

**Appendix H**  
**Processing Chapter 33 Claim for Education Benefit Module Training**  
**Coordinator Guide Information**

## **Section 1.0 – Introduction**

This appendix to the Veterans Claims Examiner (VCE)/Education Case Manager (ECM) Education Service Training and Performance Support System (TPSS) Training Coordinator Module Guide contains specific information for the Processing Chapter 33 Claim for Education Benefit Module. This appendix does not duplicate information that applies to this module already provided in the overall VCE/ECM Training Coordinator Module Guide. You should use the information contained in this appendix, along with the VCE/ECM Training Coordinator Module Guide, to set up and implement the Chapter 33 module successfully.

The Processing Chapter 33 Claim for Education Benefit Module is a temporary training solution created to provide knowledge-based instruction to the new and experienced VCE/ECMs who will be processing Chapter 33 claims beginning in 2009. Once the new tasks are known for processing Chapter 33 claims, a new module that more closely mirrors the VCE/ECM performance-based modules of the VCE/ECM Education Service TPSS will be created. Once that module is created, it will be incorporated into the existing VCE/ECM training structure

This appendix contains the following information for the Chapter 33 Module:

Section 1.0 of this appendix includes an introduction to the Chapter 33 Module, and its associated topics, module introduction/summary, and module posttest. It also includes the module learning objectives and information on the specific job aids used to support this module. Section 1.0 of the VCE/ECM Training Coordinator Guide contains a description of for the target audience, how the course works, information about printing materials, training and test environment, and how to report issues.

Section 2.0 of this appendix provides the Chapter 33 Module Master Planning Chart which is designed to assist you to effectively plan the scheduling and resource requirements for this Module. This chart provides the estimated times for each activity conducted within the Chapter 33 Module. This section also includes a brief description of the personnel, materials, and equipment required to conduct each activity.

Section 3.0 of this appendix describes the design of the practice exercises embedded in the topics of the Chapter 33 Module. This section also includes information on how to provide feedback and remediation for the practice exercises.

Section 4.0 of this appendix describes the design of the online module posttest and posttest variant.

Section 5.0 of this appendix includes the traceability matrix for the Chapter 33 Module Posttest and Posttest Variant.

It is also strongly recommended that you review the entire Chapter 33 Module prior to acting as a Training Coordinator for a trainee.

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

- (1) Be thoroughly familiar with how to process a claim for the Chapter 33 education benefit 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 – Processing Chapter 33 Claim for Education Benefit Module**

### **VCE/ECM TPSS Module Overview**

#### **Course Description**

The Processing Chapter 33 Claim for Education Benefit Module contains custom-designed, web-based courseware that shares the same interface as the VCE/ECM Education Service TPSS. The Processing Chapter 33 Claim for Education Benefit Module's structure varies from the other modules in the VCE/ECM Education Service TPSS in two ways: 1) The Chapter 33 module content is divided into topics under one module, and 2) the practice exercises are included at the end of each topic rather than a separate practice exercise for the module.

The Processing Chapter 33 Claim for Education Benefit Module contains the following instruction:

- Module Introduction
- Topic 1: What is Chapter 33 Education Benefit?
- Topic 2: Determining Eligibility and Entitlement for Chapter 33 Education Benefit
- Topic 3: Determining Transfer of Entitlement (TOE) Eligibility and Entitlement for Chapter Education Benefit
- Topic 4: Processing for Payment Determination
- Module Summary
- Module Posttest

Topic 1 provides approximately 30 minutes of knowledge-based instruction. This topic provides the history and purpose of the Chapter 33 education benefit, compares the Chapter 33 benefit to

other education benefit programs, and identifies some of the impacts associated with the Chapter 33 benefit on existing education benefit programs.

Topic 2 provides approximately 50 minutes of knowledge-based instruction detailing the tasks performed by VCEs or ECMs when determining a claimant's eligibility for the Chapter 33 education benefit. This includes determining if a claimant has qualifying service, the percent of entitlement due to the claimant based on the service time, the remaining amount of entitlement a claimant or dependent has, and the eligibility period the claimant or dependent has for the use of the entitlement.

