MEMORANDUM FOR

Chief, Army Continuing Education System (ACES), G-1, U.S. Army Installation Management Command (IMHR-E/Ms. Moorash), 2405 Gun Shed Road, Fort Sam Houston, TX 78234-1223
Army National Guard Education Oversight Branch, National Guard Bureau (ARNG-HRM-E/Mr. Hardy), 111 South George Mason Drive, Arlington, VA 22204-1382
US Army Reserve Command G-1, Services and Support Division (AFRC-PRS), 4710 Knox Street, Fort Bragg, NC 28310-5000

SUBJECT: Army Credentialing Assistance (CA) Program Implementation Guidance

1. References.


2. Purpose. This memorandum implements the Army Credentialing Assistance policy in accordance with reference 1a, effective 30 September 2019.

3. Applicability. This guidance applies to all Regular Army (Active Duty) Soldiers, Active Guard/Reserve (AGR) Soldiers pursuant to Title 10 and Title 32, U.S. Army Reserve (USAR) and Army National Guard (ARNG) Soldiers in an active drilling status with a designation as satisfactory participant.

4. CA Eligibility.
a. Soldier eligibility criteria for the use of CA is aligned with TA policy, as identified in reference 1b. Soldiers must complete specified professional military education and the required Military Education Level (MEL) must be reflected in GoArmyEd before CA can be approved.

(1) Soldiers may begin work on their first credential pathway upon achieving their Military Occupational Specialty Qualification as follows:

   (a) Enlisted Soldiers who have graduated Advanced Individual Training.

   (b) Warrant Officers who have graduated Warrant Officer Basic Course.

   (c) Officers who have graduated Basic Officer Leaders Course.

(2) Soldiers establish eligibility for a second credential pathway as follows:

   (a) Enlisted Soldiers who have successfully completed Advanced Leaders Course.

   (b) Warrant Officers who have graduated Warrant Officer Advanced Course.

   (c) Officers who have graduated Captains Career Course or equivalent.

b. Soldiers whose MEL status is inaccurate as depicted in GoArmyEd, must contact their unit S1/personnel office to correct their education record. As an interim measure, Soldiers may request a temporary, one-time GoArmyEd hold deferral (up to 90 days) from their servicing education center/office via a GoArmyEd helpdesk case.

5. Exclusions. The following Soldiers are ineligible for CA:

   a. Contracted Reserve Officers Training Corps (ROTC) scholarship cadets (receiving either tuition and fees or room and board incentive).

   b. ROTC Cadets contracted under the Green to Gold ROTC program.

   c. Soldiers who are flagged under provisions of Army Regulation (AR) 600-8-2-Suspension of Favorable Personnel Actions (Flag).
d. Soldiers who have been approved for voluntary separation or who have received notice of involuntary separation and do not have enough time remaining in service to complete the credential before separating from the Army.

e. Soldiers assigned to the Individual Ready Reserve or the Inactive National Guard.

f. Soldiers attending schooling under provisions of AR 621-1- Training of Military personnel at Civilian Institutions.

6. Additional CA authorizations and restrictions. The following are in addition to the baseline TA eligibility requirements, authorizations, and restrictions identified in reference 1b:

a. Soldiers must obtain a GoArmyEd account and request CA for credentialing classes and exams through a GoArmyEd helpdesk case.

b. Prior to being approved for CA, a Soldier must have an approved Individual Development Plan (IDP) on file in Army Career Tracker that lists the desired credential as a goal. The Soldier must meet with an Education Counselor, either virtually or in person, to review the IDP and establish a credentialing pathway plan. The credentialing pathway plan will include the list of approved supporting credentials, along with the required education, training, work/professional experience, and examinations.

c. When requesting CA, the Soldier must sign an electronic Statement of Understanding acknowledging compliance with Army CA policies and procedures.

d. CA Request Timelines:

(1) Soldiers must submit separate CA requests for each credentialing class or exam, at least 30 business days prior to the class or exam start date. All CA requests must be complete, requested, and approved not later than 2359 EST the day prior to the class or exam start date.

(2) CA requests submitted less than 30 business days prior to the class or exam start date that are not approved prior to class or exam start date will not be considered for after-the-fact CA funding for any reason.
(3) In the event that the training provider/credentialing agency cancels a CA-approved class or exam on or after the start date, the Soldier must open a GoArmyEd helpdesk case, attach the cancellation notice, and request CA for an appropriate replacement class or exam (if desired) not later than 10 business days from the date the Soldier was notified by the training provider of the cancellation.

e. Soldiers must resolve any GoArmyEd-imposed account holds prior to requesting CA. Holds imposed due to incorrect information reported to GoArmyEd by third party systems (e.g., an educational institution and Army personnel records) must be corrected in those systems and reported correctly to GoArmyEd before such hold(s) can be lifted.

