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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. |
| **Contents:** | Folders Used by VR&E Division  CER Folders  a. Ordering CER Folders  b. Creating CER Folders  c. Assigning Jurisdiction for CER Folder  d. Maintaining CER Folders  e. Maintaining Locked Files  f. Retiring CER Folders  g. Destroying CER Folders  VA Forms (VAF)  a. Types of VAFs  b. Creating and Revising VAFs  c. Maintaining and Accessing Existing VAFs  d. Locally Developed Forms  e. Local Reproduction of VAFs  VA Form Letters  a. Types of VA Form Letters  b. Maintaining and Accessing Existing Form Letters  c. Modifying VA Letters Locally  Testing and Testing Supplies  a. Responsibility for Testing Supplies  b. Securing Test Materials and Used Booklets  c. Disposing of Worn or Unserviceable Test Materials  d. Testing Policies  Occupational and Educational Information  a. Types of Information  b. Selecting Materials  c. Ordering Materials  CWINRS 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? |
| **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 |