Lesson 4 Practice
Exercise Inventory**

The materials and equipment required for the Lesson 4 Practice Exercise are listed below:

- Binder clips
- Pen
- Routing and Transmittal Slip
- Simplex active original batch of VA Forms 22-1990 (See Table 23)
- Simplex active original batch of VA Forms 22-5490 (See Table 24)

**Table 23: Simplex Active Original Batch Documents for the
Lesson 4 Practice Exercise**

Orderno	Document Type	Number of Pages
OC1	Batch Cover Sheet for 824779	1
01	Kane VA Form 22-1990	6
02	O'Reilly VA Form 22-1990	6
03	Austin VA Form 22-1990	6
	Total number of pages	19

**Table 24: Simplex Active Original Batch Documents for the
Lesson 4 Practice Exercise**

Orderno	Document Type	Number of Pages
OC2	Batch Cover Sheet for 819368	1
04	Drago VA Form 22-5490	3
05	Morgan VA Form 22-5490	3
	Total number of pages	7

**Lesson 4 Practice
Exercise Preparation**

To prepare the Lesson 4 Practice Exercise materials for the trainee, print Lesson documents (Tables 23 and 24), group by batch, and bind with binder clips.

Section 3.3 – Lesson and Practice Exercise Administration and Practice Exercise Scoring

The following provides the lesson and practice exercise administration and practice exercise scoring instructions for Module 2. There is no practice exercise for Module 1.

The Training Coordinator should walk around the training room during the course and while the trainees are working on the practice exercises watching the trainees to see how they are doing. If a trainee looks like he or she is having a problem, confirm that with the trainee. The Training Coordinator can provide assistance at any time during the course or practice exercise. Keep in mind that the goal at this point is for learning not assessment. However, do not provide the answer to embedded questions or portions of the practice exercises but rather provide assistance to the trainee on where to go to review content to answer the question or in working through to the correct answer.

Lesson 1 Administration

The documents for Lesson 1 (as shown in Tables 8 and 9) should be provided to the trainee at the beginning of the lesson. The trainee should be told that he or she will use the documents to answer questions throughout the lesson. The Training Coordinator should ensure that Active documents and Scan Drop documents are kept separate when provided to the trainee as noted in Table 10. Explain to trainee where the different materials are laid out on the tables, specifically paper clips and the TIMS Daily Count Sheet.

Lesson 1 Practice Exercise Administration and Scoring

The documents for Lesson 1 Practice Exercise (as shown in Tables 11 and 12) should be provided to the trainee after the trainee has completed the courseware and is ready to begin the practice exercise. The trainee should be told that he or she will use the documents to perform the task of sorting documents. The Training Coordinator should ensure that Active documents and Scan Drop documents are kept separate when provided to the trainee as noted in Table 13. Explain to trainee where the different materials are laid out on the tables, specifically paper clips and the TIMS Daily Count Sheet.

Ensure that the trainee understands which are the Active documents and which are the Scan Drop documents and that these documents should not be mixed.

Before the trainee begins, remind the trainee that the sorting process and the TIMS Daily Incoming Count Sheet process are separate and that sorting must be completed and scored before the TIMS Daily Incoming Count Sheet can be done. The trainee

must sort the documents, then you must review the trainee-sorted documents using the answer key found in Appendix A. Documents sorted by document type should be paper clipped together, but as long as you can discern the grouping, do not mark the grouped documents wrong if there is no paper clip (i.e., document types are grouped and in a cross-hatched pile). Once you have reviewed the sorted documents, return the sorted documents back to the trainee so the trainee can complete the TIMS Daily Incoming Count Sheet.

IMPORTANT! When you are scoring the sorted documents, they do not need to be in sequential order based on the order number (ordno.). The ordno. only matters during preparation.

While the Practice Exercise Answer Key will list the conditions that must be met to successfully complete the exercise, the Practice Exercise unlike the test is not scored. You are confirming whether the trainee understands and can perform the tasks involved in sorting documents. However, even if it is not scored with numbers, the trainee should still demonstrate successful completion of tasks at a level similar to the Posttest. This is important because how the trainee does on the Practice Exercise is an indicator of how he or she will do on the Posttest.

For the first part of the Lesson 1 Practice Exercise, if the trainee cannot correctly sort 4 of the 5 piles of documents with 100% accuracy, the trainee is not prepared to take the Posttest and should be encouraged to go back through the Practice Exercise (more on this in Feedback and Remediation). For mail to be correctly sorted, trainee must meet the following requirements:

- Documents are correctly sorted by type.
- Documents are correctly sorted by simplex and duplex.
- All active mail documents have a date stamp of 12/5/07.

For part 2 of the Practice Exercise, the trainee must correctly annotate 3 out of 4 of the correct numbers of documents on the TIMS Daily Incoming Count sheet with 100% accuracy in order to be ready to move on to the Lesson 1 Posttest.

IMPORTANT! Copy the answer key from Appendix A and use it to individually score and provide feedback for each trainee. However, the trainee may not keep the answer key for practice exercise security purposes.

**Lesson 2
Administration**

The documents for Lesson 2 (as shown in Tables 14 and 15) should be provided to the trainee at the beginning of the lesson. The trainee should be told to use the documents to answer questions throughout the lesson. The Training Coordinator should ensure that Active documents and Scan Drop documents are kept separate. Explain to trainee where the different materials are laid out on the tables, specifically binder clips, VA pamphlets, etc., if these are not on the trainee's workstation.

**Lesson 2 Practice
Exercise
Administration and
Scoring**

The Lesson 2 Practice Exercise is performed both offline and online. The trainee must take the offline portion of the practice exercise and submit the offline materials for your review before taking the online portion. For the offline portion of the practice exercise, the trainee prepares the documents for batching. For the online portion of the practice exercise, the trainee defines the batch in the simulated TIMS application.

The first set of documents for the Lesson 2 Practice Exercise (as shown in Tables 16 and 17) should be provided to the trainee after the trainee has completed the courseware and is ready to begin the practice exercise. The trainee should be told that he or she will use the documents to perform the task of preparing the batch. The second set of documents for the Lesson 2 Practice Exercise (as shown in Table 18 and 19) consists of the same documents as the first set, but these have been properly prepared for batching and are now ready to be defined. These should be provided to the trainee after the trainee has turned the first set in for your review. The Training Coordinator should ensure that Active documents and Scan Drop documents are kept separate. Explain to trainee where the different materials are laid out on the tables, specifically binder clips, VA pamphlets, etc., if these are not on the trainee's workstation.

Explain to the trainee that the practice exercise is performed both offline and online and that the offline portion will be done first. The offline practice exercise will involve the physical documents that will be prepared. You will review those and provide feedback prior to the trainee beginning the online portion. The courseware will review the trainee's performance for the online portion of the practice.

While the Practice Exercise Answer Key will list the conditions that must be met to successfully complete the exercise, the practice unlike the test is not scored. You are confirming

whether the trainee understands and can perform the tasks involved in sorting documents. However, even if it is not scored with numbers, the trainee should still demonstrate successful completion of tasks at a level similar to the Posttest. This is important because how the trainee does on the Practice Exercise is an indicator of how he or she will do on the Posttest. To complete the offline portion of the practice exercise at a level to be ready for the posttest, the trainee must prepare the two batches, making no more than one error on each batch. For the batch to be correctly prepared, the trainee must meet the following requirements:

- VA file number is annotated on the top right of every page except the first on each document.
- Staples are removed from all documents.
- VA pamphlet sent, as needed.
- Documents are now all on white paper.
- Undersized documents are taped to regular sized paper and recopied (this can be simulated).
- Separator sheets have been added, as appropriate.
- No flawed separator sheets are used.
- Documents are bound with a binder clip.

The online portion of the practice exercise will be evaluated by the courseware. If the trainee relies too heavily on the mentor tips, based on a mathematical formula, to complete the exercise, the trainee will receive at the completion of the online exercise a recommendation to repeat the online exercise trying to do more of the work without assistance from the mentor. To successfully complete the online portion of the practice exercise, the trainee must correctly define each batch. For a batch to be defined correctly, the trainee must:

- Correctly complete the Drop Scan, Batch Category, Document Type, Separation Options, and Scanning Page Options data entry fields in the Define Batch – Create Batch window
- Choose to print a batch cover sheet

Do not allow the trainee to exit the online results screen called “Comments from Ty” until you have seen that recommendation.

IMPORTANT! Copy the answer key from Appendix A and use it to individually score and provide feedback for each trainee. However, the trainee may not keep the answer key for practice exercise security purposes.

**Lesson 3
Administration**

The documents for Lesson 3 (as shown in Table 20) should be provided to the trainee at the beginning of the lesson. The trainee should be told to use the documents to answer questions and to perform the some of the actions required to scan a batch.

**Lesson 3 Practice
Exercise
Administration and
Scoring**

The Lesson 3 Practice Exercise is performed for the most part online but will have some offline actions that the courseware will direct.

The documents for the Lesson 3 Practice Exercise (as shown in Table 21) should be provided to the trainee when the trainee is done with the courseware and ready to begin the practice exercise. The trainee should be told to use the documents to perform the actions required to scan a batch and to make any physical changes to the documents that are a part of scanning a batch.

The online portion of the practice exercise will be evaluated by the courseware and since it is mostly online, if a trainee gets a recommendation to repeat the exercise, successful completion of the offline portion should not offset that. If the trainee relies too heavily on the mentor tips, based on a mathematical formula, to complete the exercise, the trainee will receive at the completion of the online exercise a recommendation to repeat the online exercise trying to do more of the work without assistance from the mentor. To successfully complete the online portion of the practice exercise, the trainee must correctly scan a batch. To correctly complete the online portion of the exercise and scan the batch the trainee must:

- Make sure the batch cover sheet represents the documents in the batch accurately.
- Ensure thumbnail images of the batches are free from error.

Do not allow the trainee to exit the online results screen called “Comments from Ty” until you have seen the recommendation.

The Practice Exercise Answer Key (Appendix A) will list the condition that must be met to successfully complete the offline portion of the exercise, which is:

- Initial and date the batch cover sheet in the correct location.

Keep in mind that you are confirming whether the trainee understands and can perform the tasks involved in scanning documents. Even if it is not scored with numbers, the trainee should still demonstrate successful completion of tasks at a level similar to the Posttest. This is important because how the trainee does on the Practice Exercise is an indicator of how he or she will do on the Posttest.

IMPORTANT! Copy the answer key from Appendix A and use it to individually score and provide feedback for each trainee. However, the trainee may not keep the answer key for practice exercise security purposes.

**Lesson 4
Administration**

The documents for Lesson 4 (as shown in Table 22) should be provided to the trainee at the beginning of the lesson. The trainee should be told to use the documents to answer questions throughout the lesson and to perform some of the actions required to index a batch. Lesson 4 is a lengthy lesson and should be started at the beginning of a day allowing the trainee an entire day to complete it.

**Lesson 4 Practice
Exercise
Administration and
Scoring**

The Lesson 4 Practice Exercise is performed for the most part online but will have some offline actions that the trainee must perform.

The documents for the Lesson 4 Practice Exercise (as shown in Tables 23 and 24) should be provided to the trainee when the trainee is done with the courseware and ready to begin the practice exercise. The trainee should be told to use the documents to perform the online actions required to index a batch and to make any physical changes to the documents based on the trainee's online actions.

Remind the trainees that they are a TIMS Clerk at the Atlanta RPO (Section/Unit 22) and have to process the claims as if today's date is 12/05/07. This is especially important in the lesson practice exercise.

The online portion of the practice exercise will be evaluated by the courseware and since it is mostly online, if a trainee gets a recommendation to repeat the exercise, successful completion of the offline portion should not offset that. If the trainee relies too heavily on the mentor tips, based on a mathematical formula, to complete the exercise, the trainee will receive at the completion of the online exercise a recommendation to repeat the online exercise trying to do more of the work without assistance from the mentor. To successfully complete the online portion of the practice exercise, the trainee must correctly index two batches of original documents. To successfully index the batches, the trainee must:

- Ensure the batches are correctly defined in the TIMS Simulation.
- Ensure the batches do not contain documents for claimants who cannot be verified.

- Ensure each claimant has a file in the TIMS Simulation.
- CEST original documents with the appropriate end product.
- Commit the batches in the TIMS Simulation.

Do not allow the trainee to exit the online results screen called “Comments from Ty” until you have seen the recommendation.

The Practice Exercise Answer Key (Appendix A) will list the conditions that must be met to successfully complete the offline portion of the exercise, which are:

- Route documents to the correct RPO.
- Remove documents from batch for claimants who cannot be verified.
- Initial and date the batch cover sheets.
- Remove separator sheets from the batches.

Keep in mind that you are confirming whether the trainee understands and can perform the tasks involved in indexing documents. Even if it is not scored with numbers, the trainee should still demonstrate successful completion of tasks at a level similar to the Posttest. This is important because how the trainee does on the Practice Exercise is an indicator of how he or she will do on the Posttest.

IMPORTANT! Copy the answer key from Appendix A and use it to individually score and provide feedback for each trainee. However, the trainee may not keep the answer key for practice exercise security purposes.

Section 3.4 – Practice Exercise Feedback and Remediation

The following provides the practice exercise feedback and remediation instructions for Module 2.

Once you have reviewed the trainee’s practice exercise, you must communicate to the trainee how well he or she did. Keep in mind that how well a trainee does on a practice exercise is an indicator of how well he or she will do on the Posttest. If based on the scoring information provided, the trainee did not successfully complete a practice exercise or did successfully complete an online portion of a practice exercise but relied too much on the mentor, you must:

- Provide feedback on the items that were answered or performed incorrectly for Lesson 1 and the offline portions of the Lessons 2 through 4 practice exercises.
- Direct the trainee to the appropriate lesson topic(s) for remediation for Lesson 1 and the offline portions of the Lessons 2 through 4 practice exercises. You may use the traceability matrices in Appendix D, which was developed for the Posttest, to assist you in directing the trainee to the appropriate lesson topic(s) for remediation.

