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| **PART VIII. Program Oversight**  **SECTION A. VR&E Program Oversight and Internal Control** | |
| **CHAPTER 2. QUALITY ASSURANCE PROGRAM** | |
| **Objectives** | After completion of this training, VR&E staff is expected to:  • Understand the processes and requirements for conducting QA reviews at the national and local levels.   * Know the procedures for requesting reconsideration on QA decisions. * Understand the calculation and use of the QA review scores. |
| **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. Differentiate the STAR from the local QA reviews. 2. Describe the procedures for rating QA reviews. 3. Explain the QA reconsideration process. 4. What are the QA score indicators? 5. How are QA scores calculated? |
| **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Program Oversight, which was released on November 27, 2013, or to the KMP in Policies & Guidance under the column ‘Rescinded’. |