AF COOL Program
FAQs

1. **What is the first step for an Airman to get a credential?**
   In order for an Airman to apply for a credential, he/she must have an approved AF COOL Credentialing goal listed. The Airman must also contact the credentialing agency for any costs or prerequisites. Refer to steps 1 and 2 on the How Do I Apply page.
   https://afvec.langley.af.mil/afvec/Public/COOL/HowDoIApply.aspx

2. **What are some issues that can prevent me from applying for a COOL credential?**
   Record issues (e.g. unsigned TA, missing email, no supervisor information, annual Mil TA training, etc.) will prevent Airmen from applying for funding until resolved.

3. **I am trying to enroll in the AF COOL program but the site is stating that I do not have any eligible credentials for this program. Am I eligible for a credential?**
   Make sure you are logged in at the top right of the page with your name showing. The AF COOL website is in constant development and not all AFSC data is complete. Therefore, there will be some AFSCs that will not have any credentials identified. For those AFSCs that do not have credentials showing, those Airmen will be eligible for a Leadership credential.

4. **One of the qualifications to obtain a credential is that the member must hold at least the 5 skill level. My career field does not have a 5-level. How can I load my goals?**
   In this situation you will need to contact the AF COOL Program Office (CPO) ccaf.cool@us.af.mil and they will manually load your goals.

5. **I was involuntarily retrained into a career field. Can I apply for a credential in my previous career field?**
   If you voluntarily or involuntarily retrained, you will be eligible to apply for a credential applicable to the new AFSC. In the event that a credential is superseded by another in the same AFSC ONLY, Airmen may be eligible for another credential in that AFSC. Determinations will be made by the AF COOL Program Office (CPO). If there are no credentials in that AFSC, you will be eligible for a leadership credential.

6. **Can I apply for more than one credential?**
   (May 2016) Funding will be allowed for unlimited credentials and licensures, up to the $4,500 cap in Airmen's current AFSC. Funding includes the initial credentialing exam (or series of exams if the selected credential has more than one exam), study materials, prep courses (boot camps), and associated exam fees.

7. **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 exam start date.

8. **Are AF Reservists authorized to use the AF COOL program?**
Reservists and Guardsmen on Title 10 or Title 32 (502 F) Orders will be authorized to use AF COOL. Funding will not exceed a maximum of $4500 per lifetime per Airman.

9. **Is the AF COOL program available to civil service employees and/or defense contractors?**
No. The AF COOL program is available only for active duty enlisted Airmen and Guardsmen and Reservists on Title 10/32 Orders.

10. **When I log into AFVEC I get an Activated End Date error, how do I correct this?**
The student has to contact their base education center so that the orders can be verified and loaded into the student's digital file folder and then updated in AFAEMS. Once completed, then the student will be able to add their certification goal. The AF COOL Program covers active duty and guard/reservist enlisted members who are on Title 10 or Title 32 active orders only. For those members who are in the guard/reserves, we encourage them to preplan for their credentials if they know they are coming on active orders. What we mean by this is to ensure the testing center has testing dates available during the timeframe that they are on orders, as a member cannot test or participate in the program while they are off of active duty status, verify that they have all of their supporting documentation uploaded to their educational goal for expedient verification and processing. The more the member has ready to go when they come on orders the faster our process is here and the quicker we can get them into the testing facility!

11. **Are there any prerequisites to obtaining funding for a credential?**
Airmen must be in good standing at the time of funding application and not be affected by any of the items such as but not limited to: UIF, Control Roster and Referral EPR (most recent).

12. **In order to use AF COOL funding for a credential, does the policies for regular TA apply (e.g. have a GPA above 2.0)?**
The regular TA program eligibility requirements are separate from this program.

13. **My credential has periodic recertification or renewal. Can I receive funding for a recertification or renewal?**
Funding will be provided if the recertification process requires retesting and only if that credential was originally funded by the AF COOL Program. Funding will be provided as long as the Airman maintains eligibility and have not capped out.

14. **Will the AF COOL Program Office (CPO) select my testing provider?**
No. The Airman will select their testing provider during the AF COOL funding request process.
   - If testing provider is not found type in the first word of the exam center name, if unsuccessful then try using the % symbol to view all agencies in the system, Airman must contact the CPO office to request the provider to be added.

15. **Will the AF COOL Office schedule my exams?**
AF COOL is not a CREDENTIALING ORGANIZATION: you will be arranging testing, exams, and recertification through the certification testing AGENCY and/or civilian organization responsible for the credential. AF COOL simply provides the path and funding of the credentialing fees.

16. **Does the credential exam(s) have to be administered at a college or university or can it be from a private sector, such as a company that gives Info Technology boot camps for industry credentials?**
AF COOL Credentials are not college courses so they are not required to be taken at a college or university. The credential exam(s) must be taken at an approved testing provider authorized by the credentialing agency.

17. **I just took my exam and paid for my licensure myself. Is it possible to get reimbursed?**
No. AF COOL funding must be approved prior to the Airman registering for or incurring professional credentialing expenses.

18. **I was just approved to take an exam for my credential but I did not contact AF COOL, what must I do next?**
AF COOL funding must be approved prior to the Airman registering for or incurring professional credentialing expenses.

19. **I have a pending reimbursement issue in MilTA. Can I still apply for an AF COOL credential?**
MilTA enrollment issues (e.g. pending reimbursement) will not prohibit Airmen applying for AF COOL funding.

20. What happens if my supervisor is unavailable to approve my request?
Then the Airman must obtain approval from a member of his/her chain of command (immediate supervisor, flight/section chief, superintendent, first sergeant or squadron commander) and update their AFVEC supervisor information.

21. When can my funding request be submitted?
Funding must be submitted at least 7 days prior to testing. Funding requests will be created in AFAEMS, similar to TA.
https://afvec.langley.af.mil/afvec/Public/COOL/HowDoIApply.aspx

22. How do I submit a request for funding in order to pursue a credential?
- Airman accesses the AF COOL website from the AFVEC. After entering AF COOL, the Airman can research the credentials of interest.
- Airman applies for funding in AFAEMS, similar to TA for off-duty voluntary education.
- Funding request is sent to the Airman's supervisor.
- If the supervisor concurs, funding request is routed to the AF COOL Program Office (CPO)
- If CPO approves, funding request is routed to the Purchase Agent (PA) for action.
- PA will contact testing provider, pay for the exam, and approve funding request within 3 business days.
- PA will notify Airman by phone/e-mail, Airman takes credential exam
- After completing the credential exam, the Airman e-mails the grade results (Files must be under 4MBs and one of the following file types: pdf, xls, xlsx, doc, docx.) to the CPO office ccaf.cool@us.af.mil .

23. If an Airman fails an exam for their AFSC-applicable credential are they eligible for any other credentials?
- They are still eligible for funding of additional credentials up to the $4,500 cap once their grades have been submitted for the previous exam, and they are eligible for leadership credentials (E-7 through E-9) as well.
- If the Airman self-pays for retest and passes the retest, they will contact the CPO and provide a copy (Files must be under 4MBs and one of the following file types: pdf, xls, xlsx, doc, docx) of the exam score report reflecting satisfactory completion. The CPO will update the Airman's AFAEMS record and funding requests will be re-opened for funding request of additional exam for that credential.
- If the testing provider offers a free retest and passes the retest, they will contact the CPO and provide a copy of the exam score report reflecting satisfactory completion. The CPO will update the Airman's AFAEMS record and funding

requests will be re-opened for funding request of additional exam for that credential.
- **<u>Airman will not be required to reimburse AF COOL for a failed exam.</u>**

24. **If an Airman fails a leadership exam can they apply for any other credentials?**
    - If the Airman self-pays for retest and passes the retest, they will contact the CPO and provide a copy of the exam score report (Files must be under 4MBs and one of the following file types: pdf, xls, xlsx, doc, docx) reflecting satisfactory completion. The CPO will update the Airman's AFAEMS record and funding requests will be re-opened for funding request of additional exam for that credential.
    - If the testing provider offers a free retest and passes the retest, they will contact the CPO and provide a copy of the exam score report reflecting satisfactory completion. The CPO will update the Airman's AFAEMS record and funding requests will be re-opened for funding request of additional exam for that credential.
    - **<u>Airman will not be required to reimburse AF COOL for a failed exam.</u>**

25. **Do I have to submit my grade after testing?**
    Yes, forward the grade sheet or completed certificate (Files must be under 4MBs and one of the following file types: pdf, xls, xlsx, doc, docx) to ccaf.cool@us.af.mil . Grades not provided within 60 days of exam end date will prevent Airman from requesting additional exam funding.

26. **My Airman has an EPR that is due to close out in 60-90 days, can his/her request be processed and approved with a higher priority?**
    Funding requests will be processed and approved in the order of receipt. Funding requests will not be processed with higher priority to satisfy requirements for Senior Rater Endorsement, EPRs, award packages, etc.

27. **I have a mandatory requirement to obtain a credential in my AFSC; will AF COOL pay for this credential?**
    A mandatory credentialing requirement in order to gain or hold an AFSC, job position, or specialty coded billet will not be funded by AF COOL. Credentials mandated by an Air Force requirement will be funded by other Air Force resources and policies.

28. **My credential requires Continuing Education Units (CEUs/PEUs), will AF COOL fund these?**
    No. CEUs/PEUs will not be funded by AF COOL.

29. I am interested in pursuing other credentials not listed on the AF COOL site, can I pursue those credentials?
Airmen may pursue credentials that are not identified as being AF COOL-funded at their own expense, through the use of the Montgomery G.I. Bill, Post 9/11 G.I. Bill, or other programs.

30. Can I receive college credit after being awarded my credential?
Not all credentials are awarded CCAF credit. CCAF awards collegiate credit for specific credentials that are applicable to the technical requirements and discipline of specific CCAF AAS degree programs. Policies for awarding credit are established by CCAF. Awarding CCAF credit is based on degree relevancy, college-level academic standards, career field needs, and CFM recommendations. Credentials that have been evaluated by the American Council on Education (ACE) for recommended credit will not be evaluated for CCAF awarded credit. Upon issuance of a CCAF degree-applicable credential, education center counselors will submit a CCAF Student Action Request to have the credentialing credit applied to the Airman's CCAF student record. To view all credentials awarded CCAF credit, visit
http://www.au.af.mil/au/barnes/ccaf/certifications.asp .