

Pension and Fiduciary Service Instructor-led Training Guide

Lesson Title	Introduction to VBMS-Fiduciary
TMS Item Number	VA 4558740
Learning Hours	1.5
Target Audience	<u>Mandatory:</u> Trainee Legal Instruments Examiners Trainee Field Examiners Trainee Fiduciary Service Representatives

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Lesson Description

The purpose of this lesson is to provide fiduciary program personnel with the steps necessary to access and navigate the Veterans Benefits Management System for Fiduciary employees (VBMS-Fid.)

Lesson Objectives

By the end of this lesson, learners will be able to do the following:

- Define VBMS-Fiduciary
- Find the VBMS-Fiduciary Work Queues
- Identify different Fiduciary End Products (EPs)
- Exhibit ability to search in VBMS-Fiduciary
- Identify different types of VBMS-Fiduciary records

Lesson References

- [VBMS User Guide, Chapter 8](#)
- [VBMS Intranet webpage](#)
- [M21-4, Appendix B, End Product \(EP\) Codes](#)

Materials and Aids

Lesson materials available in the [VBA Learning Catalog](#):

- Introduction to VBMS-Fiduciary PowerPoint
- Introduction to VBMS-Fiduciary Instructor Guide

Training Area and Tools

The following are required to ensure the trainees are able to meet the lesson objectives:

- Classroom or private area suitable for participatory discussions
- Seating, writing materials, and writing surfaces for trainee note taking and participation
- Casework to utilize for demonstration and practical exercises
- Computer with VBMS and PowerPoint software to present the lesson material



Trainees require access to the following tools:

- VA Talent Management System (TMS) to complete the assessment and survey
- Pension and Fiduciary Service – [Fiduciary Knowledge Management Site](#)
- VBMS

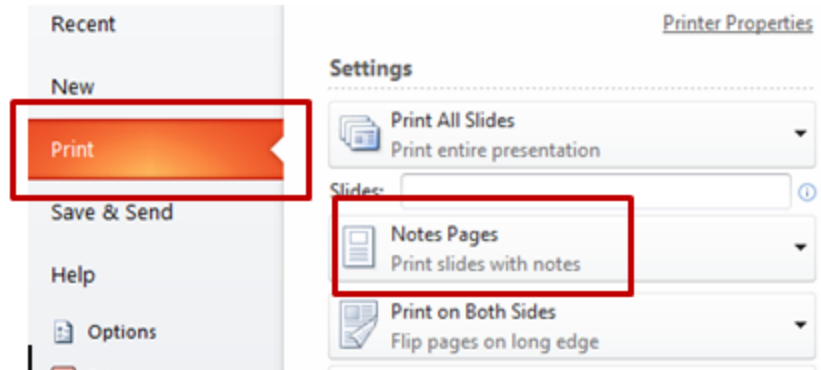
Pre-Planning

- Become familiar with all training materials by reading the Instructor-led Training Guide, PowerPoint slides (including the instructor speaking notes in the notes area below each slide), and the [VBMS Resources page](#). Preparation will provide you the opportunity to see the connection between all lesson materials, which will allow for a more structured presentation during the training session.
- Practice is the best guarantee of providing a quality presentation. At a minimum, do a complete walkthrough of the presentation to practice coordination between the lesson materials, demonstration, and to ensure your timing is on track with the length of the lesson.
- Make appropriate training room reservations and accommodations.
- Ensure the instructor computer and overhead projector work properly.
- Talk to people in your office who are most familiar with this topic to collect experiences that you can include as examples in the lesson.
- This lesson plan belongs to you. Feel free to highlight headings, key phrases, or other information to help the instruction flow smoothly. Feel free to add any notes or information that you need in the margins.

Printing PowerPoint Instructor Notes

In preparation for the training, print the PowerPoint to include the instructor notes. In PowerPoint, select the following: **File > Print > Notes Page**. Also, select **Print on Both Sides** if your printer allows it to save paper.





Training Day

- Arrive as early as possible to ensure access to the facility and computers.
- Become familiar with the location of restrooms and other facilities that the trainees will require.
- Test the computer and projector to ensure they are working properly.
- Before class begins, open the PowerPoint presentation to the first slide. This will help to ensure the presentation is functioning properly.
- Make sure that the instructor has login access to any other necessary programs and VBA systems for any demonstration(s).
- The instructor completes a roll call attendance sheet or provides a sign-in sheet to the students. Forward the attendance record to the Regional Office Training Manager when complete.

Survey

Remind the trainees to complete the survey in TMS to receive credit for completion of the course. The survey provides Pension and Fiduciary Service with feedback and satisfaction on the lesson.

Questions and Comments

Please contact the Pension and Fiduciary Service – Fiduciary Training Staff with any questions or comments on this Instructor-led Training Guide or the other materials associated with the lesson at PFTNGQUALOVRST.VBACO@va.gov.

