Training Managers/Training Coordinator

National Conference Call Minutes

October 27, 2015

2 – 3:30 p.m. Eastern Time

Agenda items:

- Kristy Townsend - MyCareer@VA Program
- Robert Johnson - Accessing Quality Call Materials
- Regina Yount - BAS FY16 NTC
- Gina Laudato - Fiduciary FY16 NTC
- Debra Morgan - Education FY16 NTC
- Christy Chesnut - VR&E FY16 NTC

Reminders:

This call is recorded and available on the VBA Virtual Schoolhouse. Today's PowerPoint presentations are also available on the schoolhouse as well as the Training Managers Resource Center website calendar.

Presentations:

Kristy Townsend

Ms. Townsend is a member of the VA MyCareer@VA team, task lead for the curriculum development and education tasks, and responsible for maintaining the web-based training on the MyCareer@VA site. Ms. Townsend presented an overview and live demonstration of the website.

- MyCareer@VA is a web-based career development program available to anyone at VA, or outside of VA, at any stage in his or her career. The website is accessible from work, home, or mobile devices.
- The website offers:
    - Career development web-based trainings
    - Links to core competency and technical training offered through TMS
    - Occupational data collection
    - User-centered web design
    - Customized web tools
- The program offers:
    - MyCareer@VA Days with onsite demonstrations hosted by Super Users
    - One-on-one counseling by Career Development Facilitators (CDFs)
    - Monthly updates and articles focused on career development topics

To become a Super User or CDF, go to the Library page on the MyCareer@VA website, click on the desired program, and then click 'Get Involved Today'.

To view the live demonstration, please access the recorded call on the VA Virtual Schoolhouse at https://iwt.gdit.com/moodle/login/index.php

Question: Is the leadership training on MyCareer@VA tied into leadership training offered by EDT?
Response: MyCareer@VA is a separate initiative that falls under VALU. As part of the EDT Strategic and Operational Plan, we have incorporated MyCareer@VA into our new virtual leadership program.

Question: This is a great program. How long did it take to develop the site?
Response: The site has been live since 2011 and updated in 2014 to add the career hub.

Question: Is there a way to record completions, other than manually, for the career development training not hosted in TMS?
Response: Currently three courses are linked to TMS. We hope to have the remaining courses linked by the end of the year. Until that time, the only way to record completions is manually.

Question Is there a grade level requirement? Can I show this to my Claims Assistants?
Response: The MyCareer@VA program is for employees at all levels in all stages of their careers.

Robert Johnson

Mr. Johnson is the Senior Quality Review Specialist for the Quality Review Team. He presented suggestions for accessing the Compensation Service Quality Call Lync meeting as well as how to access the materials and receive credit in TMS upon call completion.

- Lync limits the call to 400 lines. Each computer connection and phone call counts as an individual line. If you join the meeting on your computer and call in, you are taking two lines. To allow as many interested parties to join the call as possible, please try to adhere to the following suggestions:
    - Sit together as a group and log in using one computer
    - Use Lync integrated audio instead of calling in on a separate line
    - Make quality call day be the in-office day for WAH employees
    - Do not have individuals working from home join the call
        - The PowerPoint, call notes and video recording will be accessible in TMS and the VBA Learning Catalog a few days after the call
- When accessing the call materials in TMS, you must select them in sequential order. It is not necessary to read the call notes, then review the PowerPoint, and then view the video. The following technique was suggested:
    - Download all of the materials
    - Review the agenda and have the notes and PowerPoint presentation available as a reference, ideally on a second monitor.
    - Watch the video, which contains the slides for the presentation.
    - Upon completion of the video, launch and complete the evaluation for course credit.
- An automatic notification will be sent via email when the materials are available for review. If you are not already signed up to receive the email, it is highly recommended that you do so.

- The call recording goes through QA for testing before being uploaded to the Catalog. For those individuals who are having difficulties with the video or audio, please reach out for support at your local office.
- After completing the evaluation, the course materials will continue to be accessible for review on your Completed Works screen in TMS.
- All materials are also searchable in the VBA Learning Catalog.
- All VSRs, RVSRs, and DROs are required to complete the quality call each month.
- Please be sure to share this information with management and all employees, not just the quality staff.

Question: How long does it usually take to create the TMS course after the live call?
Response: Currently the process is taking as many as six days. We would like to reduce that to one or two days.

