DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington, D.C. 20420

October 23, 2014

Director (00/21PF)   In Reply Refer To: 21P3
All VA Pension Management Centers   Fast Letter 14-13

ATTN: All Pension Management Center Personnel

SUBJ: Pension and Fiduciary Service Fiscal Year 2015 National Training Curriculum for Pension Management Center Personnel

Purpose

Pension and Fiduciary (P&F) Service is responsible for developing the Pension National Training Curriculum (NTC) for Department of Veterans Affairs (VA) Pension Management Centers (PMCs). This fast letter and enclosed standard operating procedure (SOP) provide guidance to PMCs on implementing the fiscal year 2015 (FY15) NTC.

Training Requirements and Procedures

In general, all Veterans Service Representatives (VSRs), Rating Veterans Service Representatives (RVSRs), and Decision Review Officers (DROs) must complete 85 hours of training in FY 15. The 85 hours of training consist of 80 hours of NTC-mandated training and 5 hours of annual VA training that is required for all VBA employees, regardless of duty position, including such topics as Privacy Act, HIPAA, Ethics, VBA Continuity of Operations, and Prevention of Harassment/No Fear Act. The Office of Employee Development and Training monitors completion of these required courses.

P&F Service monitors completion of the 80-hour NTC, which prescribes training topics specific to claims processors by level of experience for:

- VSRs
- RVSRs
- DROs
- Quality Review Team members

Two different categories of training comprise the 80 hours of training required by the NTC:

- P&F Service Mandatory Training Curriculum for Pension (40 hours), and
- Station-Determined Training Curriculum, including technical training (40 hours).

To ensure consistency, all training being delivered as part of the NTC for PMC personnel must have an approved Talent Management System (TMS) number assigned through P&F Service for use by PMCs. P&F Service will not count any training provided by PMCs without a P&F Service-assigned TMS number toward the 80-hour requirement.

The enclosed SOP for the FY15 NTC prescribes specific training requirements by duty position and establishes mandatory procedures for conducting training, obtaining credit for training, and recording training. P&F Service has established curriculum ID numbers for the mandatory training courses for PMC DROs, RVSRs, and VSRs for the FY15 NTC. Stations must use these numbers to assign the appropriate curriculum to employees, by position, in the station's domain. The SOP also requires that PMCs establish and implement procedures for conducting make-up training. Compliance with the procedures in the SOP is mandatory.

Responsibilities

Station training managers and PMCs are responsible for ensuring that the procedures outlined in the enclosed SOP are implemented upon receipt of this fast letter. All RVSR, DRO, and VSR personnel must complete the entire 40 hours of mandatory training from the prescribed course offerings. Other course offerings, such as self-determined curriculum or station-determined training, cannot be substituted for the P&F Service Mandatory Training Curriculum for Pension (40 hours).

In accordance with VBA Letter 20-13-02, *Required Annual Training Compliance Reporting*, and as outlined in the SOP, PMC training managers must submit training progress reports to P&F Service on a quarterly basis. Reports are to be submitted at the end of each quarter during the fiscal year and not later than the third workday of the month.

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Director (00/21PF)

Questions

E-mail questions concerning this letter to [VAVBAWAS/CO/PENSION TRNG & QUALITY.](#)

                                    /S/
                                    David R. McLenachen
                                    Director
                                    Pension and Fiduciary Service

Enclosure: Standard Operating Procedure

DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration

Standard Operating Procedures
Pension and Fiduciary Service
PMC National Training Curriculum
Fiscal Year 2015

Table of Contents

Introduction

This standard operating procedure (SOP) is intended to facilitate the understanding, implementation, and recording of the Pension and Fiduciary (P&F) Service Fiscal Year (FY) 2015 Pension National Training Curriculum (NTC). All Pension Management Centers (PMCs) must ensure that the procedures in this SOP are implemented upon receipt.

What is Training?

Section 4101 of Title 5, United States Code, defines "training" as "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." The PMC NTC is consistent with the statutory definition in that it prescribes specific programs of training designed to improve both individual and organizational performance.

Stations must deliver mandatory training in accordance with the intent of the lesson. Mandatory lessons on the P&F Service Pension Training website are designed as instructor-led courses and are to be taught in this format using all associated practical exercises.

Training Definitions

- Curriculum: A course of study designed for a particular purpose.

- Station-Determined Training (formerly, curriculum under Technical Training and Developmental Training): Technical training to gain or improve specific skills related to a job, function, or task; and developmental training to prepare employees to perform future jobs and/or move with the organization as it develops, changes, and grows.

- Mandatory Training Curriculum (MTC): 40 hours of mandatory training as identified by P&F Service.

- National Training Curriculum (NTC): 80 hours of required training mandated by P&F Service to include 40 hours of mandatory training and 40 hours of station-determined training, plus five (5) hours of required training for all VBA employees.

- Talent Management System (TMS): The recognized system for all VA training records.

