Requesting CA for University of Texas- Extended Classes

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To help navigate the slides:

Slides 3-6: Army Credentialing Assistance Program Information

Slides 7-17: Researching Army COOL credentials

Slides 18-19: ArmyIgnitED CA Request information

Slides 20-33: Creating MOS Related and Non-MOS Related Education Goal

Slides 34-69: Creating a CA Request for Training, Exam, Books and/or Materials

Slides 70-72: Canceling a CA Request (Before Payment is made)

Slides 73-80: Requesting a Withdrawal (After Payment has been made)

Overview of CA

Purpose: An effective CA Program directly contributes to supporting Soldiers' professional development, retaining quality Soldiers, and preparing Soldiers for meaningful employment upon transition from military service.

- CA is voluntary and conducted off-duty for all Soldiers, (Active Duty, ARNG, USAR) of all ranks (Enlisted, NCO, Officer, Warrant Officer)
- Vetting of all Vendors is conducted by ACCESS, ArmyU
- Vendors are considered colleges, universities, credentialing agencies, other organizations that provide training in support of completing a credentialing exam or license

ARMY CREDENTIALING ASSISTANCE

Current as of 21 Oct 22

Overview of CA cont.

- CA may be authorized for the payment of credentialing expenses for classroom, hands-on, online/blended training, study guides, materials, textbooks, fees, exams, and/or recertification of credentials

- Soldiers can select any credential listed in Army COOL (note- if a credential is removed prior to payment from finance, it will be rejected)

- Soldiers can request multiple credentials simultaneously – not to exceed FY limit

- Credentials do **NOT** have to align with a Soldier's MOS/AOC/ASI

- CA is subject to the same funding ceiling as TA. A Soldier may use both TA and CA; however, the combined use by any Soldier will not exceed the fiscal year TA limit ($4000)

Overview of CA cont.

- Course / exam will be paid prior to the start date by ACCESS, ArmyU

- Soldiers are notified by the Army Credentialing Assistance Program Office (ACAPO) letting them know if their case was moved to finance or rejected (via ArmyIgnitED messaging). Most requests are processed no later than 3 days prior to the Soldier's selected start date. If you have not received a response prior to that, please submit a message in ArmyIgnitED to ACAPO.

- If the Soldier was notified that their CA Request was moved to finance for payment, and the Soldier is within 3 days of the selected start date, submit a ArmyIgnitED message requesting the status from the CA Billing Office (CBO). Once the CBO funds a request, Soldiers will receive an ArmyIgnitED message letting them know they can begin.

- Requested books and/or materials are sent directly to the Soldier (If vendor provides these items, and the Soldier does not receive these items- the Soldier must contact the vendor to receive these items).

Overview of CA cont.

- Soldiers will be subject to reimbursing the Army for CA if they fail or withdraw from a course of instruction, or fail an exam (or fail to sit for the course/exam in the timeframe requested), and do not have an approved military withdrawal.

- **Soldiers who pay out of pocket for anything will NOT be reimbursed. Soldiers who start courses prior to notification from the CBO will not be reimbursed**

- CA is not authorized for credentials associated with doctor's degrees as defined by the U.S. Department of Education

- CA is available to Commissioned Officers and Warrant Officers. Officers and Warrant Officers may use CA and **will not** incur a service obligation

- Institutionally Delivered Credentials- 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

ArmyIgnitED

Credentialing Assistance (CA) is only available through ArmyIgnitED
https://www.armyignited.army.mil/

- All CA Requests must be submitted directly through ArmyIgnitED. The CA Request does not get submitted through the Education Center or Office
- Soldiers must submit CA Requests **45 days** from the start date of the course or exam. NOTE!! END DATE MUST BE AT LEAST 31 DAYS FROM THE ETS DATE.
- Soldiers may request counseling from their Education Center or Office at any time prior to creating a CA Request
- If Soldier does not see the vendor of choice submit a message in ArmyignitED, Please navigate to ArmyIgnitED, click Messages on the left side and select the drop down, click on General Inbox or My Inbox, click on “Create Message”, select “ACCESS” as the recipient, select the “Credentialing Assistance” as the category, Then provide the vendor name, vendor URL, vendor POC name, vendor email and phone number, then send. ACAPO will contact the vendor and request they participate in the CA Program.
- It may take up to a few days prior to the start date of the course to receive approval notifications from ACCESS, ArmyU

ArmyIgnitED cont.

Completion of Courses / Withdrawals

- Soldiers select start and end dates. Per policy, within **30** days of completion, a grade (certificate of completion) must be added to the ArmyIgnitED CA Request. Soldiers must ensure the vendor provides a grade in the CA Request. Soldiers will not receive approval to use CA for an additional course or exam until the vendor provides the grade for a completed course or exam. If the vendor does not receive the results of the exam (i.e., Pearson Vue, CompTIA, or vendors who provide vouchers for those same exams), it is the Soldier's responsibility to upload the exam results within the ArmyIgnitED CA Request.

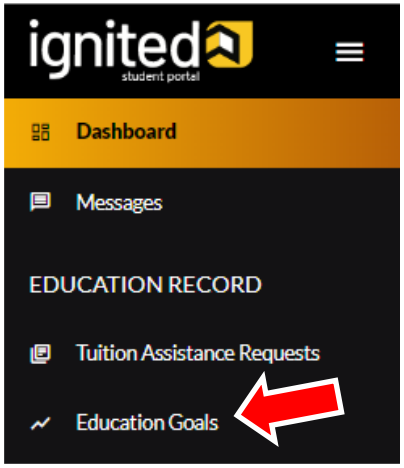
- Failure to provide the certificate of completion within the designated timeframe may result in recoupment.

- After a CAR has been paid, and a Soldier wishes to withdrawal from a course or exam, Soldiers must withdraw via ArmyIgnitED messaging. Select the "Credentialing Assistance" category and enter "Withdraw" as the Subject of your message. In the narrative, provide name, CA Request ID #, ArmyIgnitED user ID #, and request to withdraw. ACAPO will add a "W" grade to the course or exam. The Soldier will receive a message when the "W" grade has been added with further instructions on how to complete the recoupment plan. All requests for recoupment waivers for withdrawals must be completed in ArmyIgnitED.

- If a CAR has NOT been paid and it is prior to the start date, Soldiers can delete their own CAR in their account. Soldiers should not submit a ArmyIgnitED Helpdesk ticket to resolve this.

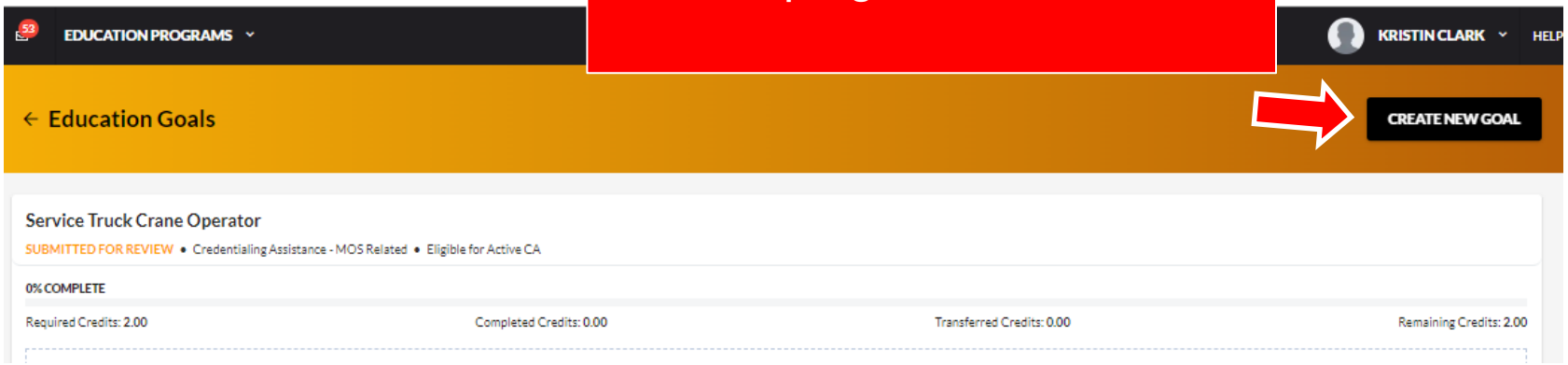
You must have registered with UT and received an invoice to complete this CA request. Please contact Melissa Kirk with any additional questions. to ecct-military@austin.utexas.edu

Creating Education Goals cont.



From the dashboard, on the left panel click on “Education Goals”

