

Wave II FAQs

Q. What is the Tuition Assistance Program?

A. The Army's Tuition Assistance (TA) Program is a Soldier benefit that provides financial assistance for voluntary, off-duty post-secondary academic programs in support of Soldiers' professional and personal development goals.

Q. What is the Credentialing Assistance Program?

A. The Army Credentialing Assistance (CA) Program is a Soldier benefit that provides funds to support Soldiers in pursuing voluntary credentials. CA is a voluntary, off-duty program that directly contributes to improving Total Army readiness by supporting Soldiers' professional development, retaining quality Soldiers, and preparing Soldiers for meaningful employment upon transition from military service.

Q. Who is eligible for Tuition Assistance?

A. All Active-Duty, ARNG and USAR Soldiers who meet qualifying standards. Commissioned officers incur a service obligation if they use TA (2-year ADSO if on active duty, 4-year RDSO if traditional drilling).

Q. Who is eligible for Credentialing Assistance?

A. Active-duty, ARNG, and USAR noncommissioned officers, warrant officers, and enlisted personnel are eligible for CA. There is no service obligation incurred when using CA.

Q. What changes are being made to CA?

A. The most recent changes to CA include required command approval for all CA requests, commissioned officers (O1-10) are no longer eligible for CA, and Soldiers with two unsuccessful actions in the same fiscal year will be suspended from requesting CA or TA for 12 months.

CA changes introduced previously via ALARACT also included in the newly updated Army Regulation 621-5 (Army Continuing Education System) include the following:

Training & Exams

- First-time users will complete MilGears decision-support tool.
- Soldiers who receive CA are required to take the associated examinations.

Funding & Usage Limits

- CA annual cap is reduced from \$4,000 to \$2,000 per fiscal year.
- Soldiers are limited to obtaining one credential per fiscal year.
- Soldiers are limited to three credentials for 10 years of service.

Q. What are the changes being made to TA?

A. The most recent changes to TA include required command approval for all TA requests and Soldiers with two recoupment actions in the same fiscal year will be suspended from requesting TA or CA for 12 months.

TA changes introduced previously via ALARACT also included in the newly updated Army Regulation 621-5 (Army Continuing Education System) include the following:

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- First-time users must complete ArmyIgnitED 101 training and a decision-support tool.
- The annual cap for TA is increased to \$4,500 and 18 semester hours per year.

TA changes introduced previously via ALARACT also included in the newly updated Army Regulation 621-5 (Army Continuing Education System) include the following:

- First-time users must complete ArmyIgnitED 101 training and a decision-support tool.
- The annual cap for TA is increased to \$4,500 and 18 semester hours per year.

Q. Where can I find information related to these changes?

A. These changes are reflected in ArmyIgnitED Virtual Benefits Training (VBT) as well as the updated TA and CA Terms and Conditions.

Soldier and Supervisor tutorials can be accessed by logging into ArmyIgnitED and selecting the “Help” button located in the top right corner of the screen followed by selecting the “Documents and Links” tab. Soldiers are encouraged to provide their supervisor the supervisor tutorial who do not have an existing ArmyIgnitED account.

Q. Why did the Army make these changes to TA/CA?

A. The changes help ensure their long-term sustainability and preserve benefits for Soldiers where they’re needed the most.

Q. How will the changes to TA and CA impact Soldiers?

A. Soldiers will see an increase in tuition assistance available and a decrease in credentialing assistance available.

Q. Why are officers being excluded from CA?

A. Changes to the CA program help ensure their long-term sustainability and preserve benefits for Soldiers where they’re needed the most.

Q. What happens when a Soldier does not receive a successful grade IAW Army standards referenced in AR 621-5?

A. TA recoupment results from an unsuccessful grade (any grade below a “C” for undergraduate classes and any grade below a “B” for graduate classes) or withdrawing from a course with Army cost. A CA recoupment results from failing a CA course or exam, withdrawing from a course or an exam with Army cost, or failing to attend a course or sit for an exam in the timeframe.