Note that the feedback and remediation for the online portions of Lessons 2 through 4 Practice Exercises is provided by the courseware through the interventions of the mentor.

The trainee may use the tips from the mentor and the offline corrected answer sheet to focus on the areas that require the most remediation (i.e., the trainee’s incorrect answers). However, the practice exercise offline answer keys **must** be returned to you for document security purposes.

Once the feedback and remediation is complete, the trainee may begin the posttest.

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Section 4.0 – Posttests

This section provides a description on the test design, the test security procedures, and how to prepare, administer, and score each module posttest.

Section 4.1 – Test Design



The trainees are required to take a lesson posttest after completing each lesson, excluding Module 1, Lesson 1. The posttests are designed to measure individual performance and progress, and to test the trainee’s ability to perform the learning objectives successfully. For the four lessons in Module 2, a practice exercise must be successfully completed prior to each lesson posttest. The practice exercises are provided because the training content in Module 2 is primarily performance driven (vs. knowledge based), and thus additional emphasis on and practice of these tasks is critical to learning the duty of processing a claim into Upstream.

With the exception of Module 1, Lesson 1 Posttest, which is a knowledge-based test, the trainees are expected to perform the tasks in the same manner as the tasks are performed on the job. This is accomplished via the trainee engaging in both online and offline simulations as part of Module 2’s lesson practice exercises and lesson posttests. These tests are performance-based and are designed to evaluate the trainee’s performance in an authentic or “real work” setting.

Along with test instructions, you must provide the trainees with mock documents (e.g., VA Forms, Department of Defense (DoD) Forms, correspondence letters, etc.), several job aids, and all other tools and materials (e.g., binder clips, stamp pads, etc.) necessary to complete each test. Table 25 provides the test format for each module/lesson.

Table 25: Testing Format for Module Lessons

Module/Lesson	Test Format
Module 1 – Introduction to Veterans Administration (VA)	
Lesson 1 - Introduction	No test
Lesson 2 – Using Reference Materials	Posttest - Knowledge-based
Module 2 – Processing Claims into Upstream	
Lesson 1 – Sorting Documents	Practice Exercise - Offline Posttest - Offline
Lesson 2 – Batching Documents	Practice Exercise - Online and Offline Posttest - Online and Offline
Lesson 3 – Scanning Documents	Practice Exercise –Online and Offline Posttest – Online and Offline
Lesson 4 – Indexing Documents	Practice Exercise –Online and Offline Posttest – Online and Offline

Section 4.2 – Test Security



During test administration, it is important to secure all test materials and make sure computer-administered testing software is protected to eliminate the possibility of breaches in test security.

- After test administration, it is important to collect and properly dispose (shredding is recommended) of all posttest documents (i.e., answer keys used to score a trainee and the trainee's answer sheets).
- **IMPORTANT!** Do not dispose of test materials until you have entered the trainee's testing information within the Courseware Delivery System (CDS).
- If there are any breaches in test security, immediately report this to your supervisor.

Section 4.3 – Module 1 Posttest

Module 1, Lesson 2 Posttest and Posttest Variant do not require any preparation, administration, and scoring of posttest materials. All materials are provided online. See Posttest and Posttest Variant Feedback and Remediation Section if trainee fails posttest after second attempt.

Section 4.4 – Module 2 Posttest Preparation

The following provides an inventory that you can use to make sure that you have all the posttest materials needed for each lesson posttest and posttest variant. Following each lesson posttest inventory are the posttest preparation instruction for the Module 2 Lesson Posttests. You must prepare all lesson posttest materials prior to the date the trainee(s) begin this course. All documents may be accessed and printed from the Education Service Website (<http://EDUtraining.vba.va.gov>).

Lesson 1 Posttest Inventory

The materials required for the Lesson 1 posttest per trainee include:

- Any available references such as the M21-1, Part II, Chapter 1.08
- 15 Paper clips
- Date stamp indicating 12/5/07 date
- Scan Drop stamp
- Stamp pad
- Pen
- TIMS Daily Incoming Count Answer Sheet (See Appendix B for a copy)
- Active documents placed in Active bin (See Table 26)
- Scan Drop documents placed in Scan Drop bin (See Table 27)

Table 26: Active Documents for the Lesson 1 Posttest

Orderno	Document Type	Number of Pages
Orderno 02	TATU	1
Orderno 03	VSIGN	1

**Training Coordinator Module Guide for the
TIMS Clerk Education Service TPSS**

Orderno 06	VA Form 22-1999	1
Orderno 07	VA Form 22-5490	3
Orderno 09a	VA Form 22-5490	3
Orderno 11	DD Form 214	1
Orderno 13	VA Form 22-1990	6
Orderno 15	VSIGN	1
Orderno 17	VA Form 22-1999	1
Orderno 18	VA Form 22-1990	6
Orderno 22	NOD	1
Orderno 24	TATU	1
Orderno 26	LAC	2
Orderno 29	LAC	2
Orderno 30	Marriage Certificate	1
Orderno 32	Training Agreement	1
Orderno 33	NOD	1
Orderno 34	DD Form 214	1

**Training Coordinator Module Guide for the
TIMS Clerk Education Service TPSS**

Orderno 35	Marriage Certificate	1
Orderno 37	VA Form 22-1999	1
Orderno 38	TATU	1
Orderno 39	Birth Certificate	1
Orderno 40	Marriage Certificate	1
Orderno 41a	VA Form 22-1990	6
Orderno 42	LAC	2
Orderno 43	VA Form 9	1
Orderno 45	VA Form 9	1
	Total number of pages	49

Table 27: Scan Drop Documents for the Lesson 1 Posttest

Orderno	Document Type	Number of Pages
Orderno 04	VA Form 22-6553c	1
Orderno 08	Apprenticeship Agreement	2
Orderno 10	VA Form 22-6553c	1

Orderno 12	On-The-Job Training Agreement	2
Orderno 16	On-The-Job Training Agreement	2
Orderno 19	VA Form 22-6553c	1
Orderno 21	Apprenticeship Agreement	2
Orderno 23	On-The-Job Training Agreement	2
Orderno 28	Apprenticeship Agreement	2
Orderno 36	VA Form 22-6553d-1	1
	Total number of pages	16

Note that the TIMS Daily Incoming Count Answer Sheet is a mock TIMS Daily Incoming Count Sheet on which the trainees must record their answers for Part 2 of the posttest. The TIMS Daily Incoming Count Sheet will instruct the trainees to use the FRI PM column for submitting their answers.

**Lesson 1 Posttest
Preparation**

Before providing the test materials to the trainee for the Lesson 1 Posttest, complete the following:

- Print:
 - Lesson 1 Posttest Active Documents
 - Lesson 1 Posttest Scan Drop Documents

- Apply the following conditions to the corresponding documents:
 - Orderno 08 - print as double-sided document (i.e., duplex).

- Orderno 12 - print as double-sided document.
 - Orderno 21 - print as double-sided document.
 - Orderno 22 and Orderno 43 - staple documents together.
 - Orderno 23 - print as double-sided document.
 - Orderno 28 - print as double-sided document.
 - Orderno 30 - copy this document on colored paper.
 - Orderno 39 - print this document smaller than 8 and ½” by 11”.
- The documents listed in Table 26 must be provided to the trainee in the Active bin
 - The documents listed in Table 27 must be provided to the trainee in the Scan Drop bin
 - Optional: make a sign for each trainee that reads as follows, “You’re a TIMS Clerk at the **Atlanta RPO (Section/Unit 22)**. Process claims as if today’s date is **12/05/07**.” This sign can be reused for the other lesson posttests.

Table 28: Important Notes for Preparing Lesson 1 Posttest

Notes for Preparing Lesson 1 Posttest

To print as a double-sided document, print out each page single sided and then use a photo copier to copy two documents as one “front and back”/double-sided document. You can also feed one side of the document into the paper feeder of a photo copier and then copy the back side onto the blank page.

To print as a smaller document, take scissors and trim the document along all edges so that it is smaller than 8.5” by 11”. It does not matter how much smaller it is, but be careful not to cut over any part of the actual form.

It is important that (1) the Active documents are in the Active Bin and that the Drop Scan documents are in the Drop Scan bin, and (2) that the trainee is aware that there are two separate

**Lesson 1 Posttest
Variant Inventory**

bins (Active and Drop Scan). Use a method identical to that which your RPO has established to create these two bins (e.g., separately labeled piles, separate receptacles, etc.).

The required materials for the posttest variant per trainee include:

- Any available references such as the M21-1, Part II, Chapter 1.08
- 15 Paper clips
- Date stamp indicating 12/5/07 date
- Scan Drop stamp
- Stamp pad
- Pen
- TIMS Daily Incoming Count Answer Sheet (See Appendix B for a copy)
- Active bin
- Scan Drop bin
- Active documents placed in the Active bin (See Table 29)
- Scan Drop documents placed in the Scan Drop bin (See Table 30)

Table 29: Active Documents for the Lesson 1 Posttest Variant

Orderno	Document Type	Number of Pages
Orderno 001	Flight Certification	1
Orderno 002	VA Form 22-1990	6

**Training Coordinator Module Guide for the
TIMS Clerk Education Service TPSS**

Orderno 003	VA Form 9	1
Orderno 005	Birth Certificate	1
Orderno 006	DD Form 214	1
Orderno 007	VA Form 22-5490	3
Orderno 008	DD Form 214	1
Orderno 009	VSIGN	1
Orderno 011	VA Form 9	1
Orderno 012	TATU	1
Orderno 014	VSIGN	1
Orderno 015	NOD	1
Orderno 017	LAC	2
Orderno 019	DD Form 214	1

**Training Coordinator Module Guide for the
TIMS Clerk Education Service TPSS**

Orderno 022	DD Form 214	1
Orderno 024	DD Form 214	1
Orderno 026	Marriage Certificate	1
Orderno 033a	VA Form 22-1990	6
Orderno 033b	DD Form 214	1
Orderno 034	Marriage Certificate	1
Orderno 035	TATU	1
Orderno 037	DD Form 214	1
Orderno 039	NOD	1
Orderno 040	VA Form 22-5490	3
Orderno 041	LAC	2
Orderno 042	VA Form 22-5490	3

**Training Coordinator Module Guide for the
TIMS Clerk Education Service TPSS**

Orderno 044	VA Form 22-1999	1
Orderno 045	VA Form 22-1999	1
	Total number of pages	46

**Table 30: Scan Drop Documents for the Lesson 1 Posttest
Variant**

Orderno	Document Type	Number of Pages
Orderno 004	VA Form 22-6553d-1	1
Orderno 010	VA Form 22-6553c	1
Orderno 013	Apprenticeship Agreement	2
Orderno 018	On-The-Job Training Agreement	2
Orderno 021	VA Form 22-6553c	1
Orderno 025	VA Form 22-6553d-1	1
Orderno 028	On-The-Job Training Agreement	2

Orderno 036	Apprenticeship Agreement	2
Orderno 038	Apprenticeship Agreement	2
Orderno 043	On-The-Job Training Agreement	2
	Total number of pages	16

**Lesson 1 Posttest
Variant Preparation**

Before providing the test materials to the trainee for the Lesson 1 Posttest Variant, complete the following:

- Print:
 - Lesson 1 Posttest Variant Active Documents
 - Lesson 1 Posttest Variant Scan Drop Documents
- Apply the following condition to the corresponding documents:
 - Orderno 005 - print this document smaller than 8 and ½" by 11".
 - Orderno 013 - print as double-sided document.
 - Orderno 018 - print as double-sided document.
 - Orderno 026 - copy this document on colored paper.
 - Orderno 033a and Orderno 033b - staple documents together.
 - Orderno 036 - print as double-sided document.
 - Orderno 038 - print as double-sided document.
 - Orderno 043 - print as double-sided document.
- The documents listed in Table 28 must be provided to the trainee in the Active bin
- The documents listed in Table 29 must be provided to the trainee in the Scan Drop bin

- Optional: make a sign for each trainee that reads as follows, “You’re a TIMS Clerk at the **Atlanta RPO (Section/Unit 22)**. Process claims as if today’s date is **12/05/07.**” This sign can be reused for the other lesson posttests.

Table 31: Important Notes for Preparing Lesson 1 Posttest Variant

Notes for Preparing Lesson 1 Posttest Variant
<p>To print as a double-sided document, print out each page single sided and then use a photo copier to copy two documents as one “front and back”/double-sided document. You can also feed one side of the document into the paper feeder of a photo copier and then copy the back side onto the blank page.</p>
<p>To print as a smaller document, take scissors and trim the document along all edges so that it is smaller than 8.5” by 11”. It does not matter how much smaller it is, but be careful not to cut over any part of the actual form.</p>
<p>It is important that (1) the Active documents are in the Active Bin and that the Drop Scan documents are in the Drop Scan bin, and (2) that the trainee is aware that there are two separate bins (Active and Drop Scan). Use a method identical to that which your RPO has established to create these two bins (e.g., separately labeled piles, separate receptacles, etc.).</p>

**Lesson 2 Offline
Posttest Inventory**

The materials required for the offline portion of the Lesson 2 Posttest per trainee include:

- 2 Binder clips
- Blank white paper
- Pamphlet sent stamp
- Pamphlet unavailable stamp
- Pen
- Photocopier
- Separator sheets (at least 6)
- Stamp pad
- Staple remover
- Tape
- VA Pamphlets
- Simplex active original documents (see Table 32)
- Simplex active supplemental documents (see Table 33)

Table 32: Simplex Active Original Documents for the Offline Portion of the Lesson 2 Posttest

Orderno	Document Type	Number of Pages
13	VA Form 22-1990	6
18	VA Form 22-1990	6
41a	VA Form 22-1990	6

	Total number of pages	18
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**Table 33: Simplex Active Supplemental Documents for the
Offline Portion of the Lesson 2 Posttest**

Orderno	Document Type	Number of Pages
29	Divorce Decree	2
30	Marriage Certificate	1
35	Marriage Certificate	1
39	Birth Certificate	1
40	Marriage Certificate	1
	Total number of pages	6

NOTE: If a photocopier is not available, the trainee may indicate on document (Orderno 026) the action she/he would perform. See answer key in Appendix A for scoring guidance.