FY 2015 Training Requirements for VSRs, RVSRs, and DROs

All Veterans Service Representatives (VSRs), Rating Veterans Service Representatives (RVSRs), and Decision Review Officers (DROs) working in the PMCs must complete a minimum of 85 hours of training in FY 2015 and satisfy curriculum requirements.[1] These requirements include five hours of all-employee VBA training requirements and 80 hours of training as determined by P&F Service. To satisfy the 80 hours that P&F Service requires for each group of employees, PMCs will conduct the training prescribed by the appropriate training curricula.

There are two categories of training curricula for each position of VSR, RVSR, and DRO. These are:

1. **P&F Service Mandatory Training Curriculum for PMC** – P&F Service has identified 40 hours of required training on specific topics based on national quality trends and emerging issues. *(See attachments 1 and 2)*

2. **Station-Determined Training Curriculum[2]** – Each PMC identifies 40 hours of local training items from this list based on their station needs assessments and quality trends. *(See attachments 3 through 4)*

If a station-determined training item does not have an existing TMS number and/or is not listed on the P&F Service Pension Training Page, the Training Manager must submit the lesson to the Pension Quality and Training Staff for approval and assignment of a TMS number.

Training Hours for Skill Certified Employees

PMCs may reduce to 20 hours the Mandatory Training Curriculum requirements for employees who have successfully passed their respective skill certification tests and who are able to maintain the "skill-certified status" upon retesting. In these instances, PMCs may select up to 60 hours of station-determined training from the course offerings provided by P&F Service.

Prorating FY 2015 NTC Training Requirements

Prorating FY 2015 NTC training requirements will be allowed in the following circumstances (see **Attachment 6** for full prorating details):

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[1] PMC managers must prorate training hours for employees who start after the beginning of the FY**.**
[2] This category of training is revised to combine the former station-determined with technical and developmental training, so that stations are able to have more flexibility with these assignments.

- Employees first becoming eligible for NTC training more than one month after the beginning of the fiscal year.
- Employees on extended periods of excused absence from their RO.
- RVSR Challenge instructors, beginning with their fourth month away from their RO.

Credit for Training

In order for training to be credited, it must satisfy all of the following criteria:

1. Station-Determined Training that is not already pre-approved by P&F Service must be requested, scheduled, and approved in advance. All pre-approved training is located on the VBA Learning Catalog at http://hvnc.gdit.com/lc/. Requests for approval of locally developed training should be sent to the Pension training email box, VAVBAWAS/CO/PENSION TRNG & QUALITY. P&F Service will provide a response to the unapproved training request within ten business days.

2. The lessons in the Pension NTC must be taught according to the approved lesson plans. For example, if the lesson plan states that the lesson is "instructor-led," then it must be instructor-led. Similarly, if there is a practical exercise in the lesson plan, it must be used in the class.

3. Technical training must include an evaluation of training content and instruction (online or paper evaluation).

4. Training must be recorded in the TMS and include proof of attendance for instructor-led items. PMCs must retain the sign-in sheets used to document employee participation in instructor-led training for a three-year period beginning on the date of the training. However, PMCs need not attach lesson plans to document employee participation in instructor-led training.

5. Training Managers must place employees in classes set up specifically for each job position. Each class will be tied to the proper curriculum and the assignment will be automatic once an employee is added to the class. This allows Training Managers to easily move employees in and out of curricula when they change positions.

Credit Awarded to Instructors

1. Instructors may be granted credit for instructional time learning hours if they have completed an authorized VBA trainer preparation course, *i.e.*, *Train-the-Trainer* lesson package on the Training webpage, the Instructor Development Course, or the Basic Instructor Clinic. A maximum total of 20 of the 40 hours for station-determined training requirements may be used for this purpose.

2. Preparation time of up to 20 hours for the fiscal year may be recorded under TMS item number VA 221915.

3. RVSR Centralized Challenge instructors must track the hours spent preparing Challenge instruction to receive credit toward their curriculum requirements and assist VBA in tracking the total number of instructional hours devoted to Challenge. Local managers must determine the locally required courses from which these individuals will be considered "exempt." Actual hours spent in the preparation of Challenge lessons, excluding those hours for which an exemption was granted, will be recorded under TMS item number VA 221915.

   a. For example, an RVSR Challenge instructor may be at centralized training when training courses are offered at his/her local RO. Local management will determine which curricular course(s) will be considered exempt for that individual and up to 20 hours of his/her Challenge instruction time is to be recorded under TMS item number VA 221915.

   b. Instructors who attend *Train-the-Trainer* for Challenge instruction will receive credit under TMS item number VA 1560317.

Recording P&F Service Mandatory Pension Training Curriculum Training Items in TMS

P&F Service has assigned an item number in TMS for each of the P&F Service MTC lessons and will assign item numbers for any additional mandatory courses added throughout the FY. The PMCs will only use these assigned TMS item numbers to ensure consistency and avoid duplication.

