

Training Managers/Training Coordinator

National Conference Call Minutes

November 20, 2015

2 – 3:45 p.m. Eastern Time

Agenda items:

- Christy Chesnut – Pre-Call Activity
- Lamoyd Figures – VRC Skills Certification and New Counselor Training
- Debbie Violet – Virtual Training Best Practices and Classroom Courtesies
- Christy Chesnut – VBA Evaluation Results Updates
- Joshua Townsend – FY16 NTC Progress Reporting Application
- Ariadna Crawford – Training Managers Information Session
- 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:

Lamoyd Figures

Mr. Figures, of VR&E Service, provided updates regarding VRC Skills Certification and New Counselor Training.

- Per the VR&E Hotline Bulletin Vol. 9, Issue 11 (September 2015), the VRC Skills Certification program had been discontinued. Of the 1103 VRCs who completed the certification test, 976 passed, receiving the designation of Certified Vocational Rehabilitation Counselor (CVRC), a designation that VA will continue to recognize.
- VR&E Service will continue to offer New Counselor Training (NCT), which will include:
 - 40 hours of self-paced training as part of their FY16 NTC requirements
 - Job resource videos available through the VBA Virtual Schoolhouse
 - 15 hours of instructor-led web-based training

- VR&E Officers and Training Managers should identify new VRC hires, and then the Training Manager is responsible for notifying VR&E Service through the NCT mailbox. The following information is required:

Name	Regional Office	Email Address	TMS User ID	Hire Date	GS 9/11/12	IDES (Y/N)	VSOC (Y/N)	Supervisor's Email	Training Manager's Email

- The next tentatively scheduled IWT session is slated for February 22-26, 2016. Please submit all participant information by COB on February 8, 2016.
- The VR&E FY16 NTC is still in concurrence and will be coming out shortly.
- VR&E announced eight additional iterations of the DOD Lead Counselor Awareness Training to meet the needs of those unable to attend before the November 9, 2015, expiration date.

Question: Regarding the canceled Skills Certification, will there be an alternate form of testing for new counselors?

Response: We are working on a replacement program with our partners here at EDT, so stay tuned.

Debbie Violet

Ms. Violet is the Course Advocate Program Coordinator in support of EDT. Debbie presented a session on virtual training best practices and classroom courtesies. Topics included:

- The purpose of virtual classroom courtesies
- Courtesies discussed included:
 - Be on time
 - Be courteous and respectful
 - Use the chat box thoughtfully
 - Avoid "text talk" and "IM lingo"
 - Questions and comments should be related to the training
 - Interact with instructors and other students appropriately
 - Mute your microphone
 - Limit distractions in the office/training room
 - Remember everything is recorded
- Tips shared by Training Managers included:
 - Copy and paste questions from the chat box or whiteboard into a Word document for review and feedback by the instructor later.
 - Set up all resources and send documents prior to the start of training.
 - Email reminders to limit noise in the area when employees are attending virtual training.
 - Send calendar invitations to participants and their coaches as a reminder of upcoming training.
 - Repeat questions and comments especially with mixed sessions of classroom and virtual students.
 - Personally check with students early on, to be sure they are off to a good start.

Question: What is the best way to take attendance when using Lync?

Response: If there are 40 or fewer participants, there can be attendance slides with a chart where students check in at intervals during the training session. Attendance can also be run through OneNote. Debbie will place some tips on the VBA Virtual Schoolhouse on taking attendance.

Christy Chesnut

Ms. Chesnut is the VBA Curriculum Support Team Lead. Christy presented an overview and live demonstration of the VBA Evaluation Results website, including:

- Results access link: http://www.ttande.org/evaluation/uniserv_level1/results/login.asp
- The [Help Guide](#) link, for detailed information on the latest updates
- Reviewed the Single Training Course/Program feature
- Introduced the Multiple Training Course/Program feature
- Introduced the Comment Tagging Results feature

All the information covered today is also included in the help guide on the home page of the website. Please email VBACurriculumSupport@camber.com to receive your RO-specific password.

Joshua Townsend

Mr. Townsend works with the VBA Curriculum Support Team. Josh presented an overview and live demonstration of the FY16 NTC Progress Reporting Application:

- The application has been expanded to include reporting for Fiduciary Hubs as well as Compensation Service.
- A reset button has been added and is accessible at all times to return the user to the service selection screen.
- A link to the job aid for the application is available within the application.

