#### Department of Veterans Affairs M27-1, Part IV, Chapter 2

**Veterans Benefits Administration July 11, 2017**

**Washington, DC 20420**

#### Transmittal Sheet

|  |  |
| --- | --- |
| Changes Included in This Revision | The table below describes the changes included in this revision of Benefits Assistance Service Procedures M27-1, Part IV, Chapter 2, “Training.” ***Notes***: * The term regional office (RO) also includes pension management center (PMC), where appropriate.
* Minor editorial changes have also been made to
* update incorrect or obsolete hyperlink references
* update change date throughout document
* update obsolete terminology, where appropriate
* reassign alphabetical designations to individual blocks and repaginate, where necessary, to account for new and/or deleted blocks within a topic
* correct grammatical and spelling errors
* reorganize content within sections for better readability
* clarify block labels and/or block text, and
* bring the document into conformance with M27-1 standards.
 |

|  |  |  |
| --- | --- | --- |
| Reason(s) for the Change | Citation | Page(s) |
| * Added Regional Office Public Contact Teams and outreach personnel to Introduction section.
 | IV.2.1 | IV-2-2 |
| * Added Regional Office Public Contact Teams to Overview section.
 | IV.2.1.a | IV-2-2 |
| * Added requirements for Local Management
	+ add users to the appropriate TMS class within 10 business days of the issuance of the BAS NTC
	+ add new employees to the appropriate TMS class within 30 days of assignment to the position
	+ ensure strict compliance with the BAS NTC
	+ provide continuous evaluation of deficiencies identified during quality reviews and recommendation from Central Office visits
	+ provide appropriate remedial or refresher training, as needed
	+ prepare and submit all required training reports by the designated due date
	+ prepare and submit all assigned refresher training packages to BAS
	+ submit requests for new or updated training materials to the BAS Quality and Training Mailbox
	+ fully participate in the NCC, NPCC, and NIRC Continuous Improvement Plans training sessions
	+ provide appropriate feedback to BAS on the relevance and accuracy of course content
 | IV.2.1.c | IV-2-3 |
| * Updated to include refresher training materials
 | IV.2.1.e | IV-2-4 |
| * Added information and FY17 schedule for required quarterly training reports
 | IV.2.1.f | IV-2-4 |
| * Added information requiring completion of TMS evaluations and certification of completion of evaluations quarterly to BAS
 | IV.2.1.g | IV-2-5 |
| * Section rescinded as tool is no longer in use. Updated evaluation requirements incorporated into M27-1, IV.2.1.g
 | IV.2.1.h |  |
| * Removed cross-training and remedial training as defined training types
 | IV.2.2 | IV-2-6 |
| * Added information regarding segmented Challenge Training for NCC, NPCC, and NIRC
 | IV.2.2.b | IV-2-6 |
| * Removed cross-training as a identified training type and reordered training list
 | IV.2.2.c |  |
| * Removed requirement that local station would develop refresher training schedule and materials as this function is now managed by the BAS Training Team
 | IV.2.2.c | IV-2-7 |
| * Added requirements for Continuous Improvement Plans training sessions and call and correspondence evaluations
 | IV.2.2.d | IV-2-7 |
| * Added section for make-up training requirements
 | IV.2.2.e | IV-2-8 |
| * Removed IV.2.3, Formal Training Requirements, incorporated applicable content into IV.2.2, and reordered chapter
 | IV.2.3 |  |
| * Added information on the BAS Refresher Training Library
 | IV.2.3.a | IV-2-9 |
| * Removed IV.2.3.b, Advisor and reordered section
 | IV.2.3.b |  |
| * Removed Paperless Delivery of Veterans Benefits and Call Center Customer Service as required courses; Updated section to reflect current course titles
 | IV.2.3.b |  |
| * Removed information that indicated that new hire training materials could be used as remedial or refresher training products
 | IV.2.3.c | IV-2-10 |
| * Renamed block from “New PCR Comprehensive Training Curriculum” to “New PCR Challenge Training Program”
 | IV.2.3.c | IV-2-10 |

|  |  |
| --- | --- |
| Rescissions | None |

|  |  |
| --- | --- |
| Authority | By Direction of the Acting Under Secretary for Benefits |

|  |  |
| --- | --- |
| Signature |  /s/Margarita DevlinExecutive DirectorBenefits Assistance Service |

|  |  |
| --- | --- |
| Distribution | LOCAL REPRODUCTION AUTHORIZED |