

## **MEMORANDUM OF UNDERSTANDING**

### **Veteran Service Representative (VSR) Competency-Based Training System (CBTS)**

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 Veteran Service Representative (VSR) Competency-Based Training System (CBTS).

1. The purpose of the VSR Competency-Based Training System (CBTS) is to allow VSRs to complete a multiple-choice diagnostic assessment and receive tailored, individualized training based on the diagnostic assessment results. These results will not be used for performance evaluation purposes, but for identifying training needs. If Management initiates a change to evaluate employee performance on CBTS results, it will meet its bargaining obligations prior to implementation.
2. Employees will be on excluded time when completing the assessment and any assigned required or suggested refresher training.
3. If needed, employees may request additional time to complete the diagnostic assessments. Employee requests will be handled on a case-by-case basis.
4. AFGE VBA Mid-Term Bargaining Committee will be notified prior to changes to the CBTS Diagnostic Assessment Readiness Guide that affect working conditions/conditions of employment, and all bargaining obligations will be met.
5. Employees will have up-to-date access to CBTS results and training progress.
6. Informational materials will be sent to each participating RO and Local union prior to the launch of the CBTS. At each facility where CBTS will be utilized, Management will meet with affected employees to discuss the program, its implementation, and plan outcomes. The local union will be invited to attend any group meeting regarding the implementation of CBTS.
7. The Union may request a briefing on CBTS at any time.
8. Management will not hold an employee accountable for factors or extenuating circumstances that affect performance that are beyond the employee's control.

9. Consistent with Article 47, Section 4(A) of the 2011 Master Agreement, appropriate local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
10. 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 allowed by statute.
11. Management shall provide a copy of this MOU to the local president and/or designee at each AFGE local within 10 days of the date this MOU is signed.

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Jessica R. Minnich  
For the Agency

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Paul H. Fleming  
For AFGE/NVAC

June 29, 2023

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Date