

DEPARTMENT OF VETERANS AFFAIRS

Veterans Benefits Administration



**Standard Operating Procedure
Office of Field Operations (OFO)
Fiscal Year 2022 National Training Curriculum**

Table of Contents

Introduction.....3
Target Audience3
Definitions.....3
FY 2022 NTC Requirements for NCC PCRs, Coaches, Managers, Training Coordinators,
Leads, Quality Review Specialists, Management Analysts, and Regional Office Public
Contact Staffs4
Office of Field Operations FY 2022 NTC Training Standards4
OFO FY 2022 NTC National Training Curricula & Assignment.....6
New Hire Reporting and Assignment Requirement.....7
NTC Make-up Training7
Questions7

Introduction

This standard operating procedure (SOP) provides guidance and direction to support the understanding, implementation, and recording of the Office of Field Operations (OFO) Fiscal Year (FY) 2022 National Training Curriculum (NTC) for National Call Centers (NCCs) and regional office public contact team (PCT) staffs. This SOP is effective upon receipt.

Target Audience

The OFO National Contact Center (OFO-NCC) NTC requires annual training for all Public Contact Representatives (this includes only the public contact staff (CA/IA/PCT) in the regional offices who do not perform claims processing work), Coaches, Managers, Training Coordinators, Leads, Quality Review Specialists, and Management Analysts in the NCC and PCT who are involved with communicating with the public. This SOP will guide training managers in ensuring employees receive quality training according to OFO guidelines.

All entry-level Public Contact Representatives in the NCC will be required to complete the appropriate OFO-NCC Challenge training as outlined in Attachments 1 and 2.

Note: Public contact staff at the regional offices who perform claims processing work should refer to the Compensation Service National Training Curriculum for training requirements.

MST Coordinators and Outreach Coordinators are subject to the appropriate MST/Outreach Coordinator FY22 National Training Curriculum in addition to the OFO-NCC FY22 NTC or Compensation Service National Training Curriculum.

Definitions

- Training: In accordance with Title 5 of the United States Code (U.S.C.), Part III, Chapter 41 at § 4101(4): "Training" means the process of providing for and making available to an employee, and placing or enrolling the employee in a planned, prepared, and coordinated program, course, curriculum, subject, system, or routine of instruction or education, in scientific, professional, technical, mechanical, trade, clerical, fiscal, administrative, or other fields, which will improve individual and organizational performance and assist in achieving the agency's mission and performance goals.
- Experienced PCRs: PCRs who have completed their initial OFO-NCC Challenge Training.
- Curriculum: A course of study designed for a particular purpose.
- OFO-NCC Training Curriculum: Courses on specific topics identified by OFO-NCC based on national quality trends and emerging issues. Courses are designed to build

skills and abilities of the employees. Training may consist of both technical and developmental training:

- Technical Training: Training to gain or improve specific skills related to a job, function, or task.
 - Developmental Training: Training to prepare employees to perform future jobs and/or to move with an organization as it develops, changes, and grows.
- Talent Management System (TMS): The system of record for all VA training records.
 - VBA Learning Catalog: An online training catalog that is organized specifically to support the way VBA structures and manages its training programs. Searchable functions identify mandated items, one-time mandated items, and target audiences. Items are also searchable by job position, TMS item number, curriculum, etc. The catalog is available at: <https://vba-tpi.vbatraining.org/lc/>.

FY2022 NTC Requirements for NCC PCRs, Leads, Coaches, Management Analysts, Managers, Quality Review Specialists, Training Coordinators, and Regional Office Public Contact Staffs

Employees identified in the OFO-NCC FY2022 NTC must complete all training hours listed in the position-specific curriculums in Attachments 1-5. It is at the discretion of local management to assign additional training as needed.

Training Managers may prorate training hours for employees who begin a curriculum after the beginning of the fiscal year. See the prorating examples in Appendix A.

Station-Selected Training for Managers, Coaches, QRT, and LEADs.

Station-selected training for Managers, Coaches, QRT, and LEADs are determined by the RO based on analysis of local quality reviews, national quality reviews and trends, and requirements for a particular position. Station-selected training is identified in the [VBA Learning Catalog](#) and will count toward meeting the requirements for OFO- NCC NTC.