Before providing the test materials per trainee for the offline portion of the Lesson 2 Posttest, complete the following:

- Print:
 - Lesson 2 Posttest Offline Simplex Active Original Documents
 - Lesson 2 Posttest Offline Simplex Active Supplemental Documents
- Add a date stamp to two separator sheets. Place the date stamped separator sheets as the 2nd and 5th separator sheet

**Lesson 2 Offline
Posttest Preparation**

**Lesson 2 Online
Posttest Inventory**

within the separator sheet pile.

- Implement the following document modifications:
 - Orderno 35 - staple this document to document Orderno 40.
 - Orderno 30 - copy this document onto colored paper.
 - Orderno 39 - trim this document so that it is smaller than 8 and ½” by 11”.

The materials required for the online portion of the Lesson 2 Posttest per trainee include:

- Simplex active original batch documents (see Table 34)
- Simplex active supplemental batch documents (see Table 35)

Table 34: Simplex Active Original Batch Documents for the Online Portion of the Lesson 2 Posttest

Orderno	Document Type	Number of Pages
13	VA Form 22-1990	6
NA	Separator Sheet	1
18	VA Form 22-1990	6
NA	Separator Sheet	1
41a	VA Form 22-1990	6
	Total number of pages	20

Table 35: Simplex Active Supplemental Batch Documents for the Online Portion of the Lesson 2 Posttest

Orderno	Document Type	Number of Pages
29	Divorce Decree	2
NA	Separator Sheet	1
30	Marriage Certificate	1
NA	Separator Sheet	1
35	Marriage Certificate	1
NA	Separator Sheet	1
39	Birth Certificate	1
NA	Separator Sheet	1
40	Marriage Certificate	1
	Total number of pages	10

**Lesson 2 Online
Posttest Preparation**

- Print:
 - Lesson 2 Posttest Online Simplex Active Original Batch Documents
 - Lesson 2 Posttest Online Simplex Active Supplemental Batch Documents

**Lesson 2 Offline
Posttest Variant
Inventory**

The Lesson 2 Posttest Variant (taken if the trainee fails the posttest) tests the same actions as the posttest, but the trainee will use different documents than in the posttest. The materials and equipment required for the Lesson 2 Posttest Variant (offline portion) are listed below:

- 2 Binder clips
- Blank white paper
- Pamphlet sent stamp
- Pamphlet unavailable stamp
- Pen
- Photocopier
- Separator sheets (at least 30)
- Stamp pad
- Staple remover
- Tape
- VA Pamphlets
- Simplex active original documents (see Table 36)
- Simplex active supplemental documents (see Table 37)

Table 36: Simplex Active Original Documents for the Offline Portion of the Lesson 2 Posttest Variant

Orderno	Document Type	Number of Pages
007	VA Form 22-5490	3
040	VA Form 22-5490	3

042	VA Form 22-5490	3
	Total number of pages	9

**Table 37: Simplex Active Supplemental Documents for the
Offline Portion of the Lesson 2 Posttest Variant**

Orderno	Document Type	Number of Pages
003	Divorce Decree	2
005	Birth Certificate	1
026	Marriage Certificate	1
034	Marriage Certificate	1
	Total number of pages	5

NOTE: If a photocopier is not available, the trainee may indicate on document (Orderno 026) the action she/he would perform. See answer key in Appendix A for scoring guidance.

Before providing the test materials per trainee for the offline portion of the Lesson 2 Posttest Variant, complete the following:

- Print:
 - Lesson 2 Posttest Variant Offline Simplex Active Original Documents
 - Lesson 2 Posttest Variant Offline Simplex Active Supplemental Documents

- Add a date stamp to two separator sheets. Place the date stamped separator sheets as the 2nd and 5th separator sheet within the separator sheet pile.

**Lesson 2 Offline
Posttest Variant
Preparation**

**Lesson 2 Online
Posttest Variant
Inventory**

- Implement the following document modifications:
 - Orderno 005 - trim this document so that it is smaller than 8 and ½” by 11”.
 - Orderno 026 - copy this document onto colored paper.
 - Orderno 042 - staple the pages of this document together.

The materials required for the online portion of the Lesson 2 Posttest Variant per trainee include:

- Simplex active original batch documents (See Table 38)
- Simplex active supplemental batch (See Table 39)

Table 38: Simplex Active Original Batch Documents for the Online Portion of the Lesson 2 Posttest Variant

Orderno	Document Type	Number of Pages
007	VA Form 22-5490	3
NA	Separator Sheet	1
040	VA Form 22-5490	3
NA	Separator Sheet	1
042	VA Form 22-5490	3
	Total number of pages	11

Table 39: Simplex Active Supplemental Batch Documents for the Online Portion of the Lesson 2 Posttest Variant

Orderno	Document Type	Number of Pages
003	Divorce Decree	2
NA	Separator Sheet	1
005	Birth Certificate	1
NA	Separator Sheet	1
026	Marriage Certificate	1
NA	Separator Sheet	1
034	Marriage Certificate	1
	Total number of pages:	8

**Lesson 2 Online
Posttest Variant
Preparation**

- Print:
 - Lesson 2 Posttest Variant Online Simplex Active Original Batch Documents
 - Lesson 2 Posttest Variant Online Simplex Active Supplemental Batch Documents

**Lesson 3 Posttest
Inventory**

The materials and equipment required for the Lesson 3 Posttest are listed below:

- 2 Binder clips
- 2 Document separators
- Batch cover sheet
- Access to a printer
- Simplex active original batch documents (See Table 40)

**Table 40: Simplex Active Original Batch Documents for the
Lesson 3 Posttest**

Orderno	Document Type	Number of Pages
NA	Batch Cover Sheet	1
18	VA Form 22-1990	6
NA	Separator Sheet	1
13	VA Form 22-1990	6
41a	VA Form 22-1990	6
	Total number of pages	20

**Lesson 3 Posttest
Preparation**

To prepare the Lesson 3 Posttest materials for the trainee, print Lesson 3 Posttest Simplex Active Original Batch Documents.

**Lesson 3 Posttest
Variant Inventory**

The Lesson 3 Posttest Variant (taken if the trainee fails the posttest) tests the same actions as the posttest, but the trainee will use different documents than in the posttest. The materials and equipment required for the Lesson 3 Posttest Variant are listed below:

- 2 Binder clips
- 2 Document separators
- Batch cover sheet
- Access to a printer
- Simplex active original batch documents (See Table 41):

**Table 41: Simplex Active Original Batch Documents for the
Lesson 3 Posttest Variant**

Orderno	Document Type	Number of Pages
NA	Batch Cover Sheet	1
007	VA Form 22-5490	3
NA	Separator Sheet	1
040	VA Form 22-5490	3
042	VA Form 22-5490	3
	Total number of pages	11

**Lesson 3 Posttest
Variant Preparation**

To prepare the Lesson 3 Posttest Variant materials for the trainee, print Lesson 3 Posttest Variant Simplex Active Original Batch Documents.

**Lesson 4 Posttest
Inventory**

The materials and equipment required for the Lesson 4 Posttest are listed below:

- Pen
- Routing and Transmittal Slip
- Simplex active original batch of VA Forms 22-1990 (See Table 42)
- Simplex active original batch of VA Forms 22-5490 (See Table 43)

Table 42: Simplex Active Original Batch of VA Form 22-1990 Documents for the Lesson 4 Posttest

Orderno	Document Type	Number of Pages
NA	Batch Cover Sheet	1
41a	VA Form 22-1990	6
NA	Separator Sheet	1
13	VA Form 22-1990	6
NA	Separator Sheet	1
18	VA Form 22-1990	6
	Total number of pages	21

Table 43: Simplex Active Original Batch of VA Form 22-

5490 Documents for the Lesson 4 Posttest

Orderno	Document Type	Number of Pages
NA	Batch Cover Sheet	1
09a	VA Form 22-5490	3
NA	Separator Sheet	1
07	VA Form 22-5490	3
	Total number of pages	8

**Lesson 4 Posttest
Preparation**

Before providing the test materials to the trainee for the Lesson 4 Posttest, complete the following:

- Print:
 - Lesson 4 Posttest Simplex Active Original Batch of VA Forms 22-1990
 - Lesson 4 Posttest Simplex Active Original Batch of VA Forms 22-5490
- Optional: make a sign for each trainee that reads as follows, “You’re a TIMS Clerk at the **Atlanta RPO (Section/Unit 22)**. Process claims as if today’s date is **12/05/07.**”

**Lesson 4 Posttest
Variant Inventory**

The Lesson 4 Posttest Variant (taken if the trainee fails the posttest) tests the same actions as the posttest, but the trainee will use different documents than in the posttest. The materials and equipment required for the Lesson 4 Posttest Variant are listed below:

- Pen
- Routing and Transmittal Slip
- Simplex active original batch of VA Forms 22-1990 (See Table 44)
- Simplex active original batch of VA Forms 22-5490 (See Table 45)

Table 44: Simplex Active Original Batch of VA Forms 22-1990 for the Lesson 4 Posttest Variant

Orderno	Document Type	Number of Pages
NA	Batch Cover Sheet	1
002	VA Form 22-1990	6
NA	Separator Sheet	1
033a	VA Form 22-1990	6
	Total number of pages	14

Table 45: Simplex Active Original Batch of VA Forms 22-

5490 for the Lesson 4 Posttest Variant

Orderno	Document Type	Number of Pages
NA	Batch Cover Sheet	1
042	VA Form 22-5490	3
NA	Separator Sheet	1
040	VA Form 22-5490	3
NA	Separator Sheet	1
007	VA Form 22-5490	3
	Total number of pages	12

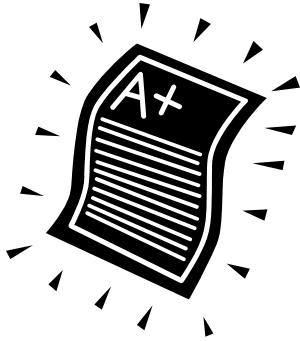
**Lesson 4 Posttest
Variant Preparation**

Before providing the test materials to the trainee for the Lesson 4 Posttest Variant, complete the following:

- Print:
 - Lesson 4 Posttest Variant Simplex Active Original Batch of 1990s
 - Lesson 4 Posttest Variant Simplex Active Original Batch of 5490s
- Optional: make a sign for each trainee that reads as follows, “You’re a TIMS Clerk at the **Atlanta RPO (Section/Unit 22)**. Process claims as if today’s date is **12/05/07.**”

Section 4.5 – Module 2 Posttest Administration and Scoring

The following provides the posttest administration and scoring instructions for the test materials required for the Module 2 Posttest.



The trainee is evaluated on his/her ability to process claims into Upstream. This includes correctly sorting, batching, scanning, and indexing documents. To correctly assess performance of these tasks, lesson posttests are comprised of online and offline testing components. As an assessor, you will find the lesson posttest Answer Keys (found in Appendix B) helpful in evaluating trainee performance on each posttest. The purpose of the lesson posttest Answer Keys is to provide a structured form that will assist in the computation of trainee posttest scores.

Prior to scoring the test, review the trainee's output (e.g., document piles, TIMS Daily Incoming Count Sheet, removal of staples, removal/adding of separator sheets, etc.) for completeness and accuracy. If the trainee's output are incomplete or vary substantially from the answer key and you notice that the trainee was rushing or that the trainee's performance is unlike the trainee's usual level of performance, you may want to return the test materials to the trainee and have her/him re-check his/her answers/performance of the task.

When you are scoring the tests, keep in mind that if you are unsure of a content issue, you should consult the person designated as the SME. If the trainees have questions, they can also consult the SME for clarification.

General Administration Instructions

IMPORTANT! Task the trainees to document their posttest start and finish time. You must collect these start and finish times after a trainee completes each lesson posttest or posttest variant. You are required to enter this information in the Courseware Delivery System (CDS).

Lesson 1 Posttest and Posttest Variant Overview

The Lesson 1 Posttest and Posttest Variant are performed in two parts offline. The first part must be administered and scored prior to administering the second part. For part 1 of the posttest, the trainee must be provided test materials and is required to sort 13 piles of documents and for part 2 of the posttest, the trainee completes a TIMS Daily Incoming Count Sheet.

**Lesson 1 Posttest and
Posttest Variant
Administration**

Provide the materials listed in the Lesson 1 Posttest Inventory (except for the TIMS Daily Incoming Count Sheet) to the trainee. If the trainee does not pass the Lesson 1 Posttest, provide materials listed in the Lesson 1 Posttest Variant Inventory to the trainee (except for the TIMS Daily Incoming Count Sheet). Remember to ensure that the Active documents are in the Active Bin and that the Scan Drop documents are in the Scan Drop bin.

Remind the trainees that they have to process the claims as if today's date is 12/05/07.

The trainees must sort the documents, then you must score the trainee sorted documents using the score sheet found in Appendix B. Once the sorted documents have been scored, return the sorted documents (in the same order it was received) back to the trainees with the TIMS Daily Incoming Count Sheet found in Appendix C to complete the Lesson 1 Posttest or Lesson 1 Posttest Variant.

**Lesson 1 Posttest and
Posttest Variant
Scoring**

Evaluate the trainee's performance of the posttest (or variant) and determine whether the trainee has passed or failed. It is important to remember that there are two parts to the posttest (sorting documents and indicating the correct number of each type of document that was sorted on a TIMS Daily Incoming Count Sheet).