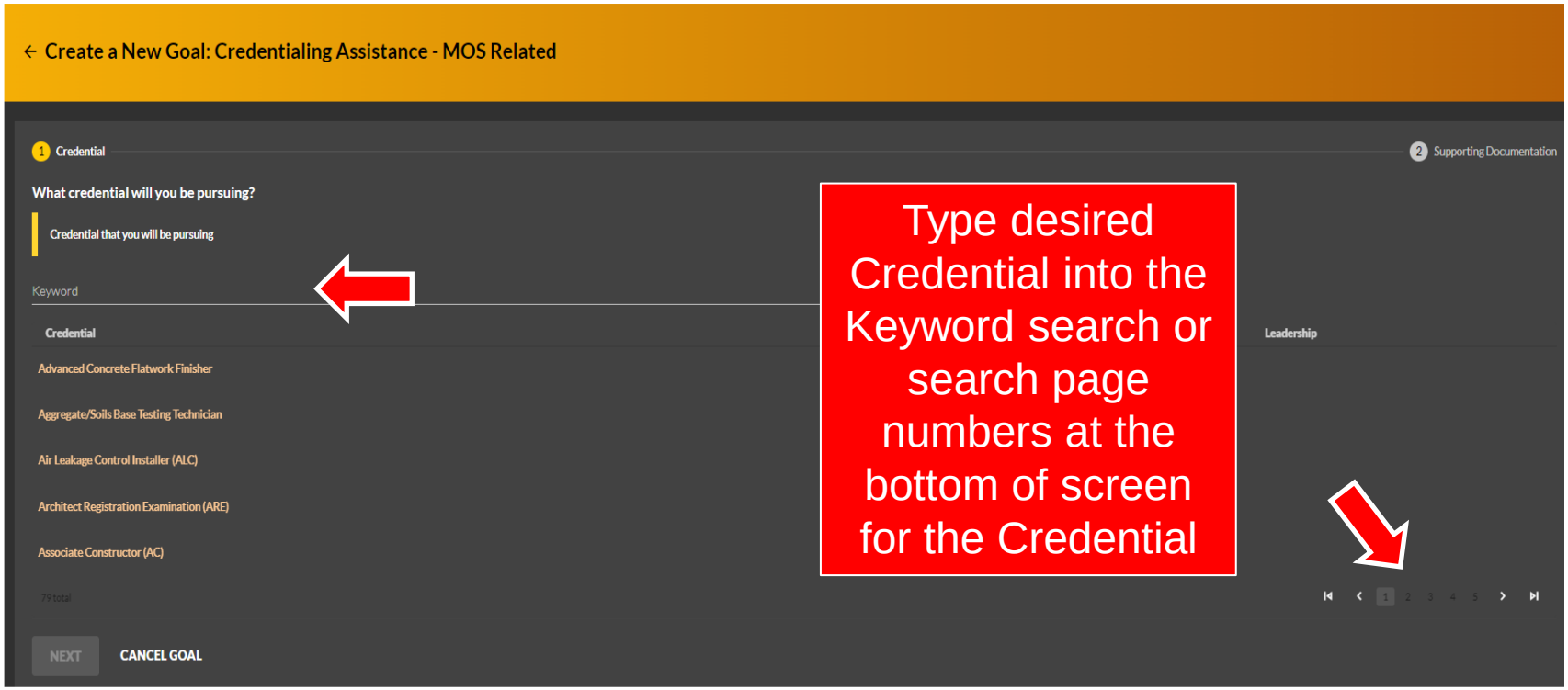
Inside the Education Goals tab, Select “Create New Goal” on the top right of the screen



Creating MOS Related Education Goal

IF THE CREDENTIAL IS NOT RELATED TO YOUR MOS OR YOU CANNOT FIND IT AS AN OPTION AFTER SELECTING MOS RELATED, PLEASE SELECT NON-MOS RELATED.

Creating Education Goals cont.



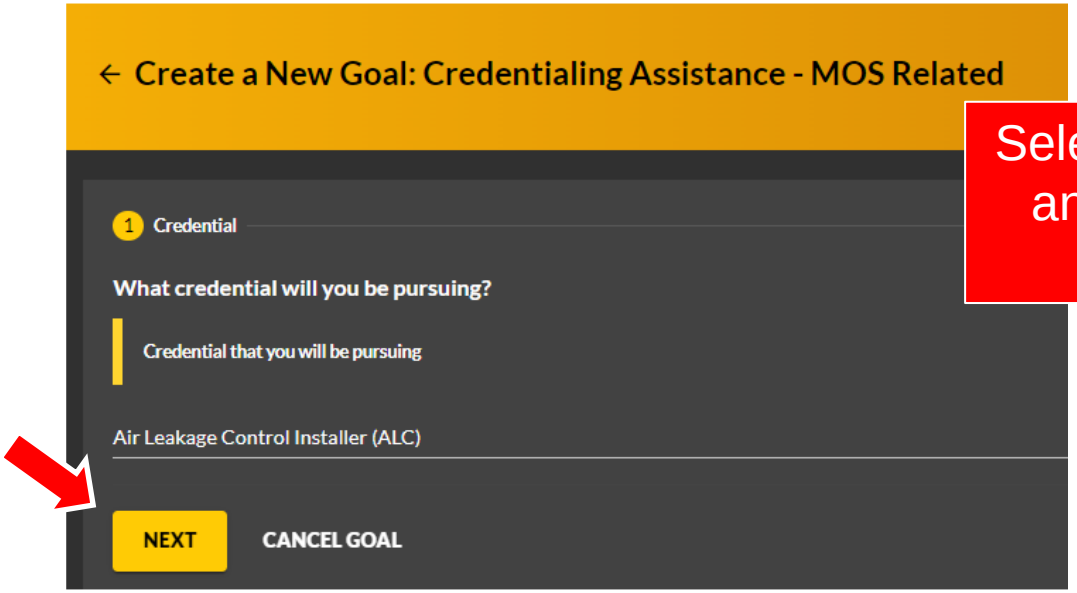
Enter in the training you are seeking and ensure you select the correct credentialing Agency:

Project Management: Project Management Professional (PMP)
Credentialing Agency: Project Management Institute (PMI)

Personal Trainer: Certified Personal Trainer Level 1 (CPT-Level 1)
Credentialing Agency: World Instructor Training Schools (WITS)

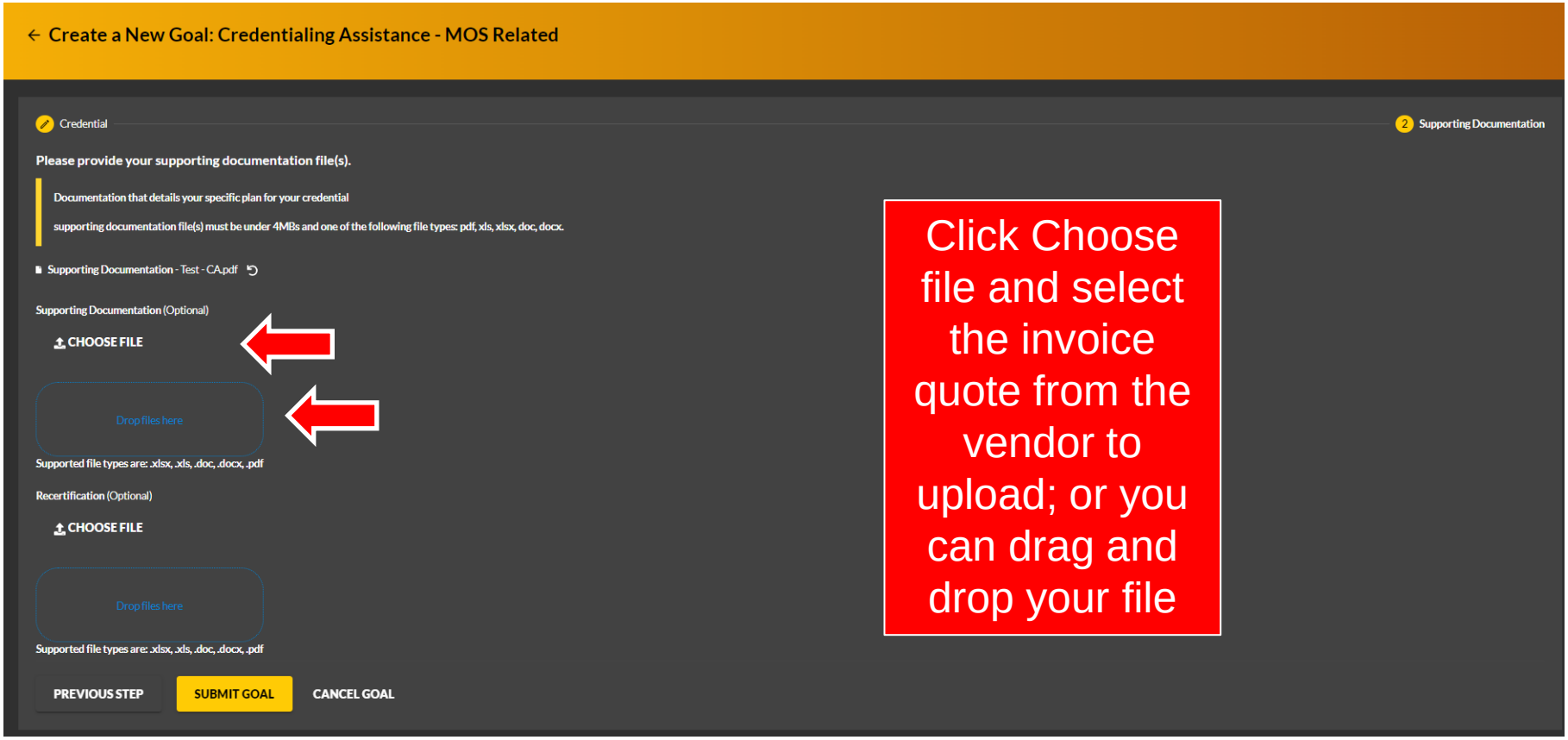
Human Resources Professional: Human Resource Management Certificate Program - SHRM-CP
Credentialing Agency: Society for Human Resource Management (SHRM)

Creating Education Goals cont.



Select the Credential, and you will select "Next"

