

MEMORANDUM OF UNDERSTANDING

National Call Center 0820 Upload Pilot into Centralized Mail Portal

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 National Call Center 0820 Upload Pilot into Centralized Mail Portal.

1. Prior to implementation, VBA will provide training to all agents. Training will be completed across all Call Centers during the standing weekly training sessions. Training will be provided in the form of classroom instruction and practical application. Employees will be in an excluded time status during training. No employee shall have leave cancelled due to training.
2. Management will consider individual employee requests for additional training or retraining and will adhere to article 37 and article 66, if additional training/ retraining requests are not granted, the Bargaining Unit Employee and local president will be notified of the denial reasons in writing.
3. There will be a 90 day acclimation period upon implementation after which the process will be incorporated in the existing performance standards under element 1 - Quality (critical).
4. Management will not hold employees accountable for factors or extenuating circumstances which affect performance that are beyond the employees' control in compliance with Article 27.
5. If after implementation either party is made aware of issues that may adversely 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 negotiation process.
6. In accordance with Article 47 of the Master Agreement, Local bargaining shall take place at individual facilities and may include substantive bargaining that does not conflict with negotiated national policy and agreements.
7. Management shall provide a copy of this MOU to the local president and the highest elected or, in the alternative, appointed representative at each Local represented by AFGE within 10 days of the date this MOU is signed.


For the Agency


For AFGE/NVAC

10/31/16
Date