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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. |
| **Contents** | Purpose and Scope  a. Quality Assurance (QA) Program  b. Site Visit Program  c. Workload Management Program  d. Systematic Analysis of Operations  Supervisory Responsibilities  a. Division Management  b. Delegation  c. Quality Control Responsibilities  Performance Improvement  a. Corrective Actions  b. 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. |
| **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Program Oversight, which was released on November 27, 2013, or to the KMP in Policies & Guidance under the column ‘Rescinded’. |