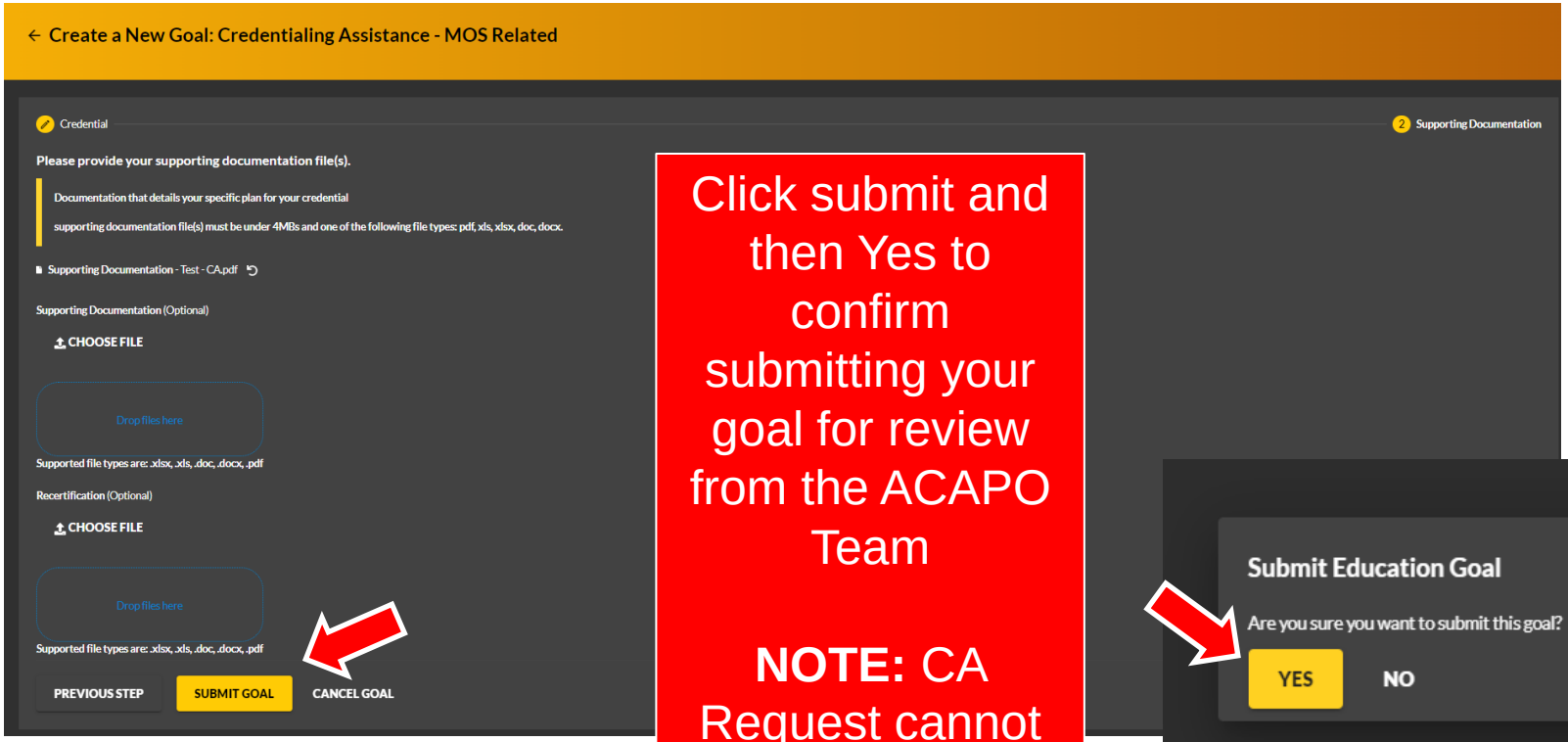
Creating Education Goals cont.



Click Choose file and select the invoice quote from the vendor to upload; or you can drag and drop your file

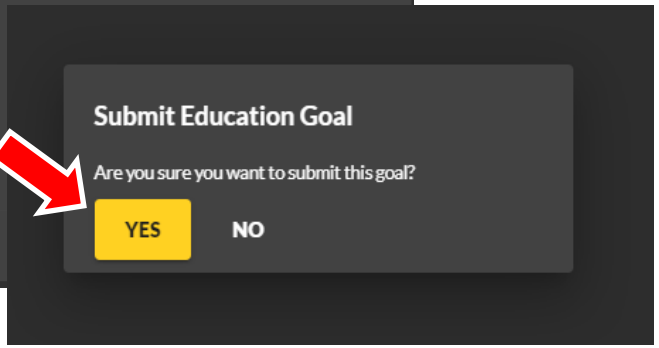
Please upload the invoice/quote you received from UT after registering for the class on their website.

Creating Education Goals cont.

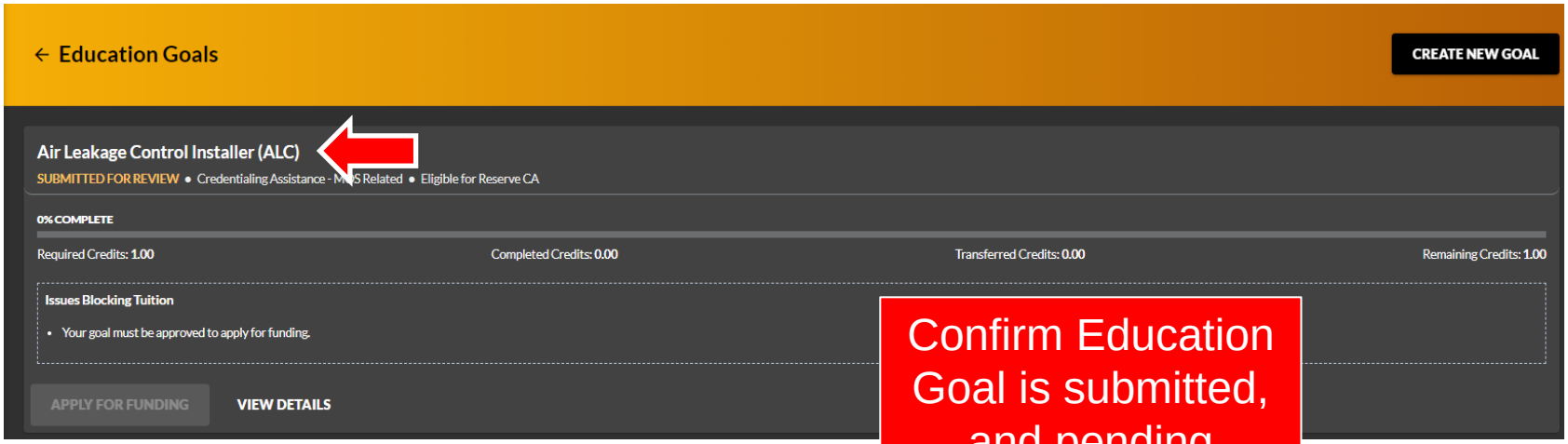


Click submit and then Yes to confirm submitting your goal for review from the ACAPO Team

NOTE: CA Request cannot be submitted until goal is approved



Creating Education Goals cont.



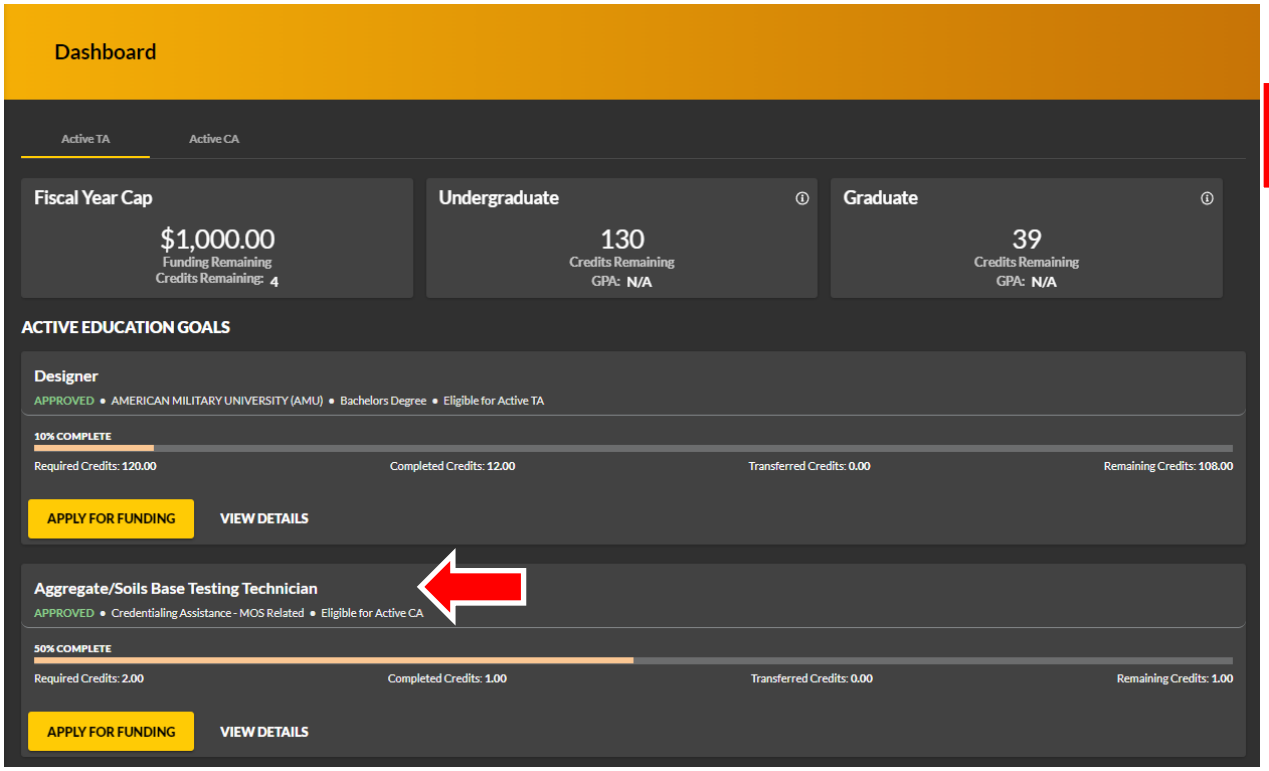
Confirm Education Goal is submitted, and pending approval

