Requesting CA for University of Texas-Extended Classes

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**Slides 7-17:** Researching Army COOL credentials

**Slides 18-19:** ArmyIgnitED CA Request information

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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
• 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)
• 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).
• 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
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.
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
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

**Select Credentialing Assistance - MOS Related**

<table>
<thead>
<tr>
<th>Education Goal</th>
<th>Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associates Degree</td>
<td>Not Eligible</td>
</tr>
<tr>
<td>Masters Degree</td>
<td>Not Eligible</td>
</tr>
<tr>
<td>Foreign Language - Army Strategic</td>
<td></td>
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<tr>
<td>Credentialing Assistance - MOS Related</td>
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</tr>
<tr>
<td>Bachelors Degree</td>
<td>Not Eligible</td>
</tr>
<tr>
<td>Commissioning Prerequisites</td>
<td>Not Eligible</td>
</tr>
<tr>
<td>Foreign Language - Host Country</td>
<td></td>
</tr>
<tr>
<td>Credentialing Assistance - Non MOS Related</td>
<td></td>
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</tbody>
</table>

**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.**
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)
Select the Credential, and you will select “Next”
Please upload the invoice/quote you received from UT after registering for the class on their website.
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.
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”
From the dashboard, locate Active Education Goal, and select Apply for Funding.
Creating CA Request for Training

Verify contact information is correct, and click Verify and Proceed.
Creating CA Request for Training

| Create Credentialing Assistance Request: Aggregate/Skills Base Testing Technician |

In order to submit the application process, you must agree to all of the following:\n
- You must agree to all conditions in order to submit this application for approval.
- Read and check all boxes and click I agree, Continue.

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

Select Vendor and Campus in the drop-down menu.

Once selected, you will click the “Next” button.

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

Select the “Add Training” button and then select “Submit”

Read pop-up and make selection
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

Document the Request ID # and select “Finished”
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
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

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Cancel Credentialing Assistance Request

Are you sure you want to cancel this credentialing assistance request application? There is no undo operation and you will have to resubmit your application.

[YES] [NO]
REQUESTING A WITHDRAWAL FROM A CA REQUEST AFTER PAYMENT HAS BEEN MADE
Upon logging in your ArmyIgnitED account, click ‘Messages’ on the left side menu or choose the envelope icon at the top of your screen.
Requesting A Withdrawal

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

Click ‘Recoupments’ then click ‘Process Recoupment’:

Read ‘recoupment conditions’ -> ‘I Understand These Conditions’:

UNDERSTAND THESE CONDITIONS  CANCEL
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!!!