

ARMY COOL – CREDENTIALING ASSISTANCE

https://www.cool.osd.mil/army/costs_and_funding/army_ca_faq.htm

Soldiers may pursue any credential listed in Army Credentialing Opportunities On-Line (Army COOL). Soldiers are no longer required to adhere to the credentialing options (Civilian Occupation Related, Academic, or MOS Related).

General Information about CA

What is the difference between a certification and a certificate?

- Certifications are voluntary credentials offered by non-governmental agencies to set professional standards for qualifications.
- Certificates are typically issued after an individual attends or participates in a particular meeting or course, are educationally focused rather than occupationally focused, are not always based on a formal job/practice analysis or role delineation study, and may not be assessment based. Certificates are not listed on Army COOL.

How are certifications approved to be listed on Army COOL?

Credentials included on COOL are analyzed carefully and must be relevant to a military occupation and meet [COOL credential standards](#).

I am not receiving notifications from GoArmyEd (GAE) when notes are added to my GAE Helpdesk case.

Please ensure you are checking your junk/spam mail as GAE email notifications may be forwarded to a junk/spam mail folder.

Where do I learn more about using the GI Bill for credentials?

Information about the GI Bill can be found here on [Army COOL](#) and the [VA's Education and Training website](#).

How do I get my MOS or AOC added to COOL?

If there is a missing enlisted or warrant officer MOS, submit an inquiry on the Army COOL [Contact Page](#) and let us know.

At this time, no additional officer AOCs are planned for inclusion on COOL.

All eligible Soldiers (enlisted, warrant officer, and officer) may use CA to earn any credential listed on COOL, even if it is not related to your MOS or AOC.

How can I request that a credential be added to the COOL website so I can use CA for it?

Please use the "recommend a credential" feedback form located on the [Contact](#) page here on COOL to recommend a credential be added to COOL. It helps if you provide the exact name of the credential, credentialing agency, and the URL for the website.

Note that Army COOL only includes national certifications and licenses, and does not include state licenses, training courses, or certificate programs. Additionally, recommended credentials must be relevant to a military occupation and meet [COOL standards](#) prior to being included on COOL.

Who do I contact about the Army CA Program?

- [ACCESS, ArmyU CA Email](#)
- Army COOL [Contact Page](#)
- Your servicing Army education center/office; a list of centers/offices can be found at [GoArmyEd Education Center](#).

Eligibility

What ranks can participate in the Army CA program?

The CA program is available to enlisted, warrant officers, and officers.

Which components are eligible to participate in the Army CA program?

Eligible Soldiers include those who are: Regular Army, Active Guard/Reserve (AGR) pursuant to Title 10 and Title 32, U.S. Army Reserve (USAR), and Army National Guard (ARNG) in an active drilling status with a designation as satisfactory.

Do Army Officers qualify for CA?

Yes, Officers who have graduated from Basic Officer Leader Course are eligible to use CA.

Will I incur an additional Service Obligation by using CA?

Commissioned Officers (CW2, 2LT, and above) may use CA only if the officer agrees to serve a military service obligation, in accordance with current TA requirements.

The CA military Service obligation commences on the ending date of each class for which CA was approved. Officers using CA for testing or recertification (only) of a credential will not incur a service obligation. Testing or recertification funding cap for officers in their last year of service is \$2,000.

Are Army family members eligible to use CA?

No, Army family members are not authorized to participate in the CA program.

Information about Army spouse licensing reimbursement can be found at: [Military OneSource Education, Training, and Licensing For Spouses](#)

Can I use training I received in the Army to qualify for a credential?

For some credentials, your experience in the Army may qualify you to sit for the exam. It is best to contact the agency directly to determine eligibility requirements.

Note that Soldiers may only use CA for off-duty credentialing programs. Soldiers who request to attend credentialing courses during the duty day for more than a week without taking leave must provide a memorandum for record (MFR) signed by the first Commander in the Soldier's chain of command exercising Uniform Code of Military Justice authority, approving the Soldier's full-time attendance.

