

MEMORANDUM OF UNDERSTANDING FOR IMPLEMENTATION OF THE
NATIONAL PERFORMANCE STANDARDS FOR THE
ASSISTANT LOAN TECHNICIAN (ALT)(REALTY) GS-1165-7
LOAN TECHNICIAN (LT)(REALTY) GS-1165-9
LOAN TECHNICIAN (LT)(REALTY) GS-1165-11
SENIOR LOAN TECHNICIAN (SLT)(REALTY) GS-1165-12

The following constitutes an agreement between the Department of Veterans Affairs and the American Federation of Government Employees, AFL-CIO, National VA Council #53 regarding the National Performance Standards for Assistant Loan Technician, Loan Technician and Senior Loan Technician positions within the Loan Administration Section of the Regional Loan Centers within the Veterans Benefits Administration.

1. These are National Standards for the Assistant Loan Technician, Loan Technician and Senior Loan Technician positions and will be adhered to at all Loan Servicing Centers. This National MOU is agreed to by both parties and is not subject to local negotiation in accordance with Article 27, Section 5 (I) of the VA/AFGE Master Agreement.
2. Consistent with Article 27, an employee will not receive a performance rating under these national performance standards until the employee has operated under these standards for at least ninety (90) days. Employees on a PIP at the time of implementation of the new standards will continue to be assessed for the duration of their PIP period under the existing (old) performance plan.
3. Management will comply with Article 27, Sections 5 and 6 of the VA/AFGE Master Agreement.
4. The Assistant Loan Technician, Loan Technician and Senior Loan Technician national performance standards will be presented to all affected employees prior to implementation. Management will conduct group meetings to address employee questions and concerns. The Local Union will be invited to attend the meetings. Upon request of the employee, management will provide a link to a copy of this MOU.
5. Stations will adhere to Article 27 of the Master Agreement in applying these National Standards.
6. Management will comply with Article 27, Section 8 (E) of the VA/AFGE Master Agreement with respect to issues that are outside the control of the employee.
7. Management will comply with Article 27, Section 9(C) with regard to providing an opportunity for the supervisor and employee to exchange information concerning employee performance.

8. Management will maintain accurate data in the monitoring of the implementation of these National Standards and will provide the AFGE VBA Mid-Term Bargaining Committee with Quarterly reports for each affected station for the 12 month period following implementation. Management will provide a briefing to the AFGE VBA Mid-Term Bargaining Committee at the 6 month and 12 month period following implementation. VBA Mid-Term Committee will take into consideration comments and concerns raised by the AFGE VBA Mid-Term Bargaining Committee based on these results. Should Management make any future changes to these national performance standards that trigger a duty to bargain, Management will fulfill its bargaining obligation.
9. Management will comply with Articles 37 and 66.
10. Within 2 working days after the date the monthly quality review is completed, the employee will be notified in writing of the results of the review, including the number and details of any errors charged under the quality review element. If an employee receives notification of an error, the employee has 5 workdays to submit a written rebuttal citing appropriate references to support action originally taken. Management will provide the employee with any appropriate corrective action required, updates on any procedures, training, or retraining as necessary.
11. Management will comply with Article 23, Section 4 concerning career ladder advancement.
12. A copy of this National MOU will be provided to all Local Union Presidents representing employees of the Loan Administration Section.

William Carson
For Management

L. Jan Avant
For Union

4/19/2012
Date