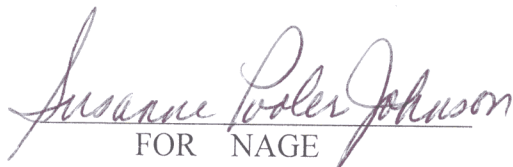


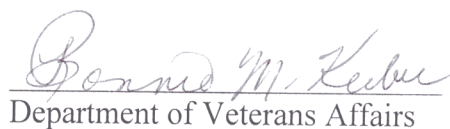
MEMORANDUM OF UNDERSTANDING

Outpatient Scheduling Processes and Procedures Training

The following constitutes a National Agreement between the Department of Veterans Affairs and the National Association of Government Employees, SEIU regarding the VHA Directive 2006-055.

1. All training on the five (5) modules will be performed on duty time.
2. The requirement to complete nationally standardized training does not preclude facilities from bargaining or providing local training for employees who may have difficulties meeting the training requirements and/or passing the required test.
3. DVA will provide the telephone numbers and email addresses of persons to contact regarding content, technology issues, the self assessment tool and exam so that employees will be able to ask questions and receive answers relative to these five (5) modules, self assessment tools and exams.
4. DVA will provide time extensions, as necessary, to the stated deadline if the computer server becomes overloaded and/or unable to handle the volume or any other computer problems.
5. Design of the post testing process for this training will, to the extent practicable, permit the employee to use a self-assessment tool repeatedly as needed in order to prepare to successfully complete the examination.
6. Local Union Presidents will be notified of annual updates and/or refresher requirements at least 30 days prior to implementation and may bargain such requirements in accordance with Article 10 of the Master Agreement.
7. Upon receipt of this MOU, the appropriate management official shall provide a copy to the local Union President.


FOR NAGE


Department of Veterans Affairs


DATE