

## 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 DOD 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:

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<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/>
- 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 Agencies \(NCCA\) 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 DOD 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

**CREDENTIALING 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) 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.

**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.

[Example of Recredentialing Requirement](#)

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

**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) 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. 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) 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. 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) 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. 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) 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. 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) 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. 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) 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. 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 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) 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 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:

[Example of Candidate Handbook](#)

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

**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.

[Example of Contact Us Page](#)

Documentation might include:

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

**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

**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, [Certification Finder](#) 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

3a. Is the VA WEAMS listing correct (i.e., credential title matches the proper title found on your website)?

Yes                      No

3b. Is the VA WEAMS cost displayed only showing the exam cost (fee is not bundled with non-exam-related costs (i.e., training materials, membership cards, organizational magazines, etc.))?

Yes                      No

3c. Are the Military Services offered 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 on here 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:**

**Telephone Number:**

**E-mail Address:**

**Completion Date:**

**Appendix A: 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) 2021 Standards for the Accreditation of Certification Programs</b>	<b>Accreditation Board for Specialty Nursing Certification (ABSNC) Exam Based Standards (effective December 2021)</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
<b>4</b>	X	X	X		X
<b>5</b>	X	X	X		
<b>6</b>	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			