

# COMMUNITY COLLEGE OF THE AIR FORCE



2022

AIR FORCE CREDENTIALING OPPORTUNITIES ON-LINE (AFCOOL)  
HANDBOOK

## Forward

The Community College of the Air Force (CCAF) is a dynamic organization serving more than 270,000 registered students. As the DoD leader in voluntary education, the college is your greatest resource towards fulfilling your professional development goals. Additionally, you have many other resources, such as career counselors, education counselors, and mentors in and outside of your Air Force Specialty. They can help you develop an individualized career pathway that aligns with your personal values, benefits your career, and prepares you for an exciting occupation when you separate from the Service. The Air Force Credentialing Opportunities On-Line (AFCOOL) program has been designed to be an integral part of that pathway.

Consider that a welder is not work ready until they have passed an AWS certification, a person with a Bachelor of Science in Nursing is not a Registered Nurse until they pass their NCLEX exam, and a person with a Juris Doctorate is not a lawyer until they have passed their state's bar exam. The concept of certification and licensure is not new and has been an essential part of work readiness for centuries. When you develop your career pathway you can blend both academic and professional industry recognized credentials into a tailored workforce solution. AFCOOL is your source for obtaining and funding voluntary industry recognized credentials, certifications, and licensures.

This handbook is written to provide clear guidance on how to access and use your AFCOOL benefits, in compliance with DAFI 36-2670, *Total Force Development* and DoDI 1322.33, *DoD Credentialing Programs*, while serving in the Armed Forces. It also outlines the roles played by various entities as well as clearly defining the roles of unit leadership, individual supervisors, and you as the member.

The AFCOOL staff continues to work very hard to respond to member's concerns and to remain engaged in continuous process improvement to increase program efficacy and customer service.

This handbook is meant to be an essential guide in assisting you to fulfill your professional development goals. Best of luck in this worthy endeavor!

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# Air Force Credentialing Opportunities On-Line (AFCOOL)

## Table of Contents

<a href="#">Section A: Introduction.....</a>	<a href="#">1</a>
<a href="#">Section B1: Roles and Responsibilities: Unit Leadership.....</a>	<a href="#">3</a>
<a href="#">Section B2: Roles and Responsibilities: Members.....</a>	<a href="#">4</a>
<a href="#">Section B3: Roles and Responsibilities: Base Education Office.....</a>	<a href="#">13</a>
<a href="#">Section C: Frequently Asked Questions.....</a>	<a href="#">15</a>
<a href="#">Section D: Glossary of Terms.....</a>	<a href="#">17</a>
<a href="#">Section E: References.....</a>	<a href="#">19</a>
<a href="#">Attachment 1: 180-Day Program.....</a>	<a href="#">20</a>
<a href="#">Attachment 2: CAPM PMP Process.....</a>	<a href="#">21</a>
<a href="#">Attachment 3: CISSP Questions.....</a>	<a href="#">23</a>
<a href="#">Attachment 4: NCLEX Questions.....</a>	<a href="#">24</a>
<a href="#">Attachment 5: Documents Required for Each Certification.....</a>	<a href="#">25</a>
<a href="#">Attachment 6: Department of Defense (DOD) Credentialing Standards Attestation.....</a>	<a href="#">30</a>
<a href="#">Attachment 7: Vendor Memorandum of Understanding.....</a>	<a href="#">49</a>
<a href="#">Attachment 8: Developing Individualized Career Pathways.....</a>	<a href="#">59</a>

# Air Force Credentialing Opportunities On-Line (AFCOOL)

## Section A: Introduction

**Program Description and Purpose.** The Air Force Voluntary Credentialing Program enables eligible and authorized Air Force and Space Force Professionals to obtain and maintain professional certifications that will enhance their career opportunities while serving in the military as well as increasing their competitiveness in advancing their post-military civilian careers. Participation in a voluntary credentialing program improves force readiness and provides members with expanded professional skills and competencies.

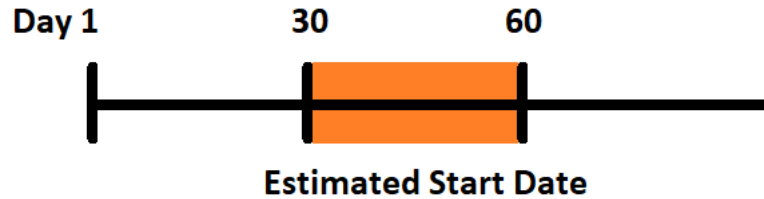
Participation in the voluntary credentialing program is self-initiated. Participation is reviewed and authorized by an approval authority designated by the member's chain of command (i.e., Service-level reviewing official).

The Air Force Credentialing Opportunities On-Line Credentialing Program Office (CPO) provides information and management of the Air Force Voluntary Credentialing Program. The term "certification" refers to a formal indication of an individual's ability to perform a task to required standards.

**Rules of Engagement.** We recommend that members who are interested in pursuing in an AFCOOL funded certification thoroughly read Section B2, "Process Guidance for Members". To accelerate your learning curve, we are providing some rules of engagement on the basics of the AFCOOL program.

1. Members are responsible for completing their certification. Completed means the member has submitted a successful exam result within 120 days of the start date on their funding request(s) and the results are updated in AFAEMS. Members who fail to report their completion results within 120 days of completion will reimburse the AFCOOL program. This includes all funds issued for the exam(s) to include all expenses related to a preparatory course, study materials, and fees related to the certification goal. Submitting documentation showing preparatory course completion does not meet this criterion.
2. Members may only pursue one certification at a time. Once they have completed a certification, they may pursue additional certifications up to their \$4,500 lifetime cap.
3. Members may pursue one certification unrelated to their Primary AFSC (PAFSC), with supervisor's approval, in their career. Members who fail the certification exam will reimburse the government for the total amount funded for the certification goal to include funds issued for the exam(s) as well as all expenses related to a preparatory course, study materials, and fees.
4. Members may pursue one certification related to any awarded academic degree (bachelors or higher), with supervisor's approval, in their career. Members who fail the certification exam will reimburse the government for the total amount funded for the certification goal to include funds issued for the exam(s) as well as all expenses related to a preparatory course, study materials, and fees.
5. Members may not begin a preparatory course and/or exam without a funding request(s) approved by the AFCOOL CPO. It's important to remember that AFCOOL must approve and pay the funding request(s) prior to the start of the member's preparatory course and/or exam. Members will be liable for all expenses incurred prior to AFCOOL approval.

6. Members must submit funding requests no later than 30 days and no earlier than 60 days from the start of the preparatory course and/or exam.



**Note:** The orange area denotes the 30-day date range where the estimated start date must fall. This means that you must submit your supervisor-approved funding requests at least 30 days prior to the estimated start date but no longer than 60 days prior.

7. Members should communicate with the CPO concerning any change in their program parameters ASAP using the Air Force Virtual Education Center (AFVEC) Messenger system. Exceptions to policy, exam grade due date extensions, reimbursement suspensions, and debt forgiveness are worked on a first come, first served basis by the CPO. Only one message needs to be submitted through the AFVEC Messenger or the reimbursement org box (CCAF.AFcool.Reimb@us.af.mil).
8. Member should understand the training vendor's policies prior to requesting funds.
9. Air National Guard and Air Force Reserve are encouraged to take advantage of their AFcool benefit. In order to do so, the member's record will need to have a Date of Separation (DOS) in the future, an activated end date in the future, and be assigned to an active-duty major command. The member must be on active orders for the entire duration of the training. AFcool does not have the ability to update this information. The local Military Personnel Flight, Base Education Office, or Base Education and Training Manager will need a copy of the member's orders to meet these three requirements. Once the areas are updated, the member will send a message to the AFcool CPO via AFVEC message for assistance in submitting a funding request(s). The message should include the start date of the preparatory course and/or exam and unpaid itemized invoice(s). An invoice may be a screenshot showing the web page, member's name, and cost of the training product. If your training product is in an online cart, the CPO will need the member's login information to complete the purchase.

## Air Force Credentialing Opportunities On-Line (AFCOOL)

### Section B1: Roles and Responsibilities: Unit Leadership

**Career Field and Unit Leadership.** Career Field Managers, Major Command Functional Managers, and unit leadership are key to the professional development and credentialing of DAF enlisted professionals.

**Supervisor Responsibilities.** Supervisors are key to the success of the AFCOOL program. Their involvement is critical to the development of their subordinates. By focusing on the following areas, they increase subordinate success in the program.

1. Approve or disapprove all credentialing requests
2. Become knowledgeable about academic and professional certifications that apply to your career field.
3. Work with your subordinates to develop a career pathway plan ([see attachment 8](#)).
4. Encourage subordinates to pursue their developmental goals.
5. Advise and counsel subordinates on the impact of professional certifications on job performance, career enhancement, and post-service employment opportunities via individual feedback and mentoring, roll calls, unit training, and/or other venues the unit leadership deems appropriate.
6. Ensure subordinates requesting funding for certification exams and other certification expenses follow the authorities outlined in DoDI 1322.33 and DAFI 36-2670. **Caution your subordinates against registering, taking, participating in, scheduling, or otherwise obligating the government to pay for a certification expense without first obtaining approval for funding from the AFCOOL CPO.**
7. Ensure subordinates meet all eligibility requirements of the program prior to approval of a certification goal and the associated funding request(s) IAW with approved DoD or DAF policy.
8. Encourage your subordinate(s) to participate in voluntary education programs.

# Air Force Credentialing Opportunities On-Line (AFCOOL)

## Section B2: Roles and Responsibilities: Members

### How AFCOOL works.

#### **AFCOOL Step-By-Step**

1. The member reviews <https://afvec.us.af.mil/afvec/af-cool/how-to-apply> prior to applying for funding.
2. Research available certifications on <https://afvec.us.af.mil/afvec/af-cool/search>, select an approved AFCOOL certification, and then submit the Education Goal for approval by the supervisor.

**Note:** Filter the AFCOOL website certifications by AFSC, credential name, or AFCOOL approved certifications.

3. Select the desired training vendor and obtain an itemized unpaid invoice from the vendor.

A. Username and password should be uploaded on a word document.

**B. Do not pay the invoice; submit to AFCOOL for payment!**

C. Upload all the required documents to AFVEC under the Education Goal, Supporting Documentation.

**Note:** The AFCOOL CPO does not endorse any vendor or assist members with selecting a vendor.

4. Apply for funding (preparatory course, study materials, exam fees, taxes, administrative or processing fees) then click "Issue Funding". It is possible to have up to three different funding requests.  
**Note:** The exam, preparatory course, and study materials cannot be bundled into one funding request.
5. The supervisor reviews and signs the funding request(s), if approved by the supervisor the request will go to the AFCOOL CPO for review and processing. If the supervisor rejects the funding request, it is automatically canceled.
6. The CPO reviews the funding request(s) and, if approved, the request(s) moves to the AFCOOL Purchasing Agent (PA) for payment on the member's behalf. Once payment is made, the member will receive an email from the vendor with the next steps (e.g., voucher code, or how to schedule the course or exam).
7. If the CPO defers the request, additional information is required. The correspondence will be sent through the AFVEC Messenger and is located in Student Messages.
8. If the CPO disapproves, the message will state the reason.
9. The member has 60 days from the exam end date indicated on the funding request to submit exam results. Extensions are reviewed upon request, with proper documentation from the certification agency. If approved, members can be extended up to 120 days from the exam end date identified on the funding request.