Topic 3 provides approximately 60 minutes of knowledge-based instruction. It details the procedures for determining TOE eligibility and entitlement including determining qualifying service, eligibility periods, entitlement, and entitlement percentages for the claimant and dependent/s.

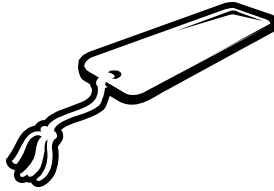
Topic 4, which is to be deployed with the posttest approximately one month after Topics 1 -3, provides approximately 90 minutes of know-ledge-based instruction. It details the procedures for Chapter 33 COEs; for Chapter 33 award payments for tuition, fees, books and supplies, monthly housing allowance, rural relocation, kickers, licensing and certification, Chapter 30 refund, and Yellow Ribbon; and changes to award payments.

The target audience for the training of processing an education claim is GS-5, 7, and 9 grade level personnel. Because the Chapter 33 education benefit is new, VCE/ECMs with experience in processing Chapter 33 claims do not exist, therefore this training will be completed by all VCE/ECMs.

### **Who Will Take the Processing Chapter 33 Claim for Education Benefit Module?**

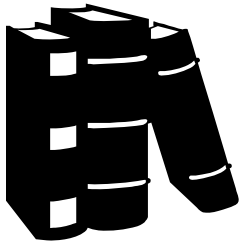


## Tracking and Bookmarking



See information on tracking and bookmarking in the VCE/ECM Training Coordinator Module Guide for VCE/ECM Education Service TPSS.

## Resources

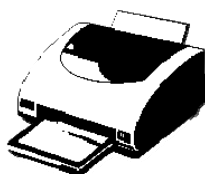


The Resources for the Chapter 33 Module are identified in the VCE/ECM Training Coordinator Module Guide for VCE/ECM Education Service TPSS.

The additional VCE/ECM Job Aids used in support of the Processing Chapter 33 Claim for Education Benefit Module are:

- Calculated Aggregate Days Chart - provides the trainee with the percentage of benefit payable based on the claimant's aggregate days of service.
- Basic Allowance for Housing (BAH) website - provides housing allowance information based on geographic duty location, pay grade, and dependency status.
- Maximum In-State Tuition and Fees Payable Chart on the VA website - provides the highest in-state, undergraduate, public tuition and fees as specified in 38 USC 3313(c)(1)(A). It is used by the VCE/ECMs to determine the maximum tuition and maximum fees paid to a school.

## Printing



See information on printing in the VCE/ECM Training Coordinator Module Guide for VCE/ECM Education Service TPSS.

## **Training and Testing Environment**



See information on training and testing environment in the VCE/ECM Training Coordinator Module Guide for VCE/ECM Education Service TPSS.

## Section 1.2 – Learning Objectives



### Module Learning Objectives

The VCE/ECM Education Service TPSS Processing Chapter 33 Claim for Education Benefit module provides instruction on four terminal learning objectives (TLOs) and 30 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 Processing Chapter 33 Claim for Education Benefit Module posttest is 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 topic. Therefore, you should be thoroughly familiar with the objectives, including each of their components and what they mean for the trainees.

**Table 1: Topic 1 Learning Objective**

<b>TLO 1.0: Describe the Chapter 33 Education Benefit</b>	
<b>TLO:</b>	1.0
<b>Action:</b>	Describe the Chapter 33 Education Benefit.
<b>Conditions:</b>	Given the Chapter 33 Education Benefit module.
<b>Standards:</b>	To demonstrate competency of the objective, the trainee must obtain a minimum score of 85% on the online module posttest.