To pass part 1 of the posttest, the trainee must correctly sort 11 of the 13 piles of documents with 100% accuracy. For the mail to be correctly sorted, the trainee must meet the following requirements:

- Scan Drop documents have a Scan Drop stamp.
- All active documents have a date stamp of 12/5/07.
- Documents are correctly sorted by type.
- Original documents are grouped by sets of five claimants.
- Miscellaneous documents are grouped by sets of 25.

IMPORTANT! You must score part 1 of the posttest, and then provide the document piles (in the same order it was received) back to the trainee and administer part 2 of the posttest. Administering both parts at once, will likely cause part 1 of the

posttest to be incorrect due to the requirements of part 2 of the posttest.

To pass part 2 of the posttest, the trainee must annotate 3 out of 4 of the correct numbers of documents on the TIMS Daily Incoming Count sheet with 100% accuracy.

For the Lesson 1 Posttest, evaluate the trainee's performance and award points by using the Lesson 1 Posttest Answer Key (found in Appendix B). For Lesson 1 Posttest Variant, evaluate the trainee's performance and award points by using the Lesson 1 Posttest Variant Answer Key (also found in Appendix B). The Answer Keys list the specific criteria that you must observe to score the trainee's performance for both parts of the posttests.

Be cautious not to double-penalize the trainee during this task. For example, if a VA Form 5490 was incorrectly grouped with the VA Form 1990s, this would cause both batches to be grouped incorrectly and the trainee would be double-penalized for one mistake. In this example, do not subtract 2 points for this mistake, but only subtract 1 point for the VA Form 5490 batch missing the document.

If the trainee groups a bunch of unsorted documents with a paper clip, score each category of documents as incorrect and do not apply the double-penalize scoring guidance.

If the trainee does not use a paper clip to separate documents; however the documents are categorized correctly, score as correct.

IMPORTANT! Copy the answer key and use it to individually score and provide feedback for each trainee. However, the trainee may not keep the answer key for test security purposes.

**General
Administration
Instructions for
Lessons 2 – 4 Online
Posttest Portion**

The trainee will use the TIMS Simulation to perform the online portion of the Lessons 2 through 4 Posttest and Posttest Variant. The trainee is required to make entries into various windows and dialog boxes using drop-down menus, text entry fields, hotspots, and checkboxes. Before the trainee begins each posttest or posttest variant, make sure he or she understands how to correctly use the RESET and SUBMIT buttons.

The trainee must complete the fields/select buttons in the TIMS Simulation windows in the same sequence as they would complete/select them when performing the task in TIMS. If the trainee makes a mistake (e.g., entered information/selected button in an incorrect sequence), they must select the RESET button to clear their responses and begin again. If they do not select the RESET button, they will be scored as incorrect.

The trainee's answers and button selections can be changed until the trainee selects the SUBMIT button. Once the SUBMIT button is selected, all answer(s) are scored and cannot be changed. It is important to remind the trainee, that he/she must **perform all of the required actions** within the window(s) shown on the screen before selecting the SUBMIT button. Many screens/windows will require the trainee to perform multiple steps before selecting the SUBMIT button.

**Lesson 2 Posttest and
Posttest Variant
Overview**

The Lesson 2 Posttest and Posttest Variant are performed both offline and online. The trainee must take the offline portion of the posttest and submit the offline materials before taking the online portion. For the offline portion of the posttest, the trainee prepares the documents for batching. For the online portion of the posttest, the trainee defines the batch in the simulated TIMS application.

**Lesson 2 Posttest and
Posttest Variant
Administration**

The trainee must complete the offline portion of the posttest before attempting the online portion. First, administer the offline portion of the posttest by providing all of the offline materials listed in the Lesson 2 Posttest Inventory to the trainee, and instruct him or her to prepare the batches. If a trainee does not pass the Lesson 2 Posttest, then administer the offline portion of the posttest by providing all of the offline materials listed in the Lesson 2 Posttest Variant Inventory to the trainee, and instruct him or her to prepare the batches. Note, if photocopier is not available, inform the trainee that he or she may indicate on the document the action she or he would perform.

**Lesson 2 Posttest and
Posttest Variant Offline
Scoring**

Once the trainee completes the offline portion of the posttest, collect the trainee's materials, and then provide the trainee with the materials for the online portion of the posttest.

The trainee will use the TIMS Simulation to perform the online portion of the Lesson 2 Posttest or Posttest Variant.

To pass the offline portion of the posttest, the trainee must prepare two batches, each with a minimum of 85% accuracy.

For the offline portion of the posttest, evaluate the trainee's performance and award points by using the Offline Lesson 2 Posttest Answer Key (found in Appendix B) or the Offline Lesson 2 Posttest Variant Answer Key (also found in Appendix B). These Answer Keys list the specific criteria that you must observe to score the trainee's performance.

IMPORTANT! Copy the answer key and use it to individually score and provide feedback for each trainee. However, the trainee may not keep the answer key for test security purposes.

**Lesson 2 Posttest and
Posttest Variant Online
Scoring**

To pass the online portion of the posttest, the trainee must correctly define each batch with a minimum of 85% accuracy. For a batch to be defined correctly, the trainee must:

- Correctly complete the Drop Scan, Batch Category, Document Type, Separation Options, and Scanning Page Options data entry fields in the Define Batch – Create Batch window
- Choose to print a batch cover sheet

For the online portion of the posttest, the courseware evaluates the trainee's performance, but will not indicate whether the trainee passed or failed the posttest. Inform the trainee that he/she must print and provide you with his/her test results to determine if the trainee passed the lesson posttest. Determine whether the trainee passed by combining the offline and online posttest results. Refer to the applicable Lesson 2 Posttest Answer Key located in Appendix B or the Lesson 2 Posttest Variant Answer Key (also found in Appendix B) to assist you with this determination.

Do not allow the trainee to exit the online results screen, he or she may need the results screen for remediation.

**Lesson 3 Posttest and
Posttest Variant
Overview**

For this posttest, the trainee must prepare one batch for indexing. The trainee must be provided with a batch of original documents, including the cover sheet designed for this lesson.

The posttest requires the trainee to perform the following actions:

- If any errors are identified with the paper copy of the batch, correct these errors
- Ensure the batch cover sheet and batch definition in the IMEDGE-Scan Batch window represent the documents in the batch
- If any errors are identified within the simulated TIMS application, correct these errors
- Simulate scanning the batch of documents
- Ensure cover sheet is correct and that it is initialed and dated
- Ensure scanned documents are free from errors

**Lesson 3 Posttest and
Posttest Variant
Administration**

Provide the materials listed in the Lesson 3 Posttest Inventory to the trainee. If the trainee does not pass the Lesson 3 Posttest, then provide the materials listed in the Lesson 3 Posttest Variant Inventory to the trainee.

The trainee will use the TIMS Simulation to perform the online portion of the Lesson 3 Posttest and Posttest Variant.

**Lesson 3 Posttest and
Posttest Variant
Scoring**

Evaluate the trainee's performance of the posttest and determine whether the trainee has passed or failed. It is important to remember that there are steps that the trainee must complete offline for the posttest. The steps that are completed offline include either inserting a missing separator sheet between documents or removing all the separator sheets (if trainee chooses the Document Length option within the TIMS Simulation) and then replacing, initialing, and dating the cover sheet. These steps must be scored in addition to the lesson posttest results that are provided online using the TIMS Simulation.

To pass the posttest, the trainee must correctly prepare the batch for indexing with a minimum of 85% accuracy (10 out of 12 points).

For a batch to be prepared for indexing accurately, the trainee must:

- Make sure the batch cover sheet represents the documents in the batch accurately.
- Initial and date the batch cover sheet in the correct location.
- Make sure document separators are used appropriately in the paper copy of the batch.
- Ensure thumbnail images of the batch are free of error.

The courseware will evaluate the trainee's performance, but will not indicate whether the trainee passed the posttest. You will be required to score the offline portion of the posttest and provide the final determination on whether the trainee passed or failed.

To determine whether the trainee passed the Lesson 3 Posttest, complete the Lesson 3 Posttest Answer Key located in Appendix B or the Lesson 3 Posttest Variant Answer Key (also found in Appendix B), as applicable. The answer keys list the specific criteria that you must observe to score the trainee's performance. In this case, the steps that are performed offline could have an impact on whether the trainee passes the posttest. Be sure to inform the trainee that he/she must print and provide you with his/her online test results upon completing the online portion of the posttest to score the Lesson 3 Posttest or Posttest Variant.

Do not allow the trainee to exit the online results screen, he/she may need the result screen for remediation.

IMPORTANT! Copy the answer key and use it to individually score and provide feedback for each trainee. However, the trainee may not keep the answer key for test security purposes.

Lesson 4 Posttest and Posttest Variant Overview

For this posttest, the trainee must index two batches. The trainee must be provided with the batches of original documents, including the cover sheets designed for this lesson.

The Lesson 4 Posttest requires the trainee to perform the following actions:

- Ensure the batches are correctly defined in the TIMS Simulation.
- Ensure the batches do not contain documents for claimants who cannot be verified.
- Route documents to the correct RPO.
- Ensure each claimant has a file in the TIMS Simulation.
- CEST original documents with the appropriate end product.
- Ensure document details are accurate.
- Commit the batches in the TIMS Simulation.
- Initial and date the batch cover sheets.
- Remove separator sheets from the batches.

Lesson 4 Posttest and Posttest Variant Administration

Provide all the materials listed in the Lesson 4 Posttest Inventory. If the trainee does not pass the Lesson 4 Posttest, then provide the materials listed in the Lesson 4 Posttest Variant Inventory to the trainee. Next, instruct the trainee to index the batches using the materials you provided. Once the trainee completes the posttest, collect the trainee's materials and score them.

Instruct the trainee to print and use the Indexing Job Aid found within the TIMS section of the Library. The trainee must use this job aid to complete the indexing documents task for the Lesson 4 Posttest or Posttest Variant.

The trainee will use the TIMS Simulation to perform the Lesson 4 Posttest or Posttest Variant.

IMPORTANT! To reduce trainee confusion, discuss the posttest's SUBMIT and the practice exercise's Search button

Lesson 4 Posttest and Posttest Variant Scoring

difference within the Payment and Processing System (PPS) search screen. The posttest does not have a Search button when conducting a search within the PPS. Instead, the trainee must select the SUBMIT button.

Remind the trainees that they are a TIMS Clerk at the Atlanta RPO (Section/Unit 22) and have to process the claims as if today's date is 12/05/07.

Evaluate the trainee's performance of the posttest and determine whether the trainee has passed or failed. It is important to remember that there are steps that the trainee must complete offline for the Lesson 4 Posttest or Posttest Variant. The steps that are completed offline include removing documents from the batch for claimants who cannot be verified, routing documents to the correct RPO, initialing and dating the batch cover sheets, and removing separator sheets from the batches. These steps must be scored in addition to the lesson posttest results that are provided online using the TIMS Simulation.

To pass the posttest, the trainee must correctly index both batches with a minimum of 85% accuracy (33 out of 39 points).

The courseware will evaluate the trainee's online performance, but will not indicate whether the trainee passed the posttest. You will be required to score the offline portion of the posttest and provide the final determination on whether the trainee passed or failed.

To determine whether the trainee passed the Lesson 4 Posttest, complete Lesson 4 Posttest Answer Key located in Appendix B or the Lesson 4 Posttest Variant Answer Key (also found in Appendix B), as applicable. The answer keys list the specific criteria that you must observe to score the trainee's performance. Be sure to inform the trainee that he/she must print and provide you with his/her online test results upon completing the online portion of the posttest to score the Lesson 4 Posttest or Posttest Variant.

Do not allow the trainee to exit the online results screen, he/she may need the result screen for remediation.

IMPORTANT! Copy the answer key and use it to individually score and provide feedback for each trainee. However, the trainee may not keep the answer key for test security purposes.

Section 4.6 – Feedback and Remediation

Feedback and Remediation

Once you have scored the lesson posttest, you must communicate to the trainee the final score (i.e., pass or fail) of the trainee's posttest.

If the trainee failed a posttest, you are required to:

- Provide feedback on the items that were answered or performed incorrectly for the Lesson 1 Posttest and the offline portions of Lessons 2 through 4.
- Direct the trainee to the appropriate lesson topic(s) for remediation for the Lesson 1 Posttest and the offline portions of the Lessons 2 through 4 Posttests. See the traceability matrices in Appendix D to direct the trainee to the appropriate lesson topic(s) for remediation.
- Direct the trainee to select the topic links provided for remediation on the online posttest results screen.

Note that the feedback and remediation for the Module 1: Introduction to VA Lesson 2 Posttest and the online portions of Lessons 2 through 4 Posttests are provided by the courseware.

Important! Do not leave answer key with the trainee for test security purpose.

If the trainee does not pass the posttest, provide the feedback and remediation, enter the score into the CDS, and administer the next posttest.

If the trainee fails the lesson posttest after the second attempt, you or the SME must provide one-on-one remediation for the online and offline portions of the posttest. Once the trainee has been provided the appropriate remediation, you may administer the lesson posttest, as appropriate. The trainee may take the posttest and be remediated as many times as necessary. If the trainee does not pass the posttest after numerous attempts, refer to the trainee's supervisor for further direction.

If the trainee passes the posttest, but has performed portions of the task incorrectly, the trainee has the option to either be remediated or begin the next lesson.

Courseware Delivery System Instructions



The Courseware Delivery System (CDS) is used for the following functions:

- Enroll and remove trainees from course
- Input test results
- Print certificates
- Generate training status reports

Please refer to the Education Service CDS Quick Reference Guide located on the Education Service Website (<http://EDUtraining.vba.va.gov>) for instructions to perform these functions.

The following paragraphs provide important CDS information you need to know about Modules 1 and 2.

The Module 1: Introduction to VA, Lesson 2 Posttest does not require entry into the CDS. However, if the trainee does not pass either attempt (posttest and variant), subsequent posttest attempts will not be permitted. The posttest link on the courseware menu will “lock” and the trainee will not be permitted to advance to Module 2. See the “Unlocking Online Tests” section for the procedure to unlock the posttest menu link.

