Air Force Credentialing Opportunities On-Line (AFCOOL)
Frequently Asked Questions

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

Through AFVEC messages. Messages are answered in date order. Do not send multiple messages. The E&TS is also a resource for assisting with AFCOOL program information and professional development guidance.

B. Am I eligible for another certification if I fail an exam?

Yes, up to the $4,500 cap. All actions related to the prior exam must be resolved before submitting a new AFCOOL goal. You can't repeat the certification you failed.

C. Can I apply for more than one credential?

You may only pursue one credential at a time.

D. Do I have to submit my grade after testing?

Yes. It is your responsibility to submit grade/certificate of completion. Not providing within 30 days will prevent the approval of additional funding requests for Military Tuition Assistance and AFCOOL and may result in reimbursement actions.

E. 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?

You must be logged into the AFCOOL website to see AFSC related certifications. If there are no certifications associated, you are eligible for the other categories.

F. 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.

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

You may pursue any credential in any AFSC in which you attained a 5-skill level. Final approval is determined by the AFCOOL CPO.

H. How do I participate in AFCOOL if my AFSC does not have a 5-skill level?

The Service member will need to contact the AFCOOL CPO via AFVEC messages or visit the Education & Training Section for assistance with manually uploading the credential goal.

I. What happens if my supervisor does not approve my request?

Service members must work with their supervisor to ensure their funding request is approved in a timely manner.

J. 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.