Army training institutions and career management field proponents are authorized to pay for institutionally delivered credentials. Payment of institutionally delivered credentials does not count toward the Soldier's fiscal year TA/CA limit. To obtain information related to proponent

school-sponsored credentials for your MOS, reach out to your proponent or use the contact information provided on the [Proponent Funding](#) page.

Are Veterans eligible to use CA??

No, veterans are not authorized to participate in the CA program.

Eligible veterans may be able to use their GI Bill benefits to pay for credentialing related expenses. Information about the GI Bill can be found here on [Army COOL](#) and the [VA's Education and Training website](#).

Covered Costs

Can I be reimbursed for a course/exam/training/books for which I already paid?

No, Soldiers will not be reimbursed for any credentialing related expenses. ACCESS ArmyU pays directly to the vendor and only for approved CA requests.

Once I earn a certification, are maintenance fees eligible for CA? Does CA pay for recertification?

Yes, CA is authorized for the payment of expenses for classroom, hands-on, or online/blended training and courses, materials, manuals, study guides, text books, processing fees, test fees, and other expenses related to the attainment or recertification of credentials.

What type of expenses does CA pay for?

CA is authorized for the payment of expenses for classroom, hand-on, or online/blended training and courses, materials, manuals, study guides, text books, processing fees, test fees, and other expenses related to the attainment or recertification of credentials.

What training will CA pay for? Are credential preparation programs covered by CA?

CA is authorized for the payment of expenses for classroom, hand-on, or online/blended training and courses, materials, manuals, study guides, text books, processing fees, test fees, and other expenses related to the attainment or recertification of credentials.

What credentials are funded with CA?

Soldiers may pursue any credential found in Army Credentialing Opportunities On-Line (Army COOL).

Is there a limit to the amount of CA a Soldier can use?

Yes, CA is subject to the same funding ceiling as TA. A Soldier may use both TA and CA; however, the combined usage by any Soldier shall not exceed the fiscal year TA limit.

What types of credentials or courses are ineligible for CA funding? What exclusions apply to CA?

CA is not authorized for:

- Preparatory classes for college/graduate admissions testing such as the Scholastic Assessment Test, Graduate Record Examination, or Law School Aptitude Test.
- Career Skills Programs.
- Professional credentials, to include renewals, that are a prerequisite for appointment in the Armed Forces.
- Credentials associated with doctoral level degrees as defined by the U.S. Department of Education. Examples include, but are not limited to, Doctor of Jurisprudence or Juris Doctor (J.D.), Doctor of Medicine (M.D.), Doctor of Pharmacy (Pharm.D.), and Doctor of Philosophy (Ph.D.).

I'm interested in pursuing two credentials. Can I use CA for more than one credential?

Yes, Soldiers may work on multiple credentials simultaneously or sequentially. Prior to using CA, Soldiers must submit a credential request for each credential pursued.

CA is subject to the same funding ceiling as TA. A Soldier may use both TA and CA; however, the combined usage by any Soldier shall not exceed the fiscal year TA limit.

CA Process

How do I apply for CA?

All CA Requests are processed through GoArmyEd.

1. Log in to GoArmyEd, and from the Soldier homepage, click on "My Education Record"
2. Click on "Helpdesk Cases" then "Create a New Helpdesk Case"

3. Scroll to the bottom of the page and click on “Helpdesk Resources” then click on “Create Helpdesk Case” then “Proceed”
4. In the dropdown for Case Type, select “Credential Request”
5. Download all attachments.
6. Complete and upload “Credential Request”.
 1. Select the credential from the dropdown list and move to the next tab.
 2. Complete all fields on the Credential Assistance Request and move to the next tab.
 3. Gather all cost information and required materials, books, fees, etc. from the vendor.
7. Add title and description then click “Submit.”
8. Once the CRM has been created, go into the case and add the SOU by selecting “Add Note”.

For detailed instructions, including screenshots, view the [Soldier CA Process Guide](#).

For participating locations, during the phase-in of ArmyIgnitED, your servicing education center can assist you with creating your account.

What is the timeline for CA approval?

Soldiers must submit separate CA requests for each credentialing training course and/or exam.

GoArmyEd: Soldiers submitting their CA request in GoArmyEd, must have their Army Education Center approve/submit the request at least 30 business days prior to the course or exam start date.

