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| **PART VIII. Program Oversight****SECTION A. VR&E Program Oversight and Internal Control** |
| **CHAPTER 1. PROGRAM OVERSIGHT OVERVIEW** |
| **Objectives** | After completion of this training, VR&E staff is expected to:• Know the different program oversight activities conducted for VR&E benefits and services.* Understand the responsibilities of VR&E managers for quality control and performance improvement.
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| **Contents** | Purpose and Scopea. Quality Assurance (QA) Programb. Site Visit Programc. Workload Management Programd. Systematic Analysis of OperationsSupervisory Responsibilitiesa. Division Managementb. Delegationc. Quality Control ResponsibilitiesPerformance Improvementa. Corrective Actionsb. Supervision and Training |
| **Exercises** | 1. What are the different methods used to conduct oversight for VR&E program? Describe each.
2. Explain the responsibilities of the VR&E Officer, Assistant VR&E Officer or designated supervisor in ensuring quality and improving performance.
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| **Rescissions** | Refer to VR&E Letter 28-14-05, Release of M28R, Part VIII, titled Program Oversight, which was released on November 27, 2013, or to the KMP in Policies & Guidance under the column ‘Rescinded’. |