Station-selected training must be assigned to employees that are members of the target audience as identified in the VBA Learning Catalog to receive credit toward meeting the requirements for OFO-NCC NTC.

OFO-NCCFY2022 NTC Training Standards

- To ensure consistency of training across VBA, only those training materials and lesson plans provided by OFO-NCC through its website, its SharePoint site, the VBA Learning Catalog, or online through TMS will be utilized. NTC courses must be taught according to the approved lesson plans provided by the OFO-NCC Training Team. For example, if the lesson plan states the lesson is instructor-led and contains

practical exercises, it must be taught as an instructor-led course and the practical exercises associated with it must be completed.

- In addition to materials provided by OFO-NCC, NCC Training Coordinators may, on occasion, create training materials based upon assigned quarterly topics and will submit the training packages, e.g., lesson plans, assessment questions/answers for each objective, student handouts, PowerPoint presentations, etc., and verification of concurrence from the National Call Center Manager through his/her Director's mailbox to OFO-NCC at VAVBAWAS/CO/NCC/TRAINING for review and approval. The OFO-NCC Training Team will review the submitted materials for technical accuracy, inclusion of required components, and adherence to standard template and formatting requirements and will assign a national TMS number, as needed. Training materials must be sent to OFO-NCC at least 30 days prior to the beginning of the quarter in which they will be delivered.
 - OFO-NCC will establish a monthly refresher training calendar of course topics based on quality trends and emerging issues. Each NCC must complete the courses on the calendar within the designated month. OFO-NCC will amend the calendar as necessary to train on issues such as changes in law, changes in VBA procedure, etc., or to account for changes in training hours.
 - Employees must complete the evaluations and/or comprehension assessments, if applicable, in TMS to receive credit for completing the course.
 - Curriculum items listed with "TBD" in the "TMS Item #" field will have a TMS item number assigned at a later date.
 - Employees assigned to multiple cohorts are only required to complete assigned courses once per year, even if the course is required under multiple cohorts.
 - Completion of training session attendance sheets is required at the time of training. Electronic sign-in sheets will be accepted. The center and/or regional office will utilize the attendance sheets to ensure compliance with credit received in TMS for the attendees.
 - In-Person Training Session: Roll call sheets are required to record attendance for in-person instructor-led courses. The instructor or RO designated personnel will verify the roll call attendance sheet by certifying all names on the roster were in attendance.
 - Online Training Session: Roll call sheets taken from virtual training sessions can be used to substantiate attendance of individuals participating in an online training session. The instructor or RO designated personnel will verify the attendance sheet by certifying all names found were in attendance.
- Note:** Attendance sheets for the previous and current fiscal year must be maintained. Scanned electronic records are highly recommended for record keeping purposes.
- OFO-NCC holds the sole authority to include training items in the NTC curriculum.

Notes:

- TMS administrators will not assign completion credit in TMS for learning items that contain evaluations and assessments, unless explicitly directed by OFO-NCC. OFO-NCC reserves the right to remove training completions erroneously assigned to learners

OFO-NCC FY2022 NTC National Training Curricula and Assignment

OFO-NCC will automatically assign the FY2022 NTC through TMS Cohorts. Existing completions of any required items after October 1, 2021, will automatically be counted toward the FY22 mandated requirement. Training Managers or Training Coordinator must add employees to the appropriate TMS Cohort based on the employee's position. Training Managers or Training Coordinators are also responsible for removing or moving employees from TMS Cohorts as they change positions.

The TMS Cohort IDs for each OFO-NCC NTC position are listed in the table below. Please refer to the [TMS Job Aid](#) for instructions on adding employees to classes.