The Module 2: Processing Claims into Upstream, Lessons 1 thru 4 Posttest scores require entry into CDS. You must determine whether the trainee Passed or Failed the lesson posttest (or variant) for the CDS entry. See the “Entering Test Results” section for the procedure to enter posttest scores.

NOTE: You must use the trainee’s final TIMS Clerk Education Service TPSS Lesson Posttest status (online and offline results combined, except for lesson 1 where there is no online posttest score) for entry into the CDS.

After a trainee successfully completes a TPSS Module, access the CDS to print the certificate of completion for that module. See the “Printing Certificates” section for the procedure to print certificates

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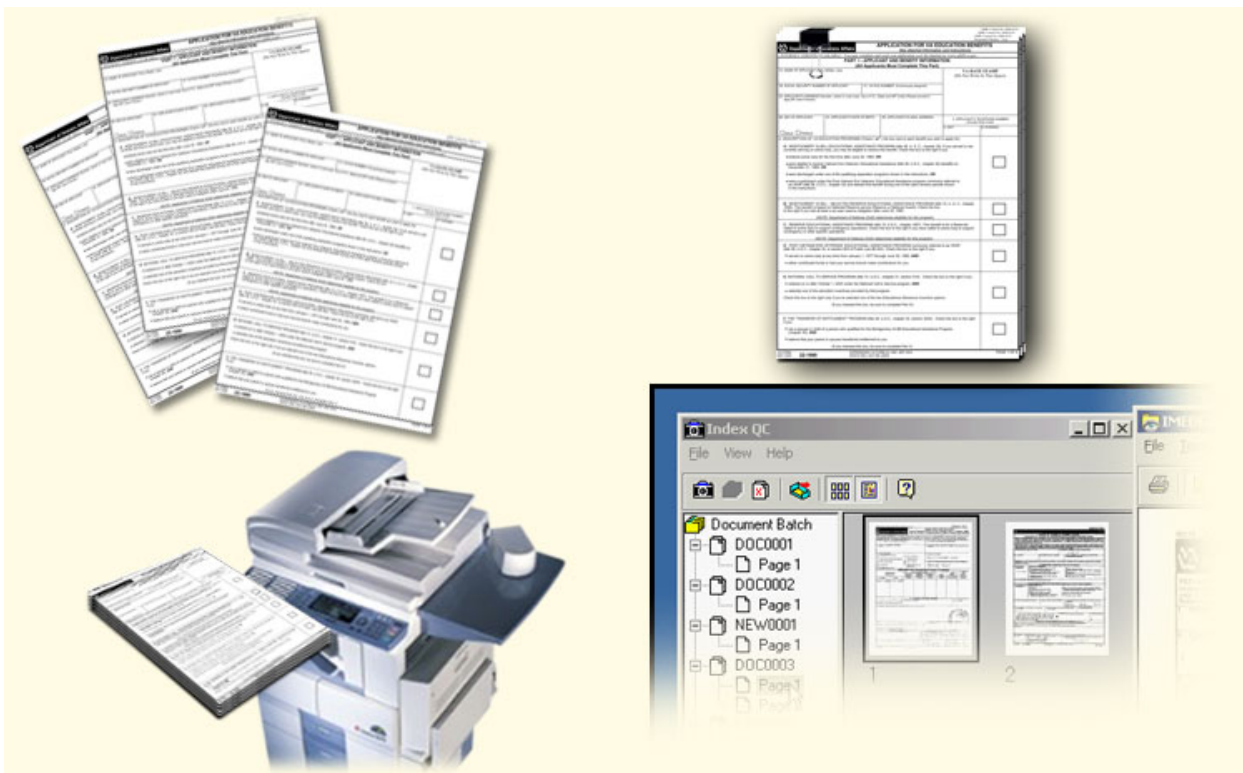
**Appendix A
Practice Exercise Answer Keys**

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The Image Management System (TIMS) Clerk Training Performance Support System (TPSS) Practice Exercise Answer Key

Name: _____

Date: _____



Lesson 1 PE Part 1 Answer Key (sorted documents):

Condition(s)	Check if Completed Correctly
<p>Document set 1: Dependency Documents</p> <p>Check for each condition that is met below:</p> <p style="padding-left: 40px;">Documents Ordernos. S7, S22, S25, and S49 must be grouped with a paper clip.</p> <p style="padding-left: 40px;">Document Orderno. S7 must be date stamped in an unused portion of the document.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
<p>Document set 2: VA Form 22-1990 Simplex</p> <p>Check for each condition that is met below:</p> <p style="padding-left: 40px;">Document Ordernos. 03, 04, and 05 are Simplex and must be grouped with a paper clip.</p>	<p><input type="checkbox"/></p>
<p>Document set 3: VA Form 22-1990 Duplex</p> <p>Check for each condition that is met below:</p> <p style="padding-left: 40px;">Document Ordernos. 06 and 07 are Duplex and must be grouped with a paper clip.</p>	<p><input type="checkbox"/></p>
<p>Document set 4: VA Form 22-5490</p> <p>Check for each condition that is met below:</p> <p style="padding-left: 40px;">Document Ordernos. 01 and 02 must be grouped with a paper clip.</p>	<p><input type="checkbox"/></p>

<p>Document set 5: Scan Drop VA Form 22-6553c and Scan Drop VA Form 22-6553d-1:</p> <p>Check for each condition that is met below:</p> <p>Should not be dated stamped.</p> <p>Document Ordernos. L002, L004, L005, and 006 must be grouped together.</p>	<input type="checkbox"/> <input type="checkbox"/>
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Lesson 1 PE Part 2 Answer Key (TIMS Daily Count Sheet):

Condition(s)	Check if Completed Correctly
VA Form 22-1990 – 5 documents	<input type="checkbox"/>
VA Form 22-5490 – 2 documents	<input type="checkbox"/>
VA Form 22-1999 – 0 documents	<input type="checkbox"/>
VA Form 22-1999b – 0 documents	<input type="checkbox"/>
Misc/Other – 4 documents	<input type="checkbox"/>

Lesson 2 PE Part 1 Answer Key (offline):

Condition – Batch 1	Check if Completed Correctly
<p>Check if the following two conditions are met:</p> <p style="padding-left: 40px;">A MGIB pamphlet must be addressed to:</p> <p style="padding-left: 80px;">John L. Loghlan</p> <p style="padding-left: 80px;">264 Austin Avenue</p> <p style="padding-left: 80px;">Richmond Hill, GA 31324</p> <p>Document Orderno 07 must be stamped with a Pamphlet Sent stamp.</p>	<input type="checkbox"/>
<p>Check if the correct VA file number is annotated on the top right of every page, except the first, of each document. The correct VA file number for each document is:</p> <p style="padding-left: 40px;">Orderno 06 – 000-00-0138</p> <p style="padding-left: 40px;">Orderno 07 – 000-00-0137</p>	<input type="checkbox"/>
<p>Check if the staple is removed from Orderno 7.</p>	<input type="checkbox"/>
<p>Check to ensure that no separator sheet is inserted between each claimant’s group of documents.</p>	<input type="checkbox"/>
<p>Check if the used separator sheets are free from obvious flaws.</p>	<input type="checkbox"/>
<p>Check if the documents are bound with a binder clip.</p>	<input type="checkbox"/>

Condition – Batch 2	Check if Completed Correctly
<p>Check if the documents are correctly processed for staples, color of paper, and size of paper. To be correct:</p> <p style="padding-left: 40px;">Blue document Ordeno S7 is recopied to white paper (simulated).</p> <p style="padding-left: 40px;">Undersize document Ordeno S22 is taped to regular size paper and recopied (simulated).</p> <p style="padding-left: 40px;">Staple must be removed from document Ordeno S49.</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>Check if a separator sheet is inserted between each claimant's group of documents.</p>	<input type="checkbox"/>
<p>Check if the used separator sheets are free from obvious flaws.</p>	<input type="checkbox"/>
<p>Check if the documents are bound with a binder clip.</p>	<input type="checkbox"/>

Lesson 3 PE Answer Key:

Condition(s)	Check if Completed Correctly
<p>Offline Score:</p> <p>Check that the following condition is met:</p> <p>Learner initialed the cover sheet to the right of the words Scan Operator and dated the cover sheet on the right of the words Scan Date.</p>	<p><input type="checkbox"/></p>

Lesson 4 PE Answer Key:

Condition(s)	Check if Completed Correctly
<p>Check if the following 2 conditions are met:</p> <p>The trainee removed Orderno 05 from the batch.</p> <p>The trainee annotated that the record cannot be located in the Payment and Processing System or TIMS on Orderno 05.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
<p>Check if the following 2 conditions are met:</p> <p>The trainee completed a Routing and Transmittal Slip to the Eastern Region (#307).</p> <p>The trainee attached the completed Routing and Transmittal Slip to document 03 and placed it in an outbound mailbox.</p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
<p>Check if the trainee initialed and dated both batch cover sheets.</p>	<p><input type="checkbox"/></p>
<p>Check if the trainee removed all separator sheets from the batches.</p>	<p><input type="checkbox"/></p>

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**Appendix B
Module 2 Posttest and Posttest Variant Answer Keys**

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Lesson 1 Posttest Answer Key – Part 1

Directions: Tables 1 and 2 describe the criteria that are required to successfully sort each document pile. First complete Tables 1 and 2, and then complete Table 3 to determine if the trainee passed the Lesson 1 Posttest.

To pass Part 1 of the posttest, the trainee must sort 11 out of 13 document piles with 100% accuracy. Conditions for each document pile are listed in the Condition(s) column. Trainees earn one point for each condition that is met (e.g., Document Pile 1 has 2 conditions and so the trainee can earn 2 points). When the trainee has completed sorting the documents which you provided to them, enter the points awarded for each document pile in the Points Awarded column. For each document pile which the trainee obtained a perfect score, check the box in the Check if Perfect Score Obtained column. Sum the total perfect scores and enter this number into the Total Perfect Scores row.

Scoring notes:

- Be cautious not to double-penalize the trainee during this task. For example, if a VA Form 5490 was incorrectly grouped with the VA Form 1990s, this would cause both document piles to be grouped incorrectly and the trainee would be double-penalized for one mistake. In this example, do not subtract 2 points for this mistake, but only subtract 1 point for the VA Form 5490 document pile missing the document.
- If the trainee groups a bunch of unsorted documents with a paper clip, score each category of documents as incorrect and do not apply the double-penalize scoring guidance.
- If the trainee does not use a paper clip to separate documents; however the documents are categorized correctly, score as correct.

Table 1: Criteria for Sorting Batches

Condition(s)	Points Awarded	Check if Perfect Score Obtained
<p>Document Pile 1: TATU</p> <p>Award 1 point if the following condition is met (perfect score =2):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 02, 24, and 38 must be grouped with a paper clip. <input type="checkbox"/> Document Orderno 02 must be date stamped in an unused portion of the document. 		<input type="checkbox"/>

Condition(s)	Points Awarded	Check if Perfect Score Obtained
<p>Document Pile 2: VSIGN</p> <p>Award 1 point if the following condition is met (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 03 and 15 must be grouped with a paper clip. 		<input type="checkbox"/>
<p>Document Pile 3: LAC</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 26, 29, and 42 must be grouped with a paper clip. 		<input type="checkbox"/>
<p>Document Pile 4: Dependency Documents</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 30, 35, 39, and 40 must be grouped with a paper clip. 		<input type="checkbox"/>
<p>Document Pile 5: Training Agreements</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Orderno 32 must be grouped (paper clip not necessary). 		<input type="checkbox"/>
<p>Document Pile 6: VA Form 9 and NOD Appeals</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 22, 33, 43, and 45 must be grouped with a paper clip. 		<input type="checkbox"/>

Condition(s)	Points Awarded	Check if Perfect Score Obtained
<p>Document Pile 7: VA Form 22-1999</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 06, 17, and 37 must be grouped with a paper clip. 		<input type="checkbox"/>
<p>Document Pile 8: VA Form 22-1990</p> <p>Award 1 point for each condition that is met below (perfect score =2):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 13, 18, 41a must be grouped with a paper clip. <input type="checkbox"/> Document Orderno 18 must be date stamped in an unused portion of the document. 		<input type="checkbox"/>
<p>Document Pile 9: VA Form 22-5490</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 07 and 09a must be grouped with a paper clip. 		<input type="checkbox"/>
<p>Document Pile 10: DD Form 214</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 11 and 34 must be grouped with a paper clip. 		<input type="checkbox"/>
<p>Document Pile 11: Scan Drop On-The-Job Training Agreement Simplex</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Orderno 16 must be grouped (paper clip not necessary). 		<input type="checkbox"/>

Condition(s)	Points Awarded	Check if Perfect Score Obtained
<p>Document Pile 12: Scan Drop On-The-Job Training Agreement and Apprenticeship Agreement Duplex</p> <p>Award 1 point for each condition that is met below (perfect score =2):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 08, 12, 21, 23, and 28 must be grouped with a paper clip. <input type="checkbox"/> Document Ordernos 12 and 23 must be Scan Drop stamped in an unused portion of the document. 		<input type="checkbox"/>
<p>Document Pile 13: Scan Drop VA Form 22-6553c and VA Form 22-6553d-1</p> <p>Award 1 point for each condition that is met below (perfect score =2):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 04, 10, 19, and 36 must be grouped with a paper clip. <input type="checkbox"/> Document Orderno 10 must be Scan Drop stamped in an unused portion of the document. 		<input type="checkbox"/>
Total Perfect Scores:		

Lesson 1 Posttest Answer Key – Part 2

Directions: To pass Part 2 of the posttest, the trainee must obtain 3 out of 4 points. The trainee must enter the correct number of documents into the correct document type field on the TIMS Daily Incoming Count Sheet you provided to them. For each document type that the trainee counts and enters into the sheet correctly, award one point in the Points Awarded column. Sum the total points awarded, enter this number into the bottom of the Total Points Awarded row.