**Table 2: Topic 2 Learning Objective**

<b>TLO 2.0: Identify eligibility for Chapter 33 Education Benefit</b>	
<b>TLO:</b>	2.0
<b>Action:</b>	Identify eligibility for Chapter 33 Education Benefit.
<b>Conditions:</b>	Given: <ul style="list-style-type: none"><li>• Computer</li><li>• Processing Chapter 33 Claim for Education Benefit module</li><li>• Online module posttest</li><li>• Module posttest instructions</li></ul>
<b>Standards:</b>	To demonstrate competency of the objective, the trainee must obtain a minimum score of 85% on the online module posttest.

**Table 3: Topic 3 Learning Objective**

<b>TLO 3.0: Identify TOE eligibility for Chapter 33 Education Benefit</b>	
<b>TLO:</b>	3.0
<b>Action:</b>	Identify TOE eligibility for Chapter 33 Education Benefit.
<b>Conditions:</b>	Given: <ul style="list-style-type: none"><li>• Computer</li><li>• Processing Chapter 33 Claim for Education Benefit module</li></ul>



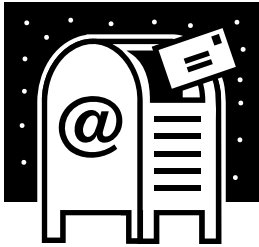
	<ul style="list-style-type: none"> <li>• Online module posttest</li> <li>• Module posttest instructions</li> </ul>
<b>Standards:</b>	To demonstrate competency of the objective, the trainee must obtain a minimum score of 85% on the online module posttest.

**Table 4: Topic 4 Learning Objective**

<b>TLO 4.0: Identify the process for payment for Chapter 33 Education Benefit</b>	
<b>TLO:</b>	4.0
<b>Action:</b>	Identify the process for payment for Chapter 33 Education Benefit.
<b>Conditions:</b>	<p>Given:</p> <ul style="list-style-type: none"> <li>• Computer</li> <li>• Processing Chapter 33 Claim for Education Benefit module</li> <li>• Online module posttest</li> <li>• Module posttest instructions</li> </ul>
<b>Standards:</b>	To demonstrate competency of the objective, the trainee must obtain a minimum score of 85% on the online module posttest.

## Section 1.3 – Reporting Issues

### Points of Contact



See information on points of contact in the VCE/ECM Training Coordinator Module Guide for VCE/ECM Education Service TPSS.

### Reporting problems with the VCE/ECM TPSS



See information on reporting problems with the VCE/ECM TPSS in the VCE/ECM Training Coordinator Module Guide for VCE/ECM Education Service TPSS.

### How do I identify a screen number?



See information on identifying a screen number in the VCE/ECM Training Coordinator Module Guide for VCE/ECM Education Service TPSS.

## Section 2.0 – Chapter 33 Module Master Planning Chart

The following chart has been developed to provide information on the amount of time needed to complete the Training Coordinator duties associated with this module within the TPSS and the time needed for the trainee to complete the module. However, not every trainee will meet the course time listed here or on the storyboards as this time does not reflect a range of times from multiple individuals. 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.

Because Trial and Validations were not conducted, this chart does not include the average time you can expect a trainee to take to complete all portions of the module but there are estimates on the time needed for the Training Coordinator interactions with the trainee such as briefings or feedback and remediation on practice exercises and posttests. The average time needed for both will be captured later with the final solution rather than with this interim solution. 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 posttests.

**Table 6: Processing Chapter 33 Claim for Education Benefit Module Master Planning Chart**

VCE/ECM Training and Performance Support System (TPSS) Module					
Duration		Resources			
hrs	min	Activity	Personnel	Materials	Equipment
<p><b>Note:</b> The Trials and Validation phases, which normally provide data for the length of time individuals took to complete the module, were not completed for the Processing Chapter 33 Claim for Education Benefit Module, per customer request. Therefore, an estimate was created by the instructional design and development team for purposes of this planning chart. Be aware that the actual times for individuals may be more or less than the time listed here. It is estimated that it will take 3 hours, 50 minutes to complete the Chapter 33 Module and 1 hour to complete the Chapter 33 Module Posttest.</p> <ul style="list-style-type: none"> <li>• Estimated total Trainee time for the Chapter 33 module and a single version of the Chapter 33 Posttest: <b>5 hours</b></li> <li>• Estimated total Trainee time for Module (aka, total “seat” time): <b>6 hours, 15 minutes</b></li> </ul>					

