



Veterans Claims Examiner Technical Competencies

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Extracted from the Veterans Claims Examiner Competency Model Report, Dated March 2011



**U.S. Department of
Veterans Affairs**



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Overview

The information in this document, including table numbers, is derived from the Veterans Claims Examiner Competency Model Report, dated March 2011.

This document contains the technical competencies for the specified position and provides the following detailed information:

- A list of all technical competencies for the position.
- For each technical competency, a profile is provided that includes the Competency:
 - Description/Definition
 - Proficiency Ratings
 - Proficiency Levels
 - Behavioral Indicators

VCE Technical Competencies

The table below identifies the technical competencies for the Education Service (EDU) VCE position.

Table 1: VCE Technical Competencies

Veterans Claims Examiner Technical Competencies	
1.	Claims Processing (VCE)
2.	VBA Applications (VCE)
3.	Veterans Benefits and Eligibility (VCE)



VCE Technical Competency Profiles

The tables below identify the competency profiles for the Education Service VCE position.

Table 2: VCE - Claims Processing (VCE)

Claims Processing (VCE) Evaluate and determine education benefits-related claims, applying technical knowledge and interpersonal skills to effect fair and prompt completion of cases and to contribute to a reduction in pending claims.				
Proficiency Rating	Behavioral Indicators	Proficiency Levels		
		E	A	J
2 - Foundational	Route claim to appropriate queue.	✓		
	Research manual references	✓		
	Process original claims for: Montgomery GI Bill (MGIB), Montgomery GI Bill-Selected Reserve (MGIB-SR), Reserve Educational Assistance Program (REAP), Post 9-11.	✓		
3 - Intermediate	Issue formal denial, Certificate of Eligibility (COE), or awards to claim for MGIB, MGIB-SR, POST 9-11, and/or REAP benefits.		✓	
	Process Original Dependents' Education Assistance (DEA) Claim for Education Benefits		✓	
	Process Supplemental Claim(s) MGIB, MGIB-SR, POST 9-11, DEA, and REAP Claim(s) for Education Benefits		✓	
	File claim and paperwork with 100% Accuracy		✓	
5 - Expert	Provides training to others and specialized instruction on VCE claims processing.			✓
	Analyzes the education awards completed by VCEs through the monthly quality control process (i.e., SQC)			✓
	Process notice of disagreements, congressionals and death cases			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

Table 3: VCE Technical Competency Profile for VBA Applications (VCE)

VBA Applications (VCE) The use of education benefits-specific computer applications and websites to carry out claims processing tasks.				
Proficiency Rating	Behavioral Indicators	Proficiency Levels		
		E	A	J
2 - Foundational	Locate and access the different education service applications	✓		
	Open and verify information in TIMS.	✓		
	Use information systems to verify data	✓		
3 - Intermediate	Determine the types of screens needed for processing		✓	
	Review and update all appropriate information in BDN and LTS		✓	
	Determine whether the type of case on the work in progress report is pending development or miscellaneous diary (e.g., future payment, "I" grades, etc.)		✓	
5 - Expert	Assist VCEs in navigating through appropriate screens to accomplish tasks			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

Table 49: VCE – Veterans Benefits and Eligibility

Veterans Benefits and Eligibility (VCE) Rendering proper education-related information, advice, and assistance to veterans, their families, and their representatives.				
Proficiency Rating	Behavioral Indicators	Proficiency Levels		
		E	A	J
2 - Foundational	Navigate within VA education systems to process claims	✓		
	Prepare notification letters with pertinent claimants information prior to implementation (e.g., name, address, attachments, content)	✓		
3 - Intermediate	Interpret Reference Materials (e.g., M-22, policy advisories, circulars, letters) in response to inquiries (e.g., RNW)		✓	
	Ensure all components of the Notification letter are correct		✓	
4 - Advanced	Ensure all components of the Administrative Decision are correct including the: Issue, Evidence, Decision, Reasons and Bases			✓
	Identify the most advantageous benefit program for a claimant			✓
	Assist others with difficult inquiries			✓

Key: Competency Proficiency Levels: (E) Entry; (A) Apprentice; (J) Journey

Key: Competency Proficiency Ratings: (1) Basic; (2) Foundational; (3) Intermediate; (4) Advanced; (5) Expert; (--) NA