Position	TMS Cohort	TMS Curriculum Assigned
OFO-NCC Public Contact Representatives - New (NCC)	VBA-478	VBA-1403
OFO-NCC Public Contact Representatives - Experienced	VBA-480	VBA-1404
OFO-NCC PCR Coach - New Cohort	VBA-481	VBA-1279
OFO-NCC PCR Coach - Experienced Cohort	VBA-482	VBA-1280
OFO-NCC PCR Manager - New Cohort	VBA-740	VBA-1281
OFO-NCC PCR Manager – Experienced Cohort	VBA-741	VBA-1282
OFO-NCC PCR Training Coordinator - New Cohort	VBA-483	VBA-1405
OFO-NCC PCR Training Coordinator - Experienced	VBA-484	VBA-1406
OFO-NCC PCR Lead Cohort	VBA-485	VBA-1407
OFO-NCC PCR Management Analyst Cohort	VBA-486	VBA-1408
OFO-NCC Quality Review Specialist - New Cohort	VBA-488	VBA-1409
OFO-NCC Quality Review Specialist - Experienced Cohort	VBA-489	VBA-1410
OFO-NCC PCT LAS/CA/IA - Experienced Cohort	VBA-498	VBA-1411
OFO-NCC PCT Coach Cohort	VBA-499	VBA-1412
OFO-NCC PCT Outreach Coordinator	VBA-978	VBA-1414
OFO-NCC PCT MST Coordinator	VBA-979	VBA-1415

New Hire Reporting and Assignment Requirement

Training Manager or Training Coordinators must move new hires to the experienced PCR NTC cohort (VBA-480) once the new hire is placed on production. Completion of the new hire curriculum must be uploaded to the [OFO-NCC NTC SharePoint site](#) within ten (10) days after new hire training completion.

TMS Administrators and TMS credit

Training is recorded in TMS upon completion of all elements contained within the item. Completion of the TMS evaluations and assessments are required for OFO-NCC credit.

Notes:

- TMS administrators will not assign completion credit in TMS for learning items that contain evaluations and assessments, unless explicitly directed by OFO-NCC. OFO-NCC reserves the right to remove training completions erroneously assigned to learners.

NTC Make-up Training

All NCC/PCT PCRs, Coaches, Manager, Training Coordinators, Leads, Quality Review Specialists, Management Analysts, and Public Contact staff in the targeted audience must complete the requirements for the Mandatory Training Curriculum. Therefore, each NCC/PCT and regional office must develop a strategy for conducting make-up training sessions, as necessary. Procedures for the make-up training sessions should include the following:

- The OFO-NCC approved lesson plan for each training item will be followed for all training offerings.
- The approved materials and handouts, including online exercises and/or evaluations, provided by OFO-NCC for each training offering will be distributed to training participants.
- If a recorded session is provided as a make-up session, a subject matter expert (SME) in the training topic must be made available as point of contact during the training should questions arise.
- Make-up sessions must take place within the same month as the initial training session for any items scheduled by OFO-NCC.
- A sign-in sheet must be used to record training attendance, including the name of the SME who facilitated the make-up session.

Questions

Please send all questions about the implementation of this SOP to the OFO-NCC Training mailbox at: [VAVBAWAS/CO/NCC/TRAINING](#).

Enclosure

Page 8 of 21

/s/

Regina K. Yount, Assistant Director, Enterprise Contact Operations

for

Kenesha Britton
Assistant Deputy Under Secretary for Field Operations
National Contact Center
Veterans Benefits Administration

Appendix A: Prorating FY2022 Training Requirements

Prorating FY2022 Training Requirements

Training Managers may prorate OFO-NCC FY2022 NTC Training Requirements in the following circumstances:

- Employees become eligible for OFO-NCC NTC training after the first month of the fiscal year.
- Employees are on extended periods of excused absence (30 consecutive days or more) from their office.

When Training Managers prorate training requirements in the circumstances described above, they will maintain documentation approving the reduced training for the current fiscal year in the employees' training file. Satisfactory documentation of approval for prorated training consists of a memorandum from the employee's immediate supervisor with the name of the employee, period of time, and number of days that have been approved as extended periods of leave. The documentation will be kept confidential and will only be presented to the director's office of the RO for compliance to the National Training Requirements. The RO Director will certify the proper documentation is of record and all prorated training requirements are in compliance.