CREATING CA REQUEST

Training, Exam, Books and/or Materials

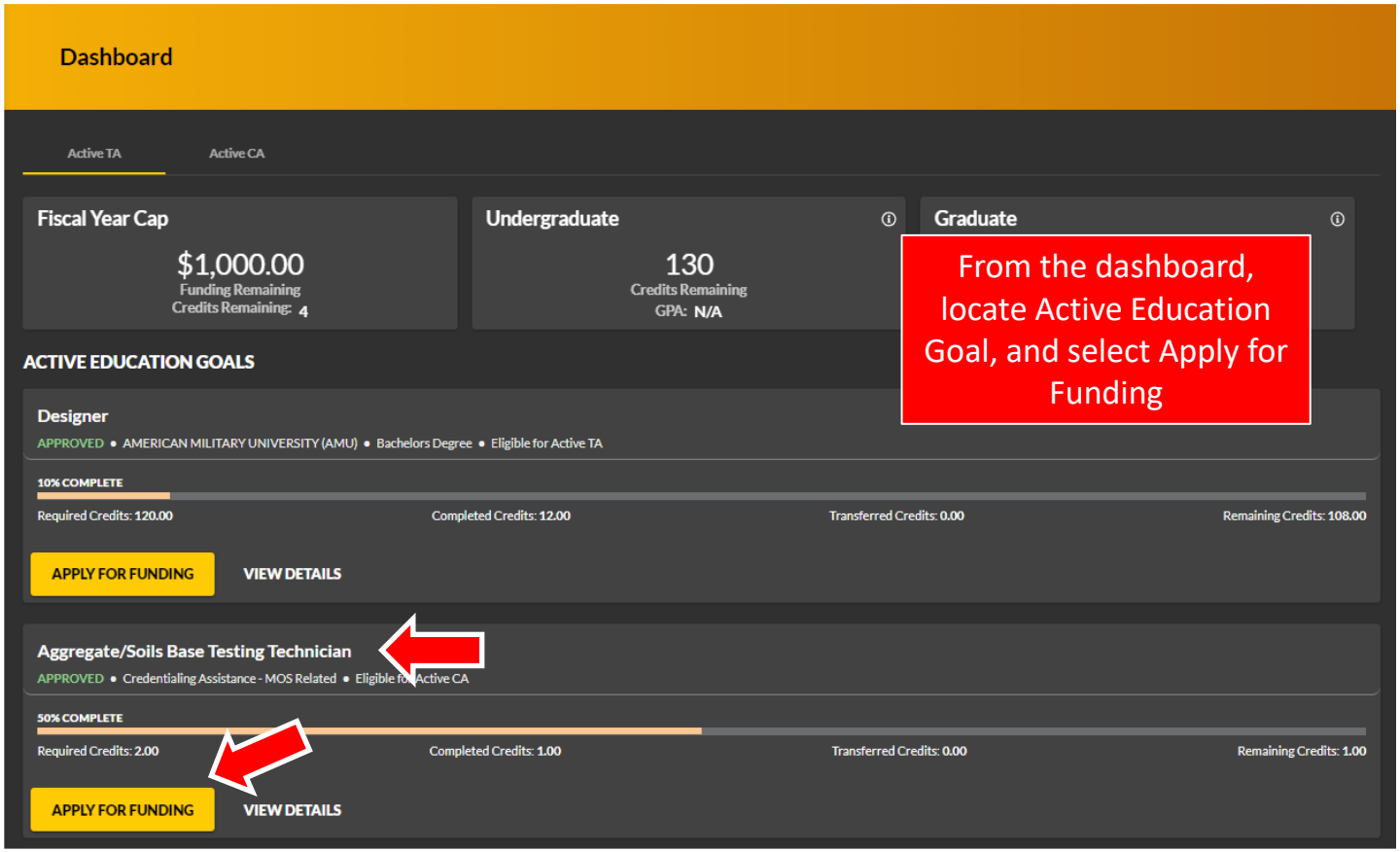
ONCE YOUR EDUCATION GOAL HAS BEEN APPROVED, COMPLETE YOUR REQUEST FOR FUNDING BY FOLLOWING THESE NEXT STEPS.

Creating CA Request for Training



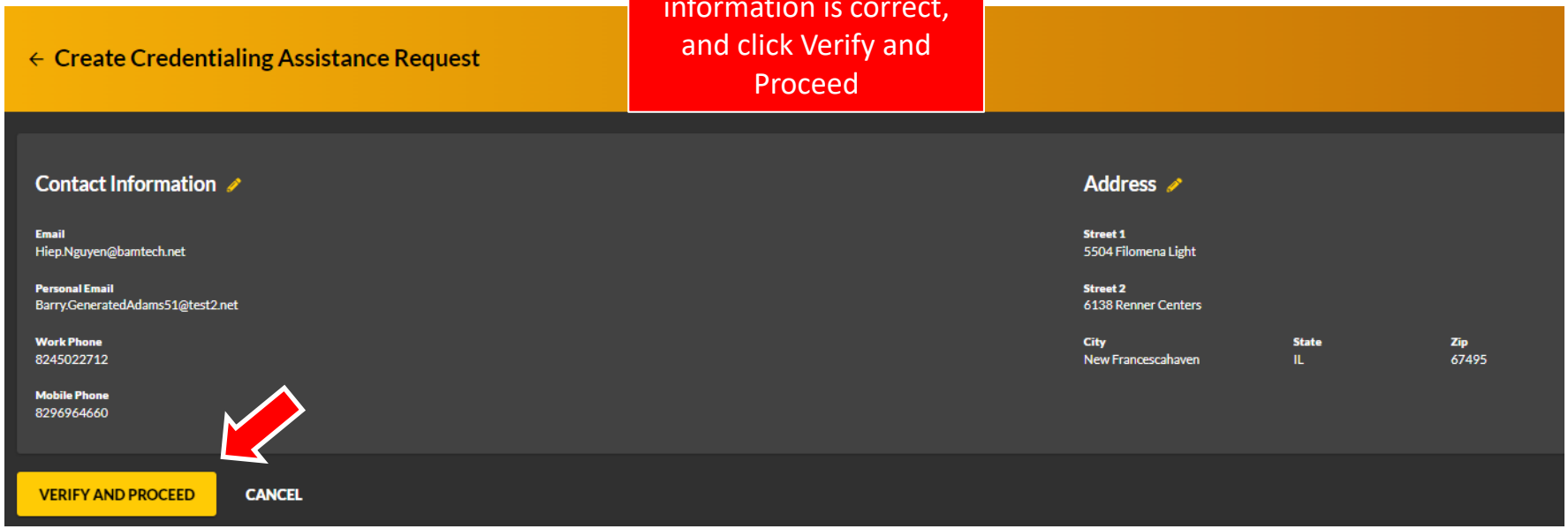
From the dashboard, on the left panel click on “Education Goals”