All station-determined training lesson material is posted on the Training Homepage that can be accessed through the P&F Service Pension website with a corresponding TMS item number that is to be used when recording training. All Station-Determined training courses identified in Attachment 5 must be recorded in TMS with the associated TMS item number. The lesson material for Station-Determined courses may come from other sources, but must be approved by P&F Service, which will then assign a TMS item number.

Make-up Training

Employees are required to complete all items listed in the MTC; therefore, each PMC must establish and publish a process for providing make-up training sessions for employees who missed the training session. PMCs must include the following requirements in the procedures for make-up training sessions:

- Instructor will use the same lesson plan.
- Instructors will use the same materials and handouts. (This includes completing online exercises and/or evaluations.)
- If possible, the same instructor will provide the training. This may be accomplished in person or by being videotaped.

- If a videotaped session is provided, PMCs will make available a subject matter expert (SME) to facilitate the class and answer questions.
- Make-up sessions are to be completed as soon as possible, but must be provided within eight weeks of the original training session.
- Instructors will use a sign-in sheet to record attendance, including the name of the SME who facilitated the make-up session.

Training Reporting Requirements

All stations must submit their station's training progress report for the applicable National Training Curriculum to P&F Service (per VBA Letter 20-13-02, Required Annual Training Compliance Reporting). Stations must submit reports in the format provided by P&F Service using reporting shells (macros) and instructions on the Training Manager's SharePoint site. Stations must submit reports at the end of each quarter during the fiscal year and no later than the 3rd workday of the month as described below:

- 1st quarter – 3rd workday of January
- 2nd quarter – 3rd workday of April
- 3rd quarter – 3rd workday of July
- 4th quarter – 3rd workday of October

Additional Information

1. During the course of the year, P&F Service may mandate additional training to address specific agency needs. Any hours over the 40-hour P&F Service MTC requirement may be applied toward the Station-Determined Training Curriculum requirement. For example, if P&F Service identifies 45 hours of training from the P&F Service MTC during the reporting period, stations may report five hours as station-determined training.

2. For station-determined items, a portion of any curriculum item can be used for training as long as the learning hours are adjusted accordingly. For example, when a lesson is eight hours in length and only two hours of that lesson are used to cover a specific issue found within the lesson, Training Managers must adjust TMS to record only those two hours of training.

3. All authorized curriculum items will be listed on the P&F Service Pension Training website. Other training sources identified in TMS may also be used (e.g., AdVAnce and VALU courses).

4. ***For the first 12 months in an RVSR position***, P&F Service does not require trainees to complete the P&F Service NTC until they have completed their Compensation Service Challenge training.

    a. RVSRs trainees *should* complete the following courses prior to eligibility for Journey-level Skill Test Certification:

TMS#	Curriculum Title
1380402	**RVSR PTSD-Module 1: Rating PTSD Claims**
1380404	**RVSR PTSD-Module 2: Rating PTSD Claims**
3884915	**VSR- New Pension**
1379361	**VSR TPSS Module 2- Dependency Benefits**
3814513	**VSR Total Disability Based on Individual Unemployability (TDIU)**
1380399	**Appeals TPSS- Module 1: Certify a Case to the Board of Veterans' Appeals (BVA)**
3825367	**VSR Character of Discharge (COD) Web-Based Training (WBT)**

b. P&F Service mandatory training for RVSR trainees will be prorated for the remainder of the fiscal year following the 12-month period the RVSR completed the Compensation Service RVSR-mandated Challenge training.

Example:

A PMC RVSR is hired in January 2014. The RVSR completes the 12-month period of required Compensation Service Challenge in January 2015. Since the overlapping period crosses over into one quarter of FY 15, the RVSR is only responsible for 75% of the Pension NTC for FY 15. This would include 75% of the 40 hours of mandatory training and 75% of the 40 hours of station-determined training. Therefore, the RVSR would be required to complete 30 hours of the mandatory training and 30 hours of station-determined training in in FY 15.

Attachment 1:

P&F Service PMC National Training Curriculum
RVSR/DRO Mandatory Training Items
Mandatory RVSR Curriculum ID: VBA-535
(*All RVSRs/DROs with exception of employees currently in***
Challenge/Training Status)

	TMS Item #	Total Learning Hours	Title
1	1318128	2	Accrued Ratings
2	1368082	4	Appeals Process
3	3881884	1.5	Burial Automation
4	61819	6	Cardiovascular System
5	61539	3	Duty to Assist
6	1209928	2	Effective Dates (Journey)
7	*	3	Fast Letters that are mandated as training by P&F Service
8	*	1	Other P&F Service Mandated Items (i.e. CDN Broadcasts, Live Meeting Training, etc.)
9	1209946	2.5	PTSD/Other Psychiatric Conditions (VA Exams & New Stressors)
10	766921	4.5	Ready to Rate Claims
11	616916	2	Requesting Medical Opinions
12	1559310	2	Review of VA Medical Examinations
13	3847680	1	Safeguarding Federal Tax Information (FTI)
14	1202946	2	Subordinate Issues
15	3725166	1	VBMS Rating Functionality
16	3725163	1	VBMS Rating Overview
17	1202940	3	Weighing Evidence
	TOTAL	**41.5**	

These items incorporate ongoing training requirements identified at the national level as necessary to address new issues, changes in regulations/procedures, etc.