f. Soldiers must successfully complete a credentialing class and achieve a passing score on an exam to continue the use of CA. Failing a class or exam, or dropping a class or exam with Army cost, will result in CA funds being recouped. Soldiers may resume CA usage once they have reimbursed the Army the entire amount of CA received.

g. Soldiers may not use CA for coursework outside of an approved pathway plan, even if the Soldier completed another credential prior to starting the current pathway.

h. Soldiers may only use CA to fund classes and/or exams required within a specified CA pathway plan. Soldiers may only request a plan change up to 2 times per pathway. Requests for change may only be made if the Soldier completed no more than five percent of the total training required in the specified pathway plan.

i. Soldiers must not currently be a contracted ROTC scholarship cadet or Green-to-Gold ROTC program cadet. This includes cadets who receive room and board benefits in lieu of ROTC program. This restriction includes any period(s) of temporary suspension of scholarship benefits, leave of absence, and while school is out of session.

j. CA is not authorized for:

(1) Preparatory classes for college/graduate admissions testing such as the Scholastic Assessment Test, Graduate Record Examination, or Law School Aptitude Test.
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(2) Career Skills Programs.

k. Soldiers with dual civilian and military status cannot request CA and Army Civilian Training, Education, and Development Systems funds concurrently for the same class.

l. The Chief, U.S. Army Human Resources Command (HRC), Army Continuing Education Division (ACED), may grant a recoupment waiver when a Soldier withdraws, fails, or cannot complete a class for reasons clearly beyond the individual’s control, such as emergency leave/reassignment, illness/hospitalization, unanticipated military mission, or interruption of the Soldier’s education due to natural or manmade disaster. The first commander in the Soldier’s chain of command exercising UCMJ authority must endorse such waiver requests.

m. Under no circumstances will a Soldier personally reimburse a training provider or credentialing agency for approved CA funds to avoid recoupment or military service obligation.

7. Military Service Obligation.

a. Commissioned Officers (CW2/2LT and above) may use CA only if the officer agrees to serve a Military Service Obligation (MSO) in accordance with current TA requirements. Upon request and approval of CA for credentialing classes and materiel, active duty, AGR, and Title 10/Title 32 mobilized commissioned officers incur an Active Duty Service Obligation (ADSO) of two years. Reserve Component officers (USAR/ARNG) incur a Reserve Duty Service Obligation (RDSO) of four years. The CA MSO commences on the ending date of each class for which CA was approved.

b. The officer’s duty status on the class or exam start date will determine whether an ADSO or RDSO is applied.

c. Mobilized Selected Reserve officers not retained on active duty may serve an ADSO/RDSO period of service in an active drilling status within a component of the Selective Reserve.

d. Once imposed, the ADSO/RDSO will run concurrently with any previously imposed ADSO/RDSO unless the Soldier is involuntarily separated by the Army. If approved for voluntary separation the Soldier will be required to reimburse the Army the amount of CA representing the unserved portion of the ADSO/RDSO.
e. For USAR and ARNG officers, the service requirement and any recoupment actions with the RDSO will be administered by the component's officer personnel management office.

f. Officers using CA for testing or recertification 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, provided they have not completed a second credential pathway.

g. With each CA request, the Soldier must sign an electronic SOU acknowledging compliance with Army CA policies and procedures.

8. CA Limited User Test (LUT). The following terms and conditions apply only to the CA LUT, to be rescinded upon Army-wide implementation of the CA program:

a. Soldier Eligibility for Participation in the LUT

   (1) Regular Army (active duty) Soldiers assigned to Fort Hood, TX.

   (2) AGR Soldiers pursuant to Title 10 and Title 32 stationed in Texas.

   (3) USAR Soldiers who are assigned to units located in Texas, are in an active drilling status with a designation as a satisfactory participant, and reside in Texas.

   (4) ARNG Soldiers who are a member of the TXARNG, are in an active drilling status with a designation as satisfactory participant, and reside in Texas.

b. CA LUT Exclusions

   (1) Regular Army Soldiers assigned to installations other than Fort Hood, TX.

   (2) AGR Soldiers stationed in states other than Texas.

   (3) USAR Soldiers who are not assigned to a unit in Texas.

   (4) ARNG Soldiers who are not a member of the TXARNG.
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(5) Texas USAR and TXARNG Soldiers who do not reside in Texas.

c. General CA LUT Guidelines

(1) Soldiers must be able to complete credentialing classes or take a credentialing exam before the LUT end date of 30 September 2019.

(2) Eligible Commissioned Officers may use CA to pursue a credential during the LUT without incurring a MSO.

(3) Soldiers will not be required to reimburse the Army if they fail or withdraw from a CA-funded class or exam during the LUT.

9. Point of Contact for this action is Dr. Pamela L. Raymer, Chief, HRC ACED, 502-613-8630 or by email at pamela.l.raymer.civ@mail.mil.

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