## **How to Generate an Education Goal**

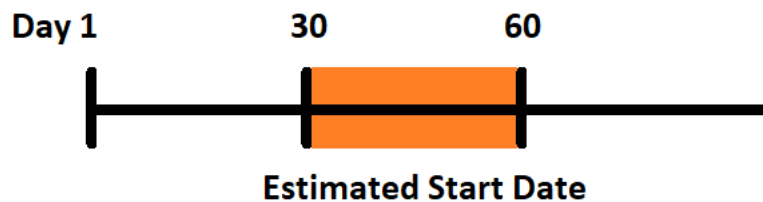
The member completes the following:

1. Virtual Benefits Training (“Virtual Benefits Training” is located in the menu on the right).
2. In AFVEC, select “Education Goals”.
3. Click “Create New Goal”.
4. Select the type of AFCOOL education goal.
  - A. AFCOOL – PAFSC Related: Credential is related to the student’s PAFSC
  - B. AFCOOL – Leadership: Student must be a SNCO (E-7 and up)  
**Note:** SNCO selects cannot apply.
  - C. AFCOOL – Awarded Degree Related: Credential is related to an already obtained academic degree  
**Note:** Bachelor’s or Master’s degree.
  - D. AFCOOL – Non AFSC Related: Credential is unrelated to the student’s Primary AF Specialty Code
    - 1) The credential must be approved in AFVEC as AFCOOL eligible for another AFSC
    - 2) Members with special duty identifiers (i.e., 8F000, 8A100, 8B000) with no matching civilian certifications in the AFCOOL Program, may be eligible to pursue an Air Force-funded leadership and/or a previously held PAFSC Related certification. Contact AFCOOL via AFVEC Messenger for additional guidance.
    - 3) If the goal being pursued is marked as “N/A”, click on the title and it will state the reason the member is unable to submit an Education Goal. Once complete with the listed requirement(s), proceed with submitting the Education Goal.
5. Verify the supervisor’s information. Incorrect information will result in a delay of approval. If the member is unable to update the supervisor’s information, he/she needs to send the following information to AFCOOL via AFVEC Messenger.
  - A. Full name of supervisor or approving official
  - B. Supervisor’s military email
  - C. Supervisor’s phone number
6. Select desired certification. The member may use the keyword search to filter certifications.
7. Upload the vendor’s bill/invoice/quote. The member should contact the vendor for assistance. Screenshots pasted to a word document are acceptable.
8. Upload any additional supporting documentation ([see Attachment 5](#)).
9. Click “Submit Goal”.
10. The member’s supervisor then approves the education goal. This allows the member to generate funding requests.



## **How to Generate a Funding Request.**

1. Click "Education Goal" in AFVEC.
2. Select the approved AFCOOL certification.  
**Note:** Browse the Skillport Library for free resources that are available to assist you with pursuing your certification before proceeding with the funding request.  
<https://usafprod.skillport.com/>
3. Click "Apply for Funding" to generate funding requests.
4. Verify the supervisor's information.  
**Note:** If the information requires updating, click the pencil icon to edit the information.
5. Click "Verify and Proceed".
6. Read and agree to the User Agreement.
7. Indicate if applying from a deployed location.
8. Under "Exam Center" enter the training vendor providing the training service.  
**Note:** If the vendor's name is not in the system send the vendor the following link so they may register as an AFCOOL approved training vendor.  
<https://aiportal.us.af.mil/aiportal/Account/ConsentToMonitor>
9. Under "Campus" select the training vendor's name and "Main Campus" or the location that is appropriate.
10. Use the calendar icon to select the anticipated start date of the certification, preparatory course, or exam if he/she is only requesting funding for an exam.  
**Note:** Ensure funding requests are submitted to the CPO not later than 30 days and not earlier than 60 days prior to the anticipated exam or training start date. A funding request has not been submitted to the CPO until it has been approved by the member's supervisor.



**Note:** The orange area denotes the 30-day date range where the estimated start date must fall. This means that you must submit your supervisor-approved funding requests at least 30 days prior to the estimated start date but no longer than 60 days prior.

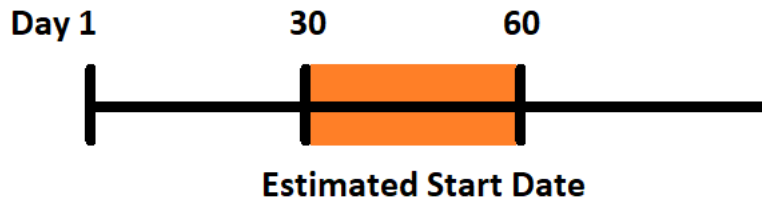
11. Generate funding requests, in the following order, using the invoice as a source document.
  - A. "Prep Course"
  - B. "Study Materials"
  - C. "Exam"

**Note:** Funding requests are processed in order of receipt. Applications are typically processed within 10 duty days.

12. The member's supervisor approve/disapprove the funding request(s).
13. The CPO processes the funding request. The member is encouraged to regularly check their AFVEC messages to see if additional documentation or information is needed.
14. The Purchasing Agent pays for the training products.

**Member Responsibilities.**

1. Review DoDI 1322.33 and applicable AFCOOL policies.
2. Follow the program procedures outlined in this handbook.
3. Update your personal email, contact number, and address as well as the supervisor's email and phone number prior to submitting an educational goal or funding request within AFVEC.
4. Understand the vendor's refund policy prior to submitting a funding request.
5. Ensure funding is approved before taking any actions that would obligate the expenditure of funds, to include registering for, scheduling or partaking in an exam or other certification expense. Failure to obtain advance approval will result in the member being personally liable for all expenses.
6. Submit the completed AFCOOL Program funding request(s) ensuring all required information and endorsements are submitted no later than 30 days and no earlier than 60 days from the start of the preparatory course and/or exam.



**Note:** The orange area denotes the 30-day date range where the estimated start date must fall. This means that you must submit your supervisor-approved funding requests at least 30 days prior to the estimated start date but no longer than 60 days prior.

- A. Submission of requests greater than 60 days or less than 30 days prior to the exam date will be denied and the member will be instructed to resubmit the request within the timeframe described.
  - B. Requests submitted after registering, taking, participating in, scheduling, or otherwise obligating the government to pay for a certification expense will be rejected, and the member will be held personally liable for all expenses.
7. **Failure to provide successful exam results for the requested certification will result in recoupment action.**
  8. Members should communicate with the CPO concerning any change in their program parameters ASAP, using the AFVEC Messenger. Exceptions to policy, exam grade due date extensions, reimbursement suspensions, and debt forgiveness are worked

on a first come, first served basis by the CPO. Only one message needs to be submitted through the AFVEC Messenger or the reimbursement org box.

9. Provide certification completion results and certification exam score reports to the CPO within 30 days of notification from the certification agency.
  - A. Additionally, preparatory course completion must be submitted to the CPO upon completion of the course.
  - B. Members failing to meet this 30-day suspense will be ineligible to further participate in any voluntary education program to include Military Tuition Assistance (MiTA), AFCOOL, and SkillBridge.
  - C. Members who fail to report their completion results within 60 days of the exam end date as identified on the approved funding request will reimburse AFCOOL Program funds issued for all expenses associated with the education goal, to include exam(s), preparatory course(s), study materials, and fees.
  - D. Members requesting an extension must provide documentation from the certification agency. Extensions can be approved for a maximum of 120 days from the exam end date identified on the funding request.
  - E. Notify the CPO if unable to enroll in or complete the certification exam, and/or when there is a change in the member's service obligation. Failure to do so will result in forfeiture of future funding and reimbursement of AFCOOL program funds.

### These Are the Authorized Uses for AFCOOL Funds.

1. Funding requests will be processed and approved in the order of receipt and/or bulk processing, whichever comes first. Funding requests will not be processed with higher priority to satisfy requirements for senior rater endorsement, Enlisted Performance Reports, award packages, etc.
2. Members may choose to pursue multiple certifications from the approved list for their PAFSC ("approved" certifications means those certifications identified in AFVEC "AF COOL Explore Credentials" as "AF COOL Eligible" or "AF COOL Leadership"). Members may only pursue one Education Goal at a time.
3. Funding includes the initial certification exam (or series of exams, if the selected certification has more than one exam), preparatory courses that are not academic in nature or related to a degree i.e., "boot camps," other certification expenses, and related exam fees.
4. Funding for books will be limited to a maximum of \$500 per goal, provided the member maintains eligibility and does not exceed the \$4,500 lifetime cap.
5. Funding will also be provided for periodic recertification, if required. This only applies to a member's certification that was funded by the AFCOOL program. Funding will be provided to members who maintain eligibility and who have not reached the \$4,500 lifetime cap.
6. Senior non-commissioned officers in the ranks of E-7 through E-9 are eligible for additional funded leadership certifications.

**Note:** AFSCs with no civilian certification match on the AFCOOL program website may be eligible for a funded leadership certification, regardless of rank.

7. Members with special duty identifiers (i.e., 8F000, 8A100, 8B000) with no matching civilian certifications in the AFCOOL Program, may be eligible for a DAF-funded leadership and/or a previously held AFSC certification listed on the AFCOOL Program website.
8. Non-PAFSC-related certifications.
  - A. Members may pursue only one certification unrelated to their PAFSC, with supervisor's approval, during their career.
  - B. Members may also pursue one additional non-PAFSC related certification that is related to their awarded academic degree, Bachelor's or higher.

**Note:** This certification must be AFCOOL approved and align with the member's degree.
9. Members will be required to reimburse all funding associated with the non-PAFSC-related certification in the case of non-completion and/or failure.
10. Members are funded for one attempt at the certification exam(s).
  - A. Members who fail an exam or fail to complete a voluntary certification exam will not receive payments for subsequent attempts for the same certification exam unless funds were reimbursed for the failed certification exam.
  - B. Failure of voluntary certification exams will not exclude members from receiving funding for other approved voluntary certifications.
11. Certification agencies require payment upon application.
  - A. The DAF will pay on behalf of members.
  - B. Members whose request for funding exceeds the amount on their cap will be held responsible for paying the difference prior to AFCOOL Program paying the remainder of the certification cost.
10. Combat-wounded, ill, or injured members awarded a 9W series reporting identifier for combat-related injuries or illness as reflected in the Military Personnel Data System, are eligible for certifications not related to their AFSC, as well as leadership certifications, regardless of rank.
  - A. Members must meet all certification agency qualifications in order to pursue the requested certification.
  - B. If Wounded Warriors are discharged due to conditions related to their Wounded Warrior designation prior to completing the certification, repayment will not be required.
  - C. If a member's status is changed from Wounded Warrior to a previous or new PAFSC, the member may complete the certification enrolled in at the time the designation is changed. Future certification goal approval will be based on current DAF eligibility criteria.

## These Are the Unauthorized Uses for AFCOOL Funds.

1. Obtaining or renewing certifications that are prerequisite for appointment in the DAF or required/mandatory to hold a military occupation, duty position, or a specialty-coded billet will not be approved by CPO.
2. Hardware items such as laptops, tool kits, network server kits, equipment rental, fuel, personal protective equipment, etc. Members will be responsible for funding those items if desired for certification completion.
3. Academic degrees and fees for membership in professional societies or associations.
4. Failed Exams. Members who fail an examination must seek other funding methods for re-examination fees.
5. Funding for the accumulation of continuing education units, professional education units, and professional development units will not be approved.
6. Funding to attend conferences, workshops, etc., required to maintain a certification or for the recertification/renewal of certifications will not be approved.
7. Funding for travel, hotel expenses, per diem, airfare, etc. will not be approved.

## Pursuing a Certification within 180 Days of Your DOS/Retirement.

[See Attachment 1](#)

## General Eligibility Requirements for Enlisted DAF (to include USAF, USSF, Air National Guard, and Air Force Reserve) Members:

1. Possess at least a 5-skill level in their PAFSC to which the certification is mapped.
2. Must not have an Unfavorable Information File, a failed or overdue physical fitness test, a Referral Enlisted Performance Report and/or be on a Control Roster at the time of application for AFCOOL Program funding.
3. Have a record in the Air Force Automated Education Management System (AFAEMS) with an approved certification education goal and updated personal information.
4. Must be on active duty or on active-duty orders for the completion of the entire certification.
5. The AFCOOL Program will not fund enlisted members who have separated, retired, or commissioned.

**Note:** For members enrolled in certification programs at the time any of the aforementioned events occur, their funding will immediately cease, their remaining cap will be deleted, and they will be liable for the reimbursement of any funds paid on their behalf.