*P&F Service will assign TMS item numbers to fast letters, training letters, court decisions, and other P&F Service-mandated items that will be added to this curriculum as they are published so that training on these issues can be effectively monitored.

If there are sufficient fast letters, training letters, court decisions, and other required items that cause the P&F Service-mandated training to exceed the 40 hours for the Mandatory Training Curriculum, those hours may be used to satisfy the station-determined portion of the training requirement.

Attachment 2:

P&F Service PMC National Training Curriculum
VSR Mandatory Training Items
Curriculum ID: VBA-534

	TMS Item #	Total Learning Hours	Title
1	3881884	1.5	Burial Automation
2	1197929	2	Due Process (Intermediate)
3	3834214	1.5	Duplicate Participant ID (PID)
4	1197931	3.75	Duty to Assist (Intermediate)
5	1197933	1.5	Effective Dates (Intermediate)
6	*	3	Fast Letters
7	1284930	3	Income and Medical Expenses
8	3834221	2.5	Income Classification & Counting Procedures
9	1197950	3	Introduction to Appeals and VACOLS
10	61843	4	Introduction to Disability Pension (excluding TPSS)
11	3834226	2	Omnibus & COLA
12	62427	2	PMC Introduction to Dependency
13	61439	1.75	POA/Service Organizations
14	3834217	4	Reopened Live & Death Pension
15	3847680	1	Safeguarding Federal Tax Information (FTI)
16	69639	1.5	Special Monthly Pension
17	3834219	2	Types of Income
18	1284937	2	Unreimbursed Medical Expenses
	TOTAL	**42**	

These items incorporate ongoing training requirements identified at the national level as necessary to address new issues, changes in regulations/procedures, etc.

*Fast letters, training letters, court decisions, and other P&F Service-mandated items will have TMS item numbers assigned and added to this curriculum as they are published, so that training and compliance on these issues can be effectively monitored.

If there are insufficient fast letters, training letters, court decisions, and other P&F Service-mandated items to complete 40 hours of training identified above by the end of the third quarter of FY 2015, P&F Service will assign sufficient hours of training to complete the 40 hours for the Mandatory Training Curriculum.

If there are sufficient fast letters, training letters, court decisions, and other required items that cause the P&F Service mandated training to exceed the 40 hours for the Mandatory Training Curriculum, those hours may be used to satisfy the station-determined portion of the training requirement.

Attachment 3: VSR Station-Determined Training Topics Curriculum ID: VBA-293

P&F Service recommends the following topics for purposes of developing the basic skill set for the VSR position. Each PMC should assess local technical-training needs and select 40 hours of training from this list based on station quality trends.

TMS Item #	Total Learning Hours	Title
609916	2	Administrative Decision Process
1197949	5	Administrative Decisions (Journey)
68639	1.5	Ancillary Benefits
1197939	2	Apportionments
237915	1	Burial Awards and the BDN (307 screen processing)
609917	2.75	Character of Discharge Determinations
61845	1.5	Claims Folder Maintenance
610924	2	Claims Recognition
1197946	3.25	Common Law Marriage
62019	4	Compensation Offsets (Non-duplication of payments)
79679	1	Contested Claims
1197925	2.5	Contested Claims (Intermediate)
61845	1	Continuous Cohabitation
61842	3	Deemed Valid Marriage
61960	3	Dependency for Compensation
610916	1	DPRIS Web
508914	2.5	DPRIS Web (Level 2 - Managers)
1283925	2.5	DPRIS Web (Level 3 - Users)
789920	2	Due Process
61539	2	Duty to Assist
600917	2	Effective Date vs. Payment Date
1197941	2.25	Fugitive Felon Program
81132	1.5	GWOT Claim Development
1197945	4	Helpless Child
610933	4	Herbicide Claim Development
1197952	4	Hospital Adjustments (Journey)
62119	1.75	Hospital Reductions (The Law)
1197943	5	Incarceration Adjustments
1283926	4	Income Adjustment Scenarios

1197947	2	Incompetency/Fiduciary Arrangements
1197948	6	Introduction to Authorization
62339	2	Introduction to COVERS
1284941	4	Introduction to DIC and Accrued Benefits (Journey)
61559	2	Introduction to Medical EPSS and the Body Systems
61922	3	Introduction to Ratings (Additional)
1284929	2	Introduction to Ratings (PMC)
61859	3	Line of Duty Willful Misconduct
1284927	11	MAP-D (PMC)
1197927	2	Matching Programs (Intermediate)
610927	2.25	Non-Original Compensation Claims
610930	3	Original Compensation Claims
1197930	1.75	Overview of SHARE (SSA)
1284944	1.5	Parents' Dependency and Indemnity Compensation (DIC)
897927	4	PCGL
610914	2	PIES
61569	3.25	POW Claims Development
610919	1	Presumptive Issues
61964	4	Processing Burial Claims (Intermediate)
61820	4	PTSD Claims Development
61799	3	Radiation Exposure Claims Development
61421	4.5	Records Management
1280929	4.25	Records Management and PIES
61399	8	Reference Materials (WARMS and Manuals Training)
61861	3	Review of Development
1197934	2	School Child Dependency
61975	2.5	SHARE (CEST)
610926	2	Special Issue Claims
61840	3	Telephone Development and Customer Service Skills
1310937	2.75	The FDC Program- When to Send Section 5103 Notification
61419	2.5	Tour of the Compensation Service Website