Q. What happens if a Soldier fails to meet course standards with an acceptable grade for more than one course?

A. Soldiers who have incurred two recoupment actions in a combination of TA and CA in the same FY will be suspended from requesting TA and CA for 12 months from the date the second unsuccessful grade is entered or the end date of course or exam, whichever

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occurs first. A TA unsuccessful grade (any grade below a “C” for undergraduate classes and any grade below a “B” for graduate classes) or withdrawing from a course with Army cost. A CA unsuccessful grade results from failing a CA course or exam, withdrawing from a course or an exam with Army cost, or failing to attend a course or sit for an exam in the timeframe. Soldiers may appeal the 12-month suspension through ArmyIgnitED for unusual circumstances.

Q. Is the 12 month suspension retroactive for unsuccessful grades?

A. No. The 12 month suspension is not retroactive and will be implemented for all TA and CA approved funding requests with start dates on or after 19 March 2026.

Q. How much does tuition assistance pay towards credit hours?

A. The Army will pay up to \$4,500 an FY for a maximum of 18 semester hours per FY. This is an increase from \$4,000 and 16 semester hours per year. The maximum per credit hour is \$250SH/\$166QH.

Q. How much does Credentialing Assistance pay for attainment of a credential?

A. The Army will pay up to \$2,000 for one credential per year.

Q. Will TA and CA always be available?

A. CA and TA will be available as long as there is funding for voluntary education programs. If the Army reaches the budget limit for a given fiscal year, or if there is a lapse in appropriations (government shutdown), the program will be temporarily suspended.

Q. How are supervisors or commanders’ representatives notified that a Soldier has a pending request? Does approval require CAC access?

A. ArmyIgnitED will send automated email notifications to supervisors or commanders’ representatives that contains a direct link to the approval page based on the contact information entered in the supervisor portion of the Soldier’s AIED account. Approval will require CAC access.

Q. Previously supervisor approval for TA/CA request was not part of the ArmyIgnitED approval process. Why did this change?

A. The changes ensure leadership visibility into Soldiers’ voluntary education activities and will help Soldiers balance their education efforts with service responsibilities, including deployments and unit training activities.

Q. What other financial options are available for educational pursuits?

A. National Guard Soldiers can explore state funded tuition assistance and scholarship options. All Soldiers can also explore scholarships and student loan programs.

Q. As an officer no longer eligible for CA what other credentialing options remain available for me?

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A. Institutionally Delivered Credentialing (IDC); a voluntary program that enables certain Soldiers the opportunity to obtain a professional civilian credential that is directly tied to their MOS or AOC. When a significant portion of the credential is already taught in Army POI while attending PME (either IMT or PME), the Commandant of the school has the ability to prioritize the credential for their Soldiers. Officers, Warrant Officers, and Enlisted of all COMPOs are authorized to participate if their proponent is included in IDC (not all proponents have IDC programs), and there is no ADSO for participation in IDC.

Q. How am I going to receive CEUs if I cannot use CA?

A. The intended goal of the VOLED CA program is not to obtain continuing education units.

Q. How will officers with existing CA ed goals or existing CA request(s) be affected under new policy?

A.

- If an officer has an approved CA ed goal with no CAR, the officer will have 90 days to submit a CAR from the day they created the ed goal. If they do not, the ed goal will be deleted per current business rules.
- If an officer has an approved CA ed goal with an approved CAR with a start date in the future, the officer can finish out the certification (all CARs required for ed goal).
- If an officer has an approved CA ed goal with an approved CAR with a start date in the past, the officer can finish out the certification.
Officers will be able to continue to create CARs for an approved ed goal until the exam has been completed and the passed grade has been entered regardless of how many FYs it takes.

Q. Is CA available to officers for recertification or certification renewal?

A. If the officer has a certification that requires re-certification, the officer will not be able to use CA for re-certification.

Q. Since officers will not be allowed to use CA, will the funds be re-routed to Enlisted and Warrant Officer funding pot, to allow them to complete more than 3CAs for 10 years?

A. There are FY “pots” (Lines of Accounting) not rank pots. 3 goals per 10 years of service is applicable to all eligible Soldiers regardless of rank.

