Guidance to ACES on the Temporary Suspension of Exception to Policy TA Funding for Classes that Start 23 April 2021 and Later

1. For classes that start 23 April 2021 and later, HQ ACCESS is temporarily suspending exception to policy (ETP) Tuition Assistance (TA) funding. This change supersedes all previous ETP guidance, including the 10 business days after the launch of the TA program in ArmyIgnitED ETP timeframe.

2. A new ETP process is being developed.   HQ ACCESS and the COMPO HQ will provide information about the new ETP process when it is finalized.

3. Soldiers have been advised that those who enroll in classes that start 23 April 2021 and later without ETP TA approval will not receive retroactive TA. Soldiers will have to use alternate funding if they choose to take classes without ETP TA approval. Soldiers who are currently enrolled in classes that start 23 April 2021 and later should contact their Educational Institutions (EI) to discuss withdrawing from these classes if they do not want to pay out-of-pocket.

4. Soldiers whose classes started from 8 March 2021 through 22 April 2021 will still be provided ETP TA funding if TA eligible (e.g., not Flagged, have TA remaining for FY). Once the TA program is back on line in ArmyIgnitED, Soldiers must take the following steps to request ETP TA for classes beginning 8 March 2021 through 22 April 2021:

    a. Soldiers must check their ArmyIgnitED TA education record to ensure that they have an approved Education Path (formerly known as a home school and degree plan).

    b. If an approved Education Path does not exist, Soldiers must submit an Education Path and have it approved by an Army Education Counselor and their EI within ArmyIgnitED before they can receive ETP TA. Soldiers can find a how-to-guide for submitting an Education Path in the ArmyIgnitED Soldier Help Center.

    c. Once an Education Path has been approved, Soldiers should submit an ETP request via an ArmyIgnitED ServiceNow helpdesk case using the "Other" case category. Soldiers should include the EI name, class catalog acronym/number, class name, and class start/end dates for all classes in the case.

        1) Soldiers whose EI submitted a list of enrollments eligible for an ETP to HQ ACCESS do not have to submit an ETP request via an ArmyIgnitED ServiceNow helpdesk case; however, Soldiers who want to verify whether their EI submitted their enrollments should submit a case requesting this information.

        2) HQ ACCESS will upload the list of Soldier enrollments submitted by each EI to the ArmyIgnitED Counselor Help Center by COB EST each day. Education Centers/Offices can use these lists to verify if an EI submitted an ETP request on a Soldier's behalf.

d. If a Soldier's enrollment has not been provided by the EI and the Soldier requires an individual ETP request, the Army Education Center/Office will verify that the Soldier is TA-eligible and that all required information is present in the helpdesk case, and then escalate the case to HQ ACCESS for submission of the TA Request (TAR).

e. After receiving the helpdesk case, HQ ACCESS will verify that a Soldier's EI has electronically uploaded the Soldier's enrollment file to ArmyIgnitED. This enrollment file must be uploaded before a TAR can be submitted. HQ ACCESS will contact the EI if the electronic enrollment file has not been uploaded. Depending on the number of ETP requests received from EIs and individual Soldiers, it may take several weeks from the date of request before a Soldier's TAR can be submitted.

f. After HQ ACCESS submits a TAR, the TAR will route to the Soldier's assigned Army Education Center/Office ArmyIgnitED TAR queue for approval. Education Offices/Centers will be able to identify that the class was approved for ETP TA because the start date on the TAR will be in the past. Education Centers/Offices should escalate a SNOW helpdesk case to HQ ACCESS with questions before rejecting a TAR with a past start date. The Soldier and EI will receive an email notification from ArmyIgnitED when the TAR has been approved.

g. After ETP TA approval, the EI will be able to invoice for the class in ArmyIgnitED using the established invoicing process.

5. This updated ETP guidance was disseminated to all Soldiers through the S1 Net and ACT and to all EIs through Army School Support.