

*Veterans of Foreign Wars*  
*National Veterans Service*  
**Virtual Basic Accredited Representative Training Conference**  
**February 3 – 7, 2025**

*\*All times are Eastern Time\**

**All live sessions will take place using Zoom.**

**Use the link below to access the virtual classroom each day.**

**Zoom Link:** <https://vfw.zoom.us/j/81875758356?pwd=HLwyFif1lQ3Z9DyNXoN6lG3yQrUVOz.1>

**Meeting ID:** 818 7575 8356

**Zoom Password:** vfw

**Zoom Dial in Number:** (301) 715-8592

**Monday February 3, 2025**

**Online Learning Portal Independent Lessons – To be completed prior to the live session**

**\*\*For instructions on how to access the independent lessons, refer to the “Accessing the Virtual Basic Course” document.**

**Virtual Basic Course Day 1**

- Basics of Service Connection for Veterans
- NVS Policy & Procedure / Representation and Intent to File
- How to Read and Understand the DD214
- Day 1 Knowledge Check

**Monday Live Session**

**1:00 PM – 1:15 PM Eastern**

***Course Introduction***

**Summary:** *Introduces Key NVS Staff and provides a course overview*

**1:15 PM – 2:15 PM Eastern**

***The Role of the VFW Representative***

**Instructor:** Chris Macinkowicz, Deputy Director, National Veterans Service

**Summary:** *Discusses the overall responsibilities and scope of a VFW Accredited Representative*

**2:30 PM – 3:30 PM Eastern**

***TVB Claims Management System Basics***

**Instructor:** Dale Phillips, Special Assistant for Training & Quality Assurance

**Summary:** *Provides an overview of the TVB system and how it is used.*

**3:30 PM – 4:00 PM Eastern**

***Review of Virtual Basic Course Day 1 Lessons***



**Tuesday February 4, 2025**

**Online Learning Portal Independent Lessons – To be completed prior to the live session**

**Virtual Basic Course Day 2**

- Interviewing
- How to Use the CFR
- Interpreting Medical Records and VA Exams
- Electronic Submissions
- Day 2 Knowledge Check

**Tuesday Live Session****1:00 PM – 3:00 PM Eastern*****Development of Service Connected Claims***

**Instructor:** Keith Garrison, Assistant Director, Training & Quality Assurance

**Summary:** *Teaches how a disability can be considered as related to military service, how to complete the VA Form 526ez, and VA's responsibilities during the claim process*

**3:00 PM – 4:00 PM Eastern*****Review of Virtual Basic Course Day 2 Lessons*****Wednesday February 5, 2025**

**Online Learning Portal Independent Lessons – To be completed prior to the live session**

**Virtual Basic Course Day 3**

- Dependency Benefits
- Ancillary Benefits
- Effective Dates
- Non-Service Connected Pension and Survivor Benefits
- Day 3 Knowledge Check

**Wednesday Live Session****1:00 PM – 3:00 PM Eastern*****38 CFR Part 4 & VA Math***

**Instructors:** Keith Garrison, Assistant Director, Training & QA

**Summary:** *Discusses the regulations contained in Part 4 of 38 CFR and how VA combines disability ratings*

**3:00 PM – 4:00 PM Eastern*****Review of Virtual Basic Course Day 3 Lessons***

**Thursday February 6, 2025**

**Online Learning Portal Independent Lessons – To be completed prior to the live session**

**Virtual Basic Course Day 4**

- Reviewing Rating Decisions
- Special Monthly Compensation
- CRSC & CRDP
- VA Healthcare
- Day 4 Knowledge Check

**Thursday Live Session****1:00 PM – 3:00 PM Eastern*****Appeals, Hearings, & Appeals Writing***

**Instructor:** Keith Garrison, Assistant Director, Training & QA

**Summary:** *Teaches how veterans may appeal VA decisions and how to prepare for VA Hearings*

**Assignment:** *Appeals Writing Assignment – Due Friday February 13, 2025*

**3:00 PM – 4:00 PM Eastern*****Review of Virtual Basic Course Day 4 Lessons*****Friday February 7, 2025**

**Online Learning Portal Independent Lessons – To be completed prior to the live session**

**Virtual Basic Course Day 5**

- Fiduciary Program
- Reductions
- Debt Management
- Education Benefits
- Day 5 Knowledge Check

**Friday Live Session****1:00 PM – 3:00 PM Eastern*****Practical Claims Case Study***

**Instructor:** NVS Staff

**Summary:** *Simulates the VA claims process in a small group setting with an NVS instructor*

**3:00 PM – 4:00 PM Eastern*****Review of Virtual Basic Course***

**End of Conference Test****Friday, February 7, 2025 – Friday February 13, 2025**

The End of Conference Test will be available on the VFW Online Learning Portal beginning at 4:00PM Eastern on Friday February 7, 2025 and will be available until 11:59PM Eastern on Friday February 13, 2025.

**All tests, appeals assignments, and check on knowledge quizzes MUST be completed by 11:59PM Eastern on Friday, February 13, 2025. If you do not complete your test, appeals assignment, and/or daily quizzes prior to the end time they will not be graded, and your Department will be notified.**

For instructions on how to access the end of conference test, please refer to the “Accessing the Test” document that accompanied this agenda.

If you cannot access the VFW Online Learning Portal, please contact Dale Phillips at [DPhillips@vfw.org](mailto:DPhillips@vfw.org).

