

# Training Managers/Training Coordinator

## National Conference Call Minutes

January 26, 2016

2 – 3:10 p.m. Eastern Time

### **Agenda items:**

- Scott Cook – Compensation Service -- Advance Challenge Training (RVSR) and Curriculum Updates
- Lamoyd Figures – VR&E Service – VRE NTC and VRE VRC Competency Based Training System Updates
- Ruth Cordle – GDIT in support of EDT – Common TPSS Issues
- Devon Rein – GDIT in support of EDT – Taking attendance in Lync
- Tina Minor – EDT, Training Management Division – TM Announcements
- Christy Chesnut – Q&A and Pre-Call Activity Wrap-up

### **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:**

#### **Scott Cook**

Mr. Cook, from Compensation Service, spoke about the Advanced Challenge Training (RVSR) and curriculum updates. Highlights included:

- Advanced Challenge Training RVSR
  - This training will provide instructor-based standardized training for advancing the technical skills required of journey-level raters.
  - The program was developed to promote continuous improvement of decision accuracy for all journey-level raters.
  - The course is designed based on national error trends, findings from the quality assurance staff and GAO, and local findings from each of the ROs.
  - Training will cover the following areas:
    - TBIs
    - Diabetes
    - Effective Dates
    - Temporary 100%
    - Higher Level SMCs
    - Ancillary benefits to include Chapter 35

- There will also be discussions on assigning the proper evaluations to include the proper use of the evaluation builder in granting or denying benefits.
- Currently each session will be a two-week in-residence course; however, Central Office is looking into the use of other platforms.
- Curriculum updates
  - Compensation Service is currently reviewing and updating all courses in the TMS.
    - 71 lesson packages are complete
    - 108 lesson packages are in progress
    - 256 lesson packages are pending (as of 1/8/2016)

**Question:** *How will you decide who will attend these sessions?*

**Response:** We want the best of the best. We are looking for your best RVSRs on the floor. We are planning to pilot the course with two representatives from each field office.

**Question:** *When will the first session be held?*

**Response:** The tentative schedule is for April.

**Question:** *You are asking for our best RVSRs. Is that only for the pilot session? Will all RVSRs eventually attend?*

**Response:** Eventually all journey-level RVSRs will attend the training. This will not follow the standard format for instructor-led training; it will be an opportunity to sit down and discuss how to better adjudicate cases.

**Question:** *Will attendees receive NTC credit for this course?*

**Response:** Yes.

**Question:** *Will the RVSRs be expected to return to their ROs and give training?*

**Response:** We hope that they will return and help facilitate the mentoring process.

**Question:** *Is this course only for RVSRs or will it include DROs?*

**Response:** As of now, this is an RVSR program, though eventually we expect to incorporate some specific items for the DROs.

**Question:** *Is this the Phase II training that appears on the Challenge Training schedule?*

**Response:** Yes, this is the same training.

**Question:** *When will we see a schedule for the training?*

**Response:** Once budgetary constraints are worked out, we will be able to publish a schedule. Currently we expect the pilot course to be held in April.

## **Lamoyd Figures**

Mr. Figures, from VR&E Service, spoke about the VR&E National Training Curriculum (NTC) and the VRC Competency Based Training System. Highlights included:

- The NTC is in the final stages of concurrence and should be released shortly. We appreciate your continued patience. We encourage the TMs to continue to support the VREOs as they develop local training items for station-selected training.
- We have finished piloting the VRC Competency Based Training System. We are very pleased with the results of the pilot and are looking forward to the future implementation of this program.

**Question:** *Will you be offering additional sessions of the VA DoD LEAP program this year?*

**Response:** We have some guidance forthcoming that will advise on upcoming opportunities.

**Question:** *Can you tell us more about the Competency Based Training System and which ROs participated in the pilot?*

**Response:** The pilot ROs included Seattle, New Orleans, Indianapolis, Winston-Salem and Nashville. The Competency Based Training System is a training system that was developed to test employees based on competencies and assign training targeting the specific needs of the individual, instead of using a cookie cutter approach to training.

**Question:** *Are you going to prorate the number of training hours/lessons required for VR&E employees this fiscal year?*

**Response:** That is something we are considering.

### **Ruth Cordle**

Ms. Cordle, from GDIT, in support of EDT, spoke about common TPSS issues and presented tips for troubleshooting. Highlights included:

- Most TPSS issues can be solved by:
  - Changing browser setting
  - Restarting workstations
- TPSS courses are behind the firewall, and employees must be connected to the VBA network through VPN or at an RO.