Concern: When an employee passes the pre-test, they do not receive full credit for the training hours, resulting in the need to assign additional training to make up the difference. I had assumed that passing a pre-test would reduce the training hour requirement for those individuals, similar to the CLEP program.

Response: That is correct, passing the pre-test does result in fewer hours of training credit, however, the report will show the training requirement has been met. The intent of the pre-test is to enable employees to focus their training hours on topics to improve performance, instead of spending hours on things they already know. Currently, this results in supplementing hours with additional station-selected training assignments. A discussion followed on the concerns this practice raises for the TMs tracking station-selected training requirements for those individuals routinely testing out of the training.

Question: Is there a way to send the user charts to employees' coaches?

Response: An additional feature, which is under development, will allow the export of the individual user's page to a PDF file that can be distributed as needed.

Question: Will all business lines be using the NTC Progress Reporting tool in the future?

Response: Currently we are only working with the services that have requested support from this application.

Question: What format should we use for Compensation Service Quarterly reports?

Response: Use the overall download report, saved to a file and submit it to the Compensation Service SharePoint. Instructions on this are located in the job aid.

Ariadna Crawford

Ms. Crawford is the Project Manager/Instructional Systems Specialist for the TPI office of EDT. Ariadna provided updates on the projects EDT has been working on in support of the TMs.

- Ariadna extended a thank you to the Training Managers who have been involved with the Integrated Product Team (IPT), for all their hard work.
- Ariadna presented a brief overview of the evolution of Training Manager Support provided by EDT:
 - TM monthly call – 2013 through present
 - Virtual TM conference – 2014
 - TM IPT for development of:
 - TMs duties and tasks – 2014
 - TMs position description – 2014 (certified – 2015, leadership approval – in work)
 - TMs performance standards – 2014 (leadership approval – in work)
 - Development of TMs monthly call SOP – 2014 (updated 2015)
 - TMs F2F conference – 2015
 - Development and approval of TMs program of instruction – in work
 - Development and approval of TMs training plan – in work
 - Define TMs network and community of practice – in work
 - Slated for 2016:
 - TMs F2F conference
 - Support OFO's transition of TMs to new position description
 - Support OFO's transition of TMs to new performance standards
 - Implementation of program of instruction
 - Implementation of TMs training plan
 - Building TMs community of practice
- Starting in 2016 EDT will begin drawing TMs into a more active role during the monthly call and as presenters for the upcoming TM symposium.

Question: Is OFO planning to make changes to the TM job duties, including a merge with Change Management Agents (CMAs)?

Response: (Ariadna) Any changes to the duties for TMs will be a result of standardizing job duties across the position.

(Training Manager) There has been some discussion about merging the two positions, however, there has been no decision made at this point.

Concern: TMs are concerned they will not have the skills required to function in the dual role of TM and CMA.

Response: (Ariadna) If OFO and HR merge the positions, it is likely that EDT will support the training required for TMs to acquire the skills needed to perform in any position. However, EDT is not involved or responsible for merging both positions (first time we heard about this).

Ariadna will make sure all concerns are brought to CLO and OFO for consideration during the decision-making process.

Pre-Call Activity Wrap-up:

Christy Chesnut

Christy led a discussion on the three questions posted during the pre-call activity.

1. Where can you find recordings of the Training Manager Monthly Calls?

Answer: The VBA Virtual Schoolhouse

2. After conducting classroom training, I assigned my employees the related TMS item and need them to complete the survey for course credit. Is there an easy way to point them in the right direction (besides their TMS To-Do List)?

Answer: You can create a TMS direct link that takes the employee to the item's online content by using the following steps:

1. From your TMS Admin screen, click **System Admin**
2. Under **Tools**, click **Direct Link**
3. Select **Online Content** from the **Direct Link Type** drop-down menu
4. Locate the item by its Item ID
5. Click **Display Link**
6. Paste the link into an email to employees or post it on your local SharePoint site

3. One of my employees is having trouble submitting a survey for a Compensation Service NTC course. She already passed the assessment. Should I just assign credit?

Answer: No. Contact the VBA Curriculum Support Team at VBACurriculumSupport@Camber.com for assistance resetting the evaluation or awarding credit to ensure NTC compliance.

Announcements:

- Please note the following date change for the December TM Monthly Call:
 - Friday, December 18, 2015 from 2-3 p.m.

Closing Remarks:

We will be soliciting TM input for future topics of discussion on the monthly call soon. Until then, please feel free to email Christy Chesnut at christy.chesnut@va.gov.

**The next TM/TC National Conference Call is December 18, 2015
2 – 3 p.m. Eastern Time**