



Travel Certificate Program Guide

January 19, 2017

Revision History

Revision No.	Date	Authorization	Revision/Change Description	Page, Section
1.0	01/21/15	Defense Travel Management Office (DTMO)	New Guide	--
1.1	02/25/15	Defense Travel Management Office (DTMO)	<ul style="list-style-type: none"> · Included LOA Module in Curriculum Requisites · Figure 7, added icon clues. · <i>Organizational Knowledge Checklist</i> -added note to clarify level of knowledge · <i>Tips</i> – included troubleshooting tips based on user feedback · Added “archive” in glossary 	Appendix A.1 Appendix B Appendix C Appendix E Appendix F
1.2	9/23/15	DTMO	<ul style="list-style-type: none"> · Added verbiage to reflect a Final Assessment may be re-launched, until passed 	Pages 17, 34
2.0	1/21/2016	DTMO	<ul style="list-style-type: none"> · Added AO Certificate chart in Appendix · Added mouseover message example · Added AO Organizational Checklist · Added tips for the AO Certificate Final Assessment 	Appendix A Appendix B Appendix D Appendix E
2.1	1/27/2016	DTMO	<ul style="list-style-type: none"> · Changed month for AO Certificate 	Section 1.2
2.2	3/16/2016	DTMO	<ul style="list-style-type: none"> · Minor corrections AO Certificate 	Section A.2
2.3	3/22/2016	DTMO	<ul style="list-style-type: none"> · Described <i>Vital AO Skills Assessment</i> as part of mandatory curriculum 	Section A.2
2.4	8/18/2016	DTMO	<ul style="list-style-type: none"> · Added description of requirements based on version updates for web-based and distance learning courses · Corrected passing score for AO Vital Skills Assessment from 80% to 70% 	Section 2.D Appendix A
2.5	1/19/2017	DTMO	<ul style="list-style-type: none"> · Minor verbiage change to reflect AO Certificate availability · Reflected updated JTR series 	Section 1.2 A.2

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Section I

INTRODUCTION

The Travel Certificate Program is a knowledge, skill and assessment-based professional development program to validate the capabilities of personnel who manage travel for the Department of Defense. This program is designed to be a comprehensive, travel manager program that assists in standardization of knowledge and skills across the Department.

The Travel Certificate Program (TCP) will:

- Create a framework for successful travel program management by establishing a standard set of knowledge and skill competencies for key travel positions and provide training that targets these competencies.
- Increase performance ability using developmental exercises for both practice and a validation of performance.
- Assist the Department's financial management and audit readiness by validating essential knowledge.
- Identify opportunities for continuous learning on travel regulations, system updates, and enterprise partnerships.

Section 1.1

PROGRAM FRAMEWORK

The Defense Travel Management Office manages the Travel Certificate Program in collaboration with the Component Planning Board, comprised of Service and Agency representatives. This planning board fulfills an important role by providing input and recommendations regarding the program. Initially, representatives provided guidance for the overall program structure, role competencies, and general operating procedures. Subsequent collaboration has included curriculum and assessment reviews, which will continue as additional certificates evolve or curriculum changes.

Section 1.2

CERTIFICATE TYPES & PHASED APPROACH

The Travel Certificate Program is being implemented in a phased approach. The first two phases established the Defense Travel Administrator (DTA) and Authorizing Official certificates. Subsequent phases will establish certificates for other travel manager roles including Debt Management Specialist and Financial DTA. Future efforts will evaluate the need for Travel Instructor and Advanced Travel Management certificates. (Note: The DTA Certificate was available in January 2015, and the AO Certificate was available as of April 2016.)

Section 2

CERTIFICATE PROGRAM OVERVIEW

Section 2.1

EARNING AN INITIAL CERTIFICATE

For each role-based certificate, individuals must submit an application, complete required curriculum to include developmental activities, receive endorsement at the organizational level, and pass all assessments.

Each certificate type has a unique, established timeframe for completion. *For the details on each type of certificate, see Appendix A.*

How does the certificate program work? The diagram and text below outline the process.



A. APPLY

A candidate applies for a certificate program online within the *Travel Certificate Program* tab located in Travel Explorer (TraX) (www.defensetravel.dod.mil/passport). As part of the application process, applicants must identify their supervisor and an organizational endorser.