Creating CA Request for Training

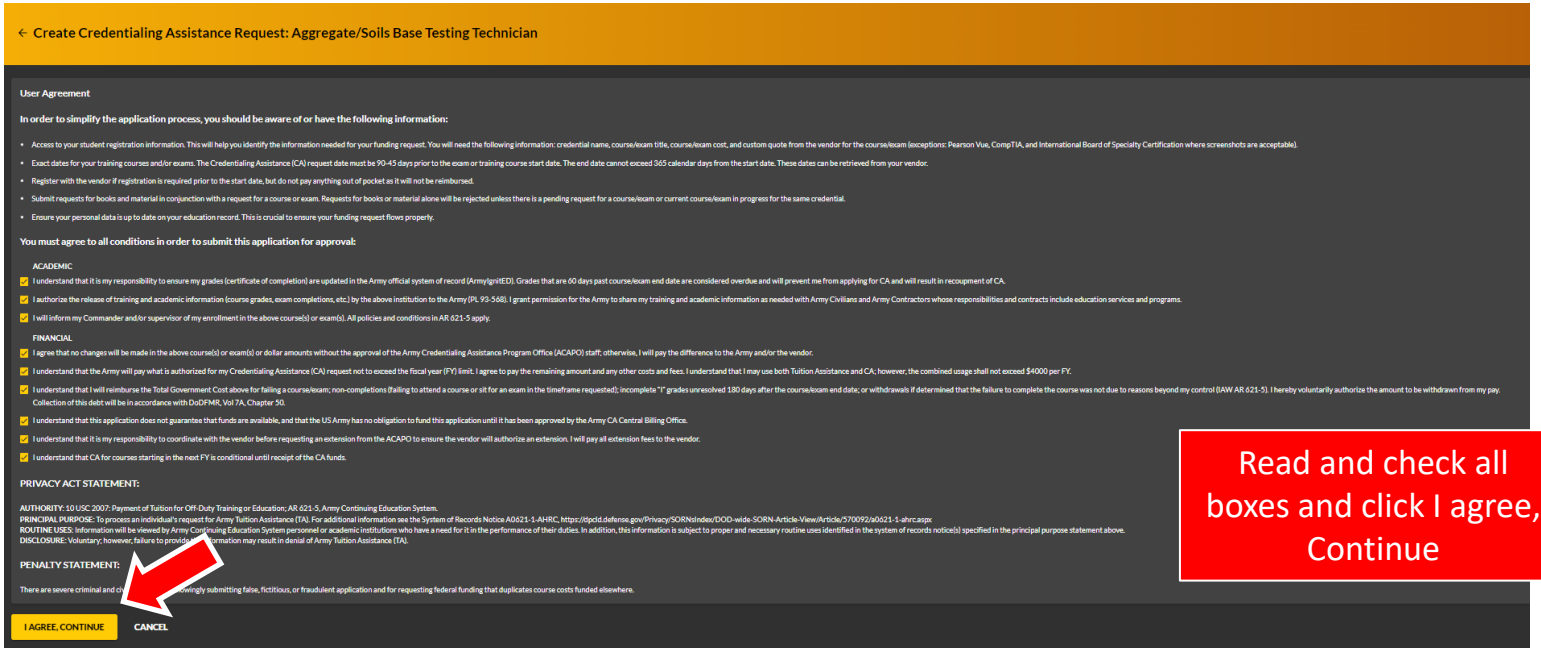


Creating CA Request for Training

Verify contact information is correct, and click Verify and Proceed

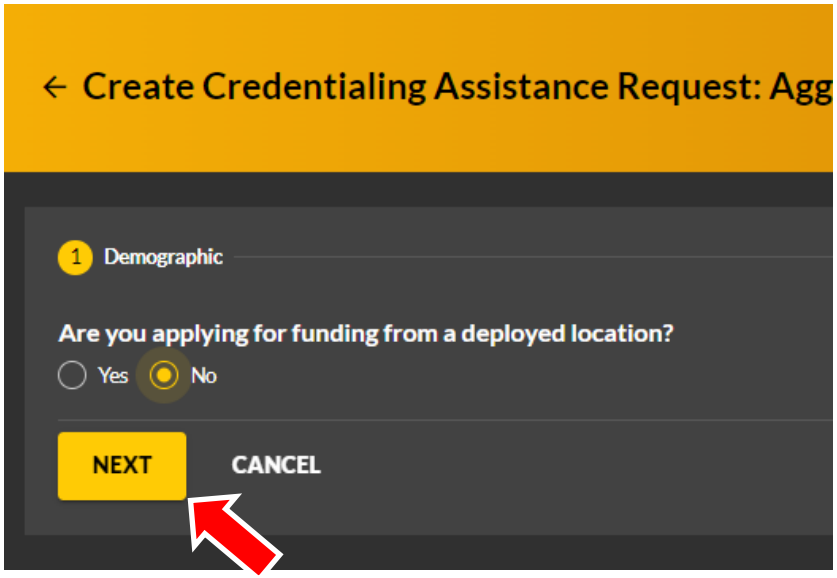


Creating CA Request for Training



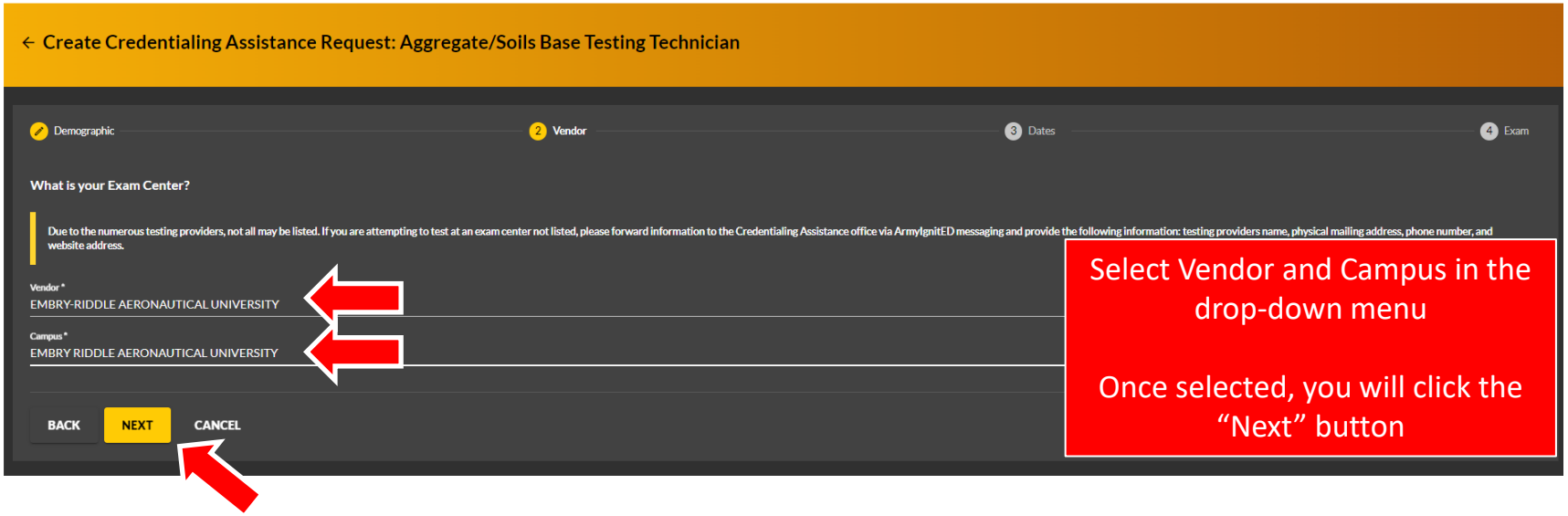
Read and check all boxes and click I agree, Continue

Creating CA Request for Training



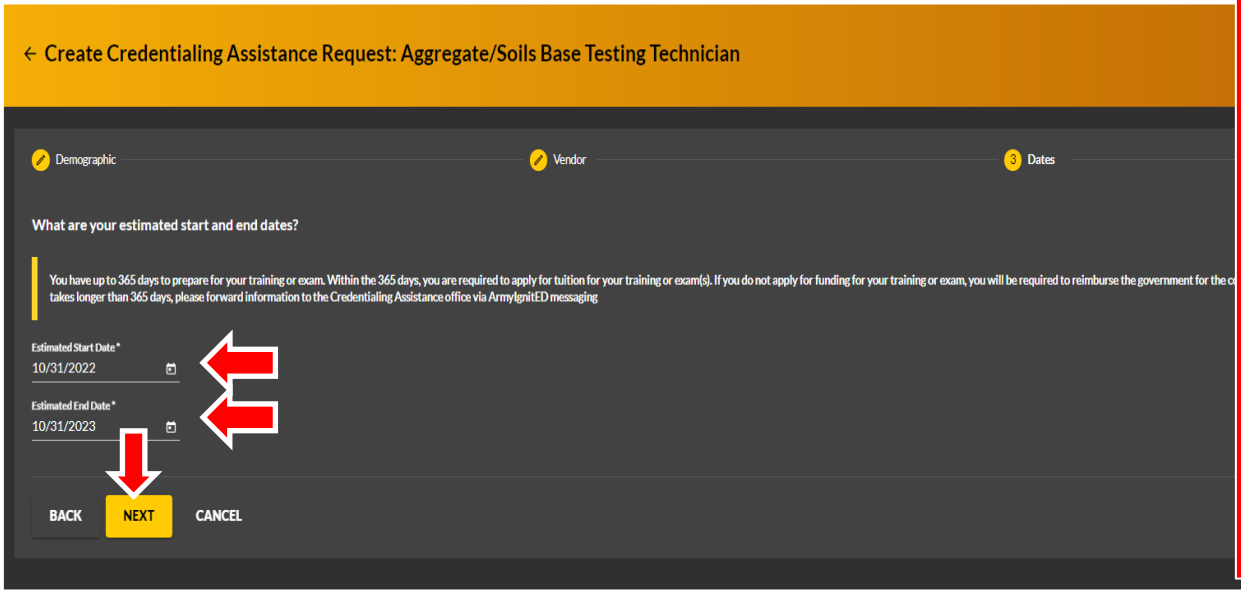
Select if deployed or not and select “Next”

Creating CA Request for Training



Please enter UNIVERSITY OF TEXAS - AUSTIN for the Vendor.
Please enter Extended Campus or ECCT for Campus.

Creating CA Request for Training



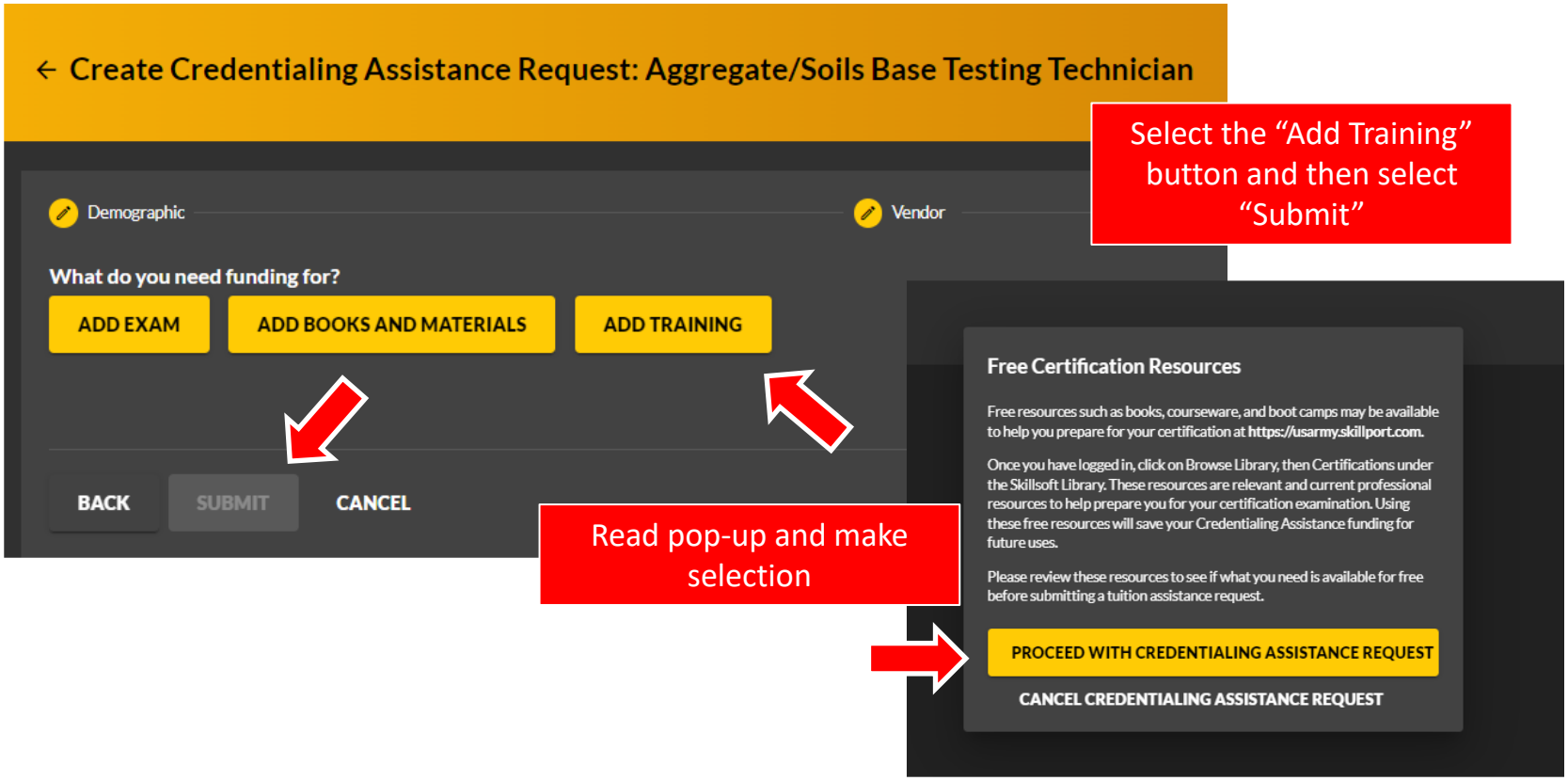
Select the start/end date for request

NOTE:

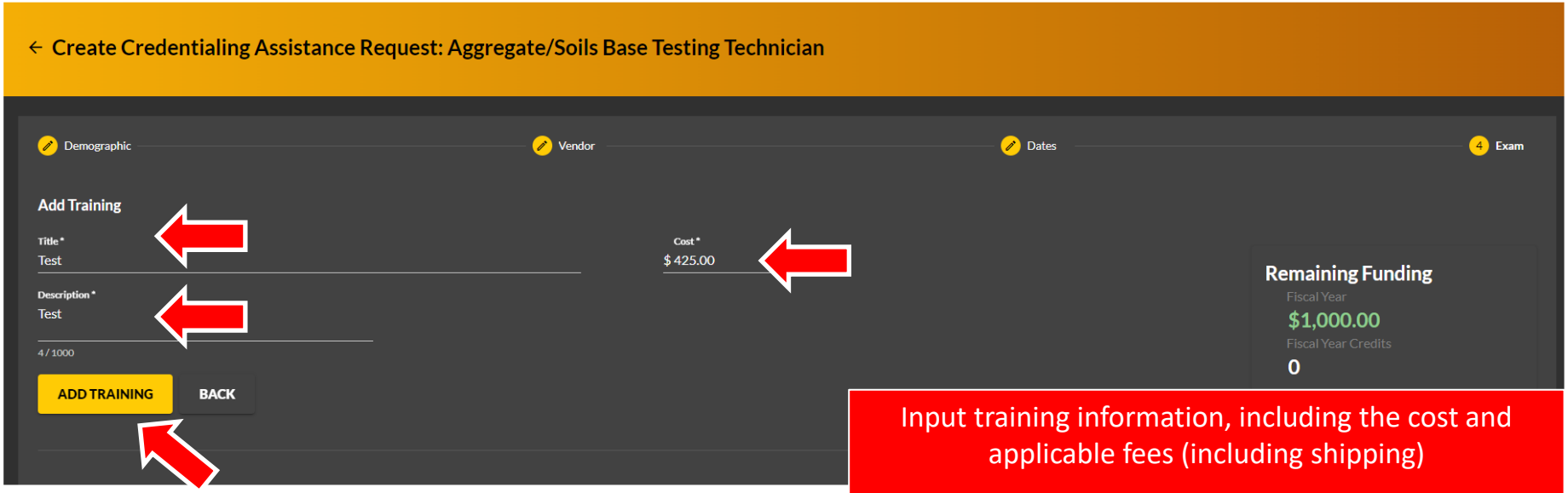
- Start date MUST be within 45 days or no greater than 90 days from the submit date
- END Date cannot exceed 365 from the Start Date on the request
- **END Date must be at least 31 days from the ETS Date**

Please refer to the email from ecct-military@austin.utexas.edu for the correct dates to put in ArmyIgnitED.

Creating CA Request for Training



Creating CA Request for Training



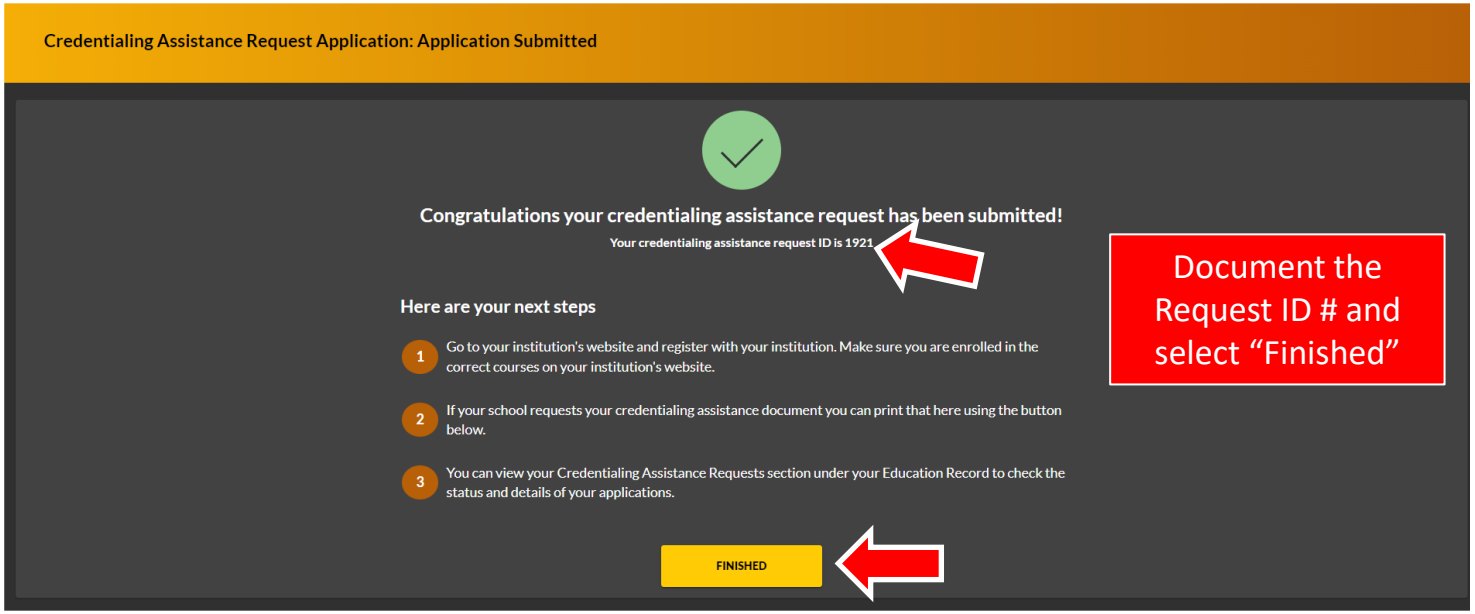
Please enter the title, cost and description of the training listed on your invoice.

Input training information, including the cost and applicable fees (including shipping)

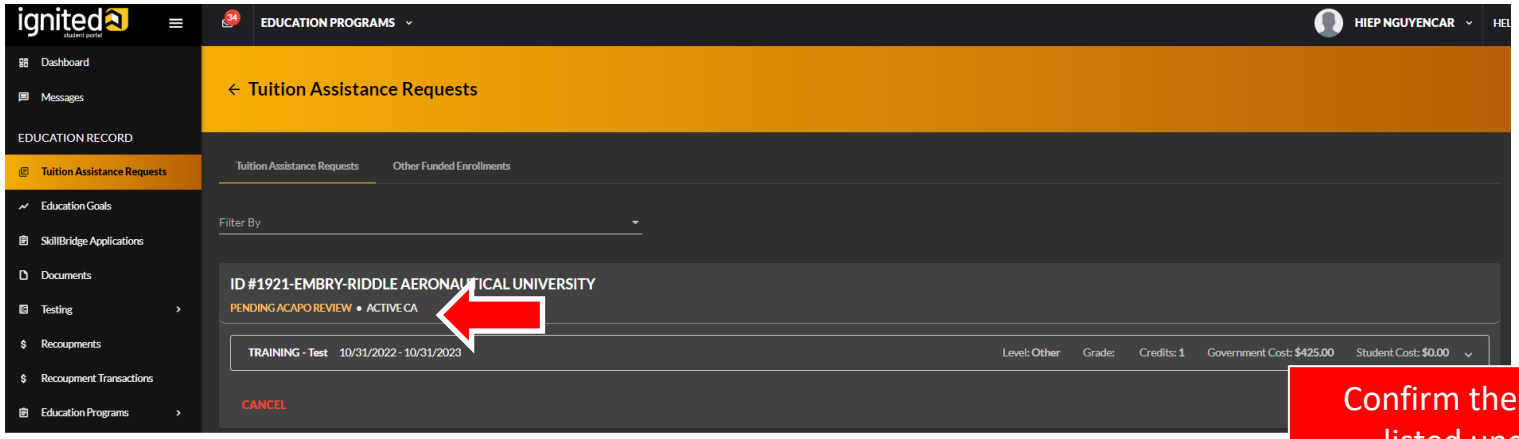
Ensure the cost entered, matches the quote provided by the vendor

NOTE: If the vendor has pre-populated the courses and cost, you would just have to verify it matches the quote

Creating CA Request for Training



Creating CA Request for Training



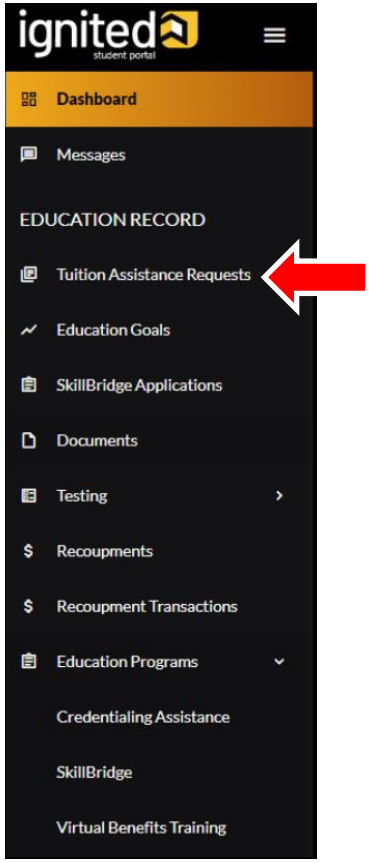
Confirm the CA Request is listed under “Tuition Assistance Requests” on the Dashboard, reflecting “Pending ACAPO Review”

The Status of your CA request will stay pending until a couple days before the start date of your course.

