

Department of Veterans Affairs (VA) Staff Appraisal Reviewer (SAR) Online Training Program

1. Purpose. The purpose of this circular is to announce the VA SAR online training program known as the SAR Training and Performance Support System (SAR TPSS). The SAR TPSS is a no cost, self-directed, online training course, which uses web-based interactive technology to teach VA appraisal processing under the Lender Appraisal Processing Program (LAPP). The SAR TPSS will be used as a stand-alone course and will provide practice on tasks which SARs typically perform to include instruction on reviewing VA appraisals, contacting VA Fee Appraisers and VA Regional Loan Center (RLC) staff to address or resolve issues or problems, and issuing Lender Notices of Value (NOVs). The online course will also incorporate the completion of five test cases required for final certification as a VA SAR. The SAR TPSS will be available online on September 8, 2013.

2. Background. Since 2009, VA Central Office (VACO) Loan Guaranty staff has conducted VA SAR LAPP training at various venues announced on the SAR website: <http://www.benefits.va.gov/homeloans/sar.asp>. With an increasing need for SAR LAPP training, online training has been identified as a viable alternative to classroom training, presented by VACO staff, and having SAR test cases reviewed by VA RLC staff. The SAR TPSS will enable SARs to complete their SAR LAPP training and test case requirements online at their own pace and convenience, and eliminate travel to training sites.

3. Details. The SAR TPSS will be available on September 8, 2013, for SARs to complete both their SAR LAPP training and five required SAR test cases online. VA Loan Guaranty staff may access SAR TPSS under the VA Talent Management System (TMS) Course Number, VA 3812741.

a. In order to take the SAR TPSS for credit by VA, SARs must be approved for their current lender/employer, and have a valid six-digit VA SAR Identification (ID) number. SARs with questions about being or becoming an approved SAR for their current lender/employer, or about their SAR ID number, may e-mail SAR Support at SARSUPPORT.VBACO@va.gov.

b. Beginning September 8, 2013, SARs may access the online SAR TPSS course at http://homeloans.va.gov/SAR_TPSS/register.html using most standard Internet browsers. To register, a first-time registrant must self-certify that he or she is an approved SAR for his or her current lender/employer. In addition a SAR must provide an e-mail address, last name, first name, and six-digit VA SAR ID number. User registration information must be accurate because SAR TPSS will track all SAR test scores and course bookmarking functionality to a SAR's e-mail address and six-digit SAR ID number. After registering for the SAR TPSS, SARs should verify they have full access to the SAR TPSS, and are able to navigate to applicable lessons and reference materials.

c. To report problems accessing the SAR TPSS, registering, navigating or bookmarking within the course, or other technical issues, users should e-mail the [SAR TPSS Helpdesk](#).

4. Training Lessons and Time. The SAR TPSS consists of a Getting Started Tutorial (which should be reviewed prior to starting course lessons), five lessons, and 11 topics. Lessons two to five contain practice exercises and a lesson post-test.

a. The SAR TPSS should take about 16 total hours to complete. Completion of all lessons, tests, and practice exercises should take about 12.5 hours. Successful completion of the Final Exam (five satisfactory SAR test cases) should take about 3.5 hours. Final Exam test cases are taken until five test cases are successfully completed.

5. Final SAR Approval. Upon successful completion of all lessons, lesson tests, the Final Exam, and a short survey; the SAR should print out the Certificate of SAR Training Completion, and e-mail a copy of it to SARSUPPORT.VBACO@va.gov. This ensures that the SAR record is updated in Stakeholders Information Management (SIM) in order to receive a final SAR approval letter.

6. Questions. E-mail questions on SAR TPSS to SARSUPPORT.VBACO@va.gov.

7. Rescission: This circular is automatically rescinded October 1, 2015.

By Direction of the Under Secretary for Benefits

Michael J. Frueh
Director, Loan Guaranty Service

Distribution: CO: RPC 2022

SS (26A1) FLD: VBAFS, 1 each (Reproduce and distribute based on RPC 2022)

2.