

MEMORANDUM OF UNDERSTANDING

Compensation Service Competency-based Training System (CBTS) Veteran Service Representative (VSR) Content Validity Survey Subject Matter Expert (SME) Request

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Benefits Administration (VBA) and the American Federation of Government Employees (AFGE), AFL-CIO National VA Council (NVAC) #53 (Union) regarding the VSR Competency Model Proficiency Level Survey.

1. Volunteers will be solicited from qualified employees. If more employees volunteer than is needed, seniority as defined locally will be the deciding factor. If less employees volunteer than needed, the least senior employees as defined locally will be assigned to these duties.
2. Employees will be on deductible time while taking this survey.
3. After implementation, if either party is made aware of issues that may affect employees, both parties agree to discuss the issues and work to mutually resolve the issues for the employees. Should discussions not resolve the issues, the parties will implement the negotiating process to the extent required by the statute.
4. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within (10) ten days of the date this MOU is signed.

Kevin D. Nelson

Kevin D. Nelson
For the Agency

Paul H. Fleming
For AFGE/NVAC

11/23/2021

Date