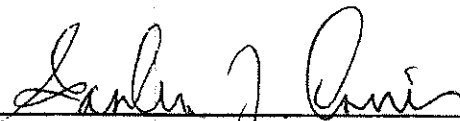


**MEMORANDUM OF UNDERSTANDING**  
**National Call Center Level II Knowledge Check Sheet**

1. The National Call Center Knowledge Check Sheet is a training tool for coaching and training purposes, used to identify knowledge and training gaps prior to putting agents live on the phone and as part of a continuous development and improvement process. The use of this check sheet is not a certification program and it will not be used for performance or disciplinary action.
2. The Knowledge Check Sheet will be completed using an open book process and agents can utilize all training materials along with the Knowledge Management System.
3. The Knowledge Check Sheet will be administered to new hires at 4 and 8 weeks during the PCR Challenge Training and then quarterly to all other experienced agents to cover refresher training topics.
4. There is no limit to the number of times the knowledge check sheet can be completed.
5. Excluded time will be granted as needed for completion of the Knowledge Check Sheet.
6. Both parties agree that this initiative is being implemented to better serve the Nation's Veterans and should have no adverse effects on VBA employees. However, if after implementation either party is made aware of issues that may adversely affect employees', both parties agree to discuss the issue(s) and work to mutually resolve the issue(s) for the VBA employees. Should the discussions not resolve the issues; the parties will implement the negotiating process.

  
\_\_\_\_\_  
For Management

  
\_\_\_\_\_  
For NVAC

10/29/14  
Date