Once Part 2 of the posttest is scored, complete Table 3 to determine if the trainee passed the Lesson 1 Posttest.

Scoring note: Be cautious not to double-penalize the trainee during this task. For example, if a VA Form 5490 was incorrectly counted with the VA Form 1990s, this would cause both Document Piles to be counted incorrectly and the trainee would be double-penalized for one mistake. In this example, do not subtract 2 points for this mistake, but only subtract 1 point for the VA Form 5490 count missing the document.

Table 2: Criteria for Counting Documents

Condition(s)	Points Awarded
<p>TIMS Daily Incoming Count sheet</p> <p>Trainee must indicate each of the following on the TIMS Daily Incoming Count Sheet.</p> <p>Award 1 point for each condition that is met below (perfect score =4)</p>	
<p><input type="checkbox"/> VA Form 22-1990 – 3 documents (1 point)</p>	
<p><input type="checkbox"/> VA Form 22-5490 – 2 documents (1 point)</p>	
<p><input type="checkbox"/> VA Form 22-1999 – 3 documents (1 point)</p>	
<p><input type="checkbox"/> Misc/Other – 19 documents (1 point)</p>	
Total Points Awarded:	

Directions: After completing Tables 1 and 2, complete Table 3 to determine if the trainee passed the Lesson 1 Posttest.

Table 3: Determine if the Trainee Passed the Lesson 1 Posttest

Question	Answer
Was the trainee awarded with at least 11 perfect scores (as indicated in the Total Perfect Scores row of Table 1)? (Circle one)	Yes/No
Was the trainee awarded with at least 3 points (as indicated in the Total Points Awarded row of Table 2)? (Circle one)	Yes/No
For the trainee to pass the Lesson 1 Posttest, you must have answered “yes” to both of the previous questions. Did the trainee pass the Lesson 1 Posttest? (Circle one)	Pass/Fail

Lesson 1 Posttest Variant Answer Key – Part 1

Directions: Tables 4 and 5 describe the criteria that are required to successfully sort each document pile. First complete Tables 4 and 5, and then complete Table 6 to determine if the trainee passed the Lesson 1 Posttest Variant.

To pass Part 1 of the posttest variant, the trainee must sort 11 out of 13 document piles with 100% accuracy. Conditions for each document pile are listed in the Condition(s) column. Trainees earn one point for each condition that is met (e.g., Document Pile 4 has 2 conditions and so the trainee can earn 2 points). When the trainee has completed sorting the documents which you provided to them, enter the points awarded for each document pile in the Points Awarded column. For each document pile which the trainee obtained a perfect score, check the box in the Check if Perfect Score Obtained column. Sum the total perfect scores and enter this number into the Total Perfect Scores row.

Scoring notes:

- Be cautious not to double-penalize the trainee during this task. For example, if a VA Form 5490 was incorrectly grouped with the VA Form 1990s, this would cause both document piles to be grouped incorrectly and the trainee would be double-penalized for one mistake. In this example, do not subtract 2 points for this mistake, but only subtract 1 point for the VA Form 5490 document pile missing the document.
- If the trainee groups a bunch of unsorted documents with a paper clip, score each category of documents as incorrect and do not apply the double-penalize scoring guidance.
- If the trainee does not use a paper clip to separate documents; however the documents are categorized correctly, score as correct.

Table 4: Criteria for Sorting Batches

Condition(s)	Points Awarded	Check if Perfect Score Obtained
Document Pile 1: TATU Award 1 point if the following condition is met (perfect score =1): <input type="checkbox"/> Document Ordenos 012 and 035 must be grouped with a paper clip.		<input type="checkbox"/>
Document Pile 2: VSIGN Award 1 point if the following condition is met (perfect score =1): <input type="checkbox"/> Document Ordenos 009 and 014 must be grouped with a paper clip.		<input type="checkbox"/>

Condition(s)	Points Awarded	Check if Perfect Score Obtained
<p>Document Pile 3: LAC</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 017 and 041 must be grouped with a paper clip. 		<input type="checkbox"/>
<p>Document Pile 4: Dependency Documents</p> <p>Award 1 point for each condition that is met below (perfect score =2):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 005, 026, and 034 must be grouped with a paper clip. <input type="checkbox"/> Document Orderno 005 must be date stamped in an unused portion of the document. 		<input type="checkbox"/>
<p>Document Pile 5: VA Form 9 and NOD Appeals</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 003, 011, 015, and 039 must be grouped with a paper clip. 		<input type="checkbox"/>
<p>Document Pile 6: VA Form 22-1999</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 044 and 045 must be grouped with a paper clip. 		<input type="checkbox"/>
<p>Document Pile 7: VA Form 22-1990</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 002, 33a, and 33b must be grouped with a paper clip. 		<input type="checkbox"/>

Condition(s)	Points Awarded	Check if Perfect Score Obtained
<p>Document Pile 8: VA Form 22-5490</p> <p>Award 1 point for each condition that is met below (perfect score =2):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 007, 040, and 042 must be grouped with a paper clip. <input type="checkbox"/> Document Orderno 007 must be date stamped in an unused portion of the document. 		<input type="checkbox"/>
<p>Document Pile 9: DD Form 214</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 006, 008, 019, 022, 024, and 037 must be grouped with a paper clip. 		<input type="checkbox"/>
<p>Document Pile 10: VA Form 22-6553c</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Orderno 001 must be grouped (paper clip not necessary). 		<input type="checkbox"/>
<p>Document Pile 11: Scan Drop On-The-Job Training Agreement Simplex</p> <p>Award 1 point for each condition that is met below (perfect score =1):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Orderno 028 must be grouped (paper clip not necessary). 		<input type="checkbox"/>

Condition(s)	Points Awarded	Check if Perfect Score Obtained
<p>Document Pile 12: Scan Drop On-The-Job Training Agreement and Apprenticeship Agreement Duplex</p> <p>Award 1 point for each condition that is met below (perfect score =2):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 013, 018, 036, 038, and 043 must be grouped with a paper clip. <input type="checkbox"/> Document Ordernos 036 and 018 must be Scan Drop stamped in an unused portion of the document. 		<input type="checkbox"/>
<p>Document Pile 13: Scan Drop VA Form 22-6553c and VA Form 22-6553d-1</p> <p>Award 1 point for each condition that is met below (perfect score =2):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordernos 004, 010, 021, and 025 must be grouped with a paper clip. <input type="checkbox"/> Document Orderno 010 must be Scan Drop stamped in an unused portion of the document. 		<input type="checkbox"/>
Total Perfect Scores:		

Lesson 1 Posttest Variant Answer Key – Part 2

Directions: To pass Part 2 of the posttest variant, the trainee must obtain 3 out of 4 points. The trainee must enter the correct number of documents into the correct document type field on the TIMS Daily Incoming Count Sheet you provide to them. For each document type that the trainee counts and enters into the sheet correctly, award one point in the Points Awarded column. Sum the total points awarded, enter this number into the bottom of the Total Points Awarded row.

Once Part 2 of the posttest variant is scored, complete Table 6 to determine if the trainee passed the Lesson 1 Posttest Variant.

Scoring note: Be cautious not to double-penalize the trainee during this task. For example, if a VA Form 5490 was incorrectly counted with the VA Form 1990s, this would cause both document piles to be counted incorrectly and the trainee would be double-penalized for one mistake. In this example, do not subtract 2 points for this mistake, but only subtract 1 point for the VA Form 5490 count missing the document.

Table 5: Criteria for Counting Documents

Condition(s)	Points Awarded
TIMS Daily Incoming Count sheet Trainee must indicate each of the following on the TIMS Daily Incoming Count Sheet. Award 1 point for each condition that is met below (perfect score =4)	
<input type="checkbox"/> VA Form 22-1990 – 2 documents (1 point)	
<input type="checkbox"/> VA Form 22-5490 – 3 documents (1 point)	
<input type="checkbox"/> VA Form 22-1999 – 2 documents (1 point)	
<input type="checkbox"/> Misc/Other – 20 documents (1 point)	
Total Points Awarded:	

Directions: After completing Tables 4 and 5, complete Table 6 to determine if the trainee passed the Lesson 1 Posttest Variant.

Table 6: Determine if the Trainee Passed the Lesson 1 Posttest Variant

Question	Answer
Was the trainee awarded with at least 11 perfect scores (as indicated in the Total Perfect Scores row for Table 4)? (Circle one)	Yes/No
Was the trainee awarded with at least 3 points (as indicated in the Total Points Awarded row for Table 5)? (Circle one)	Yes/No
For the trainee to pass the Lesson 1 Posttest Variant, you must have answered “yes” to both of the previous questions. Did the trainee pass the Lesson 1 Posttest Variant? (Circle one)	Pass/Fail

Lesson 2 Posttest Scoring Sheet

Directions: Use this scoring sheet to assist you with the scoring of the offline portion of the Lesson 2 Posttest. To pass this portion of the posttest, the trainee must earn at least 2 out of 3 points on the active original batch and 2 out of 3 points on the active supplemental batch. Tables 7 and 8 describe the criteria that are required to successfully prepare each batch. Award a point (by writing “1” in the Points Awarded column) for each condition that is met. Next, total the points awarded for each batch to determine if the trainee correctly prepared each batch. Then complete Table 9 to determine if the trainee passed the offline portion of the Lesson 2 Posttest.

Once the Offline and Online portion of the Lesson 2 Posttest is scored, complete Table 10 to determine whether the trainee passed the Lesson 2 Posttest.

Table 7: Criteria for the Active Original Batch

Condition	Points Awarded
<p>Award 1 point if the following two conditions are met:</p> <ul style="list-style-type: none"> <input type="checkbox"/> A MGIB-SR pamphlet must be addressed to: <div style="margin-left: 40px;">Tina Gupta</div> <div style="margin-left: 40px;">407 Murat Street</div> <div style="margin-left: 40px;">Tallahassee, FL 32306</div> <input type="checkbox"/> Document Orderno 13 must be stamped with a Pamphlet Sent stamp. 	
<p>Award 1 point if the correct VA file number is annotated on the top right of every page, except the first, of each document. The correct VA file number for each document is:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Orderno 13 – 000-00-0048 <input type="checkbox"/> Orderno 18 – 000-00-0041 <input type="checkbox"/> Orderno 41a – 000-00-0047 	
<p>Award 1 point if the documents are bound with a binder clip.</p>	
<p>Total Points awarded for the active original batch:</p>	

Table 8: Criteria for the Active Supplemental Batch

Condition	Points Awarded																
<p>Award 1 point if the documents are correctly processed for staples, color of paper, and size of paper. To earn this point, the following criteria must be met:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The staple is removed from Document Ordenos 35 and 40. <input type="checkbox"/> Document Ordeno 30 is copied onto white paper (if copier is not available, trainee indicated on document what trainee would do). <input type="checkbox"/> Document Ordeno 39 is taped onto a blank white sheet of paper. 																	
<p>Award 1 point if the following two conditions are met:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Used separator sheets that are free from obvious flaws. <input type="checkbox"/> A separator sheet is inserted between each claimant's group of documents. For example: <table border="1" style="margin-left: 40px; border-collapse: collapse; text-align: center;"> <thead> <tr style="background-color: black; color: white;"> <th style="padding: 5px;">Orderno</th> <th style="padding: 5px;">Document Type</th> </tr> </thead> <tbody> <tr><td style="padding: 5px;">29</td><td style="padding: 5px;">Divorce Decree</td></tr> <tr><td style="padding: 5px;">NA</td><td style="padding: 5px;">Separator Sheet</td></tr> <tr><td style="padding: 5px;">30</td><td style="padding: 5px;">Marriage Certificate</td></tr> <tr><td style="padding: 5px;">NA</td><td style="padding: 5px;">Separator Sheet</td></tr> <tr><td style="padding: 5px;">35</td><td style="padding: 5px;">Marriage Certificate</td></tr> <tr><td style="padding: 5px;">NA</td><td style="padding: 5px;">Separator Sheet</td></tr> <tr><td style="padding: 5px;">39</td><td style="padding: 5px;">Birth Certificate</td></tr> </tbody> </table>	Orderno	Document Type	29	Divorce Decree	NA	Separator Sheet	30	Marriage Certificate	NA	Separator Sheet	35	Marriage Certificate	NA	Separator Sheet	39	Birth Certificate	
Orderno	Document Type																
29	Divorce Decree																
NA	Separator Sheet																
30	Marriage Certificate																
NA	Separator Sheet																
35	Marriage Certificate																
NA	Separator Sheet																
39	Birth Certificate																

Condition			Points Awarded
	NA	Separator Sheet	
	40	Marriage Certificate	
Award 1 point if the documents are bound with a binder clip.			
Total Points awarded for the active supplemental batch:			

Table 9: Determine if the Trainee Passed the Offline Portion of the Posttest

Question	Answer
Did the trainee receive at least 2 points for the active original batch (as indicated in Table 7)? (Circle one)	Yes/No
Did the trainee receive at least 2 points for the active supplemental batch (as indicated in Table 8)? (Circle one)	Yes/No
For the trainee to pass the offline portion of the lesson posttest, you must have answered “yes” to both of the previous questions. Did the trainee pass? (Circle one)	Pass/Fail

Directions: Once the offline portion is scored, complete the following table to determine whether the trainee passed the Lesson 2 Posttest.

Table 10: Determine if the Trainee Passed the Module 2 Lesson 2 Posttest

Question	Answer
Did the trainee pass the offline portion of the lesson posttest (as indicated in table 9 of the Offline Posttest Scoring Sheet)? (Circle one)	Yes/No
Did the trainee’s results indicate that the trainee passed the online portion of the posttest? (Circle one)	Yes/No
For the trainee to pass the Lesson 2 Posttest, you must have answered “yes” to both of the previous questions. Did the trainee pass the Lesson 2 Posttest? (Circle one)	Pass/Fail

Lesson 2 Posttest Variant Answer Key

Directions: Use this Answer Key to assist you with the scoring of the batches. To pass this portion of the posttest variant, the trainee must earn at least 3 out of 4 points on the active original batch and 2 out of 3 points on the active supplemental batch. Tables 11 and 12 describe the criteria that are required to successfully prepare each batch. Award a point (by writing “1” in the Points Awarded column) for each condition that is met. Next, total the points awarded for each batch to determine if the trainee correctly prepared each batch. Then complete Table 13 to determine if the trainee passed the offline portion of the posttest variant.