Supervisor: the individual with the authority to approve the allocation of time an applicant needs to complete a certificate. Generally, an applicant's supervisor is indicating that the individual should complete this program to support assigned responsibilities. This is typically the applicant's workplace supervisor.

Endorser: an individual who is part of the applicant's organization or chain of command who agrees to monitor a candidate and ensure they fulfill the organization's requirements for knowledge in addition to the DoD requirements established by the TCP. The endorser should be a travel subject matter expert with extensive DTS Program Management experience. This individual may be the Lead Defense Travel Administrator (LDTA) at their site or major command level, or components may provide alternate guidance for the specific endorser role.

Once an application has been submitted, the status of the application and subsequent program requirements can be viewed on the *Status Screen* under the *Travel Certificate Program* tab within TraX.

B. SUPERVISOR APPROVAL

Upon submission of an application, an email is sent to the applicant's supervisor (listed in the application) advising them of their application. The supervisor must confirm the applicant's entry into the program before the application is forwarded to the endorser.

C. ENDORSER ACCEPTANCE

Once approval from the supervisor is received, the endorser receives an email notifying them of the applicant's request. The endorser must accept the applicant's request before the applicant can begin the program.

D. CURRICULUM REQUIREMENTS

After the application and approval process is complete, candidates can begin working on fulfilling the curriculum requirements of their program. The program's training opportunities facilitate a candidate learning to support the defined competencies. These learning opportunities are provided within the following formats:

Virtual Training. A candidate will be required to obtain knowledge and skills through on-demand (web-based) and live-instructor classes via distance learning.

For these on-demand/web-based classes, credit will be given for coursework previously completed, if the content has not changed significantly. Significant changes increase a course's version to the next whole number (e.g., from 1.14 to 2.00). Minor updates only increase the version number after the decimal (e.g., from 1.14 to 1.15). Whether you need to re-take a class depends largely on when the change occurs:

- If the Candidate took a class before enrolling in the TCP, they must retake it only if the current version number is at least one whole version number higher than the version they took.
- If a class the Candidate has already received credit for changes significantly while the Candidate is enrolled, the green checkmark on the Candidate's Status page is replaced with a yellow checkmark. The Candidate may take the latest version of the class. Declining to take it will not prevent the Candidate from completing the program, though the final assessment may include information only found in the updated class.
- If a class the Candidate has not yet received credit for changes significantly while the Candidate is enrolled, the gray checkmark on the Candidate's Status page remains gray. The Candidate must take the latest version of the class.

Courses may be launched or scheduled from the candidate's *Status Screen* within the TCP. For a visual of this page, see Appendix B, Figures 7 & 8.

Courses are categorized into mandatory, elective and additional. The chart below explains the differences.

CURRICULUM TYPE	SIGNIFICANCE
Mandatory	<ul style="list-style-type: none"> • Must complete modules listed • Knowledge of content will be assessed in mini-assessments at the end of web-based classes and in the Final Assessment
Elective	<ul style="list-style-type: none"> • Modules listed are optional; however, knowledge of content will be tested in the Final Assessment • If new to travel support, it is HIGHLY RECOMMENDED that these courses be completed to gain knowledge, as content will be tested <p><i>FYI: Courses listed under elective versus mandatory allow the certificate program to acknowledge a candidate's individual experience in their role, while still validating this knowledge through the final assessment.</i></p>
Additional	<ul style="list-style-type: none"> • Modules provide reinforcement of content or general useful information

Developmental Activity. Candidates will have the opportunity to apply the system-related skills and knowledge within a hands-on training environment (Enterprise Web Training System). The steps to receiving credit for the developmental activity are:

- **Attend** the Developmental Activity Prep class. This class is offered monthly via a Distance Learning class. Registration information is available on the candidate's *Status Screen*, under the curriculum section.
- **Complete** the required developmental activity. Candidates will be issued PKI certificates (mock CAC) for the activity. Candidates may also use the PKI certificates (mock CAC) for extra practice in DTS before, during, or after completion of the activity. In fact, it is encouraged!
- **Submit** the required proof-of-capability for activity credit.
- **Monitor** email or status page for acknowledgement that the activity was received and is correct.

Organizational Endorsement. A candidate must obtain a recommendation from their endorser to validate that they have knowledge of their organization's business rules and procedures, as defined in the checklist (see Appendix C.) As applicable to the organization's travel management, the endorser may require supplementary skills or knowledge to ensure the candidate is prepared within their component.

E. FINAL ASSESSMENT

Upon completion of the above curriculum, candidates must pass a comprehensive final assessment. The final assessment structure and pass requirements vary by certificate. For specific details on each certificate, see Appendix A. Access to the

final assessment (will be grayed out) on the candidate's *Status Screen* is restricted until all mandatory curriculum requirements are met.

F. PROGRAM EVALUATION

As the final step, candidates must complete a program evaluation. This evaluation takes approximately 5 minutes to complete. The link to the evaluation is available on the candidate's *Status Screen* after the final assessment module(s) are successfully completed. Once the evaluation is completed, the certificate is made available for printing.

Please note that candidates are able to provide program feedback at any time via candidate's *Status Page*.

G. CERTIFICATE EARNED!

The certificate is now available on the candidate's *Status Screen*.

Section 2.2

VALIDATION OF LEARNING OUTCOMES

The Travel Certificate Program validates competencies in four ways. The first three below are imbedded in the curriculum requirements; the fourth is the comprehensive assessment.

Mini-Assessments. These are the skill and knowledge assessments imbedded in the on-demand (web-based) training modules.

Developmental Activity. The candidate is required to provide proof-of-capability by submitting the results of a defined activity.

Organizational Endorsement. A candidate must obtain a recommendation from their organizational endorser that validates they have knowledge on their organization's business rules and procedures, as defined in the checklist (Appendix C).

Final Assessment. Upon completion of the above requirements, candidates must pass a comprehensive final assessment.

Section 2.3

CERTIFICATE RENEWAL

As part of the Travel Certificate Program, certificate holders are expected to refresh their skills and knowledge to maintain a valid certificate. This is accomplished by renewing a certificate prior to the valid-thru date. Generally, the renewal curriculum presents new or changed information that is significant and re-validates a certificate holder's knowledge retention.

The candidate's *Status Screen* within the TCP tab will display renewal period and curriculum requisites.

To renew a certificate, the renewal curriculum must be completed before the **Valid Thru** date. A candidate will be notified when the renewal curriculum is "open."

Each certificate type has a different renewal completion timeframe. For example, the DTA certificate timeframe to complete is 18 months, and the curriculum opens 6 months after the original "issued date." For specific details by certificate type, see Appendix A.

Section 2.4

ADDITIONAL OPTIONS & FEATURES

A. CANDIDATE OPTIONS

A candidate may:

- Request an extension.
- Withdraw from a certificate that is in progress.
- Submit a change to the named supervisor or endorser. (Note: The application will be re-routed and curriculum will remain open. The supervisor approval and endorser acceptance must be completed prior to certificate issuance.)

B. ENDORSER OPTIONS

An endorser may:

- Approve an extension.
- Transfer endorser responsibilities.
- Remove endorsement. (Removing endorsement allows a candidate to continue working in the program, and endorsement recommendation can take place at a future date.)
- Deny endorsement.
(**IMPORTANT NOTE:** If an endorser does not recommend endorsement and selects the button “Deny”, the candidate **may not** continue with the program. This option should only be used in **rare** cases, and when an endorser determines the candidate has not nor will be capable of the competencies outlined on the checklist. If an organizational decision determines otherwise, the candidate must reapply for the program and begin again. Credit will be carried into the new certificate curriculum for only the virtual training.)

C. CURRICULUM UPDATE FEATURE

As changes occur to the travel regulations or system, modifications will be made to the curriculum.

If the change(s) is very important to a candidate’s role, it will be added to their *Status Screen* under mandatory curriculum.

An exception to this function is when a certificate timeframe has entered the lock-down period. The lock-down period is a timeframe near the end of the time-to-complete, where no additional requirements can be inserted. Each certificate’s lock-down time period varies and is defined in Appendix A.

If the new information is important, but not essential, it will be added to the additional curriculum. A candidate then has the option to complete the courses or wait until they are in the renewal phase of their program.