<b>VCE/ECM Training and Performance Support System (TPSS) Module</b>					
<b>Duration</b>		<b>Activity</b>	<b>Resources</b>		
<b>hrs</b>	<b>min</b>		<b>Personnel</b>	<b>Materials</b>	<b>Equipment</b>
<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"> <li>Estimated total Training Coordinator Time for administrative duties <b>1 hour</b> (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.</li> </ul>					
	<b>30</b>	<p><b>Administrative Functions</b></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
	<b>20</b>	<p><b>Orientation / Briefing</b></p> <p>Includes setting up trainees’</p>	Training Coordinator All Trainees	None	Trainee Workstation(s)

**Training Coordinator Module Guide for the  
VCE/ECM Education Service TPSS**

<b>VCE/ECM Training and Performance Support System (TPSS) Module</b>					
<b>Duration</b>		<b>Activity</b>	<b>Resources</b>		
<b>hrs</b>	<b>min</b>		<b>Personnel</b>	<b>Materials</b>	<b>Equipment</b>
		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.	participating in Course		
	5	Module Introduction	Training Coordinator Trainees	None	Trainee Workstation(s)
	30	Topic 1: What is Chapter 33 Education Benefit?	Training Coordinator Trainees	None	Trainee Workstation(s)
	50	Topic 2: Determining Eligibility and Entitlement for Chapter 33 Education Benefit	Training Coordinator Trainees	None	Trainee Workstation(s)
	60	Topic 3: Determining Transfer of Entitlement (TOE) Eligibility and Entitlement for Chapter 33 Education Benefit	Training Coordinator Trainees	None	Trainee Workstation(s)
	90	Topic 4: Processing for Payment Determination	Training Coordinator	None	Trainee Workstation(s)

**Training Coordinator Module Guide for the  
VCE/ECM Education Service TPSS**

<b>VCE/ECM Training and Performance Support System (TPSS) Module</b>					
<b>Duration</b>		<b>Activity</b>	<b>Resources</b>		
<b>hrs</b>	<b>min</b>		<b>Personnel</b>	<b>Materials</b>	<b>Equipment</b>
			Trainees		
	5	Module Summary	Training Coordinator Trainees	None	Trainee Workstation(s)
	10	<b>Module Posttest Briefing</b> Includes time to review module terminal learning objective, and explain test instructions to the trainees before they begin.	Training Coordinator Trainees	Module Posttest Test Instructions	
	60	<b>Module Posttest</b>	Training Coordinator  Trainees who have completed the courseware	None (online test)	Trainee Workstation(s)
	15	<b>Module Posttest Feedback</b>	Training Coordinator Trainees	Module Posttest Test Instructions  Feedback is provided online.	Trainee Workstation(s)
<p><b>Note:</b> Feedback times will vary depending on the number of items a trainee missed. If a trainee fails the Module Posttest, the courseware will provide remediation until the trainee feels confident enough to take a variant of the Module Posttest. At that time,</p>					

<b>VCE/ECM Training and Performance Support System (TPSS) Module</b>					
<b>Duration</b>		<b>Resources</b>			
<b>hrs</b>	<b>min</b>	<b>Activity</b>	<b>Personnel</b>	<b>Materials</b>	<b>Equipment</b>
<p>you will administer the variant in the same way you administered the Module Posttest and feedback will be provided 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>					
	<b>60</b>	<b>Module Posttest Variant</b>	Training Coordinator  Trainees who have failed Module Posttest	Module 1 Lesson 2 Posttest Variant Test Instructions	Trainee Workstation(s)
	<b>15</b>	<b>Module Posttest Variant Feedback</b>	Training Coordinator  Trainees	Module 1 Lesson 2 Posttest Variant Test Instructions  Feedback provided online.	Trainee Workstation(s)
<p><b>Notes:</b></p> <p>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.</p>					

This page is intentionally left blank.