## Additional Guidance for Air National Guard and Air Force Reserve Members.

1. Only activated Guard and Reserve members (unit guard or reserve, individual reserve) on Title 10 orders §§ 12301(a), 12301(d), 12301(g), 12302, or 12304 or Title 32 § 502(f) orders are eligible to receive AFCOOL Program funding.

2. A copy of the orders must be loaded to the member's Student Documents folder in the AFAEMS and cover the duration of the certification.
3. Members must be on active-duty orders status when their funding requests are approved and funded by the AFCOOL CPO.
4. Grades must be submitted within 60 days of termination of orders to active duty.
5. Failure to provide grades will require the member to reimburse the government for all funding associated with the education goal.

## Supporting Documentation Further Guidance.

1. General Requirements. All education goals require an itemized invoice as a minimum. This invoice can be a bill or even a screenshot that shows the itemized costs (invoices showing a lump sum amount that is not itemized will not be accepted) as well as the vendor information so that our purchasing agents can buy your training products.
2. Specific certification requirements ([see Attachment 5 for the full list](#)).

## Exam Grade Due Date and Extension Requests.

1. The AFAEMS system automatically generates a 120-day suspense for any funding request. This means that you have 120 days to submit exam results to the CPO via AFVEC Messenger. Failure to submit your exam results within the 120-day suspense will result in reimbursement action.
  - A. Extensions can be granted under one of four scenarios:
    - 1) The member can show that he/she has a scheduled exam. In this instance the CPO will extend the exam grade due date to match the scheduled exam date.
    - 2) The member can provide documentation showing that he/she has made satisfactory progress and that he/she can project an exam grade due date. This documentation must be from the certification agency, Certified Flight Instructor, etc.
    - 3) The member can show that circumstances were beyond their control such as PME, no-notice TDY, deployments, etc. The member must submit orders verifying the circumstance and documentation from the certification agency showing that he/she is still a student in good standing and/or their exam voucher is still valid.

**Note:** Members who simply ignored the education goal or got busy with formal education will not meet the criteria for this extension scenario.
    - 4) If the member submits documentation from the certification agency attesting in writing (email or screenshot will suffice) that the member is still in good standing and will be able to complete the education goal by a certain date.

**Note:** Final approval of an extension request rests with the CPO.

## Reimbursement Exception to Policy Requests.

Members seeking relief from a recoupment action need to write a memo for record on their unit letter head and submit it, through AFVEC Messenger, to the AFCOOL reimbursement org box (CCAF.AFCOOL.Reimb@us.af.mil) addressed to the Director of AFCOOL. The memo should state the specific circumstances the member feels justify the request and cite the policy from which he/she wishes to be exempted (i.e., DAFI- and/or DoDI-specific paragraph). All attempts to obtain a vendor refund should have been exhausted. Additional information might be requested. A final decision regarding the member's debt relief request will be rendered by the CCAF Dean of Academic Affairs.

## Identifying Training Vendors Using Predatory or Indifferent Practices.

AFCOOL operates as a broker for training vendors. As such, we cannot recommend any specific vendor to DAF members, nor can we intercede on the member's behalf if he/she has a grievance against a training vendor unless that vendor is not abiding by their Memorandum of Understanding (MOU) with AFCOOL ([see Attachment 7](#)), or they are perpetrating some form of fraud. It is incumbent on the member to research a vendor's customer service, training practices, and training products prior to requesting funds. Buyer's remorse on the part of the member is not grounds for AFCOOL to intercede on the member's behalf or grant an exception to policy from recoupment action. The member is still required to submit exam results, pass or fail.

## Suggesting Improvements to the AFCOOL Program.

AFCOOL is a rapidly evolving program, and we welcome suggestions for improvements. Please submit your suggestions through AFVEC Messenger, addressed to the Director of AFCOOL, and we will give them due consideration.

## Air Force Credentialing Opportunities On-Line (AFCOOL)

### Section B3: Roles and Responsibilities: Base Education Office

#### Education Office Responsibilities

Read and understand the “Process Guidance for Members” section in this handbook and familiarize yourself with the entire handbook.

Assist members with career planning to include professional certifications that will benefit them in their current PAFSC and/or their chosen future occupation when they transition to civilian life.

Help members understand which professional certification in AFVEC are AFCOOL funded for their PAFSC, which are funded for other PAFSCs and can be pursued by them, which are AFCOOL Leadership certifications, and how AFCOOL funded certifications can be pursued in connection with their CCAF degree, awarded Bachelor’s or Master’s degree.

Upon issuance of a CCAF degree-applicable credential, submit a CCAF Student Action Request to have credentialing credit applied to the member’s CCAF student record. Refer to the *CCAF Advisor Handbook* for specific guidance.

Encourage members to generate their own Education Goal and Funding Request(s) using the “Process Guidance for Members” section. Contact the Credentialing Program Office (CPO) in the AFAEMS message system with any issues or system errors.

Make every attempt to resolve the member’s issues utilizing this handbook. For those areas not addressed in the handbook please message the CPO for their quick response.

#### When to Defer to the AFCOOL Program Office (CPO). We ask that you forward the following issues to the CPO when they occur.

The member has completed a prep course or exam. The member must submit a scanned copy of the certificate, exam results, temp license, etc. to the CPO via the AFVEC messenger system. The member’s messages are checked prior to any reimbursement action being taken against them. It is therefore not required for you to input grades or expedite their receipt to the CPO.

The system is blocking the member from generating an Education Goal or Funding Request. The system parameters have been set to comply with DoD and DAF policies. If you feel the block is in error, please send the CPO an AFAEMS message for their quick response.

An Education Goal or Funding Request is no longer required. Please do not delete these. Forward your request to the CPO via an AFAEMS message and the CPO will see that they are closed out properly.



The dates in a funding request need to be modified. These dates relate to the member's financial responsibility and the CPO needs to closely monitor each member's progress and coordinate each member's extension request with the AFCOOL Director IAW DoD and DAF directives. Forward your request to the CPO via an AFAEMS message and the CPO will see that it is addressed.

## Base Out-Processing. The following criteria applies to each member as they attempt to out-process your Education Office.

Members PCSing to another assignment are cleared to out-process their current assignment with an open education goal and funding request(s).

Members separating from the DAF may have an open Education Goal and Funding Request(s) if they are participating in the 180-day program. The Funding Request(s) will need to remain deferred in case the member seeks reimbursement of a successful self-funded certification pursuit.

Members who have an open Education Goal and Funding Request(s) that have been funded by AFCOOL are required to resolve the education goal prior to final out-processing the base. This means either submitting an exam grade, initiating reimbursement action to the government, or receiving an approved extension or exception to policy from the AFCOOL Director. Any extension or exception to policy will be documented in the member's record in their message section.

Members who are participating in SkillBridge need treat their out-processing from the base to participate in SkillBridge the same as base final out-processing with all the requirements that entails.

## Contacting AFCOOL.

When in doubt please send the CPO an AFAEMS message. We will address your question or concern.

## Air Force Credentialing Opportunities On-Line (AF COOL)

### Section C: Frequently Asked Questions

#### **What is the best way to communicate with the AFCOOL Credentialing Program Office (CPO)?**

The best way for the member to communicate with the CPO is through the AFVEC Messenger. These messages are answered in date order so we request that you do not send multiple messages as they may slow down the response time. Members can also visit the Base Education Office for assist with AFCOOL program information and professional development guidance.

#### **Am I eligible for another certification if I fail an exam for the AFSC-related certification?**

The member is still eligible for funding of additional certifications up to the \$4,500 cap. Member's must ensure all actions related to the prior exam are resolved before submitting a new FR for a certification. In addition, the member is still eligible for a leadership certification (E-7 through E-9), Degree-related, or Non AFSC-related certification.

#### **Are there any prerequisites to obtaining funding for a certification?**

The member must be in good standing at the time of applying for funding, have their 5-skill level, and must not be affected by items such as UIF, Control Roster, or Referral EPR (most recent), must have a passing PT score, and be on active duty or on active orders.

#### **Can I apply for more than one certification?**

Funding will be allowed for an unlimited number of certifications, up to the \$4,500 life-time cap. Funding includes the initial certification exam (or series of exams if the selected certification has more than one exam), up to \$500 for books per education goal, and recertification exam fees, if needed. You may only pursue one certification at a time.

#### **Do I have to submit my grade after testing?**

Yes. It is the member's responsibility to submit the grade or certificate of completion and it should be sent via AFVEC Messenger as an attachment. Grades not provided within 60 days of the term end date identified on the FR will prevent members from submitting additional funding requests and may result in full recoupment of all funds expended for the education goal.

#### **I am trying to enroll in the AFCOOL program, but the website does not show any certification associated with my AFSC. Am I still eligible for a certification?**

The member must be logged in to the AFCOOL website with name showing on the top right-hand corner of the page. The AFCOOL website is being updated continuously and not all AFSC data is complete. For AFSCs that do not have any certifications associated, members will be eligible for a Leadership, Degree-Related and Non-AFSC-Related certification, regardless of their rank.

### **I just took my exam and paid for my certification myself. Is it possible to be reimbursed?**

No. AFCOOL funding must be approved prior to the member registering for or incurring certification expenses.

### **I was involuntarily retrained into a career field. Can I apply for a certification in my previous career field?**

Yes, if it is a non-PAFSC-related education goal. If a member was voluntarily or involuntarily retrained, he/she will be eligible to apply for a certification applicable to the new AFSC once the 5-skill level has been obtained. Members will also be eligible for certifications in their previous AFSC if the 5-skill level has not been awarded in the new AFSC. Determinations will be made by the AF COOL Credentialing Program Office. If there are no certifications in that AFSC, the member will be eligible for a Leadership certification.

### **One of the qualifications to obtain a certification is that the member must hold at least the 5-skill level. My career field does not have a 5-skill level. How can I load my goal?**

In this situation, the member will need to contact the AFCOOL CPO via AFVEC Messenger or visit the education office for assistance with manually uploading goals

### **What are some issues that can prevent me from applying for an AFCOOL certification?**

Record issues such as unsigned Tuition Assistance forms, missing email, and supervisor information, or overdue Annual AFCOOL Virtual Benefits Training, or Military Tuition Assistance Training will prevent members from applying for funding.

### **What happens if my supervisor does not approve my request?**

The request for funding is disapproved at that point. Also, funding requests with a status of "Pending Supervisor Review" will be auto disapproved at midnight of the course and/or exam start date.

### **What does the AFCOOL Program pay for?**

The AFCOOL Program pays for study materials (up to \$500), preparatory course, exam(s), and associated fees (taxes, administrative fees, and/or processing fees) up to the member's lifetime cap of \$4,500.

### **I do not see my Exam Center; how do I add it?**

Via AFVEC Messenger contact the CPO and we will send you a packet to forward to the prospective training vendor.

## Air Force Credentialing Opportunities On-Line (AFCOOL)

### Section D: Glossary of Terms

#### **Abbreviations and Acronyms**

**AF/A1D**—Air Force/Directorate of Force Development

**AFAEMS**—Air Force Automated Education Management System

**AFSC**—Air Force Specialty Code

**ANG**—Air National Guard

**ARC**—Air Reserve Component (Air National Guard and Air Force Reserve)

**ARPC**—Air Reserve Personnel Center

**AFRC**—Air Force Reserve Command

**AFVEC**—Air Force Virtual Education Center

**AU**—Air University

**CCAF**—Community College of the Air Force

**CB**—Credentialing Body

**DAF**—Department of the Air Force

**DAFI**—Department of the Air Force Instruction

**DOS**—Date of Separation

**DoD**—Department of Defense

**DoDI**—Department of Defense Instruction

**HAF**—Headquarters Air Force

**MiITA**—Military Tuition Assistance

**PAFSC**—Primary Air Force Specialty Code

**SDI**—Special Duty Identifier

**SNCO**—Senior Noncommissioned Officer

**USAF**—United States Air Force

**USSF**—United States Space Force

**VA WEAM**—Veterans Affairs Web Enabled Approved Management System

#### **Terms**

**Activated End Date**—Is the last date that active-duty orders for AF Reserve or Air National Guard members are in force.

**Certification**—A formal indication of an individual's ability to perform a task to required standards.

**Completing an AFCOOL Education Goal**—The submission of certification exam results, pass or fail.

**Credential**—A qualification, achievement, personal quality, or aspect of a person's background, typically when used to indicate that person is suitable for something.

**Credentialing Agency**—An agency that meets DoD credentialing standards for the award of civilian industry-recognized professional certifications.

**Credentialing Body**—An association, agency, or organization that grants credential to a candidate.

**Credentialing Opportunities On-line (COOL) Program**—The Air Force Voluntary Credentialing Program provides a vehicle for the award of civilian-recognized certification. The intent is to expand the professionalism of Air Force and Space Force Professionals while serving and to prepare them for entry into civilian jobs upon separation/retirement from the Service.

**Credentialing Program Office**—A department within the AFCOOL Program that handles members' funding requests and ensures that all required documentation is present prior to approval of funding.

**Date of Separation (DOS)**—Date established by law and/or policy for the termination of active or reserve duty.

**Education Goal**—Is a declaration by a DAF member of their intention to pursue a credential (i.e., academic or civilian industry-recognized certification).

**Exam**—A formal test of a person's knowledge or proficiency in a particular subject or skill.

**Exam Grade Due Date**—The AFAEMS automatically generates a 120-day suspense for any funding request. This means that you have 120 days to submit exam results to the CPO via AFVEC Messenger. Extensions to the 120-day exam grade due date can be granted under certain conditions.

**Funding Request**—Are submissions in the AFVEC/AFAEMS requesting funds for a preparatory course, study materials, exam(s), and/or fees. These are processed and approved by the CPO and paid for by the Purchasing department.

**Invoice**—a list of goods sent or services provided, with a statement of the sum due for these; a bill.

**Preparatory Course**—A training course meant to prepare the member for a certification exam(s).

**Purchasing Agent**—A department within the AFCOOL Program that handles purchasing of member-requested training products from an AFCOOL approved training vendor.

**Receipt**—A legal document evidencing a buyer has purchased and taken possession of goods and/or services.

**Reimbursement/Recoupment**—A recovery of expenses; a reduction or withholding for legitimate reasons, of part or all of an owed amount.

**SkillBridge Program**—DoD program directed by law to provide eligible members of the armed forces with job training and employment skills training, including apprenticeships and internships, to help prepare such members for employment in the civilian sector.

**Special Duty Identifier**—A four- or five-digit code and title used to identify manpower positions and persons performing duties not clearly defined within a specific career field.

**Study Materials**—Books, electronic media, or interactive programs that prepare members for a certification exam.

**Training Vendor**—An institution/business that specializes in offering training products leading to a professional civilian industry-recognized certification.

**Wounded Warrior**—Is a combat-wounded, ill, or injured Airman/Guardian awarded a 9W series Reporting Identifier for combat-related injuries or illness as reflected in the Military Personnel Data System.

## Air Force Credentialing Opportunities On-Line (AFCOOL)

### Section E: References

- DoDI 1322.33, *DoD Credentialing Programs*
- DAFI 36-2670, *Total Force Development*
- CCAF Advisor Handbook 2022-2024

## Air Force Credentialing Opportunities On-Line (AFCOOL)

### Attachment 1: 180 Day Program

When a member intends to participate in the AFCOOL program within 180 days from separation or retirement, the member will need to self-fund the certification and will be reimbursed, if the following conditions are met:

- A. AFCOOL will verify the member has a supervisor-approved education goal.
- B. The member must have a supervisor-approved funding request for all items (i.e., preparatory course, study materials, and exams).
  - 1) After supervisor approval of the funding request, AFCOOL will defer the funding request(s) until the member completes the education goal.
  - 2) If results and documentation (see Step C. below) are not received within 60 days of separation or retirement, the funding request(s) will be deleted and funding for the education goal will not be reimbursed. No waivers or exceptions will be granted to this policy.
- C. Upon completion of the certification, the member will submit the following to the AFCOOL Reimbursements Org Box ([CCAF.AFCOOL.Reimb@us.af.mil](mailto:CCAF.AFCOOL.Reimb@us.af.mil)) no later than 60 days after the separation or retirement date:
  - 1) All paid receipts related to the certification.
  - 2) Evidence of certification attainment [certification/license or passing score report(s)], or failed grade report.
- D. Upon approval of the submitted documents, AFCOOL will send the member an ACH/check request form for completion.
  - 1) Mailing address and bank information (routing number and account number) will be required.
- E. The member will sign and return the ACH/check request form.
- F. AFCOOL will process the deferred funding request.
- G. An AFCOOL Purchasing Agent will process the ACH/check request. Please allow up to 20 business days from the date of Purchasing Agent approval for payment by check; sooner if paid by ACH.

## Air Force Credentialing Opportunities On-Line (AFCOOL)

### Attachment 2: CAPM PMP Process

Published 10 June 2021

- A. Department of the Air Force members are required to submit the following documents when pursuing the Certified Associate in Project Management (CAPM) or Project Management Professional (PMP) certification.
- 1) An itemized invoice for your prep course.
  - 2) Your Project Management Institute (PMI) username and password for AFCOOL Purchasing Agents to buy your training products.
  - 3) Your PMI approval to test.
- B. Please review the criteria below to determine if the CAPM or PMP is the appropriate certification for you.

The following graphic is taken from the PMI Content Outlines for CAPM and PMP

Educational Background	Project Management Experience	Project Management Education	CAPM/PMP
Secondary diploma (high school diploma/global equivalent)	None	23 contact hours of formal education	<b>CAPM</b>
<b>OR</b>			
Secondary degree (high school diploma, associate's degree or global equivalent)	Minimum five years/60 months unique non-overlapping professional project management experience*	35 contact hours of formal education unless you are an active CAPM holder	<b>PMP</b>
<b>OR</b>			
Four-year degree (bachelor's degree or global equivalent)	Minimum three years/36 months unique non-overlapping professional project management experience*	35 contact hours of formal education unless you are an active CAPM holder	<b>PMP</b>
<b>OR</b>			
Bachelor's or post-graduate degree from a GAC accredited program (bachelor's degree or master's or global equivalent)	Minimum two years/24 months unique non-overlapping professional project management experience*	35 contact hours of formal education unless you are an active CAPM holder	<b>PMP</b>

\*Leading and directing the project as identified with the tasks, knowledge, and skills specific in the Project Management Professional Examination Content Outline.



C. If you want to pursue a PMP certification but cannot get the PMI approval to test, we recommend that you do the following:

- 1) Generate an education goal for CAPM and have your supervisor approve it.
- 2) Attach the following documents to your education goal supporting documentation:
  - A) An itemized invoice for the preparatory course.
  - B) Your PMI username and password.
  - C) Your PMI approval to test for the CAPM Exam (screenshot of PMI approval page).
- 3) Generate a preparatory course funding request and have your supervisor approve it.
- 4) Once you have completed the preparatory course, you are required to generate an exam funding request (failure to provide an exam grade will result in the reimbursement of all AFCOOL funds associated with the education goal). There are two (2) possible scenarios for doing this.
  - A) You took the CAPM prep course and are ready to take the CAPM Exam. Submit a funding request for the CAPM exam that includes an invoice.
  - B) You took the CAPM preparatory course but feel your mastery of the material is enough to take the PMP exam. Submit a funding request for the PMP exam that includes an invoice and the PMI approval to test for the PMP exam.
- 5) Submit your exam results to AFCOOL by the estimated end date.

D. You can obtain your PMI approval to test using this link ([PMI online certification system](#)).

E. Please review the CAPM (<https://afvec.us.af.mil/afvec/af-cool/credential/4005>) and PMP (<https://afvec.us.af.mil/afvec/af-cool/credential/2741>) pages on AFVEC with particular attention to the eligibility tab for each.

## Air Force Credentialing Opportunities On-Line (AFCOOL)

### Attachment 3: CISSP Questions

All members pursuing a CISSP (Certified Information Systems Security Professional) certification need to answer the following questions prior to approval of any funding requests by the AFCOOL Credentialing Program Office. Responses can be uploaded to members supporting documents in AFVEC, by the Ed Center or sent through AFVEC message to AFCOOL.

- A. Who is your employer?
- B. What is your position?
- C. What ethnic group do you identify with?
- D. What gender do you identify with?
- E. What is your primary language?
- F. What is your secondary language?
- G. What education/training program are you pursuing?
- H. What is the highest level of education you have achieved?
- I. If this certification required for your current employment?
- J. Are you applying to take the Associate of (ISC 2) program?
- K. What is the name of the testing facility?
- L. What is the projected date and time of the exam?
- M. What is your PearsonVue login information: (i.e., username & password)?

## Air Force Credentialing Opportunities On-Line (AFCOOL)

### Attachment 4: NCLEX Questions

All members pursuing an NCLEX (National Council Licensure Examination) certification need to answer the following questions prior to approval of any funding requests by the AFCOOL Credentialing Program Office. Responses can be uploaded to members supporting documents in AFVEC, by the Ed Center or sent through AFVEC message to AF COOL.

- A. Are you seeking licensure/registration in the United States or United States territories?
- B. Which licensure/registration are you seeking?
- C. Have you ever taken the NCLEX exam before?
- D. Have you ever taken an NCLEX exam to qualify for the same license?
- E. Have you ever taken an NCLEX exam to qualify for a different license?
- F. What is your program code?
- G. When did you graduate from your Nursing Program (Month/Year)?
- H. What is your ethnic group?
- I. What Nursing Regulatory Body are you seeking licensure/registration from?
- J. What is your PearsonVue login information: (i.e., username & password)?
- K. Are you testing at home or at a testing facility?
- L. What is the projected date and time of the exam?
- M. What is the name of the testing facility (if not testing at home)?

## Air Force Credentialing Opportunities On-Line (AFCOOL)

### Attachment 5: Documents Required for Each Certification

Certification	Certification Agency	Invoice	Approval to Test	PearsonVue Login	Agency Login	Medical Clearance	Additional Questions
Associate Professional in Human Resources (aPHR)	Human Resource Certification Institute (HRCI)	X			X		
Associate Safety Professional (ASP)	Board of Certified Safety Professionals (BCSP)	X					X
AWS Certified Cloud Practitioner	Amazon Web Services (AWS)	X					
Certified Associate in Project Management (CAPM)	Project Management Institute (PMI)	X	X	X	X		
Certified Cloud Security Professional (CCSP)	International Information Systems Security Certification Consortium, Inc. (ISC)131	X					X
Certified Dental Technician- Ceramics	National Board for Certification in Dental Laboratory Technology (NBC)	X					X
Certified Dental Technician- Crown and Bridge	National Board for Certification in Dental Laboratory Technology (NBC)	X					X
Certified Ethical Hacker (CEH)	International Council of Electronic Commerce Consultants (EC-Council)	X					
Certified Federal Contract Manager (CFCM)	National Contract Management Association (NCMA)	X					
Certified Information Security Manager (CISM)	ISACA	X					

<b>Certification</b>	<b>Certification Agency</b>	<b>Invoice</b>	<b>Approval to Test</b>	<b>PearsonVue Login</b>	<b>Agency Login</b>	<b>Medical Clearance</b>	<b>Additional Questions</b>
Certified Information Systems Security Professional (CISSP)	International Information Systems Security Certification Consortium, Inc. (ISC) <sup>2</sup>	X					X
Certified Lean Six Sigma Green Belt (ICGB)	International Association for Six Sigma Certification (IASSC)	X					
Certified Logistics Associate (CLA)	Manufacturing Skill Standards Council (MSSC)	X					
Certified Logistics Technician (CLT)	Manufacturing Skill Standards Council (MSSC)	X					
Certified Manager (CM)	Institute of Certified Professional Managers (ICPM)	X					
Certified Personal Fitness Trainer (CPFT-NESTA)	National Exercise and Sports Trainers Association (NESTA)	X			X		
Certified Personal Trainer (NASM-CPT)	National Academy of Sports Medicine (NASM)	X					
Certified Safety Professional (CSP)	Board of Certified Safety Professionals (BCSP)	X					X
Cisco Certified CyberOps Associate	Cisco Systems, Inc.	X					
Cisco Certified Network Associate (CCNA)	Cisco Systems, Inc.	X					
Cisco Certified Network Professional (CCNP) Security	Cisco Systems, Inc.	X					
Commercial Driver's License (CDL)	United States Department of Transportation, Federal Motor Carrier Safety Administration (FMCSA)	X					

<b>Certification</b>	<b>Certification Agency</b>	<b>Invoice</b>	<b>Approval to Test</b>	<b>PearsonVue Login</b>	<b>Agency Login</b>	<b>Medical Clearance</b>	<b>Additional Questions</b>
CompTIA A+	Computing Technology Industry Association (CompTIA)	X					
CompTIA A+ ce	Computing Technology Industry Association (CompTIA)	X					
CompTIA Advanced Security Practitioner (CASP+)	Computing Technology Industry Association (CompTIA)	X					
CompTIA Cybersecurity Analyst (CySA+)	Computing Technology Industry Association (CompTIA)	X					
CompTIA Network+	Computing Technology Industry Association (CompTIA)	X					
CompTIA Network+ ce	Computing Technology Industry Association (CompTIA)	X					
CompTIA PenTest+	Computing Technology Industry Association (CompTIA)	X					
CompTIA Project+	Computing Technology Industry Association (CompTIA)	X					
CompTIA Security+	Computing Technology Industry Association (CompTIA)	X					
CompTIA Security+ ce	Computing Technology Industry Association (CompTIA)	X					
Emergency Medical Technician (EMT)	National Registry of Emergency Medical Technicians (NREMT)	X					
General Radiotelephone Operator License (PG)	Federal Communications Commission (FCC)	X					

<b>Certification</b>	<b>Certification Agency</b>	<b>Invoice</b>	<b>Approval to Test</b>	<b>PearsonVue Login</b>	<b>Agency Login</b>	<b>Medical Clearance</b>	<b>Additional Questions</b>
GIAC Certified Penetration Tester (GPEN)	Global Information Assurance Certification (GIAC)	X			X		
GIAC Information Security Fundamentals (GISF)	Global Information Assurance Certification (GIAC)	X			X		
GIAC Security Essentials Certification (GSEC)	Global Information Assurance Certification (GIAC)	X			X		
GIAC Security Essentials Certification (GSEC)	Global Information Assurance Certification (GIAC)	X			X		
GMDSS Radio Maintainer License (DM)	Federal Communications Commission (FCC)	X					
Mechanic (Airframe & Powerplant)	Federal Aviation Administration (FAA)	X	X				
Microsoft 365 Certified: Enterprise Administrator Expert	Microsoft Corporation	X					
Microsoft 365 Certified: Security Administrator Associate	Microsoft Corporation	X					
National Certified Medical Assistant (NCMA)	National Center for Competency Testing (NCCT)	X					
National Council Licensure Examination for Practical/Vocational Nurses (NCLEX-PN)	National Council of State Boards of Nursing, Inc. (NCSBN)	X		X			X
NCATT Aircraft Electronics Technician (AET)	ASTM International	X					
Nursing Assistant Certification (NAC)	American Medical Certification Association (AMCA)	X			X		X
PMI Agile Certified Practitioner (PMI-ACP)	Project Management Institute (PMI)	X			X		

<b>Certification</b>	<b>Certification Agency</b>	<b>Invoice</b>	<b>Approval to Test</b>	<b>PearsonVue Login</b>	<b>Agency Login</b>	<b>Medical Clearance</b>	<b>Additional Questions</b>
Private Pilot, Airplane Single Engine (ASE) Rating	Federal Aviation Administration (FAA)	X				X	
Professional in Human Resources (PHR)	Human Resource Certification Institute (HRCI)	X			X		
Project Management Professional (PMP)	Project Management Institute (PMI)	X	X	X	X		
Resilience-Building Leadership Professional (RBLP)	Resilience-Building Leader Program	X					
Resilience-Building Leadership Professional Trainer (RBLP-T)	Resilience-Building Leader Program	X					
Senior Professional in Human Resources (SPHR)	Human Resource Certification Institute (HRCI)	X			X		
SHRM - Certified Professional (SHRM-CP)	Society for Human Resource Management (SHRM)	X			X		X
SHRM - Senior Certified Professional (SHRM-SCP)	Society for Human Resource Management (SHRM)	X			X		X



## Air Force Credentialing Opportunities On-Line (AFCOOL)

### Attachment 6: Department of Defense (DOD) Credentialing Standards Attestation

#### PURPOSE

The Military Services are required by statute to carry out a voluntary credentialing program to enable Service members to obtain while serving in the armed forces, professional credentials that translate into civilian occupations.<sup>1</sup> The statute also specifies the criteria the Services will use to ensure the quality of these programs.

The DOD requests that you complete this *DOD Credentialing Standards Attestation* in order for the DOD to assess whether your credentialing program meets the quality assurance criteria specified in the statute so that it can be considered for possible inclusion in the Services' credentialing program.

#### **10 U.S.C § 2015 (c)(2), QUALITY ASSURANCE OF CERTIFICATION PROGRAMS**

The requirements for a credentialing program specified in this paragraph are that the credentialing program—

- (A) is accredited by a nationally recognized, third-party personnel certification program accreditor;
- (B) (i) is sought or accepted by employers within the industry or sector involved as a recognized, preferred, or required credential for recruitment, screening, hiring, retention, or advancement purposes; and  
(ii) where appropriate, is endorsed by a nationally recognized trade association or organization representing a significant part of the industry or sector;
- (C) grants licenses that are recognized by the Federal Government or a State government; or
- (D) meets credential standards of a federal agency.

#### BACKGROUND ON CREDENTIALING IN THE MILITARY

Studies have shown that there are civilian occupational credentials (certifications and licenses) related to most military occupational specialties. These credentials may be related to the military occupation generally or related to a set of embedded skills attained by performing in a military specialty.

The Department of Defense recognizes that providing civilian credentialing opportunities to Service members is an important means of professionalizing the Force. Providing these opportunities also serves to enhance recruitment and retention and helps transitioning Service members make a more seamless transition into the civilian workforce.

The Services' Credentialing Opportunities On-Line (COOL) programs are designed to promote attainment of *civilian* credentials for military personnel in compliance with the statutory requirements of 10 U.S.C. § 2015. Information linking hundreds of military occupations to civilian credentials is made available on the

COOL web sites:

<sup>1</sup> [10 USC § 2015: Program to Assist Members in Obtaining Professional Credentials](#)

- Army COOL <https://www.cool.osd.mil/army/index.htm>
- Navy COOL <https://www.cool.osd.mil/usn/index.htm>
- Marine Corps COOL <https://www.cool.osd.mil/usmc/index.htm>
- Air Force COOL <https://afvec.us.af.mil/afvec/af-cool/welcome>
- Coast Guard COOL <https://www.cool.osd.mil/uscg/index.htm>

## **DOD CREDENTIALING STANDARDS OVERVIEW**

The DOD Credentialing Standards have been developed to ensure that the credentials paid for through the Services' voluntary credentialing programs meet statutory requirements. The standards included here were developed based on the statutory requirements as well as generally accepted accreditation standards for personnel certification programs, including International Organization for Standardization (ISO) Standard [ISO/IEC 17024:2012: Conformity Assessment - General Requirements for Bodies Operating Certification of Persons](#) and [National Commission for Certifying Agency's \(NCCA\) Standards for the Accreditation of Certification Programs](#). [See Appendix A for additional references.]

For the purposes of the standards, the association, agency, or organization that grants the credential to candidates will be referred to as the Credentialing Body (CB).

*Please note that the intent of this document is NOT to change the business model of the CB, or for the CB to create a credentialing program or standard that is tailored solely to the military. This is merely an assessment tool to help the Military Services identify which credentials may meet their needs. This document should not infer/imply that DOD or the Military Services are directing CBs to make changes to their business models or practices.*

The posting of the CB's credential on the COOL websites:

- Does not imply an endorsement by the Department of Defense or any of the Military Services
- Does not ensure the Military Services will support funding toward the credential
- Does not guarantee the Military Services will continue to post the CB's credential on COOL if the Services' needs change
- Does not imply that any of the CB's other credentials (if applicable) can or will be posted on COOL
- Does not imply that the CB's acknowledgement or concurrence to the display of such credential is required
- Does not imply that the CB's acknowledgement or concurrence to the removal of such credential is required
- Is based strictly on the needs of each individual Military Service and is subject to change based on the needs of each Military Service

### Department of Defense (DOD) CREDENTIALING STANDARDS ATTESTATION

CREDENTIAL BODY (CB):

CREDENTIAL:

Date:

**INSTRUCTIONS:** Completion of the required attestation entails completion of the following six parts:

- Part 1: Accreditation Status
- Part 2: Industry Recognition
- Part 3: DOD Credentialing Standards
- Part 4: Supplemental Questions
- Part 5: Self-Attestation
- Part 6: Contact Information

#### PART 1: ACCREDITATION STATUS

The DOD and the Military Services encourage CBs to attain accreditation of their credentialing programs as it will help ensure that the credentialing programs utilized by Service members have met a baseline industry recognized standard. Please check below the accreditation that applies to the credentialing program. While accreditation is not a prerequisite, if the credentialing program is not accredited, please use the space below to specify the reason(s) it is not accredited and if the CB intends to pursue nationally recognized, third-party personnel credentialing program accreditation in the future.

This credentialing program is accredited by (check all that apply):

- [ANSI National Accreditation Board \(ANAB\)](#)
- [International Accreditation Service \(IAS\)](#)
- [International Certification Accreditation Council \(ICAC\)](#)
- [National Commission for Certifying Agencies \(NCCA\)](#)
- [Accreditation Board for Specialty Nursing Certification \(ABSNC\)](#)
- Other (please specify):

**CB Explanation if not accredited:**

**PART 2: INDUSTRY RECOGNITION**

*Being endorsed and recognized by the industry is not required for a credentialing program to be approved for funding through the Services' Voluntary Credentialing Programs, however, it does ensure the credentialing program is mobile and useful to the credential holder. Please answer the questions presented and provide the requested documentation.*

**QUESTION 1: IS THE CREDENTIALING PROGRAM RECOGNIZED AND IN USE BY INDUSTRY/ORGANIZATIONS OTHER THAN THE CB?**

Please describe how the credentialing program is sought or accepted by employers within the industry or sector involved as a recognized, preferred, or required credential for recruitment, screening, hiring, retention, or advancement purposes. If the credential is not recognized and in use by industry/organizations other than the CB, please specify the reason(s) for this.

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating recognition by industry/organizations other than the CB.

**QUESTION 2: IS THE CREDENTIALING PROGRAM ENDORSED BY A NATIONALLY RECOGNIZED TRADE ASSOCIATION OR ORGANIZATION REPRESENTING A SIGNIFICANT PART OF THE INDUSTRY OR SECTOR?**

Please describe the extent to which the credentialing program has been endorsed by a nationally recognized trade association or organization representing a significant part of the industry or sector. If the credential is not endorsed by a nationally recognized trade association or organization representing a significant part of the industry or sector, please specify the reason(s) for this.

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating endorsement by a nationally recognized trade association or organization representing a significant part of the industry or sector.

**PART 3: DOD CREDENTIALING STANDARDS**

*The extent to which the credentialing program meets the following 14 standards will be considered in determining whether the credentialing program is to be approved for funding through the Services' Voluntary Credentialing Programs. Please read each standard carefully, enter a response and provide the requested documentation.*

**STANDARD 1: THE CREDENTIALING PROGRAM OFFERED MUST NOT BE TAILORED TOWARDS OR CENTRIC TO MILITARY SERVICE MEMBERS OR OCCUPATIONS. IT MUST FULFILL A NEED IN THE CIVILIAN WORKFORCE.**

Please describe, with examples, how the credential fulfills a need in the civilian workforce and list the civilian occupations that are linked to this credentialing program. If the credential does not meet the standard, please specify the reason(s).

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating adherence to this standard.

**STANDARD 2: THE CREDENTIALING PROGRAM MUST HAVE AN EXPIRATION DATE OR RECREDENTIALING REQUIREMENT WITH OPTIONS FOR RECREDENTIALING CLEARLY OUTLINED. THE CB MUST BE ABLE TO DOCUMENT HOW THE RECREDENTIALING REQUIREMENTS WERE IDENTIFIED AND HOW THEY CONFIRM CONTINUED COMPETENCE OF THE CREDENTIAL HOLDERS.**

The credential must not be valid for an indefinite time period. There must be a clear expiration date or requirements for recredentialing. The justification for the recredentialing time period and the requirements must have been developed by an expert panel of industry representatives, with accompanying documentation of the process. Please describe how the credential meets this standard. If there is no expiration date or recertification requirement, the CB must submit a detailed explanation as to why.

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating adherence to this standard. Types of documentation might include:

1. Link to web page with recredentialing requirements
2. "Instructions for Credential Candidates" (sometimes called "Candidate Handbook) or similar document
3. Meeting minutes or approved process report addressing the development of the recredentialing time period and requirements

**Example of Recredentialing Requirement**

**STANDARD 3: MEMBERSHIP IN AN ASSOCIATION AFFILIATED WITH THE CB WILL NOT BE REQUIRED FOR THE INITIAL CREDENTIAL OR RECREDENTIALING.**

The CB should not require membership in its organization or affiliate organization to achieve credentialing. Discounted application and exam fees for members are allowed. Please describe how the credential meets this standard. If the credential does not meet the standard, please specify the reason(s).

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating adherence to this standard. Types of documentation might include:

1. Link to web page for credential where requirements are listed
2. Link to or upload of "Instructions for Credential Candidates"

**Example of Eligibility Criteria**

**STANDARD 4: COMPLETION OF TRAINING OR EDUCATION PROVIDED BY THE CB IS NOT REQUIRED TO ACHIEVE THE CREDENTIAL.**

Although the CB may require a candidate to have met specific education and training requirements, the CB should not require any of its **own** training, courses, or educational programs as a requirement of the credentialing process. Please describe how the credential meets this standard. If the credential does not meet the standard, please specify the reason(s).

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating adherence to this standard. Types of documentation might include:

1. Link to web page with credentialing requirements listed
2. "Instructions for Credential Candidates" (sometimes called "Candidate Handbook") or similar document

**STANDARD 5: IF THE CB PROVIDES AN EDUCATIONAL OR TRAINING PROGRAM, IT MUST NOT IMPLY THAT COMPLETION OF THE TRAINING MAKES IT EASIER TO PASS THE CREDENTIALING EXAM.**



The CB should not use language on its website or in any documentation stating that completion of its courses or training/education programs will increase a candidate's exam score or chances of passing the exam. Please describe how the credential meets this standard. If the credential does not meet the standard, please specify the reason(s).

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating adherence to this standard. Types of documentation might include:

1. Link to web page with course, training, or education program information
2. "Instructions for Credential Candidates" (sometimes called "Candidate Handbook") or similar document

**STANDARD 6: IF THE CB DOES PROVIDE AN EDUCATIONAL OR TRAINING PROGRAM, INDIVIDUALS RESPONSIBLE FOR TRAINING (INCLUDING COURSE DEVELOPMENT AND INSTRUCTION) MUST NOT BE AFFILIATED WITH OR RESPONSIBLE FOR ANY CREDENTIALING ACTIVITIES INCLUDING EXAM DEVELOPMENT, APPLICATION PROCESSING, EXAM IMPLEMENTATION, EXAM PROCTORING OR THE CREDENTIALING DECISION.**

An organizational structure chart or table can clearly demonstrate the separation between personnel responsible for credentialing and training activities. There should be no overlap, although the two branches (credentialing and training) may be under the same Vice President or President. The direct supervisor/manager/director for each activity should be distinct. Please describe how the credential meets this standard. If the credential does not meet the standard, please specify the reason(s).

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating adherence to this standard. Types of documentation might include:

1. PDF or Word document that depicts the organizational structure of the CB, including names of individuals in key roles

**STANDARD 7: THE CB MUST DOCUMENT HOW THE SPECIFIC TASKS, KNOWLEDGE, JOB DUTIES, AND/OR SKILLS THAT ARE PURPORTEDLY BEING MEASURED BY THE ASSESSMENT PROCESS (E.G., EXAM, PORTFOLIO REVIEW, REQUIREMENTS REVIEW) WERE IDENTIFIED.**

The foundation of a credentialing program is based on the job or role that a certified person should be competent to perform. The identification of the duties and tasks associated with this job or role should be conducted by a panel of subject matter experts (SMEs). Please describe how the credential meets this standard. If the credential does not meet the standard, please specify the reason(s).

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating adherence to this standard. Types of documentation might include a SME Panel Report or Job Task Analysis (JTA) Report that contains information regarding this process.

[Example of Job Task Analysis Report](#)

**STANDARD 8: THE CONTENT AREAS OF THE ASSESSMENT OR EXAM MUST BE DIRECTLY ALIGNED TO INFORMATION GATHERED DURING A JOB TASK ANALYSIS (JTA); ALSO REFERRED TO AS A ROLE DELINEATION STUDY. THE PORTION OF THE EXAM OR ASSESSMENT ALIGNED TO EACH AREA MUST BE ESTABLISHED AND VALIDATED ACCORDING TO PSYCHOMETRIC PRACTICES.**

Once the job description and duties/tasks associated with the job or role are identified, a JTA or role delineation study must be conducted. This usually involves an incumbent survey but may also be the result of extensive consultation with a SME panel. This process must be updated on justifiable intervals based on industry trends. The result of the JTA process is a detailed exam blueprint, which contains weights which demonstrate the portion of the job, and therefore the portion of the exam, which is represented by the specific tasks and knowledge, skills, abilities, and other (KSAOs). Please describe how the credential meets this standard. If the credential does not meet the standard, please specify the reason(s).

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating adherence to this standard. Types of documentation might include a SME Panel Report or Job Task Analysis (JTA) Report that contains information regarding this process.

[Example of Job Task Analysis](#)

**STANDARD 9: EVIDENCE REGARDING THE VALIDITY AND RELIABILITY OF THE ASSESSMENT/EXAM SCORES MUST BE DOCUMENTED, INCLUDING EVIDENCE REGARDING HOW THE STANDARD SETTING PROCESS MEETS ACCEPTABLE PSYCHOMETRIC PRACTICE.**

Validity and reliability refer to the psychometric properties of the exam that demonstrate the exam exhibits consistent pass rates, reliability estimates, and overall performance. Descriptive statistics for each form of the exam must be generated at least annually, as well as item-level statistics to identify poorly performing items. The standard setting process implemented for the assessment must be documented and justifiable. Please describe how the credential meets this standard. If the credential does not meet the standard, please specify the reason(s).

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating adherence to this standard. Documentation might include an exam analysis report.

[Example of Exam Analysis Report](#)

**STANDARD 10: THE CB MUST ENSURE THAT ALL CREDENTIALING AND RE-CREDENTIALING REQUIREMENTS, PROCESSES AND PROCEDURES (E.G., ELIGIBILITY REQUIREMENTS, ASSESSMENT PROCESS) ARE CONSISTENT FOR ALL CANDIDATES AND CREDENTIAL HOLDERS. THIS INCLUDES, BUT IS NOT LIMITED TO, REQUIRING ALL CANDIDATES TO COMPLETE THE ASSESSMENT PROCESS UNDER COMPARABLE AND CONSISTENT CONDITIONS TO ACHIEVE THE INITIAL CREDENTIAL.**

The requirements for credentialing must be the same for all candidates, which includes the assessment process. The exam administration must be consistent for every candidate. Policies and procedures must be in place to ensure that each candidate has the same amount of time and comparable testing conditions. The exam must be proctored, and the proctor (whether in-person or remote) must be trained to enforce said procedures. Please describe how the credential meets this standard. If the credential does not meet the standard, please specify the reason(s) for this.

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating adherence to this standard. Documentation might include:

1. "Instructions for Credential Candidates" (sometimes called "Candidate Handbook") or similar document
2. Exam Administration Manual
3. Proctor Training/Instructions Manual or similar document

**STANDARD 11: THERE MUST BE DOCUMENTED PROCEDURES TO SAFEGUARD AND ENSURE THE CONFIDENTIALITY AND SECURITY OF EXAMS AT EVERY STAGE OF THE PROCESS.**

The security of exam materials, from storage of the item bank to prevention of exposure of test content during exam administration, must be ensured by the implementation of documented procedures. Please describe how the credential meets this standard. If the credential does not meet the standard, please specify the reason(s) for this.

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating adherence to this standard. Documentation might include:

1. "Instructions for Credential Candidates" (sometimes called "Candidate Handbook") or similar document
2. Exam administration manual or similar document
3. Security procedures manual or similar document

**STANDARD 12: THE CB MUST MAKE PUBLICLY ACCESSIBLE ALL ASSESSMENT/EXAM PROCESSES AND PROCEDURES REQUIRED OF THE CANDIDATE.**

These processes and procedures must include but are not necessarily limited to requirements for credentialing, requirements for recredentialing, fees, appeals and complaints processes, the exam blueprint or content outline, and contact information. Please describe how the credential meets this standard. If the credential does not meet the standard, please specify the reason(s) for this.

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating adherence to this standard. Documentation might include:

1. Link to web page with all credentialing program information
2. "Instructions for Credential Candidates" (sometimes called "Candidate Handbook") or similar document

**[Example of Candidate Handbook](#)**

**STANDARD 13: THE CB MUST BE ACCESSIBLE AND RESPONSIVE TO BOTH CANDIDATE AND CREDENTIAL HOLDER (I.E., INTERNET, PHONE, E-MAIL).**

The CB must have a documented appeals and complaints process concerning all credentialing activities that articulates how the appeals and complaints are submitted, reviewed, and tracked. Please describe how the credential meets this standard. If the credential does not meet the standard, please specify the reason(s) for this.

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating adherence to this standard. Documentation might include:

1. Link to contact information web page
2. Link to communication tracking mechanism

**[Example of Contact Us Page](#)**

**STANDARD 14: THE EXAM FEE CANNOT BE DISCOUNTED WHEN OFFERED AS A BUNDLE WITH MEMBERSHIP FEES OR COURSE/TRAINING MATERIALS OR PARTICIPATION.**

Please describe how the credential meets this standard. If the credential does not meet the standard, please specify the reason(s) for this.

**CB Response:**

**Supporting Documentation:** Please list below any supporting documentation (attach that documentation to the e-mail response) and/or website links demonstrating adherence to this standard. Documentation might include

1. Link to web page with exam fees

[Example of Fee Structure](#)

**PART 4: SUPPLEMENTAL QUESTIONS**

1. How long has the credential been offered to the civilian/industry marketplace?

- Less than 1 year
- 1 to 3 years
- 3 to 5 years
- More than 5 years

2. Is the credential listed on the Department of Labor (DOL)-sponsored Career One-stop, [CertificationFinder](#) website?

- Yes
- No

If yes, is the DOL listing correct (i.e., credential title matches the proper title found on your website)?

- Yes
- No

3. Has the credential been approved for GI Bill payment by the Department of Veterans Affairs?

- Yes
- No

If yes, is it listed on the Veterans Affairs (VA) Web Enabled Approval Management System(WEAMS): [VA WEAMS website](#)?

- Yes
- No



- 3.a. Is the VA WEAMS listing correct (i.e., credential title matches the proper title found on your website)?
- Yes  
 No
- 3.b. Is the VA WEAMS cost displayed only showing the exam cost (fee not be bundled with non-examination-related costs (i.e., training materials, membership cards, organizational magazines, etc.)?)
- Yes  
 No
- 3.c. Are the Military Services offered at an equal-to or lower exam cost than displayed on VA WEAMS?
- Yes  
 No

4. Does military training and/or experience apply towards the eligibility criteria for attaining the credential?

- Yes  
 No

5. Does training and/or experience apply towards recredentialing requirements?

- Yes  
 No

6. Please provide any additional information you believe would be helpful.

**PART 5: SELF-ATTESTATION**

- By checking this box, I attest that the information provided within this form is true and accurate to the best of my knowledge and belief. Additionally, I acknowledge and understand that checking this box will be enforceable as to the extent of a handwritten signature for enforcement/enforceability on documents.

**PART 6: CONTACT INFORMATION**

Please provide the name, position, address, phone number, and e-mail address of the person responsible for completing this form:

Name:

Address:  City:  State:

Postal Code:  Phone Number:

E-mail Address:

Date of Completion:

**Appendix: DOD Credentialing Standards Cross-Referenced to Legislative and Accreditation Criteria**

<b>DOD Credentialing Standard</b>	<b>10 U.S.C 2015, (c)(2) Quality Assurance of Personnel Certification Programs</b>	<b>ISO/IEC 17024:2012 Conformity Assessment - General Requirements for Bodies Operating Certification Of Persons</b>	<b>National Commission for Certifying Agencies (NCCA) 2016 Standards for the Accreditation of Certification Programs</b>	<b>Accreditation Board for Specialty Nursing Certification (ABSNC) Exam Based Standards (effective January 2019)</b>	<b>GI Bill Approval - 38 C.F.R § 21.4268 - Approval of licensing and certification testing</b>
<b>1</b>	X			X	X
<b>2</b>	X	X	X	X	
<b>3</b>	X	X	X	X	X
<b>4</b>	X	X	X	X	X
<b>5</b>	X	X	X	X	
<b>6</b>	X	X	X	X	
<b>7</b>	X	X	X	X	
<b>8</b>	X	X	X	X	
<b>9</b>	X	X	X	X	
<b>10</b>	X	X	X	X	
<b>11</b>	X	X	X	X	
<b>12</b>	X	X	X	X	
<b>13</b>	X	X	X	X	X
<b>14</b>	X	X	X	X	

# Air Force Credentialing Opportunities On-Line (AF COOL)

## Attachment 7: Vendor Memorandum of Understanding

**MEMORANDUM OF UNDERSTANDING BETWEEN  
THE DEPARTMENT OF THE AIR FORCE  
AND  
NAME OF AF COOL TRAINING AND CREDENTIALING PROVIDER**

This Memorandum of Understanding (MOU) is between the Department of the Air Force (DAF) and (Name of AF COOL Training and Credential Provider), hereinafter referred to as "Provider".

### 1. PURPOSE:

The purpose of this agreement is to provide guidelines and procedures for the delivery of credentialing services under the Air Force Credentialing Opportunities On-Line (AF COOL) Program which provides educational opportunities to the DAF Members and Guardians. This MOU is not to be construed in any way as giving rise to a contractual obligation of the DAF to provide funds to XYZ that would be contrary to federal law and the Federal Acquisition Regulation. This MOU is subject at all times to Federal law and the rules, guidelines, and regulations of the Department of Defense (DoD). Any conflicts between this MOU and such Federal law, rules, guidelines, and regulations will be resolved in favor of the Federal law, rules, guidelines, or regulations.

### 2. AUTHORITY:

2.1. 10 U.S. Code § 2015, Program to assist members in obtaining professional credentials

2.2. DAFI 36-2670, Total Force Development, 7 December 2020

### 3. PARTIES INVOLVED:

3.1. The AF COOL Program is a congressionally mandated program, outlined in Title 10, Section 2015, to support Service members' recruitment, retention, readiness, and transition. It provides DAF Members and Guardians a vehicle for the award of civilian-recognized credentials related to their Air Force Specialty Code, expands their professionalism, and prepares them for entry into civilian jobs upon separation or retirement from the DAF.

3.2. XYZ, hereafter known as the Provider, is a Department of Labor approved or State/Industry-certified provider of [certified credentials or licensures] which provides the knowledge and skills necessary to help military members prepare for civilian industry credentialing and licensures. This course/training program specifically prepares participants to attempt civilian industry certifications using skillsets obtained while on active duty and pairing them with industry standards.

#### 4. RESPONSIBILITIES:

##### 4.1. The AF COOL Program Director will:

4.1.1. Establish and maintain liaison with the designated representative of the Provider.

4.1.2. Ensure members participating in Provider training have adequate funding remaining in their credentialing cap allotment to participate with said Provider.

4.1.3. Pre-screen members prior to establishing payment to the Provider to ensure they meet all pre-requisites for participation and have received approval from their unit supervision.

##### 4.2. The Provider will:

4.2.1. Appoint a representative to maintain continuing liaison with the AF COOL Program Director or designated DAF representative.

4.2.2. Provide members information on Provider policies including, but not limited to, course withdrawal dates and penalties, course cancellation procedures, course grade, and policy regarding incompleting of a course. This information shall be made available before course start date.

4.2.3. Register and use the Academic Institution (AI) Portal (<https://aiportal.us.af.mil/aiportal/Account/Login>) to input Provider basic information, course offerings, and itemized costs for tuition, fees, and materials.

4.2.4. Submit course grades via the AI Portal for each course in which members are enrolled using AF COOL Program funding. Submission will be made no later than five (5) days after course completion.

4.2.5. Adopt the AI Portal procedures for all payment processing. Providers with a current waiver may continue to participate at the discretion of the AF COOL Program Office.

4.2.6. Submit payment receipt via the AI Portal for each course in which members are enrolled using AF COOL Program funding. Submission will be made no later than five (5) calendar days after receipt of payment.

4.2.7. Not enroll members in courses without receiving verification from an AF COOL Purchasing Agent that payment for all training products is complete.

4.2.8. Maintain communication with AF COOL Program participants on a routine basis. Notify the AF COOL liaison immediately upon learning of any attendance issues, disciplinary concerns, class changes, or injuries related to an AF COOL participant.

4.2.9. Comply with provisions of DODI1344.07\_DAFI36-2925, Personal Commercial Solicitation on DoD Installations, 4 December 2018, and Attachment 1.

4.2.10. Not suggest official DoD or DAF sanction or endorsement of its products or services (including through any use of print, media or website advertising) because of participation in the AF COOL Program or otherwise.

4.2.11. Comply with AF COOL Provider policies regarding Prohibited Practices (Attachment 1) and Required Provider Actions (Attachment 2).

4.2.12. Comply with AF COOL Provider policies regarding Financial Transactions (Attachment 3).

## 5. FUNDS AND MANPOWER:

This MOU does not document nor provide for the exchange of funds or manpower between the two Parties nor does it make any commitment of funds or resources. Each Party is responsible for all costs of its personnel including pay and benefits, support, and travel. Each Party is responsible for the supervision and management of its own personnel.

## 6. GENERAL PROVISIONS:

6.1. POINTS OF CONTACT: The following points of contact (POCs) will be used by the Parties to communicate the implementation of this MOU. Each Party may change its POC upon reasonable notice to the other Party.

### 6.1.1. DAF:

Name: Director, AF COOL Program

Email: [CCAF.AFCOOL.Reimb@us.af.mil](mailto:CCAF.AFCOOL.Reimb@us.af.mil)

Mailing Address: 100 South Turner Blvd, Suite 100  
Maxwell AFB, Gunter Annex AL 36114

### 6.1.2. Provider:

Name:

Phone:

Email:

Mailing Address:

6.2. Either Party may release a member from a course if, in the opinion of either Party, the member is not actively and satisfactorily participating with the provided training or is not being utilized consistent with the goals of this program. Prior to releasing the member, the Parties shall confer and try to resolve the issue(s). However, for the avoidance of doubt, each Party retains the ultimate right to end the member's participation at will after consultation with the other Party. The DAF also reserves the right to release the member from a course due to military necessity.

## 7. REVIEW AND MODIFICATION OF MOU:

This MOU will be reviewed annually and may only be modified by the written agreement of the Parties, duly signed by their representatives.

10. TERMINATION:

10.1. This MOU may be terminated by either Party with 30 days written notice to the other Party.

10.2. The Director, AF COOL Program, may terminate this MOU without written notice if he/she determines, at his/her sole discretion, that the DAF is no longer able to meet the terms of this MOU based on military operational requirements or national emergency.

11. NONENDORSEMENT:

In accordance with the Joint Ethics Regulation (DoD 5500.07-R), the DAF is prohibited from endorsing or implying endorsement of any non-federal entity, event, product, service or enterprise. The DAF and Provider recognize that this MOU does not represent DAF endorsement of the Provider or its credentialing program.

12. INTEGRATED AGREEMENT/MODIFICATION:

This MOU, upon execution, contains the entire agreement of the Parties. No prior agreement, written or oral, can alter these provisions, and any changes to this MOU must be made in writing and agreed to by both Parties.

13. EFFECTIVE DATE:

This Memorandum of Understanding is effective upon the date of the last signature of the undersigned and will remain in effect until amended, revised, superseded, or terminated by mutual consent.

14. AGREED:

FOR Provider FOR DAF  
(sign/date)

Director, AF COOL Program  
(sign/date)

## **ATTACHMENT 1: Prohibited Practices**

A1.1. Prohibited Practices. The Provider will understand and agree to comply with provisions of, DODI 1344.07\_DAFI 36-2925, Personal Commercial Solicitation on DoD Installations (as inserted below). Prohibited Practices. The following commercial solicitation practices shall be prohibited on all DoD installations:

A1.1.1. Solicitation of recruits, trainees, and transient personnel in a group setting or "mass" audience and solicitation of any DoD personnel in a "captive" audience where attendance is not voluntary or could be perceived by attendees as not voluntary.

A1.2. Making appointments with or soliciting military or DoD civilian personnel during their normally scheduled duty hours.

A1.2.2. Commercial solicitation of individuals without an appointment, even in areas approved by appointments by the installation commander or designated representative, is prohibited.

A1.3. Soliciting in barracks, day rooms, unit areas, transient personnel housing, or other areas where the installation commander has prohibited solicitation.

A1.4. Use of official military identification cards by active duty, retired, or reserve members of the Military Services to gain access to DoD installations for the purpose of soliciting. When entering the installation for the purpose of solicitation, solicitors with military identification cards must present documentation issued by the installation authorizing solicitation.

A1.5. Procuring, attempting to procure, supplying, or attempting to supply non-public listings of DoD personnel for purposes of commercial solicitation, except for releases made in accordance with DoD Directive 5400.07, DoD Freedom of Information Act (FOIA) Program.

A1.6. Offering unfair, improper, or deceptive inducements to purchase or trade.

A1.7. Using promotional incentives to facilitate transactions or to eliminate competition.

A1.8. Using manipulative, deceptive, or fraudulent devices, schemes, or artifices, including misleading advertising and sales literature. All financial products, which contain insurance features, must clearly explain the insurance features of those products.

A1.9. Using oral or written representations to suggest or give the appearance that the Department of Defense sponsors or endorses any particular company, its agents, or the goods, services, and commodities it sells.

A1.10. DoD personnel making personal commercial solicitations or sales to DoD personnel who are junior in rank or grade, or to the family members of such personnel, except as authorized in Section 2-205 and 5-409 of the Joint Ethics Regulation, DoD 5500.07-R.

A1.11. Entering into any unauthorized or restricted area.