Q. If there is an ARNG or USAR Soldier who is also GS will GS supervisor approve the TA or CA request or commander?

A. If Soldiers are also GS civilians, the Command will approve any TA or CA requests. If they make a civilian training request, the civilian supervisor will approve the training request.

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Q. When the TA request requires education counselor approval, is that going to still automatically show up in the Ed center's queue, or will the supervisor have to approve it first before it shows up in the counselor's queue to work?

A. Supervisor or commander representative must approve before counselors can see it. Soldiers must plan and communicate with their supervisor to get these requests approved in a timely manner. TAR is not fully approved until both counselor and command have approved. If either disapproves, TAR will be deleted.

Q. Will there be support or guidance for commands/supervisors approving TA and CA? Or if the supervisors have questions, who provides the answers?

A. Messages on policy change were distributed via HRC social media, S-1 NET, ArmyIgnitED banner message, and TAG Sends. A Tutorial is available for distribution on Command Approval Process. Guidance for supervisors also falls to the responsibility of the individual Soldier in communicating with intent to utilize TA or CA and of pending requests/reminders.

Q. Who sees a tuition assistance request first-the education counselor or the supervisor?

A. Supervisor or commander representative.

Q. When does a counselor conduct a quality check (if applicable) on a TA request?

A. A counselor conducts a quality check after the supervisor or commander has approved the Soldier's TA request. Supervisors can approve requests up to five days before the course start date, so Soldiers should plan ahead and communicate with their supervisors early to allow time for counselor review. A TA request is not fully approved until both the supervisor and the counselor have approved it. If either party disapproves the request, the TA request will be deleted.

Q. How does ArmyIgnitED identify a Soldier's supervisor for TA and CA approval?

A. Soldiers provide supervisor or commander representative contact information in their ArmyIgnitED account.

Q. How will ACES know if a Soldier is using an authorized commander representative?

A. ACES has no way to verify this. The supervisor information in ArmyIgnitED relies on the Soldier's integrity to accurately identify their authorized representative.

Q. How many alternate supervisors or commander representatives can a Soldier list in ArmyIgnitED?

A. ArmyIgnitED does not allow Soldiers to list alternate supervisors or commander representatives. If the point of contact selected by the Soldier chooses "I do not supervise this Soldier," the Soldier is responsible for updating their supervisor or commander representative information in their account.

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Q. What are the reasons a supervisor or commander representative can deny a Soldier's TA or CA request?

A. Considerations in denying a Soldier's request include:

- Soldier will have a PCS during any portion of the course,
- Soldier is scheduled to attend or currently enrolled in training, or
- Other reason or justification that may prevent the student from successfully completing the course(s)/training for which they are requesting.

Q. What happens if a supervisor or command representative does not approve a TA/CA request within the time limits?

A. A TA or CA request not approved by supervisor or commander representative in the required timeframe will automatically be disapproved and deleted.

Q. What if a Soldier states they do not have a supervisor or their supervisor is a civilian?

A. Every Soldier has a supervisor, rater, boss, or commander representative, even if that person is a civilian or a member of another service (such as Navy personnel). A CAC is required to approve a TA or CA request, but the supervisor does not need an ArmyIgnitED account. If a Soldier does not enter supervisor's information, their TAR cannot be approved. This situation does **not** qualify for an HTAR or an ETP.

Q. Will a supervisor or commander representative missing the 5-day window be a valid reason for an HTAR/HCAR?

A. No. It is the responsibility of the Soldier to communicate request and need for supervisor approval in a timely manner.

Q. If/When a supervisor or Commander's Representative does not "have time" or pushes back on involvement in TA/CA process what guidance should ACES give to ensure compliance?

A. It is not ACES' responsibility to attempt to gain supervisor or command representative compliance. Soldiers should utilize their Chain of Command and reference AR 621-5.

Q. How long does a supervisor or commander representative have to approve or disapprove TA requests?

A. A supervisor or commander representative must approve or disapprove TA requests no later than 5 days prior to the term start date or the TA request will be automatically disapproved and deleted.