## **Section 3.0 – Lessons and Practice Exercises**

A new mentor is introduced in the Processing Chapter 33 Claim for Education Benefit Module to assist the trainee in understanding the material. Mary is introduced as an experienced VCE who has been working at VACO establishing the regulations and business processes for the new Chapter 33 education benefit. She appears intermittently throughout the courseware providing guidance, reinforcement, and tips.

The module is comprised of an introduction, four topics, a summary, and module posttest. Each topic provides knowledge-based content with opportunities for the trainee to answer knowledge and performance-based questions embedded in the content. The topics are presented in a sequential order so that the content builds from one topic to another.

Topics 2, 3, and 4 have incorporated an additional practice opportunity called Mary's Queue. Mary's Queue provides scenario and background information to the trainee using realistic claimant information. The trainee uses this information to assist Mary with making process determinations similar to what she would make while on-the-job. This creates the opportunity for the trainee to demonstrate an understanding of the knowledge and tasks required to perform the job by applying the topic and module content within the exercise. Mary provides feedback and remediation for each practice exercise in her queue. Practice exercises are used within the courseware such as a TPSS to give the trainees a chance to practice what has been learned without having the performance scored.

Throughout this guide and the VCE/ECM TPSS courseware, you will see references to the Chapter 33 Record System. The Chapter 33 Record System is a generic term used to describe an as yet undeveloped system containing Chapter 33 claimant information. Information contained in the VCE/ECM Training Coordinator Module Guide for the VCE/ECM Education Service TPSS regarding BDN and any other software applications remains the same for the Chapter 33 module.

The Training Coordinator's Checklist is provided in Appendix F and is applicable to this module. This document lists the pre-course, course, and testing tasks to help you prepare for training sessions.

Some final information for Chapter 33 business processes was not available in time for inclusion in this training. When necessary, a "Circulars and Letters" graphic is used to identify to the trainee where the final information was unavailable and to notify the trainee to refer to the VBA circulars and RPO letters for the most current information.

## Section 3.1 – Practice Exercise Design



The Processing Chapter 33 Claim for Education Benefit Module is a knowledge-based module. Topics in the module contain both knowledge-based and performance-based questions. The performance-based questions were created to replicate parts of the VCE/ECM's task of processing Chapter 33 education benefit claims.

In most of the topics within the Processing Chapter 33 Claim for Education Benefit Module, the trainee will encounter Mary's Queue. From Mary's Queue the trainee will answer performance-based embedded questions using the content covered in that topic, and information supplied in an accompanying scenario, to make decisions about the claims being processed. These questions reinforce what the trainee has just learned and can be used by the trainee to gauge whether he or she understands the current material. The courseware provides immediate correct or incorrect feedback.

The trainee can also select links to the Basic Allowance for Housing (BAH) site and the Maximum In-State Tuition and Fees Payable Chart on the VA website to use when answering questions. The trainee can also access the Calculated Aggregate Days Chart provided as a job aid. These tools are exactly the same as the tools the VCE/ECMs will use during the daily processing of Chapter 33 education benefit claims. These display from within the courseware for the trainee in pop-up windows.

### **Section 3.2 – Topic and Embedded Practice Exercise Preparation, Administration, and Scoring**

All topic embedded practice exercises for the Processing Chapter 33 Claim for Education Benefit Module are online. The computer scores each embedded question and provides feedback and remediation to the trainee. Therefore, you are not required to score questions.

The scenarios used to support some of the embedded practice exercises can be printed by the trainee. You may want to print the scenarios so you have a paper-based version of each. After the trainee has completed each topic you should collect all the printed scenario documentation and ensure it is destroyed.

### **Section 3.3 – Practice Exercise Feedback and Remediation**

The Processing Chapter 33 Claim for Education Benefit Module practices exercises as noted above are online, so you are not required to provide feedback or remediation; however, you should be prepared to assist the trainee should the trainee have questions.

