



# Army Credentialing Assistance Program

## Top 10 Frequently Asked Questions

### **Q1: What is Credentialing Assistance?**

A: Credentialing Assistance (CA) is a newly developed program that provides Soldiers with funding for more than 1,600 credentials/licensures listed on the Army Cool webpage at; <https://www.cool.army.mil/>

### **Q2: Are all Soldiers eligible for CA?**

A: Not yet. Soldiers become eligible for CA according to the following schedule:

- 1 October 2019 (4 states added), CO, KS, NY and WA
- 1 November 2019 (2 states added), GA and NC
- 1 December 2019 (6 states added), AZ, CA, LA, PA, SC and VA
- 1 January 2020 (All remaining states/territories added)

### **Q3 Which credentials/licensures qualify for CA?**

A: To be eligible for CA, the credential/license must be listed on Army Cool at; <https://www.cool.army.mil/>

### **Q4 What does CA pay for? Does it cover books and fees?**

A: Yes! CA pays the cost of courses, exams, and credentialing related books, fees, study guides, etc.

### **Q5: Will I incur a Service Obligation if I use Credentialing Assistance (CA)?**

A: The same service obligation rules that apply to TA apply to CA (commissioned officers only); a two-year Active Duty Service Obligation (ADSO) for active duty Soldiers or Soldiers on AGR and a four-year Reserve Duty Service Obligation for traditional drilling Soldiers.

### **Q6: I am currently using Federal Tuition Assistance (TA). May I combine Federal TA and CA?**

A: Yes. Soldiers are authorized to combine Federal TA and CA, not to exceed \$4,000/FY for combined use.

### **Q7: Which training providers can I use?**

A: To be eligible for CA, a training provider must be approved by HQ ACES. To obtain a list of eligible training vendors contact your education counselor. To become an approved vendor, the vendor must contact HQ ACES directly via email at; [usarmy.knox.hrc.mbx.tagd-aces-credentialing-program@mail.mil](mailto:usarmy.knox.hrc.mbx.tagd-aces-credentialing-program@mail.mil)

### **Q8: Will I be recouped if I fail or don't complete training?**

A: Yes. Soldiers will be required to pay back any CA they receive if they fail to complete the course or pass the exam. Some exceptions apply, contact your local education counselor for details.

### **Q9: I've already completed training for a Credential. Will CA pay for just the exam?**

A: Yes. Soldiers who meet all pre-requisites for the exam are able to use CA for the exam only. The Soldier must provide documentation that they meet all pre-requisites to sit for the exam before funding can be approved.

### **Q10: Can my spouse use CA?**

A: No. Only Soldiers are able to utilize CA.