Question: Are there training materials in place for using Windows Media Player?
Response: Mr. Johnson was not aware of any; however, he suggested searching the VBA Learning Catalog.

Question: Are the quality call materials 508 compliant?
Response: The call notes contain a written record of what was said during each call, and all graphics within the presentations contain alternate text.

Question: Can the PowerPoint be made available prior to the call?
Response: This has been considered, however, with all the edits and changes taking place up to the last minute, this would not be practical.

Regina Yount

Ms. Yount is the training chief for Benefits Assistance Service. Ms. Yount gave a brief overview of the National Training Curriculum for FY16, including:

- The BAS NTC was released and published on October 6, 2015.
- It is currently available on the Letters page of the BAS website at
  http://vbaw.vba.va.gov/BAS/quality-training/training/index.asp
- Some changes include:
    - Training hours for Coaches on the public contact team were reduced to 20 hours
    - Several training items for the public contact team were refreshed
    - Clarification on training assignments for employees who may fit into more than one option

Question: Where are the recordings located on your website?
Response: Access the following link: http://vbaw.vba.va.gov/BAS/quality-training/training/PIA-Training.asp. In the lower left-hand corner under 'Public Contact Team Training', you can look back on what was available in FY15.

Question: -- Is your team assigning the curriculum, or should local TMS Admins assign the curriculum for Public Contact?
Response: The Public Contact curriculum should be assigned at the local level.

Question: Are we to use the same TMS class numbers as FY 15?
Response: The curriculum IDs have not changed; however, we are refreshing them. We will send a message once everything has been re-populated.

Gina Laudato

Ms. Laudato spoke briefly about the Fiduciary NTC.

- The Fiduciary FY16 Fast letter should be released in the very near future.
- The structure will be similar to last year, with station-selected and P&F mandated curricula.
- Users will continue to be placed in classes by their position and experience level, and mandated training will be centrally assigned.
- The following updates are being made for FY16:
  - NTC quarterly reporting for trainees is no longer required. New hires should be locally placed in the appropriate trainee class. Once they have completed their one-year trainee period, these employees will be automatically placed into the experienced class.
  - There is a reporting tool becoming available that is similar to the Compensation Service reporting tool, with which you are familiar. It will be available in early November. A link will be provided it the Fast letter.

Debra Morgan

Ms. Morgan, Education Service Training Chief, provided a brief update on FY16 NTC for Education Service.

- We are moving from good to great, by working to update existing training to incorporate the ADDIE Model, which is a specific framework for instructional systems design. Eleven of the 12 topics have been updated to date.
- The next phase will be to build 10-12 additional training topics, beginning in mid-November.
- We hope to have the RPO (Fast Letter) published by November 6, to be accompanied by the SOP for Education Service, which is currently in final review.

Christy Chesnut

Ms. Chesnut provided a brief update on behalf of Lamoyd Figures on the FY16 NTC for VR&E.

- The VR&E NTC is currently under development. More information is forthcoming. For immediate questions, please contact Lamoyd.Figures@va.gov.

Announcements:

- EDT will be posting an update to the Telework pilot on the TM SharePoint site shortly.
- We have adjusted some of the TM monthly call dates due to the holidays. Please note the following dates:
  - Friday November 20, 2015 from 2-3 p.m.
  - Friday December 18, 2015 from 2-3 p.m.

Question: In the new NTC requirements, it states that instructors will complete the Instructor Training Course, Common Core Essentials and the Instructor Training Course classroom modules for a total of 20 hours or they have to be IDC certified. Is there any exception to that requirement, such as if they attended the basic instructor clinic or taught at Challenge?

Question: The most recent training guidance for Directors and ADs is VBA Letter 20-08-67. Per the enclosure to that, Directors and ADs must complete 80 hours of training each FY. This is not difficult for the Directors since they have a conference each year, but is a lot of training to come up with for ADs. Does anyone know if there any plans for this requirement to be adjusted in the future or for AD training to be provided?

Response: Since there was no one from Compensation Service on the call who could address these questions, Ms. Zubiadah Lofton offered to look into both issues and provide an answer to the Curriculum Support Team to post on the Training Managers SharePoint.

Closing Remarks:

For additional TM support in any area, please feel free to contact Ariadna, Christy, or a fellow TM, and remember to check the TMRC and TM SharePoint regularly.

The next TM/TC National Conference Call is November 20, 2015
2 – 3 p.m. Eastern Time