## Section 4.0 – Posttests

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

### Section 4.1 – Test Design



The Processing Chapter 33 Claim for Education Benefit Module contains an online posttest. This posttest is a cumulative measure of all content in the module. The posttest contains a combination of knowledge-based and performance-based questions. The performance-based questions require the trainee to use information provided in a scenario to make eligibility and processing determinations.

The posttest and the posttest variant are designed so that they are parallel to one another. In other words, questions within the two tests cover the same TLO. If a trainee does not pass the posttest, he or she will be required to take the posttest variant after receiving remediation. Trainees will perform the posttest, and variant if required, online.

### 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.

If there are any breaches in test security, immediately report this to your supervisor.

### **Section 4.3 – Chapter 33 Module Posttest Preparation, Administration, and Scoring**

The Chapter 33 Module Posttest and Posttest Variant do not require any preparation, administration, and scoring of posttest materials. All materials are provided online. If the trainee prints scenario information available from the PDF files on the posttest questions, be sure to collect and destroy those to ensure the test integrity.

### **Section 4.3 – Chapter 33 Module Posttest Feedback and Remediation**

The Chapter 33 Module Posttest and Posttest Variant do not require entry into the CDS. Feedback and remediation for the Chapter 33 Module Posttest and Posttest Variant is provided by the courseware. The trainee may take the posttest and be remediated as many times as necessary. After failure of the posttest variant, you will have to go into CDS and unlock it as per the instructions in the CDS Manual. One-on-one remediation may also be required if the trainee fails both the posttest and the posttest variant. Refer to Section 5.0, Chapter 33 Traceability Matrix, to assist you with this remediation. If the trainee does not pass the posttest after numerous attempts, refer to the trainee's supervisor for further direction.

### Section 5.0 –Posttest and Posttest Variant Traceability Matrix

TLO/ELO	Subtask	Test Question Storyboard Number	Remediation Storyboard Number
Knowledge 1.0 You will be able to describe the Chapter 33 Education Benefit.	Task 1.0 Describe the Chapter 33 Education Benefit.	330800000040 330800000050	Topic 1 330200000080 (for both)
ELO 1.1 You will be able to recall the history of the Chapter 33 Education Benefit.	Subtask 1.1 Describe the history of the Chapter 33 Education Benefit.	330800000060 330800000070	Topic 1 330200000045 330200000050
ELO 1.2 You will be able to describe the purpose of the Chapter 33 Education Benefit.	Subtask 1.2 Describe the purpose of the Chapter 33 Education Benefit.	330800000080 330800000090	Topic 1 330200000060 330200000080
ELO 1.3 You will be able to recognize the differences between the Chapter 33 Education Benefit program and other Education Benefit programs.	Subtask 1.3 Describe the differences of the Chapter 33 Education Benefit program compared to other Education Benefit programs.	Combined 1.3 and 1.4 330800000100 330800000110	Topic 1 330200000180 330200000090
ELO 1.4 You will be able to identify the impact that the Chapter 33 Education Benefit program has on other Education Benefit programs.	Subtask 1.4 Describe the impact that the Chapter 33 Education Benefit program has on other Education Benefit programs.	Combined 1.3 and 1.4 330800000100 330800000110	Topic 1 330200000180 330200000090
TLO 2.0 You will be able to identify eligibility for Chapter 33 Education Benefit.	Task 2.0 Determine Eligibility and Entitlement for Chapter 33 Education Benefit		
ELO 2.1 You will be able to determine if the servicemember/veteran meets the requirements for qualifying service for Chapter 33 Education Benefit.	Subtask 2.1 Determine qualifying service.	330800000120 330800000130	Topic 2 330400000030 (for both)
ELO 2.2 You will be able to calculate the delimiting date for a servicemember/veteran for Chapter 33 Education Benefit	Subtask 2.2 Determine eligibility period.	330800000140 330800000150	Topic 2 330400000130 330400000150
ELO 2.3 You will be able to	Subtask 2.3	330800000160	Topic 2

