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| Gears | PurposeThis Handout provides new Pre-Determination Veterans Service Representatives (Pre-VSR) with an introduction and overview of the role of the Pre-VSR at a Decision Review Operations Center (DROC).**Instructors**: Please use the Discussion section below to guide learners in an open discussion that reviews the specific elements noted but allow learners to ask questions as needed.  |
| Meeting | AudienceDROC Pre-VSRs in Virtual and In-Person Progression (VIP) training |
| Books on shelf | Reference[M21-1, Part III, Subpart i, Chapter 2, Section A, *Development Duties and Responsibilities*](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014099/M21-1-Part-III-Subpart-i-Chapter-2-Section-A-Development-Duties-and-Responsibilities) |
| Checklist | InformationThis is a summary of the information discussed in the online content of this training. * Pre-VSRs at a Regional Office (RO) (either at a Veterans Service Center (VSC) or Pension Management Center (PMC)) develop and refer claims as ready for decision
* The RO completes the claim and sends the claimant a decision notification
* If a claimant disagrees with the decision previously made by the RO, they may choose to request a higher-level review (HLR)
* DROCs process HLRs
* Higher-level reviewers (Decision Review Officers (DRO) or Senior Veterans Service Representatives (SVSR)) determine if additional evidence is needed before rendering a decision
* Pre-VSRs at a DROC complete the requested development action by the higher-level reviewer

***Note***: The Board of Veterans’ Appeals (Board) also determines if additional evidence is needed before rendering a decision on substantive legacy appeals and Appeals Modernization Act (AMA) notices of disagreement (NOD). DROC Pre-VSRs also complete this development action.DiscussionConsider these questions and answers to guide the classroom in discussion after students finish watching the online content of this training.* **Question**: Is the role of the Pre-VSR at a DROC different than a Pre-VSR at an RO?
	+ **Answer**: No, all Pre-VSRs complete development action.
* **Question**: What is the difference between a claim developed by an RO Pre-VSR and a claim completed by a DROC Pre-VSR?
	+ **Answer**: A DROC Pre-VSR is completing development action on a claim where the Veteran is seeking review of the previous decision and either a higher-level reviewer or the Board determined that additional evidence is needed to make a decision.
* **Question**: What kinds of development can you expect to complete as a DROC Pre-VSR?
	+ **Answer**: Both rating and non-rating development as either the higher-level reviewer or the Board deems necessary.
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