Once the Offline and Online portion of the Lesson 2 Posttest Variant is scored, complete Table 14 to determine whether the trainee passed the Lesson 2 Posttest Variant.

Table 11: Criteria for the Active Original Batch

Condition	Points Awarded
Award 1 point if the documents are correctly processed for staples, color of paper, and size of paper. To earn this point, the staple must be removed from Document Orderno 042.	
Award 1 point if the following two conditions are met: <ul style="list-style-type: none"> <input type="checkbox"/> A MGIB-SR pamphlet must be addressed to: <p style="margin-left: 40px;">Belle Stocker</p> <p style="margin-left: 40px;">1516 Eden Circle</p> <p style="margin-left: 40px;">Hoover, AL 35224</p> <input type="checkbox"/> Document Orderno 042 must be stamped with a Pamphlet Sent stamp. 	
Award 1 point if the correct VA file number is annotated on the top right of every page, except the first, of each document. The correct VA file number for each document is: <ul style="list-style-type: none"> <input type="checkbox"/> Orderno 007 – 000-00-0028 <input type="checkbox"/> Orderno 040 – 000-00-0032 <input type="checkbox"/> Orderno 042 – 000-00-0041 	

Award 1 point if the documents are bound with a binder clip.

Total Points awarded for the active batch:

Table 12: Criteria for the Active Supplemental Batch

Condition	Points Awarded														
<p>Award 1 point if the documents are correctly processed for staples, color of paper, and size of paper. To earn this point, the following criteria must be met:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Document Ordeno 005 is taped onto a blank white sheet of paper. <input type="checkbox"/> Document Ordeno 026 is copied onto white paper (if copier is not available, trainee indicated on document what trainee would do). 															
<p>Award 1 point if the following two conditions are met:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Used separator sheets that are free from obvious flaws. <input type="checkbox"/> A separator sheet is inserted between each claimant's group of documents. For example: <table border="1" data-bbox="443 1241 911 1948"> <thead> <tr> <th align="center">Ordeno</th> <th align="center">Document Type</th> </tr> </thead> <tbody> <tr> <td align="center">003</td> <td align="center">Divorce Decree</td> </tr> <tr> <td align="center">NA</td> <td align="center">Separator Sheet</td> </tr> <tr> <td align="center">005</td> <td align="center">Birth Certificate</td> </tr> <tr> <td align="center">NA</td> <td align="center">Separator Sheet</td> </tr> <tr> <td align="center">026</td> <td align="center">Marriage Certificate</td> </tr> <tr> <td align="center">NA</td> <td align="center">Separator Sheet</td> </tr> </tbody> </table>	Ordeno	Document Type	003	Divorce Decree	NA	Separator Sheet	005	Birth Certificate	NA	Separator Sheet	026	Marriage Certificate	NA	Separator Sheet	
Ordeno	Document Type														
003	Divorce Decree														
NA	Separator Sheet														
005	Birth Certificate														
NA	Separator Sheet														
026	Marriage Certificate														
NA	Separator Sheet														

	034	Marriage Certificate	
Award 1 point if the documents are bound with a binder clip.			
Total Points awarded for the active batch:			

Table 13: Determine if the Trainee Passed the Offline Portion of the Posttest Variant

Question	Answer
Did the trainee receive at least 3 points for the active original batch (as indicated in Table 11)? (Circle one)	Yes/No
Did the trainee receive at least 2 points for the active supplemental batch (as indicated in Table 12)? (Circle one)	Yes/No
For the trainee to pass the offline portion of the lesson posttest variant, you must have answered “yes” to both of the previous questions. Did the trainee pass? (Circle one)	Pass/Fail

Table 14: Determine if the Trainee Passed the Module 2 Lesson 2 Posttest Variant

Question	Answer
Did the trainee pass the offline portion of the lesson posttest variant (as indicated in table 13 of the Offline Posttest Variant Answer Key)? (Circle one)	Yes/No
Did the courseware indicate the trainee passed the online portion of the posttest variant? (Circle one)	Yes/No
For the trainee to pass the Module 2 Lesson 2 Posttest Variant, you must have answered “yes” to both of the previous questions. Did the trainee pass the Module 2 Lesson 2 Posttest Variant? (Circle one)	Pass/Fail

Lesson 3 Posttest Answer Key

Directions: Table 15 describes the criteria that are required to successfully prepare a batch for indexing. The trainee can earn a total of 2 points for the offline steps of the posttest, and a total of 10 points for the online steps of the posttest. When the trainee has completed preparing the batch for indexing which you provided to them, follow these three steps to determine if they passed or failed:

- (1) For the offline steps, check and award one point for each of the two conditions the trainee met. Enter the total points awarded offline in the *Total Points Awarded Offline* row.
- (2) For the online steps, enter the total points awarded online in the Total Points Awarded Online row.
- (3) Combine *Total Points Awarded Offline* and *Total Points Awarded Online* for the *Total Posttest Points*.

Table 15: Lesson 3 Posttest Answer Key

Condition(s)	Points Awarded
<p>Offline Score:</p> <p>Award 1 point for each condition that is met below (perfect score =2)</p> <ul style="list-style-type: none"> Trainee either inserted a document separator between Orderno 13 and Orderno 41a or removed all separator sheets (for Document Length Option) in the paper copy of the original batch. Trainee initialed the cover sheet to the right of the words Scan Operator and dated the cover sheet on the right of the words Scan Date. <p style="text-align: right;">(1) Total Points Awarded Offline:</p>	
<p>Online Score:</p> <p>Enter the number of points the trainee was awarded by the courseware (0-10 points).</p> <p style="text-align: right;">(2) Total Points Awarded Online:</p>	
<p>Combine the Total Points Awarded Offline to Total Points Awarded Online.</p> <p style="text-align: right;">(3) Total Posttest Points:</p>	
<p>Trainee must be awarded a minimum of 10 Total Points to pass the Lesson 3 Posttest.</p>	Pass/Fail

Lesson 3 Posttest Variant Answer Key

Directions: Table 16 describes the criteria that are required to successfully prepare a batch for indexing. The trainee can earn a total of 2 points for the offline steps of the posttest variant, and a total of 10 points for the online steps of the posttest variant. When the trainee has completed preparing the batch for indexing which you provided to them, follow these three steps to determine if they passed or failed:

- (1) For the offline steps, check and award one point for each of the two conditions the trainee met. Enter the total points awarded offline in the Total Points Awarded Offline row.
- (2) For the online steps, enter the total points awarded online in the Total Points Awarded Online row.
- (3) Combine Total Points Awarded Offline and the Total Points Awarded Online for Total Posttest Variant Points.

Table 16: Lesson 3 Posttest Variant Answer Key

Condition(s)	Points Awarded
<p>Offline Score:</p> <p>Award 1 point for each condition that is met below (perfect score =2)</p> <ul style="list-style-type: none"> • Trainee either inserted a document separator between Orderno 040 and Orderno 042 or removed all separator sheets (for Document Length Option) in the paper copy of the original batch in the paper copy of the original batch. • Trainee initialed the cover sheet to the right of the words Scan Operator and dated the cover sheet on the right of the words Scan Date. <p style="text-align: right;">(1) Total Points Awarded Offline:</p>	
<p>Online Score:</p> <p>Enter the number of points the trainee was awarded by the courseware (0-10 points).</p> <p style="text-align: right;">(2) Total Points Awarded Online:</p>	
<p>Combine the Total Points Awarded Offline to Total Points Awarded Online.</p> <p style="text-align: right;">(3) Total Posttest Variant Points:</p>	
<p>Trainee must be awarded a minimum of 10 Total Points to pass the Lesson 3 Posttest Variant.</p>	Pass/Fail

Lesson 4 Posttest Answer Key

Directions: The following table describes the offline criteria that are required to successfully index the batches. The trainee can earn a total of 4 points for the offline steps of the posttest. Trainees earn one point for each condition that is met. Enter the points earned from the online portion of the test into the table and total the points to determine if the trainee passed the Lesson 4 Posttest.

Table 17: Lesson 4 Posttest Answer Key

Condition(s)	Points Awarded
<p>Award 1 point if the following 2 conditions are met:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The trainee removed Document Orderno 41a from the batch. <input type="checkbox"/> The trainee annotated that the record cannot be located in the Payment and Processing System or TIMS on Document Orderno 41a 	1
<p>Award 1 point if the following 2 conditions are met:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The trainee completed a Routing and Transmittal Slip to the Western Region (Muskogee 351). <input type="checkbox"/> The trainee attached the completed Routing and Transmittal Slip to Document Orderno 07 and placed it in an outbound mailbox. 	1
<p>Award 1 point if the trainee initialed and dated both batch cover sheets.</p>	1
<p>Award 1 point if the trainee removed all separator sheets from the batches.</p>	1
<p>Enter the total amount of points awarded for the online portion of the posttest.</p>	0
<p>Total Points Awarded: <i>(Combine the Total Points Awarded Offline to Total Points Awarded Online)</i></p>	
<p><i>(Trainee must obtain a minimum of 33 points to Pass the Lesson 4 Posttest)</i></p>	
<p>Pass/Fail</p>	

Lesson 4 Posttest Variant Answer Key

Directions: The following table describes the offline criteria that are required to successfully index the batches. The trainee can earn a total of 4 points for the offline steps of the posttest. Trainees earn one point for each condition that is met. Enter the points earned from the online portion of the test into the table and total the points to determine if the trainee passed the Lesson 4 Posttest.

Table 18: Lesson 4 Posttest Variant Answer Key

Condition(s)	Points Awarded
<p>Award 1 point if the following 2 conditions are met:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The trainee removed Document Orderno 007 from the batch. <input type="checkbox"/> The trainee annotated that the record cannot be located in the Payment and Processing System or TIMS on Document Orderno 007. 	
<p>Award 1 point if the following 2 conditions are met:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The trainee completed a Routing and Transmittal Slip to the Central Region (St. Louis 331). <input type="checkbox"/> The trainee attached the completed Routing and Transmittal Slip to Document Orderno 040 and placed it in an outbound mailbox. 	
<p>Award 1 point if the trainee initialed and dated both batch cover sheets.</p>	
<p>Award 1 point if the trainee removed all separator sheets from the batches.</p>	
<p>Enter the total amount of points awarded for the online portion of the posttest.</p>	
<p>Total Points Awarded: <i>(Combine the Total Points Awarded Offline to Total Points Awarded Online)</i></p>	
<p><i>(Trainee must obtain a minimum of 33 points to Pass the Lesson 4 Posttest Variant)</i></p>	<p>Pass/Fail</p>

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**Appendix C
TIMS Daily Incoming Count Answer Sheet**

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Instructions: Use the following TIMS DAILY INCOMING COUNT SHEET to indicate the total number of each document type that you sorted. For the posttest, use the FRI PM column to enter your daily count. For example, if you counted 12 VA Form 1990s that you sorted, you would place the number “12” in the 1990 row of the FRI PM column. See example below.

EXAMPLE:

TIMS DAILY INCOMING COUNT SHEET

For the week of

	FRI PM	MON AM	MON PM
1990	12		
5490			

TIMS DAILY INCOMING COUNT SHEET

For the week of

	FRI PM	MON AM	MON PM	TUE AM	TUE PM	WED AM	WED PM	THU AM	THU PM	FRI AM
1990										
5490										
1999										
1999b										
OTHER										
COMPLETED BY										
ENTERED BY										

Name: _____

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**Appendix D
Module 2 Posttest and Posttest Variant Traceability Matrices**

Directions: To provide remediation to the appropriate lesson topic(s), identify the conditions not met by the trainee on the trainee’s answer key (the same answer keys you used to score the trainee’s posttest). Match the trainee’s incorrect answers/task performance [i.e., the answer key condition(s)] to the Condition(s) to be Met by Trainee column to determine the lesson topic(s) required for remediation in the far-right column.