68864	3	Traumatic Brain Injury Claims Development
61839	3	Undiagnosed Illness Claims
61422	2	VA Form 21-526, Application for Compensation or Pension Benefits
1284928	2	VA Form 21-534, Application for Dependency and Indemnity Compensation (DIC), Death Pension, and Accrued Benefits
62299	1.5	VA Terminology
3725159	2	VBMS Claims Development
3766158	1	VBMS Claims Establishment
2073965	1	VBMS Conducting Searches
3725152	1	VBMS eFolder
3831836	2	VBMS Hands-on Training for VBMS Users
3725153	1	VBMS Non-Supervisory Work Queue
3725147	1	VBMS Overview
3850847	2	VBMS Refresher Training
3814996	1	VCIP Vendor Scanning Orientation Item
733914	8	VETSNET Awards - Original Compensation
610917	1.75	Virtual VA
61977	1.5	VSR Handbook
1197953	2	VSR Refresher Course (Intermediate)
766919	2.5	Workload Management
1284940	2	Write-Outs (PMC)

TPSS Courses for VSR Training Curriculum ID: VBA-293

TMS Item #	Total Learning Hours	Title
VA 1380401	5.25	VSR PTSD-Module 1: Introduction to PTSD
VA 1379376	19	VSR TPSS Module 8: Accrued Benefits
VA 1379372	20.5	VSR TPSS Module 6: Burial
VA 1379370	5	VSR TPSS Module 5: Death Pension
VA 1379374	15.25	VSR TPSS Module 7: Dependency and Indemnity Compensation (DIC)
VA 1379366	11.25	VSR TPSs Module 4: Income Adjustments
VA 1379363	8	VSR TPSs Module 3: Pension

Technical Training for Certified PMC VSRs Curriculum ID: VBA-293

All Certified PMC VSRs who will be authorizing cases <u>must</u> complete this lesson found in the curriculum list on Attachment 3, Station-Determined Training.

TMS Item #	Total Learning Hours	Title
1197948	6	Introduction to Authorization

Attachment 4: DRO/RVSR Station-Determined Training Topics Curriculum ID: VBA-294

The following topics are available to use as deemed appropriate by regional office management to satisfy introduction of new skills, address local quality issues, and promote development of employees.

TMS Item #	Total Learning Hours	Title
1197940	4	38 USC 1151 Claims
1197949	5	Administrative Decisions
602926	4	AMIE/CAPRI
68639	1.5	Ancillary Benefits
1197939	2	Apportionments
61699	3	Asbestos
1306941	2	Asbestos Exposure Related Claims
1197928	1.5	Auto Allowance
610942	2	Benefits at Discharge & Quick Start Claims
237915	1	Burials Awards and the BDN (307 screen processing)
609917	2.75	Character of Discharge
1310291	2	Claims Based on Radiation Exposure
609914	1.5	Claims Folder Maintenance
610924	2	Claims Recognition
1197946	3.25	Common Law Marriage
62019	4	Comp Offsets/Non-Duplication
602915	2	Comp Offsets/Separation/Severance Pay & Retired Pay
601915	2	Compensation on Offsets-Retired Pay
1197925	2.5	Contested Claims
61845	1	Continuous Cohabitation
62339	2	COVERS
80737	4	Death Pension
61842	3	Deemed Valid Marriage
1272926	1	Determinations of Insanity
610916	1	DPRIS Web
508914	2.5	DPRIS Web (Level 2 Managers)
1283925	2.5	DPRIS Web (Level 3 Users)
61539	3	Duty to Assist
609920	3	Establishing Veteran Status
1197941	2.25	Fugitive Felon
1310937	2.75	Fully Developed Claims
81132	1.5	GWOT Claim Development