**Training Coordinator Module Guide for the  
VCE/ECM Education Service TPSS**

<b>TLO/ELO</b>	<b>Subtask</b>	<b>Test Question Storyboard Number</b>	<b>Remediation Storyboard Number</b>
identify the process involved in determining the amount of entitlement for the servicemember/veteran for Chapter 33 Education Benefit.	Determine entitlement.	330800000170 330800000180 330800000190 330800000200 330800000210 330800000220 330800000230	330400000240 330400000140 330400000310 330400000320 330400000350 330400000350 330400000350 330400000350
ELO 2.4 You will be able to, if a supplemental claim for Chapter 33 Education Benefit, determine if servicemember/veteran has remaining entitlement.	Subtask 2.4 Perform entitlement designation records check.	330800000160 330800000170 330800000180 330800000190 330800000200 330800000210 330800000220 330800000230	Topic 2 330400000240 330400000140 330400000310 330400000320 330400000350 330400000350 330400000350 330400000350
ELO 2.5 You will be able to choose the percentage of eligibility for Chapter 33 Education Benefit a servicemember/veteran can be awarded, based on length of service.	Subtask 2.5 Determine eligibility percentage.	330800000160 330800000170 330800000180 330800000190 330800000200 330800000210 330800000220 330800000230	Topic 2 330400000240 330400000140 330400000310 330400000320 330400000350 330400000350 330400000350 330400000350
TLO 3.0 You will be able to identify TOE eligibility and entitlement for Chapter 33 Education Benefit.	Task 3.0 Determine TOE Eligibility and Entitlement for Chapter 33 Education Benefit.		
ELO 3.1 You will be able to identify the criteria to determine if transferor is preliminarily eligible for TOE of Chapter 33 Benefit.	Subtask 3.1 Determine preliminary TOE eligibility.	330800001000 330800001010	Topic 3 330500000050 (for both)
ELO 3.2 You will be able to determine if the servicemember/veteran meets the requirements for qualifying service for Chapter 33 Education Benefit.	Subtask 3.2 Determine transferor eligibility	330800001020 330800001030	Topic 3 330500000050 (for both)
ELO 3.3 You will be able to	Subtask 3.3	330800001040	Topic 3

**Training Coordinator Module Guide for the  
VCE/ECM Education Service TPSS**

<b>TLO/ELO</b>	<b>Subtask</b>	<b>Test Question Storyboard Number</b>	<b>Remediation Storyboard Number</b>
calculate the delimiting date for a servicemember/veteran, as transferor, of Chapter 33 Education Benefit.	Determine eligibility period.	330800001050	330500000050 (for both)
ELO 3.4 You will be able to identify the process involved in determining the amount of entitlement for the servicemember/veteran, as transferor, of Chapter 33 Education Benefit.	Subtask 3.4 Determine Transferor entitlement.	330800001020 330800001030	Topic 3 330500000050 (for both)
ELO 3.5 You will be able to, for a supplemental claim for Chapter 33 Education Benefit, determine if servicemember/veteran has remaining entitlement following a TOE.	Subtask 3.5 Perform entitlement designation records check.	330800001060 330800001070	Topic 3 330500000060 (for both)
ELO 3.6 You will be able to choose the percentage of eligibility for Chapter 33 Education Benefit a servicemember/veteran can be awarded, based on length of service.	Subtask 3.6 Determine eligibility percentage.	330800001020 330800001030	Topic 3 330500000050 (for both)
ELO 3.7 You will be able to identify the requirements for a dependent's eligibility period for TOE for Chapter 33 Education Benefit.	Subtask 3.7 Determine TOE's eligibility period.	330800001020 330800001030	Topic 3 330500000050 (for both)
ELO 3.8 You will be able to select the TOE entitlement limitation for a transferee for TOE for Chapter 33 Education Benefit.	Subtask 3.8 Determine TOE's entitlement limitation	330800001020 330800001030	Topic 3 330500000050 (for both)
TLO 4.0 You will be able to identify the process for payment for Chapter 33 Education Benefit	Task 4.0 Process for Payment Determination		
ELO 4.1.1 You will be able to identify the circumstance when a non-payable COE is issued for Chapter 33 Education	Sub-subtask 4.1.1 Issue Non-payable COE.	330800001100 330800001110	Topic 4 330600000040 (for both)