Ms. Cordle presented slides with information relating to specific issues. The slides are available on the VBA Virtual Schoolhouse.

### **Devon Rein**

Ms. Rein, from GDIT, in support of EDT, spoke about taking attendance in Lync. Highlights included:

- To take attendance in Lync:
  - Select **Actions** in the Lync Menu bar
  - Select **Take Notes Using OneNote**
  - OneNote generates a comma-separated list of participants.
    - Note: If participants only call into the Lync session, you will not see their name listed, only their phone number.
    - It is best to take attendance near the end of the session, in order to capture everyone that was logged in during the meeting. The list can only be generated once per session. Subsequent selection of the Take Notes option will return you to the original list and not capture additional participants.
  - You will need to clean up and format the data. The comma widget is a very useful tool to assist with that task.

**Question:** *Will a participant still be listed if they log out during the session?*

**Response:** Yes. This list will show everyone who logged into the session for any length of time, up to the point that the OneNote is generated.

**Question:** *Is this approved to replace the training rosters that we have to maintain?*

**Response:** Lynne Patrick of Compensation Service stated that for their purposes, sign-in rosters are not expected to be in any specific format, as long as documentation of attendance is maintained.

#### **Tina Minor**

Ms. Minor, from EDT's Training Management Division (TMD), made some general announcements:

- The primary responsibility for the Training Manager functions has been transferred to the TMD under Tina's supervision, to include:
  - TM Monthly Call
  - Annual Training Managers Workshop
  - Curriculum Support Team (CST)
  - Training Managers Position Description Standardization
  - Training Managers Program of Instruction
- The TMs should not notice any immediate changes, however, they should expect to see an increase in collaboration overall. TPI and TMD will work very closely together, and additional EDT resources will be made available to the TMs.
- Tina introduced Andreana (Dre) Bertani. Dre is a Training Specialist with TMD. She will be slowly transitioning with Ariadna to take over the monthly TM call.
- Updates on the 2016 TM Workshop:
  - The location has been narrowed to two locations in Orlando, FL
  - The expected date is May 16-20, 2016
  - Ariadna and Dre will be working closely with the TMs to develop an agenda. Please feel free to reach out to either of them with your ideas.
- TMD is in the initial phase of planning a training portal. More information will be forthcoming.

**Note:** *It was noted that the last week in May could be a difficult time to attend a conference due to end of school conflicts.*

**Response:** Tina asked the TMs to feel free to express any concerns they have with the date, and they would be taken into consideration.

#### **General Questions:**

**Question:** *What is the status of T.R.I.P.? Have new videos been created? Will it eventually be hosted in TMS, and will there be a final examination?*

**Response:** Carrie Johnson from Compensation Service - We are in the process of getting a contract in place to review and enhance the program. More information on this should be available in the near future.

**Question:** *What is the TMs' role in the trainings for VALU's All Employee Competencies?*

**Response:** Brian Hoey - VALU is offering these courses on an open enrollment basis in an attempt to keep seats filled in courses that they have already requested and paid for. These courses are not mandated. The information posted on the SharePoint is for TMs to take into consideration when scheduling training.

**Question:** *Do we know when eIDPs will be available to employees beyond HR?*

**Response:** Brian Hoey will take the question to Art Edmonds, who was not able to join the call today.

### **Pre-Call Activity Wrap-up:**

#### **Christy Chesnut**

Christy recapped the two questions posted during the pre-call activity.

1. An Item Compliance Report provides detailed item compliance and deficiency information. Which of the following describes the purpose for running this type of report?

Answer: To check employee compliance of required items.

2. An employee passed the pretest for a course and immediately checked their TMS learning history to see if they received credit. Their TMS learning history did not show credit, so the employee reached out to you for help. How would you help the employee resolve the situation?

Possible resolutions include:

- Ask the employee if they waited at least 30 minutes before checking their TMS learning history.
- If the employee waited 30 minutes, and completion has not been recorded in their TMS learning history, then email TPSS Support.
- Ensure the pretest for the course the employee took provides credit in TMS.

**The next TM/TC National Conference Call is February 23, 2016  
2 – 3 p.m. Eastern Time**