1197945	4	Helpless Child
610933	4	Herbicide Claims Development
1197952	4.25	Hospital Adjustments
62119	1.75	Hospital Reductions & the Law
1310293	2	How to Rate Amyotrophic Lateral Sclerosis
1283926	4	Income Adjustment Scenarios
1197948	6	Introduction to Authorization
1284941	4	Introduction to DIC & Accrued Benefits
61843	4	Introduction to Disability Pension
61559	2	Introduction to Medical EPSS & Body
61922	3	Introduction to Ratings
733914	8	Introduction to VETSNET
600914	2.5	Is This Case Ready to Promulgate?
1310292	1	Karnas-Changes in Diagnostic Codes
61859	3	Line of Duty-Willful Misconduct
62359	16	MAP-D
610927	2.25	Non-Original Compensation Claims
610930	3	Original Compensation Claims
1197930	1.75	Overview of SHARE (SSA)
897927	4	PCGL
610914	2	PIES
61439	1	POA/Service Orgs
61569	3.25	POW Claims Development
61920	1	Prestabilization Ratings
610919	1	Presumptive Issues
61964	4	Processing Burial Claims (TPSS Mod 6)
1282990	2	Processing Write-Outs
61820	4	PTSD Claims Development
61799	3	Radiation Claims Development
616917	8	Rating Analysis
61822	5	Rating Genitourinary System
1283052	1.5	Rating Issues Involving Auto/Adaptive Equipment, SAH/SHA & Civil Service Preference
61821	4	Rating Issues Involving Digestive System
61829	4	Rating Issues Involving Endocrine System
61570	4	–Impairment of Auditory Acuity, Diseases of the Ear, and Other Sense Organs
1209927	4	Rating Vision and Eye Conditions (Journey)
61844	2	Rating Issues Involving Gynecological Conditions
61826	2	Rating Issues Involving Hemic/Lymphatic
61571	4	Rating Issues Involving Infectious Diseases
61879	14	Rating Issues Involving Psychiatric Conditions
61572	6	Rating Issues Involving Respiratory Disorders
61828	2	Rating Issues Involving Skin

61568	16	Rating Issues Involving the Musculoskeletal System
61864	6	Rating Issues Involving the Neurological System
789922	3	Ready to Rate
1280929	4.25	Records Management and PIES
61421	4.5	Records Management and PIES
61399	8	Reference Materials (WARMS & Manuals Training)
61861	3	Review of Development
610922	1.5	Review of STRs
610947	3	Selecting Correct Worksheet for VA Exams: Claims for Increase
610928	2	Selecting the Correct Worksheet for VA Exams: Original Claims within 1 year of Discharge
61975	2.5	SHARE (CEST)
610926	2	Special Issue Claims
69639	1.5	Special Monthly Pension
592918	4	Stressor Verification
68864	3	TBI Claims Development
61840	3	Telephone Development & Customer Service
1310937	2.75	The FDC Program-When to Send Section 5103 Notification
1358992	1	Train the Trainer
61419	2.5	Tour of CP Website
61839	3	Undiagnosed Illness Claims Development
61422	2	VA Form 21-526, Application for Compensation & Pension
62299	1.5	VA Terminology
3725147	1	VBMS Overview
3725152	1	VBMS eFolder
2073965	1	VBMS Conducting Searches
3725153	1	VBMS Non-Supervisory Work Queue
3725163	1	VBMS Rating Overview
3725166	1	VBMS Rating Functionality
3766158	1	VBMS Claims Establishment
3814996	1	VCIP Vendor Scanning Orientation Item
3831836	2	VBMS Hands-on Training for VBMS Users
3850847	2	VBMS Refresher Training
1202945	1	Vietnam War Primer
610917	1.75	Virtual VA
766919	2.5	Workload Management/ASPEN
221915	1	Preparation and Instruction of Compensation and Pension Training
1560317	5	Train the Trainer for Challenge Instruction

TPSS Courses for PMC RVSR Training Curriculum ID: VBA-294

TMS Item #	Total Learning Hours	Title
VA1380383	29.5	Basic Ratings-Dependency and Indemnity compensation (DIC)
VA1380389	22.5	Basic Ratings-Due Process Provisions
VA1380393	4.75	Basic Ratings-New Claims for Pension
VA1380391	7.5	Basic Ratings-Non-Original Compensation
VA1380381	23	Basic Ratings-Pension
VA1380395	4	Basic Ratings-Reopened Claims for DIC
VA1380387	75	Basic Ratings-Routine Future Examination
VA1380404	32.75	RVSR PTSD-Module 2: Rating PTSD Claims
VA1380402	5.75	RVSR PTSD-Module 1: Rating PTSD Claims
VA1380379	62	Basic Ratings-Compensation

Attachment 5: Other DRO/RVSR/VSR Station-Determined Training Topics

All *AdVAnce* courses in the current catalog will be included in a related sub curriculum (See current FY15 Catalog for the complete list with descriptions)

<u>Online Courses</u>

TMS Item #	Total Learning Hours	Title
1278128	1	Proofreading
1349508	1	Word 2010, Excel 2010, and the New Office 2010 Interface
1349509	1	Outlook 2010 and Collaboration in Office 2010
1349510	1	New Features for PowerPoint, Publisher, and Access in Office 2010
1351985	1	Getting Started with Word 2010
1358556	1	Formatting and Working with Text in Word 2010
1358557	1	Organizing and Arranging Text in Word 2010
1358560	1	Moving Around in Word 2010
1358559	1	Structuring Word 2010 Documents
1358598	1	Reviewing Documents in Word 2010
1358600	1	Saving, Sharing, and Printing in Word 2010
1358601	1	Customizing the Behavior and Appearance of Word 2010
1358603	1	Drawing and Inserting Graphics in Word 2010
1351987	1	SharePoint 2010 New Features for End Users
1351989	1	Getting Started with SharePoint 2010
1351990	1	Using SharePoint 2010 with Office 2010
1358604	1	Microsoft SharePoint 2010: New Features for Power Users
1358626	1	Managing SharePoint 2010 Sites, Lists, and Libraries
1358627	1	Managing SharePoint 2010 Pages and Components
1358628	1	SharePoint 2010 Security and Business Intelligence
1358537	1	Getting Started with Excel 2010
1358541	1	Applying Basic Data Formatting in Excel 2010
848914	1	Microsoft Access 2007 and Microsoft Publisher 2007
849914	2	Sharing and Collaboration in Microsoft Office Enterprise 2007
788942	1	Getting Started with Word 2007
788943	2	Working with Text and Paragraphs in Word 2007
789931	2	Structuring, Editing, Saving, and Opening Documents in Word 2007

791916	2	Printing, Help, and Automated Formatting in Word 2007
791918	2	Working with Documents in Word 2007
794915	1.5	Advanced Formatting in Word 2007
1283049	2.5	Advanced Document Navigation and Document Reviews in Word 2007
853918	2.5	Using Tables, Charts, and Graphics in Word 2007
868923	1	Advanced Data Manipulation Features in Word 2007
868924	1	Advanced Document Features in Word 2007
868925	2	Collaborative Features in Word 2007
794916	2	Getting Started with Excel 2007
794917	3.5	Manipulating and Formatting Data and Worksheets
795917	1.5	Reviewing and Printing in Excel 2007
795918	2	Excel 2007 Formulas and Functions
795920	1.5	Excel 2007 Charts, Pictures, Themes, and Styles
854915	2	Advanced Formatting in Excel 2007
854916	1.5	Advanced Data Management in Excel 2007
854918	2	Advanced Customization in Excel 2007
868926	3.5	Analyzing Data in Excel 2007
868927	2	Protecting and Sharing Excel 2007 Workbooks
868928	3	Exchanging Data with Excel 2007
799916	1.5	Getting Started with PowerPoint 2007
799917	1.5	Adding Graphics to Presentations in PowerPoint 2007
799918	1	Adding Multimedia and Animations to Presentations
855914	1	Creating Custom Slide Shows in PowerPoint 2007
857914	1	Distributing Presentations in PowerPoint 2007
819914	1.5	Getting Started with Outlook 2007
819915	3	Formatting and Managing E-mail in Outlook 2007
819917	3	Using the Calendar in Outlook 2007
819918	3	Using Contacts, Tasks, Notes, and Customizing the Interface in Outlook 2007
819919	2	Completing Searches, Printing Items, and Working with RSS Feeds in Outlook 2007
858914	2	Customizing Outlook 2007 and Using the Journal
858915	1.5	Configuring Rules, Alerts, and Junk E-mail Settings in Outlook 2007
858916	2.5	Working with SharePoint, Calendars, and Forms in Outlook 2007
869914	3	Data Security, Archiving, and Working Offline in Outlook 2007

869915	1	Instant, Text, and Unified Messaging in Outlook 2007
869916	3	Business Contact Manager with Outlook 2007
820914	1.5	Getting Started with Access 2007
820915	2.5	Basic Access 2007 Tables
820916	2	Basic Access 2007 Forms
820917	2.5	Queries and Reports in Access 2007
861915	2	Importing and Exporting Data and Data Presentation in Access 2007
861916	3.5	Advanced Data Management in Access 2007
870914	1.5	Programmability and Administration in Access 2007
870915	3	Database Administration in Access 2007
870916	2.5	Creating Visio 2007 Diagrams
871914	3.5	Enhancing and Customizing Diagrams in Visio 2007
871915	1.5	Collaborating and Using Visio 2007 With Other Programs
871916	3.5	Creating and Designing a Project
872914	2.5	Specifying and Assigning Resources in Project 2007
872916	3	Tracking and Reporting Progress
873914	2	Advanced Customization with MS Project 2007
873915	1	Project Data Management and Performance
874914	3	Creating Customized Publications with Publisher 2007
874915	2	Extending Publisher 2007 Beyond Publications
861917	3	SharePoint 2007 Essentials
861918	2.5	Creating and Managing Personal Sites and Searches in SharePoint 2007
1279423	2.5	Microsoft Office 2007: Collaborating with Groove and Communicator
875914	1	Microsoft Office 2007: Sharing Information with OneNote 2007
1279420	2.5	Initiating Projects with Project Server 2007
1279419	2	Planning Projects with Project Server 2007
1279418	2.5	Managing Resource Capacity in Project Server 2007
1279417	2	Executing Projects with Project Server 2007
1279416	2.5	Monitoring, Controlling, and Closing Projects with Project Server 2007
1283058	2	Using Outlook Web Access 2007
1283059	1	Outlook Web Access 2007 Advanced Features
1279426	1	Attending a Microsoft Office 2007 Live Meeting
1279425	1.5	Hosting a Microsoft Office 2007 Live Meeting
25135	3	Common Features in Microsoft Office XP - 115172_eng