Q. How long does a supervisor or command representative have to approve or disapprove CA requests?

A. A supervisor or command representative must approve CA requests within 5 days of submission, or they will be automatically disapproved and deleted.

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Q. If a Soldier has failed classes in FY26 when policy takes effect, will their account be suspended for 12 months? Or is it only going to impact the classes starting after the regulation is published?

A. Policy implementation is not retroactive. The code is written in such a way that when a second unsuccessful grade is entered within a FY, it compares course start dates to publication date of AR 621-5. If the course start dates are on or after publication date, then a 12-month suspension is implemented. If only one, or neither course start date is on or after the publication date, then no 12-month suspension is implemented. The 12-month suspension start date is based on the business rules of course end date or grade entered date, whichever occurs first.

Q. Is there an exception to policy for the 12-month suspension appeal process?

A. No. The appeal process is the exception to policy.

Q. If a 12-month suspension appeal request is approved, does it waive the recoupments for the associated course(s)/training/exam?

A. No. The 12-month suspension is not associated with recoupments and will not waive any recoupments.

Q. When does the 12-month suspension for two recoupment actions between TA and CA in the same FY begin?

A. Soldiers who have incurred two recoupment actions between TA and CA in the same FY will be **suspended from requesting TA and CA for 12 months** from the date the second unsuccessful grade is entered or the end date of the course or exam for the second recoupment, whichever occurs first.

Q. How will the Soldier know they have been placed on a 12-month suspension.

A. The Soldier receives notification of 12-month suspension with a link to appeal and has the same link to the appeal within the ed goal blocker message.

When a Soldier logs in to their ArmyIgnitED account and notices the blocker there will be a message stating "You are on a 12 month hold for incurring two (2) Tuition Assistance (TA) and/or Credentialing Assistance (CA) unsuccessful grades during the same fiscal year. The 12-month hold begins on the end date of the second course OR date of a second unsuccessful grade being entered, whichever occurs first, and you are unable to request TA or CA during this timeframe. To submit a Suspension Appeal, please click [HERE](#)."

Q. How does a Soldier submit an appeal for the 12-month suspension for two recoupments in a fiscal year?

A. Soldiers may submit a 12-month suspension appeal through ArmyIgnitED. The appeal will route to the Soldier's supervisor or commander representative and then to the ACED approval authority. A tutorial for completing the 12-month suspension appeal is available in ArmyIgnitED. Soldiers will also receive a link to initiate the appeal in their suspension notification.

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Q. What would the Soldier see when they click on the 12-month suspension appeal link?

A. Soldiers will see a screen where they provide justification for their appeal with the following notification on top:

“You have chosen to appeal the 12-month suspension for use of TA/CA. This twelve (12) months suspension was placed due to incurring two (2) unsuccessful grades between TA and CA combined within a FY. An unsuccessful TA grade is any grade below a “C” for undergraduate classes and any grade below a “B” for graduate classes or withdrawing from a course with an Army cost. A CA unsuccessful grade results from failing a CA course or exam, withdrawing from a course or an exam with an Army cost, or failing to attend a course or sit for an exam in the timeframe requested.

IAW Army Policy, you have 60 days to submit this appeal, which begins the day you receive the notification from ArmyIgnitED that you have been suspended for 12 months. Command recommendation is required along with your appeal request before the system routes your appeal to the approval authority at Army Continuing Education Division (ACED).

This process is ONLY for removing the suspension period to submit a TA or CA request. This appeal process is NOT for stopping any recoupments.”

Q. How long does a Soldier have to submit an appeal for the 12-month suspension for two recoupments in an FY?

A. Soldiers must submit their completed appeal through ArmyIgnitED within 60 days of receiving the notification of the 12-month suspension, including any supervisor or commander representative input in the process. Soldiers will not be able to submit an appeal after 60 days.

Q: Where can Soldiers locate Tutorials and How to Guides in ArmyIgnitED?

A: Soldiers click on “HELP” in the upper right corner of their account followed by the “Documents and Links” box. Student resources are located there.