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| **PART II. Office Administration****SECTION A. VR&E Division Functions** |
| **CHAPTER 2. Managing VA Folders, Forms, Letters, Testing and Occupational Information** |
| **Objectives:** | After completion of this training, VR&E staff are expected to:• Understand the process for establishing, maintaining and retiring CER folders.* Differentiate VA forms and VA form letters used by VR&E.
* Understand the policies for testing and responsibilities for testing supplies.
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| **Contents:** | Folders Used by VR&E DivisionCER Foldersa. Ordering CER Foldersb. Creating CER Foldersc. Assigning Jurisdiction for CER Folderd. Maintaining CER Folderse. Maintaining Locked Filesf. Retiring CER Foldersg. Destroying CER FoldersVA Forms (VAF)a. Types of VAFsb. Creating and Revising VAFsc. Maintaining and Accessing Existing VAFsd. Locally Developed Formse. Local Reproduction of VAFsVA Form Lettersa. Types of VA Form Lettersb. Maintaining and Accessing Existing Form Lettersc. Modifying VA Letters LocallyTesting and Testing Suppliesa. Responsibility for Testing Suppliesb. Securing Test Materials and Used Bookletsc. Disposing of Worn or Unserviceable Test Materialsd. Testing PoliciesOccupational and Educational Informationa. Types of Informationb. Selecting Materialsc. Ordering MaterialsCWINRS Notes |
| **Exercises:** | 1. Describe the procedures for creating a CER folder.
2. What are the requirements for maintaining, retiring and destroying CER folders?
3. How are VA letters and form letters maintained and accessed?
4. What are the policies for testing?
5. What are the requirements and responsibilities for documenting in CWINRS Notes?
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| **Rescission Information:** | Part II rescinds M28, Part 2, Office Administration, Chapters 1, 2, and 4; M28, Part 7, Chapter 6; and M28-1, Part 1, Chapter 5, Sections 5.03 and 5.05, and Appendices 5A and 5B. VBA policy letters listed below were absorbed into the chapter as appropriate:* VBA Letter 20-11-25 VR&E CER and R&E Folder Retirement
* VBA Letter 20-09-28 VR&E CER and R&E Folder Retirement and Destruction
* VA Directive 6504 VA Directive 6504 Restrictions on Transmission, Transportation and Use Of, and Access To, VA Data Outside VA Facilities
* VR&E Letter 28-06-10 - Procedures for Developing, Retaining, Handling, and Destroying Veterans’ Personal Information Including Field Folders Provided to VR&E Contractors
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