Example of documentation for extended excused absence

Memorandum

From: (Employee's Immediate Supervisor's Name)
To: (Regional Office Name) Training Manager
Subject: (Employee Name) approved extended leave

The above-mentioned employee has been authorized extended absence as follows:

March 1 to April 1, 2021: 31 Days
June 1 to July 1, 2021: 30 Days

Signed by (Immediate Supervisor)

Calculating prorated training items

Example:

- Employee's Challenge Training ends on January 1, 2021. The employee must complete nine months of training to be in compliance with the National Training Requirements.
 - $9/12 = .75$
 - Mandated hours X .75 = learning hours required to be in compliance with the National Training Requirements

Attachment 1:***OFO-NCC FY2022 National Training Curriculum - New-Hire PCR (NCC) Training Items*****Curriculum ID: VBA-1403**

Item	Hours	Title
VA 3729218	6	(CRM/UD-O) Initial Training
VA 4298946	2	Ancillary & Derivative Benefits
VA 1339467	4	Client Requested Letters & Service Requests
VA 1341913	1	Crisis Management Procedures
VA 4555121	4	CRM/UD-O Enhanced Dependent Maintenance Workflow
VA 1339483	2	Debts, Waivers, and Compromises
VA 3881516	2	Dependency
VA 3881513	3	Disability Compensation
VA 3880795	1.5	eBenefits & Vets.gov Self Service Features
VA 3881524	2	Education Benefits
VA 3838404	1.5	Fiduciary Process
VA 3838293	4	First Notice of Death Process
VA 4406308	3	FOIA/PA Refresher - Segment 2
VA 3838367	6	Freedom of Information Act (FOIA) & Privacy Act (PA) Segment I
VA 1339487	2	General VAMC Inquiries
VA 3881519	2	Home Loan Guaranty
VA 4406286	3	Incident Prevention Techniques and Practice Scenarios
VA 1339476	2	Introduction to Quality Monitoring
VA 1339402	6	Introduction to Reference Materials
VA 1339375	3	Journey of a Claim
VA 4559562	4	Journey of an Appeal
VA 4491299	2	VA Life Insurance
VA 3881514	3	Live Pension & Medical Expenses
VA 1341912	1	Local Issues
VA 1339427	4	Military Payments
VA 4177413	1	Military Sexual Trauma (MST) Soft Skills Training
VA 3838330	2	Non-Receipt of Payment
VA 4563418	6	Pension Adjustment
VA 4570712	6	Point of Interaction
VA 4559512	2	Producing High Quality Interactions - Status of Appeal
VA 4559517	2	Producing High Quality Interactions - Status of Claim
VA 4561664	3	Public Service Guide - Module 2 -
VA 4561667	14.5	Public Service Guide - Module 3
VA 4561669	4	Public Service Guide - Module 4
VA 1381333	40	Public Contact Representative On-the-Job Training: Segment 2
VA 1339409	40	Public Contact Representatives On-the-Job Training: Segment 1

VA 4559559	2	Public Service Guide - Foundations
VA 4559506	2	Public Service Guide - Module 1
VA 4566321	4	Referral Procedures - Segment II
VA 3838416	2	Referral Procedures Segment I
VA 1381332	8	Telephone Shadowing
VA 3838412	6	Status of Appeal
VA 3838414	6	Status of Claim
VA 4570716	1	Stress Management & Resilience
VA 3867880	1	Supervisory Escalation Procedures
VA 4405841	4	Survivors Benefits & Death Benefits
VA 4561935	8	Technology Workshop
VA 3838408	6	Telephone Development & Routing/Jurisdiction
VA 3729193	2	Understanding Rating Decisions & Notification Letters
VA 3838286	4	Updating Contact and Payment Information
VA 3870855	2	VA Exams & Disability Benefits Questionnaires
VA 4406309	2	VBMS Training
VA 4191390	2	Veterans Journey Mapping Exercise
VA 3881520	2	Veterans Readiness and Employment
VA 4556857	1	Week 1 Experiences/Week 2 Introduction
VA 4561498	3	Week 1 Workshop
VA 4561556	2	Week 2 Workshop
VA 4561557	3	Week 3 Workshop
VA 4561558	2	Week 4 Workshop
VA 4561559	2	Week 5 Workshop
VA 4561560	4	Week 6 Workshop
VA 4561572	5	Week 7 Workshop
VA 4487957	1	Military Sexual Trauma (MST) Claims Refresher
Total	281.5	

Attachment 2:***OFO-NCC FY2022 National Training Curriculum - Experienced PCRs NCC Training Items***
Curriculum ID: VBA-1404