Lesson 1 Posttest Traceability Matrix

Lesson 1 Posttest Condition(s) to be Met by Trainee	Remediation Lesson Topic
Part 1	
Document Pile 1: TATU <ul style="list-style-type: none"> • Document Ordernos 02, 24, and 38 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<ul style="list-style-type: none"> • Document Orderno 02 must be date stamped in an unused portion of the document 	Topic 1: Determining Mail Status and Date Stamp
Document Pile 2: VSIGN <ul style="list-style-type: none"> • Document Ordernos 03 and 15 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
Document Pile 3: LAC <ul style="list-style-type: none"> • Document Ordernos 26, 29, and 42 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents

Lesson 1 Posttest Condition(s) to be Met by Trainee	Remediation Lesson Topic
<p>Document Pile 4: Dependency Documents</p> <ul style="list-style-type: none"> • Document Ordernos 30, 35, 39, and 40 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<p>Document Pile 5: Training Agreements</p> <ul style="list-style-type: none"> • Document Orderno 32 must be grouped (paper clip not necessary). 	Topic 2: Classify and Count Documents
<p>Document Pile 6: VA Form 9 and NOD Appeals</p> <ul style="list-style-type: none"> • Document Ordernos 22, 33, 43, and 45 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<p>Document Pile 7: VA Form 22-1999</p> <ul style="list-style-type: none"> • Document Ordernos 06, 17, and 37 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<p>Document Pile 8: VA Form 22-1990</p> <ul style="list-style-type: none"> • Document Ordernos 13, 18, 41a must be grouped with a paper clip. 	Topic 2: Classify and Count Documents

Lesson 1 Posttest Condition(s) to be Met by Trainee	Remediation Lesson Topic
<ul style="list-style-type: none"> Document Orderno 18 must be date stamped in an unused portion of the document. 	Topic 1: Determining Mail Status and Date Stamp
<p>Document Pile 9: VA Form 22-5490</p> <ul style="list-style-type: none"> Document Ordenos 07 and 09a must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<p>Document Pile 10: DD Form 214</p> <ul style="list-style-type: none"> Document Ordenos 11 and 34 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<p>Document Pile 11: Scan Drop Apprenticeship Agreement and On-The-Job Training Agreement Duplex</p> <ul style="list-style-type: none"> Document Ordenos 08, 12, 21, 23, and 28 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<ul style="list-style-type: none"> Document Ordenos 12 and 23 must be Scan Drop stamped in an unused portion of the document. 	Topic 1: Determining Mail Status and Date Stamp
<p>Document Pile 12: Scan Drop On-The-Job Training Agreement Simplex</p> <ul style="list-style-type: none"> Document Orderno 16 must be grouped (paper clip not necessary). 	Topic 2: Classify and Count Documents

Lesson 1 Posttest Condition(s) to be Met by Trainee	Remediation Lesson Topic
<p>Document Pile 13: Scan Drop VA Form 22-6553c and VA Form 22-6553d-1</p> <ul style="list-style-type: none"> Document Ordernos 04, 10, 36, and 19 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<ul style="list-style-type: none"> Document Orderno 10 must be Scan Drop stamped in an unused portion of the document. 	Topic 1: Determining Mail Status and Date Stamp
Lesson 1 Posttest Condition(s) to be Met by Trainee	Remediation Lesson Topic
Part 2	
<ul style="list-style-type: none"> VA Form 22-1990 – 3 documents 	Topic 2: Classify and Count Documents
<ul style="list-style-type: none"> VA Form 22-5490 – 2 documents 	Topic 2: Classify and Count Documents
<ul style="list-style-type: none"> VA Form 22-1999 – 3 documents 	Topic 2: Classify and Count Documents
<ul style="list-style-type: none"> Misc/Other – 19 documents 	Topic 2: Classify and Count Documents

Lesson 1 Posttest Variant Traceability Matrix

Lesson 1 Posttest Variant Condition(s) to be Met by Trainee	Remediation Lesson Topic
Part 1	
Document Pile 1: TATU <ul style="list-style-type: none"> • Document Ordenos 012 and 035 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
Document Pile 2: VSIGN <ul style="list-style-type: none"> • Document Ordenos 009 and 014 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
Document Pile 3: LAC <ul style="list-style-type: none"> • Document Ordenos 017 and 041 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
Document Pile 4: Dependency Documents <ul style="list-style-type: none"> • Document Ordenos 005, 026, and 034 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<ul style="list-style-type: none"> • Document Ordeno 005 must be date stamped in an unused portion of the document. 	Topic 1: Determining Mail Status and Date Stamp

Lesson 1 Posttest Variant Condition(s) to be Met by Trainee	Remediation Lesson Topic
<p>Document Pile 5: VA Form 9 and NOD Appeals</p> <ul style="list-style-type: none"> Document Ordernos 003, 011, 015, and 039 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<p>Document Pile 6: VA Form 22-1999</p> <ul style="list-style-type: none"> Document Ordernos 044 and 045 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<p>Document Pile 7: VA Form 22-1990</p> <ul style="list-style-type: none"> Document Ordernos 002, 33a, and 33b must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<p>Document Pile 8: VA Form 22-5490</p> <ul style="list-style-type: none"> Document Ordernos 007, 040, and 042 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<ul style="list-style-type: none"> Document Orderno 007 must be date stamped in an unused portion of the document. 	Topic 1: Determining Mail Status and Date Stamp
<p>Document Pile 9: DD Form 214</p> <ul style="list-style-type: none"> Document Ordernos 006, 008, 019, 022, 024, and 037 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents

Lesson 1 Posttest Variant Condition(s) to be Met by Trainee	Remediation Lesson Topic
<p>Document Pile 10: VA Form 22-6553c</p> <ul style="list-style-type: none"> • Document Orderno 001 must be grouped (paper clip not necessary). 	Topic 2: Classify and Count Documents
<p>Document Pile 11: Scan Drop On-The-Job Training Agreement and Apprenticeship Agreement Duplex</p> <ul style="list-style-type: none"> • Document Ordernos 013, 018, 036, 038, and 043 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<ul style="list-style-type: none"> • Document Orderno 018 and 036 must be Scan Drop stamped in an unused portion of the document. 	Topic 1: Determining Mail Status and Date Stamp
<p>Document Pile 12: Scan Drop On-The-Job Training Agreement Simplex</p> <ul style="list-style-type: none"> • Document Orderno 028 must be grouped (paper clip not necessary). 	Topic 2: Classify and Count Documents
<p>Document Pile 13: Scan Drop VA Form 22-6553c and VA Form 22-6553d-1</p> <ul style="list-style-type: none"> • Document Ordernos 004, 010, 021, and 025 must be grouped with a paper clip. 	Topic 2: Classify and Count Documents
<ul style="list-style-type: none"> • Document Orderno 010 must be Scan Drop stamped in an unused portion of the document. 	Topic 1: Determining Mail Status and Date Stamp

Lesson 1 Posttest Variant Condition(s) to be Met by Trainee	Remediation Lesson Topic
Part 2	
<ul style="list-style-type: none"> • VA Form 22-1990 – 2 documents 	Topic 2: Classify and Count Documents
<ul style="list-style-type: none"> • VA Form 22-5490 – 3 documents 	Topic 2: Classify and Count Documents
<ul style="list-style-type: none"> • VA Form 22-1999 – 2 documents 	Topic 2: Classify and Count Documents
<ul style="list-style-type: none"> • Misc/Other – 21 documents 	Topic 2: Classify and Count Documents

Lesson 2 Posttest Traceability Matrix

Lesson 2 Posttest Condition(s) to be Met by Trainee	Remediation Lesson Topic
Active Original Batch	
<ul style="list-style-type: none"> • A MGIB-SR pamphlet must be provided to the supervisor by the trainee and it must be addressed to: <div style="margin-left: 40px;">Tina Gupta</div> <div style="margin-left: 40px;">407 Murat Street</div> <div style="margin-left: 40px;">Tallahassee, FL 32306</div> 	Topic 1: Preparing the Batch
<ul style="list-style-type: none"> • Document Orderno 13 must be stamped with a Pamphlet Sent stamp. 	Topic 1: Preparing the Batch
<ul style="list-style-type: none"> • The correct VA file number is annotated on the top right of every page of each document. 	Topic 1: Preparing the Batch
<ul style="list-style-type: none"> • The separator sheets used are free from obvious flaws. 	Topic 1: Preparing the Batch
Active Supplemental Batch	
<ul style="list-style-type: none"> • Documents are correctly processed for staples, color of paper, and size of paper. 	Topic 1: Preparing the Batch
<ul style="list-style-type: none"> • The correct VA file number is annotated on the top right of every page of each document. 	Topic 1: Preparing the Batch
<ul style="list-style-type: none"> • A separator sheet is inserted between each document. 	Topic 1: Preparing the Batch
<ul style="list-style-type: none"> • The separator sheets used are free from obvious flaws. 	Topic 1: Preparing the Batch

Lesson 2 Posttest Variant Traceability Matrix

Lesson 2 Posttest Variant Condition(s) to be Met by Trainee	Remediation Lesson Topic
Active Original Batch	
<ul style="list-style-type: none"> Documents are correctly processed for staples, color of paper, and size of paper. 	Topic 1: Preparing the Batch
<ul style="list-style-type: none"> A MGIB-SR pamphlet must be provided to the supervisor by the trainee and it must be addressed to: <div style="text-align: center;"> Belle Stocker 1516 Eden Circle Hoover, AL 35224 </div> 	Topic 1: Preparing the Batch
<ul style="list-style-type: none"> Document Orderno 042 must be stamped with a Pamphlet Sent stamp. 	Topic 1: Preparing the Batch
<ul style="list-style-type: none"> The correct VA file number is annotated on the top right of every page of each document. 	Topic 1: Preparing the Batch
<ul style="list-style-type: none"> The separator sheets used are free from obvious flaws. 	Topic 1: Preparing the Batch
Active Supplemental Batch	
<ul style="list-style-type: none"> Documents are correctly processed for staples, color of paper, and size of paper. 	Topic 1: Preparing the Batch
<ul style="list-style-type: none"> The correct VA file number is annotated on the top right of every page of each document. 	Topic 1: Preparing the Batch
<ul style="list-style-type: none"> A separator sheet is inserted between each document. 	Topic 1: Preparing the Batch

Lesson 2 Posttest Variant Condition(s) to be Met by Trainee	Remediation Lesson Topic
<ul style="list-style-type: none">• The separator sheets used are free from obvious flaws.	Topic 1: Preparing the Batch

Lesson 3 Posttest Traceability Matrix

Lesson 3 Posttest Condition(s) to be Met by Trainee	Remediation Lesson Topic
Trainee inserted a document separator between Orderno 13 and Orderno 41a in the paper copy of the original batch or removed all separator sheets (for Document Length Option) in the paper copy of the original batch.	Topic 1: Determining if Batch Cover Sheet is Correct
Trainee initialed the cover sheet to the right of the words Scan Operator and dated the cover sheet on the right of the words Scan Date.	Topic 2: Scanning Batch and Editing Thumbnail Images of Documents

Lesson 3 Posttest Variant Traceability Matrix

Lesson 3 Posttest Variant Condition(s) to be Met by Trainee	Remediation Lesson Topic
Trainee inserted a document separator between Orderno 40 and Orderno 042 in the paper copy of the original batch or removed all separator sheets (for Document Length Option) in the paper copy of the original batch.	Topic 1: Determining if Batch Cover Sheet is Correct
Trainee initialed the cover sheet to the right of the words Scan Operator and dated the cover sheet on the right of the words Scan Date.	Topic 2: Scanning Batch and Editing Thumbnail Images of Documents

Lesson 4 Posttest Traceability Matrix

Lesson 4 Posttest Condition(s) to be Met by Trainee	Remediation Lesson Topic
The trainee removed Document Orderno 41a from the batch.	Topic 2: Processing Documents within Batch and Confirming Claimant has TIMS File
The trainee annotated that the record cannot be located in the Payment or Processing System on Document Orderno 41a.	Topic 2: Processing Documents within Batch and Confirming Claimant has TIMS File
The trainee completed a Routing and Transmittal Slip to the Western Region (Muskogee 351).	Topic 2: Processing Documents within Batch and Confirming Claimant has TIMS File
The trainee attached the completed Routing and Transmittal Slip to Document Orderno 07.	Topic 2: Processing Documents within Batch and Confirming Claimant has TIMS File
The trainee removed the separator sheets from the batches.	Topic 2: Processing Documents within Batch and Confirming Claimant has TIMS File
The trainee initialed and dated the batch cover sheet.	Topic 3: Committing Batch to TIMS

Lesson 4 Posttest Variant Traceability Matrix

Lesson 4 Posttest Variant Condition(s) to be Met by Trainee	Remediation Lesson Topic
The trainee removed Document Orderno 007 from the batch.	Topic 2: Processing Documents within Batch and Confirming Claimant has TIMS File
The trainee annotated that the record cannot be located in the Payment or Processing System on Document Orderno 007.	Topic 2: Processing Documents within Batch and Confirming Claimant has TIMS File
The trainee completed a Routing and Transmittal Slip to the Central Region (St. Louis 331).	Topic 2: Processing Documents within Batch and Confirming Claimant has TIMS File
The trainee attached the completed Routing and Transmittal Slip to Document Orderno 040.	Topic 2: Processing Documents within Batch and Confirming Claimant has TIMS File
The trainee removed the separator sheets from the batches.	Topic 2: Processing Documents within Batch and Confirming Claimant has TIMS File
The trainee initialed and dated the batch cover sheet.	Topic 3: Committing Batch to TIMS

**Appendix E
Training Coordinator's Checklist**

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Training Coordinator's Checklist

Education Service Training and Performance Support Systems

Part I - Pre-Course Tasks


- Review course materials**
 - Module Guide
 - Module Courseware
- Ensure trainees are set up in CDS**
- Schedule training**
- Assemble and prepare Lesson and Practice Exercise materials**
 - References
 - Lesson and Practice Exercise documents, as applicable
 - Items from Practice Exercise inventory

Part II - Course Implementation Tasks

- Brief trainees**
 - Cover administrative details
 - Discuss course expectations
 - Discuss "*TPSS Tutorial*"
- Provide Lesson documents, if applicable**
- Observe/Monitor trainees**
- Administer Practice Exercise**
- Score Practice Exercise**
- Provide feedback on Practice Exercise results**
- Provide remediation as necessary**
- When trainees finish, collect, and dispose of all Lesson, if applicable, and Practice Exercise documents**

Part III – Testing Tasks

- Prepare posttest materials**
- Administer posttest**

- Score trainee answers**
 - Provide appropriate feedback**
 - Provide appropriate remediation**
 - Administer/Score posttest variant, as necessary**
 - Update CDS with posttest results**
 - Collect and dispose of all posttest documents**
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**Appendix F
Discrepancy Report Form**

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**Training Coordinator Module Guide
for the TIMS Clerk Education Service TPSS**

Discrepancy Report Form

Education Service Training and Performance Support Systems

Training Coordinator's Name:	Date:
RPO:	Phone #:
	e-mail:

Type of Discrepancy

Courseware/Computer

Module Title:	Lesson Title & #:
Screen Number:	Topic Title & #:

Supplemental Material

Title (circle one): CDS Users Manual Practice Exercise and Test Package Guide
Page #:

Testing Material (Fill in applicable information)

	Test type (circle one):	
Lesson #:	Posttest or Variant:	

General Discrepancy

Location of Problem:

Error Message in computer pop-up box (as applicable):

Description of problem:
