Pension and fiduciary service

PMC VSR Advanced Core Course  
Phase 5: Stages of a Claim  
Part 4: Prepare Decision Notice

Prepare the Decision Notice Knowledge Check

Trainee Guide

May 2022

Prepare the Decision Notice Knowledge Check

Knowledge Check Overview

| Topic | Description |
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| Time Estimate: | 1.5 hours |
| Purpose of the Knowledge Check: | This Knowledge Check is part of the entry-level course for PMC VSRs. The purpose of this Knowledge Check is for you to apply the knowledge you learned from Lesson 1: Prepare the Decision Notice to create a Personal Computer Generated Letter (PCGL) decision notice informing the claimant of grant, denial, or adjustment of benefits. |
| Prerequisite Training Requirements: | Prior to taking the Prepare the Decision Notice Knowledge Check, you must complete the entry-level course of the PMC VSR Core Course Phases 1–4, PMC VSR Advanced Core Course Phase 5, Parts 1-3, and Part 4, Lesson 1: Prepare The Decision Notice. |
| Target Audience: | This lesson is for entry-level PMC VSRs. |
| Lesson References: | * M21-1 I.i.1.B (General Information on Due Process) * M21-1 X.ii.3.A (Notice of Proposed Adverse Action) * M21-1 VI.i.1.B.1 (Notification Requirements) * M21-1 VI.i.1.B.2 (Special Requirements for Visually Impaired Veterans) * M21-1 VI.i.1.B.3 (Decision Notices Containing FTI) * M21-1 V.ii.4.A.6 (Determining Effective Dates Based on New Guidance) * M21-1 V.ii.4.A.6.f. (Provisions of 38 CFR 3.114(a) on Eligibility for Retroactive Benefits) * **M21-1 IX.iii.1.A.4.d. (Retroactive Effect Dates to Pension Due to Liberalizing Law)** * **PCGL User Guide** * **Processing a Grant of Benefits** job aid * **Processing a Denial of Benefits** job aid |
| Technical Competencies: | * VBA Applications (PMC VSR) * Processing Claims (PMC VSR) |
| Knowledge Check Objective: | * Create decision notice.   + Apply reader-focused writing principles.   + Compose decision notice letter. |
| What You Need: | * Trainee Guide * Access to VBA intranet * Your assigned instructor’s email address. * Access to the following VBA systems:   + VBMS   + PCGL * Access to the following job aids:   + **PCGL User Guide**   + **Processing a Denial of Benefits** job aid   + **Processing a Grant of Benefits** job aid * Local instructions on PCGL:   + Templates   + PCGL autotext location   + How to use local PCGL autotext * Access to Catherine Abel claim located in Appendix A: Catherine Abel claim (TRA-57-6817). * Access to Appendix B: Decision Notice Evaluation and Remediation Checklist * Access to email to send the decision notice you created to your assigned instructor. |

| PowerPoint Slides | Notes |
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| Welcome to the Prepare the Decision Notice Knowledge Check  Your objective is to prepare a decision notice letter using the PCGL system based on simulated case documents. |  |
| Prepare the Decision Notice Knowledge Check Overview   * You are encouraged to use your notes, trainee guide, references, and job aids to prepare your decision notice letter. * Once you have completed the decision notice letter, you will receive individualized feedback from your assigned instructor at the end of the knowledge check. * Upon completion of this knowledge check, you should feel confident in your knowledge to prepare a decision notice via PCGL. |  |
| Prepare the Decision Notice Knowledge Check Instructions (1 of 2)   * Instructions:   + Access the following job aids:     - **Processing a Grant of Benefits**     - **Processing a Denial of Benefits**     - **PCGL User Guide**     - Local templates     - Local auto text   + Access the trainee guide for manual references. |  |
| Prepare the Decision Notice Knowledge Check Instructions (2 of 2)   * Instructions:   + Access the Catherine Abel claim (TRA-57-6817).   + Access the PCGL system.   + Prepare the decision notice letter using PCGL.   + Submit completed decision notice letter via email to your assigned instructor for evaluation and feedback. * Time Allowed: 30 min. |  |