All PCRs with exception of employees currently in Challenge Training

Item	Hours	Title
VA 4406378	1	Local Training & Station Quality Updates October
VA 4406429	1	Local Training & Station Quality Updates December
VA 4406435	1	Local Training & Station Quality Updates January
VA 4406480	1	Local Training & Station Quality Updates February
VA 4406482	1	Local Training & Station Quality Updates March
VA 4406487	1	Local Training & Station Quality Updates April
VA 4406491	1	Local Training & Station Quality Updates May
VA 4406509	1	Local Training & Station Quality Updates June
VA 4406538	1	Local Training & Station Quality Updates July
VA 4406805	1	Local Training & Station Quality Updates August
VA 4406825	1	Local Training & Station Quality Updates September
VA 4406829	1	Public Service Guide Refresher 1
VA 4406830	1	Public Service Guide Refresher 2
VA 4406817	1	Status of Claim Refresher 1
VA 4406818	1	Status of Claim Refresher 2
VA 4406819	1	Status of Appeal Refresher
VA 3870984	1	Death-Related Inquiries Refresher
VA 3869121	1	Client Requested Letters Refresher
VA 3870971	1	Telephone Development Refresher
VA 3867885	1	Referral Procedures Refresher
VA 3870855	2	VA Exams & Disability Benefits Questionnaires
VA 3845101	1	MRP, CRDP, and CRSC
VA 1339491	1	Crisis Management Refresher 1
VA 4552332	1	Crisis Management Refresher 2
VA 3881568	1	Hardship and Homeless Procedures
VA 3881570	1	Payment-Related Issues Refresher
VA 3881572	1	Fiduciary Process Refresher
VA 3881575	1	Debts, Waivers, and Compromises Refresher
VA 3881577	1	Disability Compensation Refresher
VA 3881613	1	Education Refresher
VA 3870991	1	Pension-Related Refresher
VA 4406843	1	Ancillary & Derivative Benefits Refresher
VA 4406851	1	Potential Incident Refresher
VA 4564950	1	NCC Point of Interaction Process Refresher
VA 4406504	1	Emerging Issues and Hot Topics 1
VA 4571914	1.50	Harassment Prevention, Bystander and Sexual Assault Training For VBA Employees

VA 4487957	1	Military Sexual Trauma (MST) Claims Refresher
VA 4177413	1	Military Sexual Trauma (MST) Soft Skills
Total	40.5	

Attachment 3:

OFO-NCC FY2022 National Training Curriculum - NCC Coaches, Managers, Training Coordinators, Leads, Quality Review Specialists, and Management Analysts

**Curriculum ID: VBA-1281
New Managers**

Item	Hours	Title
VA 1339491	1	Crisis Management Refresher 1
VA 4552332	1	Crisis Management Refresher 2
NFED 4501350	0.5	Strategies for Building a Cohesive Team
NFED 4501351	0.5	Effective Team Communication
NFED 4501352	0.5	Establishing Team Goals and Responsibilities, and Using Feedback Effectively
NFED 4501502	0.5	Controlling Conflict, Stress, and Time in a Customer Service Environment
NFED 4501504	0.4	Polishing Your Skills for Excellent Customer Service
NFED 4501279	0.5	Make the Time You Need: Get Organized
NFED 4501239	0.4	Motivating Your Employees
NFED 4501345	0.5	Developing a Successful Team
NFED 4501267	0.5	How to Manage Difficult Conversations
NFED 4501510	0.5	Managing Employee Development
VA 4562957	32	FY22 NCC Training Symposium
NFED 4502757	0.4	Understanding Unconscious Bias
Total	39.2	

**Curriculum ID: VBA-1282
Experienced Managers**

Item	Hours	Title
VA 1339491	1	Crisis Management Refresher 1
VA 4552332	1	Crisis Management Refresher 2
VA 4562957	32	FY22 NCC Training Symposium
NFED 4502757	0.4	Understanding Unconscious Bias
NFED 4581894	0	Emotional Intelligence
Total	34.4	

**Curriculum ID: VBA-1279
New Coaches**

Item	Hours	Title
VA 1339491	1	Crisis Management Refresher 1
VA 4552332	1	Crisis Management Refresher 2
NFED 4501350	0.5	Strategies for Building a Cohesive Team
NFED 4501351	0.5	Effective Team Communication
NFED 4501352	0.5	Establishing Team Goals and Responsibilities, and Using Feedback Effectively
NFED 4501502	0.5	Controlling Conflict, Stress, and Time in a Customer Service Environment
NFED 4501504	0.4	Polishing Your Skills for Excellent Customer Service
NFED 4501279	0.5	Make the Time You Need: Get Organized
NFED 4501239	0.4	Motivating Your Employees
NFED 4501345	0.5	Developing a Successful Team
NFED 4501267	0.5	How to Manage Difficult Conversations
NFED 4501510	0.5	Managing Employee Development
NFED 4502757	0.4	Understanding Unconscious Bias
VA 4620383	40	OFO-NCC Coach Training Symposium
NFED 4581894	0	Emotional Intelligence
Total	47.2	

**Curriculum ID: VBA-1280
Experienced Coaches**

Item	Hours	Title
VA 1339491	1	Crisis Management Refresher 1
VA 4552332	1	Crisis Management Refresher 2
VA 4620383	40	OFO-NCC Coach Training Symposium
NFED 4502757	0.4	Understanding Unconscious Bias
Total	42.4	

**Curriculum ID: VBA-1405
New Training Coordinators**

Item	Hours	Title
VA 4408134	1	Training Coordinator Call October
VA 4408138	1	Training Coordinator Call November
VA 4408139	1	Training Coordinator Call December
VA 4408140	1	Training Coordinator Call January

VA 4408150	1	Training Coordinator Call February
VA 4408143	1	Training Coordinator Call March
VA 4408144	1	Training Coordinator Call April
VA 4408151	1	Training Coordinator Call May
VA 4408152	1	Training Coordinator Call June
VA 4408153	1	Training Coordinator Call July
VA 4408154	1	Training Coordinator Call August
VA 4408155	1	Training Coordinator Call September
VA 1339491	1	Crisis Management Refresher 1
VA 4552332	1	Crisis Management Refresher 2
NFED 4501502	0.5	Controlling Conflict, Stress, and Time in Customer Service Environment
NFED 4501504	0.4	Polishing Your Skills for Excellent Customer Service
NFED 4501279	0.5	Make the Time You Need: Get Organized
NFED 4501239	0.4	Motivating Your Employees
NFED 4501277	0.4	Conquering the Challenges of Public Speaking
NFED 4501212	0.5	Planning an Effective Presentation
NFED 4501213	0.5	Building Your Presentation
NFED 4501214	0.5	Ensuring Successful Presentation Delivery
NFED 4500960	0.8	Designing Effective PowerPoint Presentations
NFED 4501267	0.5	How to Manage Difficult Conversations
NFED 4502757	0.4	Understanding Unconscious Bias
VA 4620384	40	OFO-NCC Training Coordinator Training Symposium
VA 4571914	1.50	Harassment Prevention, Bystander and Sexual Assault Training For VBA Employees
Total	60.9	

Curriculum ID: VBA-1406
Experienced Training Coordinators

Item	Hours	Title
VA 4408134	1	Training Coordinator Call October
VA 4408138	1	Training Coordinator Call November
VA 4408139	1	Training Coordinator Call December
VA 4408140	1	Training Coordinator Call January
VA 4408150	1	Training Coordinator Call February
VA 4408143	1	Training Coordinator Call March
VA 4408144	1	Training Coordinator Call April
VA 4408151	1	Training Coordinator Call May
VA 4408152	1	Training Coordinator Call June
VA 4408153	1	Training Coordinator Call July
VA 4408154	1	Training Coordinator Call August
VA 4408155	1	Training Coordinator Call September
VA 1339491	1	Crisis Management Refresher 1

VA 4552332	1	Crisis Management Refresher 2
NFED 1349516	0.5	Critical Thinking
NFED 4502757	0.4	Understanding Unconscious Bias
VA 4571914	1.50	Harassment Prevention, Bystander and Sexual Assault Training For VBA Employees
VA 4620384	40	OFO-NCC Training Coordinator Training Symposium
Total	56.4	