ArmyIgnitED: Soldiers submitting their CA request in ArmyIgnitED (limited availability) must submit their CA request at least 30 business days prior to the course or exam start date.

Upon approval of the CA request, ACCESS, ArmyU will contact the Soldier either by phone, email, and/or notes within the helpdesk case with next steps. Most requests are processed no later than 3 days prior to the training course and/or exam start date. If a response has not been received at least 3 days prior to the start date, please contact your education center/office.

What happens if my course or exam start date is less than 30 days from when I submitted my CA Request?

CA Requests submitted less than 30 business days prior to the course or exam start date will not be approved and will be returned to the Soldier.

What do I do if the training provider or credential vendor cancels a CA-approved course or exam or I need to change my CA Request or withdraw from a CA course or exam?

If the training provider/vendor cancels a CA-approved course or exam, the Soldier must open a new GoArmyEd helpdesk case, attach the cancellation notice, and request CA for an appropriate replacement course or exam (if desired) not later than five business days from the date the Soldier was notified by the training provider/vendor of the cancellation.

Soldiers wishing to change a CA Request or withdraw from a CA course/exam for any reason must open a new GoArmyEd helpdesk case and request the change. Under no circumstances will the Soldier coordinate a change directly with the training provider/vendor. If this occurs, the Soldier will be liable for any debt incurred for the unauthorized use of CA.

Credential Exam Process

How do I register for a credential exam after I have been approved for CA?

Once ACCESS ArmyU approves your CA request for a credential exam, ACCESS ArmyU will provide you instructions to schedule the exam. You then take the exam, and within 10 business days of completion, upload the completion certificate to your original GoArmyEd Credentialing Request helpdesk case.

Reporting Course and/or Exam Results

What happens after I receive my course and/or exam results?

Soldiers must attach a certificate, grade report, transcript or official memorandum, from the training provider or exam vendor verifying successful completion of the credentialing course or exam, to the credentialing helpdesk case within 10 business days of completion.

How do I obtain a record of the certification testing that I completed for MOS school?

You should request your JST (Joint Services Transcript/AARTS). Go to the [Joint Services Transcript](#) website.

Missing or Failing an Exam or Course

What happens if I miss or fail the exam or course?

Missing or failing an exam or credentialing course with Army cost (funded with CA) will result in CA funds being recouped. Soldiers may request CA again once they have reimbursed the Army the entire amount of CA debt. Soldiers must provide proof from Defense Finance and Accounting System that the CA debt has been paid in full. Soldiers may use TA (for TA eligible college courses) once the CA recoupment process has been initiated.

Soldiers must successfully complete the credentialing course and/or exam they request to continue the use of CA.

Training Providers

What is the different between a Vendor and a Credentialing Agency?

Vendors are organizations that provide training that will support passing the exam leading to a credential, license, or certification. Credentialing Agencies offer the credential, license or exam for the certification.

I am a Soldier, how do I get a vendor on the list of approved vendors?

You can complete the Soldier CA Request with a new vendor and all required information and submit. Incomplete information on the vendor will delay approval. Once the CA Request is submitted to ACCESS, ArmyU, the new vendor will be vetted. If approved, the new vendor will be added to the list of approved vendors.

When requesting a new vendor in ArmyIgnitED, a request will be sent to the vendor to prompt them to create their account in ArmyIgnitED.

I am a vendor, how can I get my organization added to the list of Approved Vendors?

Please contact the Credentialing Assistance team via e-mail usarmy.knox.hrc.mbx.tagd-aces-credentialing-program@mail.mil to request the process to be an approved vendor. Please note that due to the high volume of requests, it may take additional time for them to get back to you.

Additional Vendor FAQs and the Vendor Application can be viewed on [GoArmyEd](#).

Does the Army have discounted or free training for credentials?

Advance your career through [Army e-Learning](#) - Free Individual Training for Active Army, National Guard, Reserves, ROTC (MS III/IV), and DA Civilians. Train ANYTIME, ANYWHERE your schedule permits. The Army e-Learning Program offers access to web-based courses in Information Technology, Business Leadership and Personal Development.