**Training Coordinator Module Guide for the  
VCE/ECM Education Service TPSS**

<b>TLO/ELO</b>	<b>Subtask</b>	<b>Test Question Storyboard Number</b>	<b>Remediation Storyboard Number</b>
Benefit.			
ELO 4.1.2 You will be able to identify the circumstance when a non-specific COE is issued for Chapter 33 Education Benefit.	Sub-subtask 4.1.2 Issue Non-specific COE.	330800001100  330800001110	Topic 4 330600000040 (for both)
ELO 4.1.3 You will be able to identify the circumstance when a specific COE is issued for Chapter 33 Education Benefit.	Sub-subtask 4.1.3 Issue Specific COE.	330800001100  330800001110	Topic 4 330600000040 (for both)
ELO 4.1.4 You will be able to identify the circumstance when a course/school not approved COE is issued for Chapter 33 Education Benefit.	Sub-subtask 4.1.4 Issue course/school not approved COE.	330800001100  330800001110	Topic 4 330600000040 (for both)
ELO 4.2.1 You will be able to calculate Chapter 33 Education Benefit tuition and fees payment.	Sub-subtask 4.2.1 Determine Tuition and Fees payment.	330800001120 330800001130 330800001160 330800001170	Topic 4 330600000060 (for both) 330600000100 (for both)
ELO 4.2.2 You will be able to calculate a Chapter 33 Education Benefit Books and Supplies Stipend.	Sub-subtask 4.2.2 Determine Books and Supplies Stipend.	330800001120 330800001130 330800001160 330800001170	Topic 4 330600000060 (for both) 330600000100 (for both)
ELO 4.2.3 You will be able to identify the eligibility criteria for Chapter 33 Education Benefit housing allowance award.	Sub-subtask 4.2.3 Determine housing allowance.	330800001160 330800001170	Topic 4 330600000100 (for both)
ELO 4.2.4 You will be able to determine who is eligible for the Rural Benefit payment for Chapter 33 Education Benefit.	Sub-subtask 4.2.4 Determine Rural Benefit payment.	330800001120 330800001130	330600000060 (for both)
ELO 4.2.5 You will be able to identify how kicker payment is made to a claimant for Chapter 30, 33, or 1606 kicker(s) when using Chapter 33 Education Benefit.	Sub-subtask 4.2.5 Determine Chapter 30, 33, and 1606 Kicker(s).	330800001160 330800001170	Topic 4 330600000100 (for both)
ELO 4.2.6 You will be able to identify LAC payment process for Chapter 33 Education Benefit.	Sub-subtask 4.2.6 Determine LAC payment.	330800001080  330800001090	330600000300 (for both)
ELO 4.2.7 You will be able to	Sub-subtask 4.2.7	330800001120	Topic 4

**Training Coordinator Module Guide for the  
VCE/ECM Education Service TPSS**

<b>TLO/ELO</b>	<b>Subtask</b>	<b>Test Question Storyboard Number</b>	<b>Remediation Storyboard Number</b>
identify the criteria the claimant must meet to qualify for Chapter 33 Education Benefit Tutorial Assistance payment.	Determine Tutorial Assistance payment.	330800001130	330600000060 (for both)
ELO 4.2.8 You will be able to identify when a claimant is eligible to receive the Chapter 30 refund payment.	Sub-subtask 4.2.8 Determine Chapter 30 refund.	330800001140 330800001150	Topic 4 330600000350 (for both)
ELO 4.2.9 You will be able to select the situation when a claimant is eligible for a Yellow Ribbon payment of the Chapter 33 Education Benefit.	Sub-subtask 4.2.9 Determine Yellow Ribbon benefit.	330800001120 330800001130 330800001160 330800001170	Topic 4 330600000060 (for both) 330600000100 (for both)