25165	3	Office XP for the Advanced User - 116275_eng
25159	2	New Features Review of Microsoft Office XP - 116084_eng
25164	4	New and Enhanced Features for End-Users in Office XP - 116224_eng
1324005	2	Microsoft Windows 7: First Look for End Users
1324002	1.5	Getting Started with Windows 7
1324003	2	Setting up and Securing Windows 7
1324004	1	Customizing Windows 7
25070	1.25	Introducing Windows XP - 112615_eng
25067	3.5	Windows XP: Fundamentals - 112553_eng
25068	4.5	Windows XP: Advanced - 112554_eng
25079	4.5	Getting Started with Microsoft Windows XP - 112949_eng
25080	4	Up and Running with Microsoft Windows XP - 112954_eng
26210	4	Working with Internal Customers - CUST0142
1278216	3.5	Communication Skills
1310190	1	Managing Change: Dealing with Resistance to Change
1310189	1	Managing Change: Building Positive Support for Change
1310190	1	Managing Change: Dealing with Resistance to Change
1310191	1	Managing Change: Sustaining Organizational Change
1324362	1	Embracing Organizational Change
1324363	1	Preparation for Organizational Change
1325096	.12	Managing Stress of Organizational Change
1310266	1	Problem Solving: Determining & Building your Strengths
1278217	3.5	Conflict, Stress & Time Management
1310262	1	Time Management: Analyzing Your Use of Time
1310264	1	Time Management: Avoiding Time Stealers
1325102	.12	Employee Exhaustion: Managing a Well-Balanced Workload
1279461	2	Mentoring Effectively
3807205	1	VRE National Suicide Prevention Week Operation S.A.V.E.
2556968	.5	Windows 7 Getting Around the Desktop
2556970	.5	Windows 7 Finding Your Files

2556967	.5	Outlook 2010
2556966	.5	Word 2010
2556963	.5	Excel 2010

Attachment 6: Prorating FY 2015 Training Requirements

PMC Training Managers may prorate P&F Service FY 2015 NTC Training Requirements in the following circumstances:

- Employees become eligible for NTC training after the first month of the fiscal year.

- Employees on extended periods of excused absence from their PMC. Examples of eligible periods of excused absences include the following:
    - Consecutive active duty or active duty for training absence for 30 consecutive days or more
    - Cumulative active duty or active duty for training absence for 30 days or more
    - Consecutive leave for 30 days or more including leave under the Family and Medical Leave Act (FMLA)
    - Cumulative sick leave or FMLA for the same illness or disease of 30 days or more; single days of sick leave not excused by a physician's approval will not count as time applied for prorated hours
    - Instructors with absences for local training requirements, and
    - Instructors teaching Challenge Training

Instructors may apply up to 20 hours of teaching or instruction to the National Training Requirements. Instructors teaching RVSR Challenge training for at least three months may prorate beginning with the fourth month away at Challenge training (applicable to RVSR Challenge trainers)

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 amount of days that have been approved as extended periods of leave. The documentation will be kept confidential and will only be presented to the RO Director's office of the RO for compliance purposes with 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, 2015: Extended approved sick leave 31 Days
June 1 to July 1, 2015: Extended approved military leave 30 Days

Signed by (Immediate Supervisor)

Calculating prorated training items

Calculation of prorated items:
- Any prorating of training requirements based on absences will be applied 50% to mandatory items and 50% to station-determined items.

Calculated examples:

- Example one. Employee's first year as a VSR ends on January 1, 2015. The employee must complete nine months of training to be in compliance with the National Training Requirements.
    - 9/12 = .75
    - 80 X .75 = 60 hours
    - 50% of 60 (30 hours) must be devoted to mandatory hours
    - 50% of 60 (30 hours) must be devoted to elective hours

- Example two. Employee is promoted from VSR to RVSR on July 1, 2014. The first year as an RVSR ends on June 30, 2015. The employee must complete three months of RVSR training requirements (July 1, 2015, to September 30, 2015) to comply with RVSR National Training Requirements
    - 3/12 = .25
    - 80 X .25 = 20 hours
    - 50% of 20 (10 hours) must be devoted to mandated hours
    - 50% of 20 (10 hours) may [or must] be devoted to elective hours

    From October 1, 2014, through June 30, 2015, the employee is in a "trainee status," and, during that time, must start to complete the mandated hours of training for the complete fiscal year. Any NTC elective training completed during these nine months will count towards the 10 hours that are required for this

employee by the end of the fiscal year, even if the training was completed before July 1, 2015.

Excessive mandatory hours over the required hours will apply to the elective hours.