A1.12. Using any portion of installation facilities, including quarters, as a showroom or store for the sale of goods or services, except as specifically authorized by DoD Directive 1330.17, DoD Commissary Program and DoD Instructions 1015.10, Military Morale, Welfare, and Recreation (MWR) Programs, 1000.15, Procedures and Support for Non-Federal Entities Authorized to



Operate on DoD Installations, and 1330.21, Armed Services Exchange Regulations. This does not apply to normal home enterprises that comply with applicable State and local laws and installation rules.

A1.12.1. Normal home businesses on AF installations are authorized to use their residence as an office facility for internet-based sales, including use of government-provided internet and U.S. Postal Service mail service, for in-person sales and services of household and personal products to family, friends and acquaintances.

A1.13. Soliciting door to door or without an appointment.

A1.14. Unauthorized advertising of addresses or telephone numbers used in personal commercial solicitation activities conducted on the installation, or the use of official positions, titles, or organization names, for the purpose of personal commercial solicitation, except as authorized in the [Joint Ethics Regulation]. Military grade and military service as part of an individual's name (e.g., Captain Smith, U.S. Marine Corps) may be used in the same manner as conventional titles, such as "Mr.", "Mrs.", or "Honorable."

A1.15. Contacting DoD personnel by calling a government telephone, faxing to a government fax machine, or by sending e-mail to a government computer, unless a pre-existing relationship (i.e., the DoD member is a current client or requested to be contacted) exists between the Parties and the DoD member has not asked for contact to be terminated.

## ATTACHMENT 2: Required Provider ACTIONS

A2.1. Required Provider Actions:

A2.2. The Provider will certify its institution has been in business two years or more and will provide a copy of its State and local business licenses to verify this information.

A2.3. The Provider will certify an official authorized to submit an AF COOL Training Provider Eligibility Application and will submit a separate application for each location of the institution. Once the main campus/training site has received approval, that person may submit applications for campuses or additional locations. It is understood if the main campus/training site is locked, all institution accounts will be locked as well.

A2.4. The Provider will ensure its institution maintains at least one active authorized point-of-contact in the AI Portal. In addition, the Provider will maintain the Directory for AF COOL Staff and potential AF COOL participants to contact the institution.

A2.5. The Provider will upload only AF COOL-approved credentialing programs and courses into the AI Portal.

A2.6. The Provider will submit a certificate of completion and/or grade, if available, for preparatory courses within five (5) calendar days of completion.

A2.7. The Provider agrees to refrain from unfair, deceptive, and abusive marketing practices that include, but are not limited to:

2.7.1. Refrain from providing any commission, bonus, or other incentive payment based directly or indirectly on securing enrollments for AF COOL funds to any persons or entities engaged in any recruiting and/or admission activities. This includes making decisions regarding the award of AF COOL funding.

2.7.2. Refrain from high-pressure recruitment tactics such as making multiple unsolicited contacts (three or more), including contacts by phone, email, or in-person, and engaging in same-day recruitment and registration for the purpose of securing enrollments.

A2.8. The Provider will communicate on a routine basis with AF COOL Program participants and notify the AF COOL Program staff immediately upon learning of any attendance issues, disciplinary concerns, class changes, or illness/injuries related to an AF COOL participant.

A2.9. The Provider will reaffirm this agreement with the AF COOL Program annually (accomplished in December of each year to take effect in January).

A2.10. The Provider will disclose information about the institution's programs and costs to AF COOL participants. This information will be made readily accessible without requiring the AF COOL participant to disclose any personal or contact information.

A2.11. The Provider will, before AF COOL participant enrollment or payment, provide the AF COOL participant with information on "add/drop" policy, withdrawal and readmission policies, refund policy, military duty (grievance) policy, proportional refund policy, and procedures to include information on the potential impact of military duties (e.g. unanticipated deployments or

mobilizations, activation, or temporary duty assignment on the AF COOL participant's training status, or financial responsibilities).

A2.12. The Provider will comply with the AF COOL Installation Access Policy as well as local installation policies regarding installation access.

A2.13. The Provider will keep the AF COOL participant's personal information private (IAW Title 20, U.S. Code, Section 1232g) and only release personally identifiable non-directory information to a third Party with the full consent of the AF COOL participant. The Provider will also agree to share this same information with AF COOL Program staff upon request in a timely fashion. Questions concerning the release of data should be directed to the AF COOL Program Office.

A2.14. The Provider will refrain from recruiting on the installation with the exception of providing and placing brochures at the education office or without first making an appointment with the education office staff.

A2.15. The Provider will comply with the following review, modifications, signatures, effective date, expiration date, and cancellation provision:

A2.15.1. Review: The signatories (or their successors) will review this MOU periodically in coordination with the AF COOL program office, but no less than annually, to consider items such as current accreditation status, updated program offerings, and program delivery services.

A2.15.2. Modifications: Modifications to this MOU will be in writing and except for those required due to a change in state or federal law, will be subject to approval by both of the signatories below or their successors.

A2.15.3. Signatures: The authorized signatory for AF COOL will be the Director of AF COOL. The authorized signatory for the credential training provider will be determined by the credential training provider.

A2.15.4. Effective Date: This MOU is effective on the date of the AF COOL Program Director's signature.

A2.15.5. Expiration Date: This MOU will expire five (5) years from the effective date unless terminated or updated prior to that date in writing by the Director of AF COOL or the Provider.

A2.16. The Provider will understand that failure to comply with these terms and conditions may result in a suspension of its account.

### **ATTACHMENT 3: Financial Transactions**

A3.1. Financial Transactions. The following financial transaction processes and protocols will be adhered to by AF COOL Program Officials, Purchasing Agents, and Providers:

A3.2. The Provider will ensure its institution can accept the AF COOL Program payment methods (e.g., credit card, PayPal, Automated Clearing House wire transfers) as payment for invoices.

A3.3. The Provider's billing department will maintain the capability to open, read, and upload Adobe pdf documents.

A3.4. The Provider will ensure its institution submits an invoice to remain on file and in force for future AF COOL Program participants to use until it is revised and that the revision will be accomplished at least annually (accomplished in December of each year to take effect in January or as stipulated by the AF COOL Provider).

A3.5. The Provider will submit a payment receipt(s) no later than three (3) business days after receipt of payment via the AI Portal for each course in which the AF COOL Program participant is enrolled using AF COOL Program funding.

A3.6. The Provider will refrain from automatic renewals (i.e., a membership fee or renewal, subscription renewal to education software/test bank) and bundling multiple credentials.

A3.7. The Provider will ensure the training costs charged to AF COOL Program participants will not exceed the rate charged to nonmilitary participants, unless agreed upon in writing by both the credential training provider and the Director of AF COOL.

A3.8. The Provider will not encourage AF COOL Program participants to purchase course materials prior to payment by the AF COOL Purchasing Agent.

A3.9. The Provider will notify AF COOL Program participants of course cancellations immediately (within 24 hours of decision to cancel) and will refund the government 100 percent of the cost.

A3.10. The Provider will submit a reimbursement receipt to the AF COOL Purchasing Agent no later than five (5) business days after reimbursement has taken place.

A3.11. The Provider will return any unused AF COOL funds to the AF COOL Program Office and not to the AF COOL participant.

A3.12. The Provider will provide AF COOL Purchasing Agents with a pay link for each member's training products as often as is feasible (a payment link is any link or button a person can click within an internet browser, text message, email, app, or social media platform in order to pay a specified amount of money online to a specified receiver. AKA pay by link, pay link, pay button, or payment button).

A3.13. Cash or check payments will be authorized by the AF COOL Program Director only when no other method of payment will suffice.

A3.14. The Provider will identify cash transfer fees on the invoice or pay those fees themselves. These fees cannot be added at the point of payment and will not be paid by the member.

A3.15. The Provider will include sales tax on the invoice to allow for AF COOL Purchase Agents to pay for it. Otherwise, it is understood the Provider is paying the sales tax, not the member.

A3.16. The Provider will include any shipping costs on the invoice unless the Provider decides to pay these themselves.

A3.17. The Provider will utilize the AI Portal and all its functionality to the maximum extent possible and adhere to all policies regarding AI Portal usage.

A3.18. The Provider will submit reimbursements back to the AF COOL Program Office that are 30 days or less from purchase via credit card reimbursement. After 30 days the Provider will send a check to the AF COOL Program Office to include the member's name and affected Funding Request ID#(s) in the memo line. Checks should be made payable to "department of treasury" and mailed to the following address:

CCAF/AF COOL

100 S. Turner Blvd

Maxwell-Gunter Annex, AL 36114

## Air Force Credentialing Opportunities On-Line (AF COOL)

### Attachment 8: Developing Individualized Career Pathways

The military has often led the way when it comes to training and education. The foundations of modern-day adult education and technical training were laid during World War II to efficiently take a young man from his hometown to a military assignment where he would maintain and use complex weapon and support systems. These principles came into common use at local trade schools, technical colleges, and universities soon after the war.

The Air Force developed the Career Field and Education and Training Plan as a comprehensive education and training document to identify life-cycle education/training requirements, training support resources, and minimum core task requirements for the AFS covered by that CFETP. This was long before career pathways became so important in the civilian training and education field. Again, the military took the lead in education and training, but you will need more than just your CFETP to build a successful military career while also planning your transition to a fulfilling civilian occupation.

An Individualized Career Pathway is a workforce development strategy used in the United States to support workers' transitions from education into and through the workforce. This strategy has been adopted at the federal, state, and local levels to increase education, training, and learning opportunities for America's current and emerging workforce. Career pathways are an integrated collection of programs and services intended to develop students' and worker's core academic, technical, and employability skills; provide them with continuous education, training; and place them in high-demand, high-opportunity jobs. We will be utilizing an Individualized Career Pathway model to help each DAF enlisted professional clarify what will make you a better technician, supervisor, manager, and leader while in service and upon entry into the civilian workforce.

The first thing you need to ask yourself is, "What are my values?" The DAF has given you their core values and your career field leaders have helped to define the culture of your specialty, but what are your values? These questions are critical as you choose the academic and professional credentials that will benefit both your military career while also preparing you for transition to a civilian one.

One effective method for helping you determine your values is to use the Kuder Career Interests Assessment®, Kuder Skills Confidence Assessment®, and Super's Work Value Inventory-revised. All three of these assessment tools are available at <https://dantes.kuder.com/landing-page>. Once you have completed these three assessments, you will have a wealth of suggested occupations and other helpful tools to assist in determining the best occupation for you to pursue to maximize your opportunities for future employment in a fulfilling profession.

A powerful tool for determining occupations that will fit your values is the O\*NET OnLine Interest Profiler (<https://www.onetcenter.org/IP.html#overview>) this is a family of self-assessment, career exploration tools that can help you discover the type of work activities and occupations that you would like and find exciting. You can identify and learn about broad interest areas most relevant to you and you can use your interest results to explore the world of work.

Another tool that can support career decision making is Career Path DECIDE <https://careerpathdecide.org/career-planning/quick-match>. This tool will assist Service members with identifying potential best fit careers based on their military occupation, education level and prior civilian work experience. It can help members find the right Credential and/or Degree programs needed to fill identified experience and education gaps.

Next, you should also utilize the O\*NET OnLine Military Crosswalk Search (<https://www.onetonline.org/crosswalk/MOC/>). This tool will give you Department of Labor Standard Occupation Classification (SOC) codes that align with your AFSC. You may be one of the fortunate ones that have a SOC that fits your values and current AFSC!

Finally, with a list of interesting occupations, your next step will be to utilize O\*NET OnLine (<https://www.onetonline.org/>) and research each SOC code. Each page dedicated to a SOC includes a great deal of information. Carefully read through each SOC summary.

After much reading, online research, reflection, and discussion with mentors, you should have a short list of SOC codes to work with. Determine the education, training, and professional industry-recognized certifications that will benefit you in that occupation and compare that with the education and professional credentials that will benefit your career in your AFSC. With this information, you can develop your own career pathway that benefits the DAF, your career in the service, and your future occupation in the civilian sector.