CANCELING A CA REQUEST

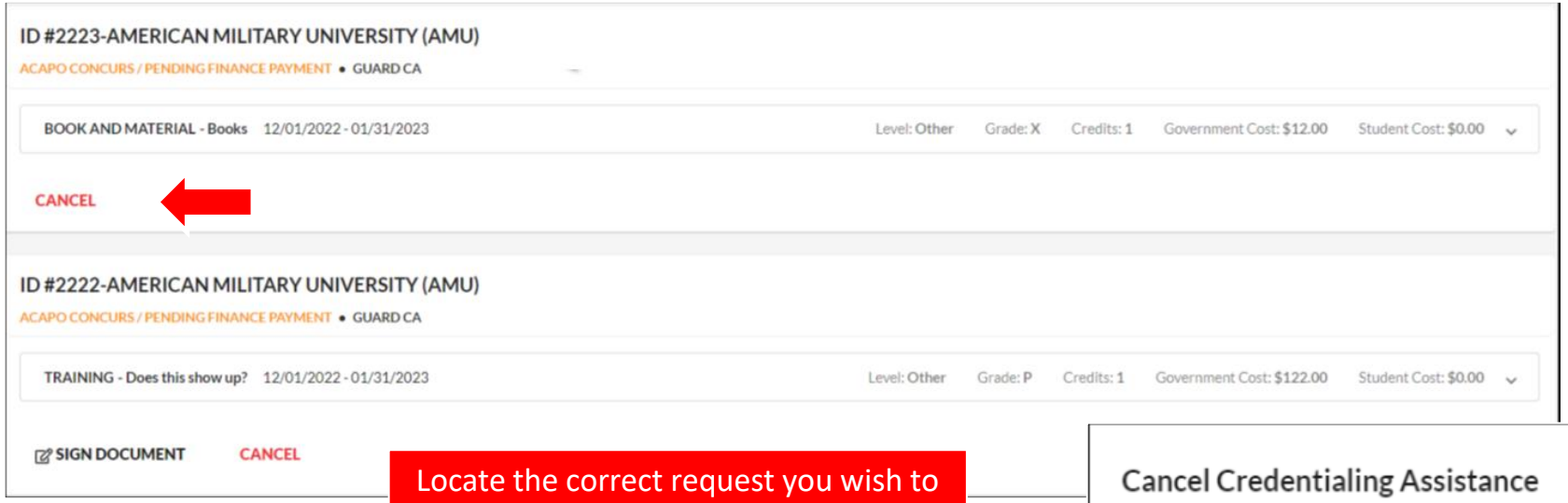
BEFORE PAYMENT IS MADE...Things happen and we understand! Please ensure you let UT Austin know about any conflicts and need to cancel the class. Follow these directions if you do need to cancel your request.

Canceling CA Request



On the Dashboard, select Tuition Assistance Requests

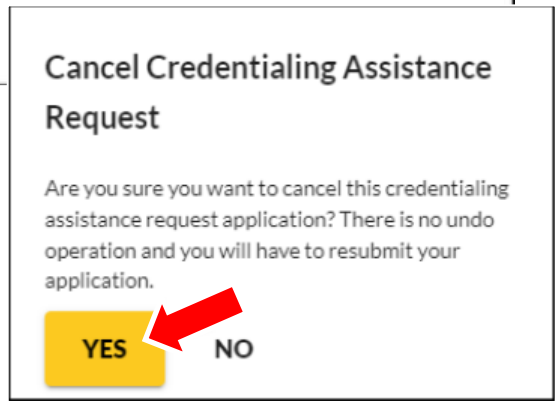
Canceling CA Request



Locate the correct request you wish to Cancel, select the Cancel button and then select the "Yes" button

NOTE: Deleted CA Request will disappear from list

NOTE!!! ENSURE THE CASE HAS NOT BEEN FUNDED BEFORE HITTING CANCEL

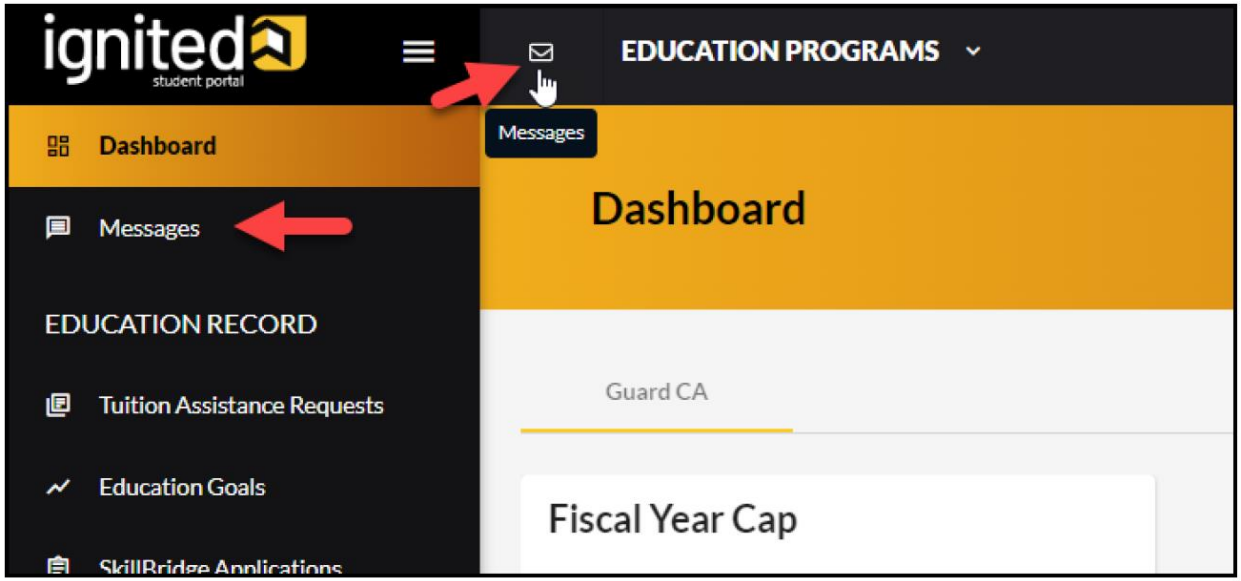


REQUESTING A WITHDRAWAL FROM A CA REQUEST

AFTER PAYMENT
HAS BEEN MADE

Withdrawal cont.

Requesting A Withdrawal



Upon logging in your ArmyIgnitED account, click ‘Messages’ on the left side menu or choose the envelope icon at the top of your screen

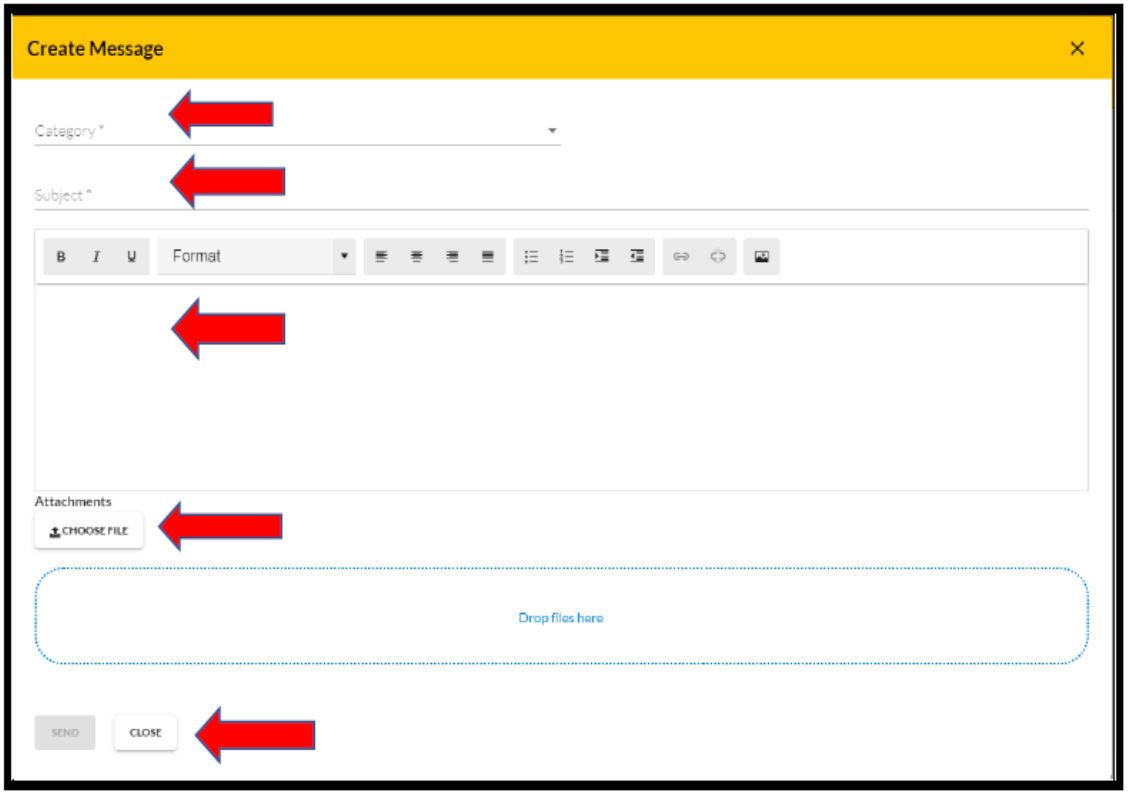
Withdrawal cont.

Requesting A Withdrawal

To compose and send a message, click ‘Create Message’ in the top right corner of screen

Withdrawal cont.

Requesting A Withdrawal



Category: Credentialing Assistance

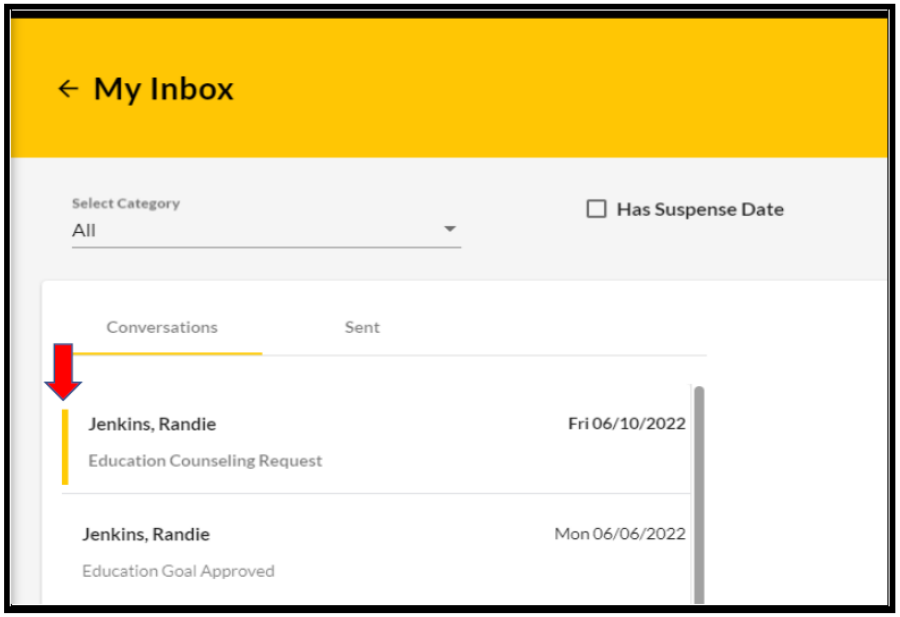
Subject: Request for Withdrawal

Body: Provide information on the case you wish to withdraw from- Case ID#, Title of the Course, and reason.

