



# DoD Employee Credentialing Program **FAQs**

## ✚ What is the DoD Employee Benefits Advisor (EBA) Credentialing Program?

*The Department of Defense (DoD) recognizes that the Office of Personnel Management (OPM) Human Resource (HR) Competencies are essential to providing quality human resource services. It is with this thought in mind that we developed the DoD Employee Benefits Advisor (EBA) Credentialing program. Successful completion of this program is intended to demonstrate that participants achieve the required expertise and the ability to apply the principles and core competencies of well-trained EBAs*

## ✚ Is the DoD EBA Credentialing Program open to all employees?

*This program is open to all federal civilian employees who are in the 0201 and 0203\* occupational job series. To be able to earn your DoD EBA Credentials, you must be in the 0201 occupational series and be in a position that is coded as an Employee Benefits Advisor. A SF-50 and a Position Description, may need to be provided, if requested.*

*\*If you are a 0203, you are only permitted to test at the **Level I***

## ✚ What are the requirements to be eligible to take the credentialing exam?

*The credentialing program corresponds to the DCPAS Benefits Training Courses. To be eligible, to take the exams at each level, you must meet the following requirements:*

- **To be eligible to take the Level I Credentialing Exam:**
  - Complete the Basic Benefits Course with at least an 85% on the course post-test
  - Must be a 201 or 203
- **To be eligible to take the Level II Credentialing Exam:**
  - Complete the Benefits Intermediate Course with at least an 85% on the course post-test
  - Must have passed the Level I Exam with at least a 85%
  - Must be a 0201, Employee Benefits Advisor
- **To be eligible to take the Level III Credentialing Exam:**
  - Complete the Advanced Benefits Workshop Course with at least 85% on the course post-test
  - Must have passed the Level II Exam with at least a 85%
  - Must be a 0201, Employee Benefits Advisor

## ✚ If I took a benefits course from a different vendor/school, will that be accepted?

*No, only the courses offered from DCPAS will be accepted for earning your DoD EBA Credentials.*



### **Is this a timed exam?**

*Yes, each exam is allotted 2 ½ hours to complete.*



### **What if I do not pass the exam on my first try?**

*You have (3) attempts at each exam level. There is a 30-day minimum waiting period between each failed attempt. After (3) attempts, you will be required to re-take the corresponding DCPAS Benefits course level.*



### **I passed all (3) exam levels, now what?**

*As with each exam, you will be mailed a DoD EBA Credentials Certificate that provides your certificate number, award date, and expiration date. You will also be able to distinguish yourself, amongst other Human Resources Specialists by adding “DoD EBA Credentialed” to your signature block.*



### **If I take the Level I exam and fail, will that prevent me from not being able to register for the Benefits Intermediate Course?**

*No, the Credentialing Program does not impact whether you can attend the next course level of the DCPAS Benefits Courses. Passing or failing an exam only impacts whether you can proceed to take the next level exam, within the Credentialing Program.*



### **Where can I go to take the credentialing exam?**

*We are currently in the process of arranging proctoring sites. Credentialing testing is available every Monday from 0900 -1130 at the Mark Center starting on October 7, 2019. If you are looking for another date/time, we are able to schedule, as needed, upon availability. Please request to test by sending an email to the Benefits' email: [dodhra.mc-alex.dcpas.mbx.benefits-contacts@mail.mil](mailto:dodhra.mc-alex.dcpas.mbx.benefits-contacts@mail.mil).*



### **Do I have to participate in the Credentialing Program?**

*The Credentialing Program is voluntary. It is not required to pass any level of the exam as a pre-requisite to take a DCPAS Benefits Courses.*



### **What do I need to do to maintain my DoD EBA Credentials?**

*Your DoD EBA Credentials are good for 3 years. Every 3 years, they will need to be re-certified through attending courses and successfully completing a re-certification exam. More information will be provided in the near future on the recertification process.*