**Curriculum ID: VBA-1407
Lead PCRs**

Item	Hours	Title
VA 4408091	1	Call Calibration Session 1
VA 4408094	1	Call Calibration Session 2
VA 4408098	1	Call Calibration Session 3
VA 4408099	1	Call Calibration Session 4
VA 4408112	1	Call Calibration Session 5
VA 4408115	1	Call Calibration Session 6
VA 4408118	1	Call Calibration Session 7
VA 4408121	1	Call Calibration Session 8
VA 4408124	1	Call Calibration Session 9
VA 4408127	1	Call Calibration Session 10
VA 4408130	1	Call Calibration Session 11
VA 4408132	1	Call Calibration Session 12
VA 1339491	1	Crisis Management Refresher 1
VA 4552332	1	Crisis Management Refresher 2
	20	PCR Refresher Training (Station-Selected)
NFED 4502757	0.4	Understanding Unconscious Bias
VA 4571914	1.50	Harassment Prevention, Bystander and Sexual Assault Training For VBA Employees
Total	35.9	

**Curriculum ID: VBA-1409
New Quality Review Specialists**

Item	Hours	Title
VA 4408091	1	Call Calibration Session 1
VA 4408094	1	Call Calibration Session 2
VA 4408098	1	Call Calibration Session 3
VA 4408099	1	Call Calibration Session 4
VA 4408112	1	Call Calibration Session 5
VA 4408115	1	Call Calibration Session 6
VA 4408118	1	Call Calibration Session 7

VA 4408121	1	Call Calibration Session 8
VA 4408124	1	Call Calibration Session 9
VA 4408127	1	Call Calibration Session 10
VA 4408130	1	Call Calibration Session 11
VA 4408132	1	Call Calibration Session 12
NFED 1327023	0.25	Giving Appropriate Feedback
NFED 4501263	0.4	Fostering Mentoring Relationships
NFED 4501351	0.5	Effective Team Communication
NFED 4501381	0.5	Clarity and Conciseness in Business Writing
NFED 4501382	0.5	Editing and Proofreading Business Documents
NFED 4501212	0.5	Planning an Effective Presentation
NFED 4501213	0.5	Building Your Presentation
NFED 4501214	0.5	Ensuring Successful Presentation Delivery
NFED 4501277	0.4	Conquering the Challenges of Public Speaking
VA 1339491	1	Crisis Management Refresher 1
VA 4552332	1	Crisis Management Refresher 2
VA 3867902	1	Review of Common References for the Quality Assurance Specialist
VA 3867910	1	Determining Issues for the Quality Assurance Specialist
VA 4408157	2	NICE Training
VA 3937257	1	eBenefits, Freedom of Information Act, Privacy Act, Change of Address, and Direct Deposit for QAS
VA 3937258	1	Phone Development, Referrals, and Correspondence for Quality Assurance Specialist
VA 3937261	1	Payments and Debts for Quality Assurance Specialist
VA 3937263	1.5	Status of Claim, Status of Appeal, Death-Related Calls for Quality Assurance Specialist
VA 3937249	1	Call Quality Evaluation Guide and Scorecard
VA 3867906	1	Write Up Tips and Tricks for the Quality Assurance Specialist
NFED 4581894	0	Emotional Intelligence
	10	PCR Refresher Training (Station-Selected)
VA 4571914	1.50	Harassment Prevention, Bystander and Sexual Assault Training For VBA Employees
Total	40.05	

Curriculum ID: VBA-1410
Experienced Quality Review Specialists

Item	Hours	Title
VA 4408091	1	Call Calibration Session 1
VA 4408094	1	Call Calibration Session 2
VA 4408098	1	Call Calibration Session 3
VA 4408099	1	Call Calibration Session 4
VA 4408112	1	Call Calibration Session 5
VA 4408115	1	Call Calibration Session 6

VA 4408118	1	Call Calibration Session 7
VA 4408121	1	Call Calibration Session 8
VA 4408124	1	Call Calibration Session 9
VA 4408127	1	Call Calibration Session 10
VA 4408130	1	Call Calibration Session 11
VA 4408132	1	Call Calibration Session 12
VA 1339491	1	Crisis Management Refresher 1
VA 4552332	1	Crisis Management Refresher 2
VA 4559794	1	Personalized Career Planning and Guidance (Chapter 36)
NFED 4581894	0	Emotional Intelligence
	20	PCR Refresher Training (Station-Selected)
VA 4571914	1.50	Harassment Prevention, Bystander and Sexual Assault Training For VBA Employees
Total	36.5	