NOTE!! Soldiers who receive a grade other than a “W” for withdrawing from the course or exam will not be able to submit a request for recoupment waiver for it.

Requesting A Withdrawal

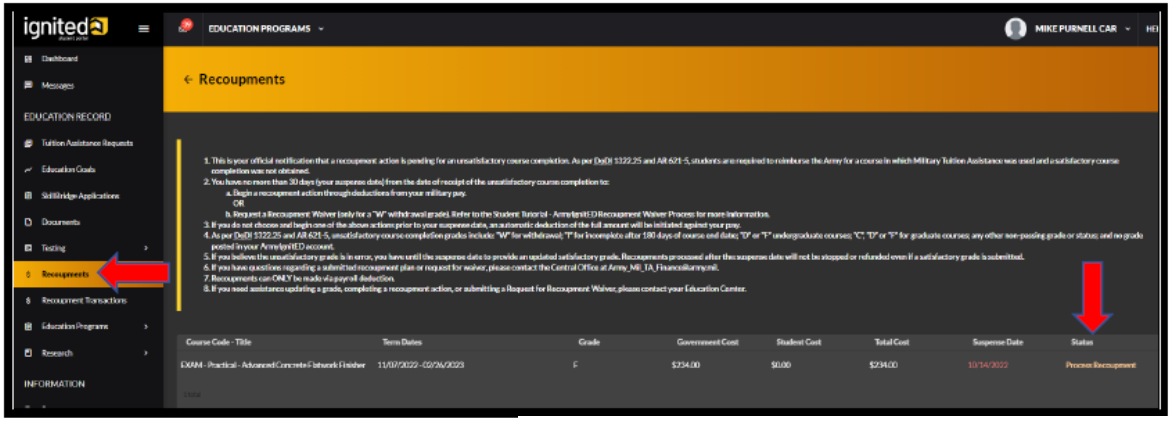
Once ACAPO enters the grade of "W", you will receive an email letting you know you have a message waiting for you to view regarding course recoupment. Please check messages in the ArmyIgnitED portal and view the recoupment action message.



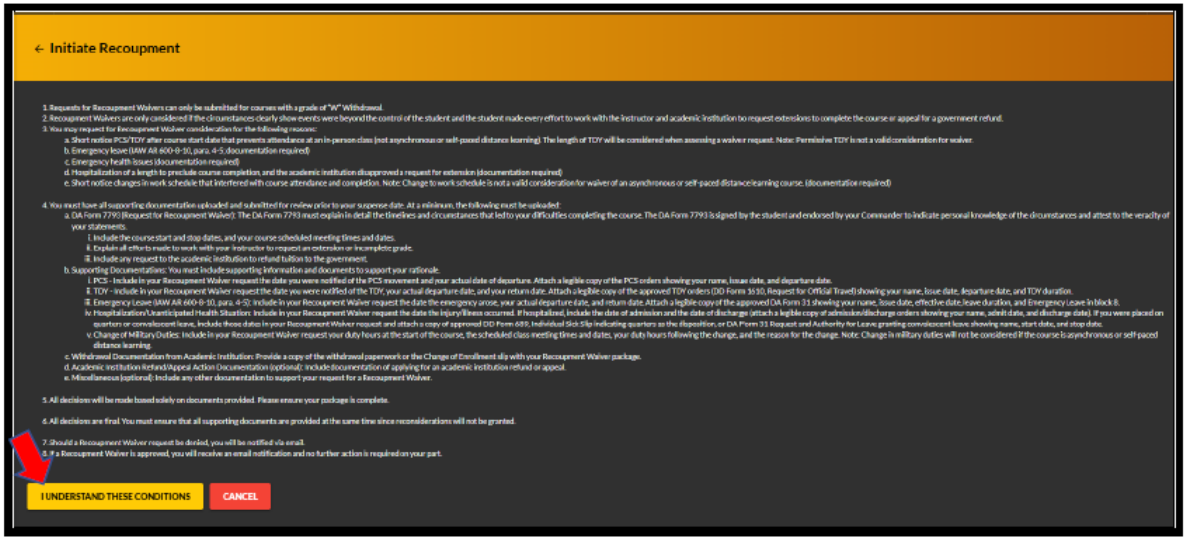
Withdrawal cont.

Requesting A Withdrawal

Click **'Recoupments'** then click **'Process Recoupment'**:



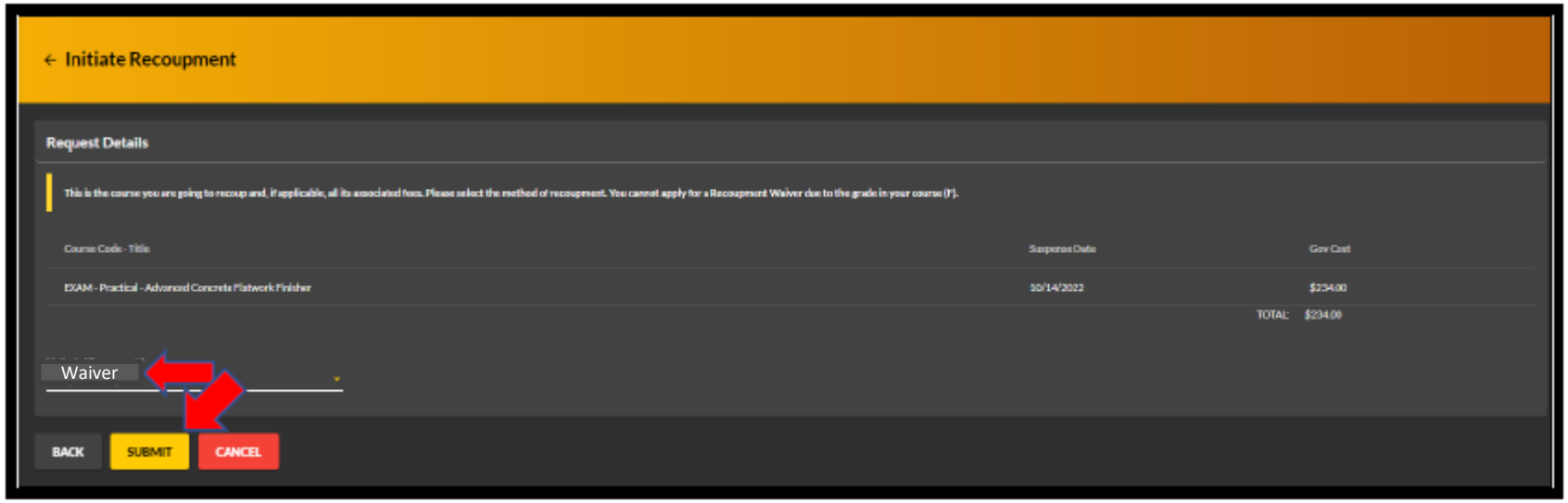
Read **'recoupment conditions'** -> **'I Understand These Conditions'**:



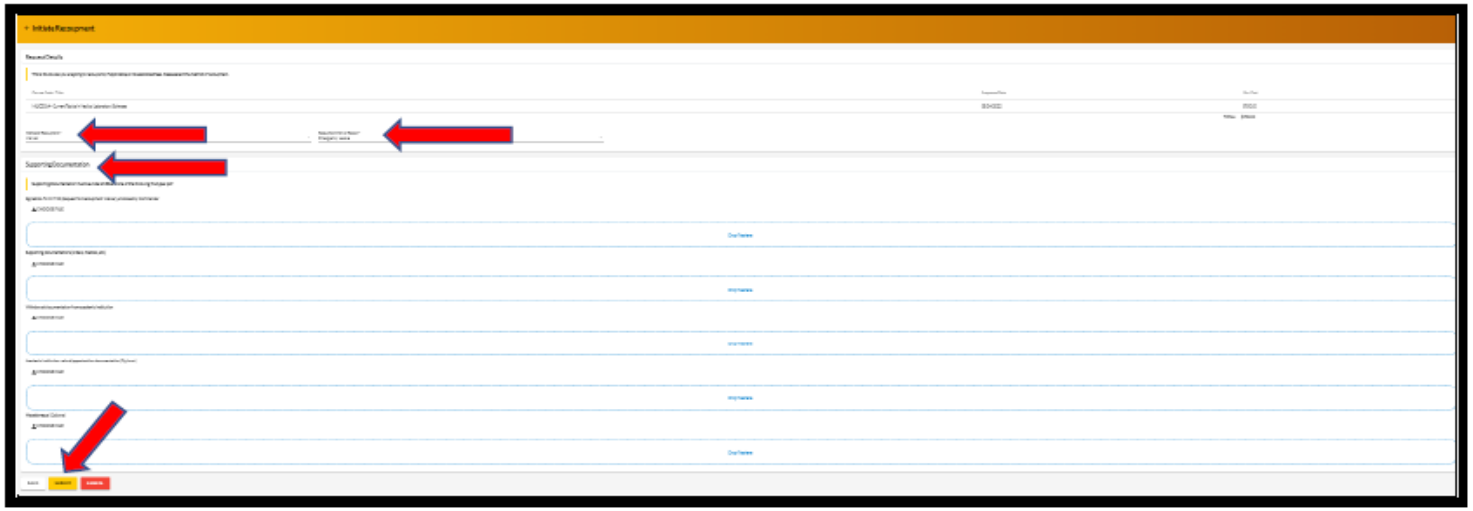
Requesting A Withdrawal

Soldiers have 3 choices for 'Method of Recoupment':

1. Lump Sum Payroll Deduction
2. Payroll Deduction (up to 6 months)
3. Waiver (a Request for Recoupment Waiver)



Requesting A Withdrawal



'Waiver' -> 'Recoupment Waiver Reason' -> Upload SUPPORTING DOCUMENTATION (Orders, Medical, Emergency Leave Form, etc.) -> 'Submit'

NOTE: The first 3 Supporting Documentation upload areas are REQUIRED. You must have this documentation in order to submit your request. The remaining 2 Supporting Documentation upload areas are OPTIONAL.
NOTE: 'Waiver' CAN ONLY BE SELECTED FOR A 'W' GRADE!!!