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CHAPTER 19. TRAINING

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19.01 TRAINING NEEDS AND REQUIREMENTS

a. VA-guaranteed loans must be serviced in accordance with VA regulations and guidelines. VA offers servicer training based on national standard requirements and servicer specific needs. The Central Office Servicer Liaison (COSL) works with Regional Loan Centers and industry partners to determine training needs and requirements. The COSL may use the following factors to determine training needs:

1. Servicer performance evaluations that identify training needs. Depending on the severity

of the training needs, VA may recommend or mandate training.

2. Post-audit results that require VA either to clarify its guidance to all servicers through

training, or to mandate training for a specific servicer based on errors isolated to that servicer.

3. A request for training from a servicer or an industry group such as the Mortgage Bankers Association of America or USFN.

4. VA policy or regulatory changes that necessitate training.

19.02 NATIONAL TRAINING

a. VA offers national training sessions to address training needs and requirements that affect

all servicers and to introduce program changes and improvements. VA may conduct these sessions via web-based applications or at a conference in a centralized location.

b. VA works with industry partners to plan and promote these sessions. Based on servicer training needs and requests, VA selects high-level topics that affect servicers and discusses new policies, regulations, and program changes.

19.03 SERVICER-SPECIFIC TRAINING

a. Servicers may request specialized training by contacting the COSL. VA may also recommend or mandate training based on post-audit results and servicer performance. VA can conduct training via web-based applications, satellite broadcasts, or in person at either a VA facility or the servicer’s facility. VA uses standard training materials and may adjust the materials to focus on specific needs.