**Curriculum ID: VBA-1408
Management Analysts**

Item	Hours	Title
VA 4408161	1	Management Analyst Training Call Q1
VA 4408163	1	Management Analyst Training Call Q2
VA 4408173	1	Management Analyst Training Call Q3
VA 4408174	1	Management Analyst Training Call Q4
VA 1339491	1	Crisis Management Refresher 1
VA 4552332	1	Crisis Management Refresher 2
VA 4562957	32	FY22 NCC Training Symposium
NFED 4581894	0	Emotional Intelligence
VA 4571914	1.50	Harassment Prevention, Bystander and Sexual Assault Training For VBA Employees
Total	39.5	

Attachment 4:

OFO-NCC FY 2022 National Training Curriculum – Regional Office Public Contact Representatives/Coaches

**Curriculum ID: VBA-1411
Public Contact Team LAS/CA/IA**

Item	Hours	Title
VA 1339491	1	Crisis Management Refresher 1
VA 4552332	1	Crisis Management Refresher 2
VA 3881568	1	Hardship and Homeless Procedures
VA 4616280	4	PHQI within UDO for PCT

VA #####	4	Quality Program Overview during UDO
VA 4571914	1.50	Harassment Prevention, Bystander and Sexual Assault Training For VBA Employees
VA #####	35	UDO Training for PCT
VA 4487957	1	Military Sexual Trauma (MST) Claims Refresher
VA 4177413	1	Military Sexual Trauma (MST) Soft Skills
Total	49.5	

**Curriculum ID: VBA-1412
Public Contact Coach**

Item	Hours	Title
VA 4486376	1	PCT Management Training Call 1
VA 4488081	1	PCT Management Training Call 2
VA 4490447	1	PCT Management Training Call 3
VA 4490467	1	PCT Management Training Call 4
VA 4490468	1	PCT Management Training Call 5
VA 4490469	1	PCT Management Training Call 6
VA 4490470	1	PCT Management Training Call 7
VA 4490471	1	PCT Management Training Call 8
VA 4490472	1	PCT Management Training Call 9
VA 4490473	1	PCT Management Training Call 10
VA 4490474	1	PCT Management Training Call 11
VA 4490475	1	PCT Management Training Call 12
VA 1339491	1	Crisis Management Refresher 1
VA 4552332	1	Crisis Management Refresher 2
VA 4616280	4	PHQI within UDO for PCT
VA #####	4	Quality Program Overview during UDO
VA #####	35	UDO Training for PCT
Total	57	

Attachment 5:

OFO-NCC FY 2022 National Training Curriculum – Regional Office MST Coordinators

**Curriculum ID: VBA-1415
MST Coordinator**

Item	Hours	Title
VA 4177413	1	Military Sexual Trauma (MST) Soft Skills
VA 4487957	1	Military Sexual Trauma (MST) Claims Refresher
VA 3790159	1	Conducting Effective Outreach

VA 1339491	1	Crisis Management Refresher 1
VA 4552332	1	Crisis Management Refresher 2
VA TBD	1	MST Outreach Coordinator Call Q1
VA TBD	1	MST Outreach Coordinator Call Q2
VA TBD	1	MST Outreach Coordinator Call Q3
VA TBD	1	MST Outreach Coordinator Call Q4
Total	9	

OFO-NCC FY 2022 National Training Curriculum – Regional Office Public Contact MST Coordinators/Outreach Coordinators

**Curriculum ID: VBA-1414
Outreach Coordinator**

Item	Hours	Title
VA 4177413	1	Military Sexual Trauma (MST) Soft Skills
VA 4487957	1	Military Sexual Trauma (MST) Claims Refresher
VA 3790159	1	Conducting Effective Outreach
VA 1339491	1	Crisis Management Refresher 1
VA 4552332	1	Crisis Management Refresher 2
VA 3881611	1	Reference Material Refresher
VA 3881613	1	Education Refresher
VA 3881617	1	VA Medical Center Refresher
VA TBD	1	MST Outreach Coordinator Call Q1
VA TBD	1	MST Outreach Coordinator Call Q2
VA TBD	1	MST Outreach Coordinator Call Q3
VA TBD	1	MST Outreach Coordinator Call Q4
Total	12	