D. CURRICULUM CREDIT FOR NON-COMPLETION OF A CERTIFICATE

Credit for virtual classes that have been completed is retained and display within the *Completed Tab*. (***)See exception below.)

There may be several reasons for non-completion:

- A candidate withdraws from a certificate program.
- A candidate does not complete the requirements for a certificate during the specified timeframe (and was not extended).

After a withdraw action or a completion time has expired:

- The candidate's *Status Screen* will close
- Curriculum credit will be archived (retained).

If a candidate chooses to start working toward a certificate again, a new application process must be initiated by the candidate. Once approval has been granted by the supervisor and the endorser has accepted the candidate, the previously completed curriculum will display as completed on the candidate's *Status Screen*.

*** Credit **will not** be retained for the final assessment modules or endorsement.

E. NON-RETENTION OF COMPLETION/CREDIT

Credit **will not** be retained for the final assessment modules or endorsement.

Section 3

RESOURCES

Section 3.1

TRAVEL CERTIFICATE PROGRAM TAB

Certificate administration will be managed within Travel Explorer (TraX). In the TraX *Training Section*, a *Travel Certificate Program* tab will be visible if a certificate is offered for the TraX user's designated role.

The TCP tab:

- Offers general program information.
- Allows an individual to apply for a program.
- Allows a candidate to track their status through program completion and access required curriculum.
- Allows a certificate holder to track their renewal requirements.
- Allows an endorser to manage the status of TCP candidates they monitor. This could include: monitoring each candidate's progress through the required course work, indicating endorsement after evaluating locally needed skills and knowledge via a standards checklist, as well as, other administrative management functions including monitoring certificate renewal dates.

Note: To access the tool, users must have an active DTMO Passport/TraX account. To create an account, users go to www.defensetravel.dod.mil/Passport and click on "Register." If users have access to Travel Explorer (TraX), then they already have a Passport account.

Section 3.2

ADDITIONAL RESOURCES

Additional information on the Travel Certificate Program is located on the DTMO website, Training Resources Page (<https://www.defensetravel.dod.mil/site/eLearning.cfm>) and within the Quick Links on the TCP Tab. This information includes:

- Travel Certificate Program Overview
- Frequently Asked Questions
- New-to-Endorsement Fact Sheet

For answers to questions related to the organization's guidance for this program, contact your local help desk, Defense Travel Administrator, or travel program POCs within your chain-of-command. If questions cannot be answered, or are specific to this program please open a help desk ticket in Travel Explorer (and reference TCP in the subject line.)

Section 4

ROLES

Section 4.1

APPLICANT ♦ CANDIDATE ♦ CERTIFICATE HOLDER

Applicant. An applicant is an individual who is formally seeking acceptance into the TCP.

Candidate. The candidate is an individual whose application process has been completed (including supervisor/endorser acceptance) and is now working to earn their certificate.

Certificate Holder. Once a candidate has earned their certificate, they become a certificate holder and remain in this status until the “valid through” date. Certificate holders can extend this date by renewing their certificate (see Section 2.3).

Section 4.2

SUPERVISOR

The supervisor is the individual with the authority to approve the applicant’s allocation of time to complete the certificate.

Section 4.3

ENDORSER

The endorser is an individual, as part of the applicant’s organization or chain-of-command, who initially confirms the applicant is a good candidate for the program, agrees to validate the candidate’s knowledge of local organizational requirements, and agrees to monitor the candidate for the program duration. In the Military Services, the endorser is typically a site Lead Defense Travel Administrator (LDTA) or a major command’s travel specialist. For a Defense Agency, the endorser is typically the LDTA.

The endorser functions are executed in an endorsement dashboard which is a tab within the TraX TCP. For additional information, refer to Appendix D.

Section 4.4

CERTIFICATE PLANNING BOARD

Stakeholder engagement and guidance is provided through a Certificate Planning Board. The Planning Board provides guidance for the program development and maintenance to include the overall structure, general operating procedures and the role competencies. These role competencies drive the curriculum and assessment objectives.

Section 4.5

CERTIFICATE ADVISORY BOARD

The Certificate Advisory Board is the Defense Travel Management Office committee responsible for overall TCP management in collaboration with the Certificate Planning

Board. Its primary responsibility is to determine direction and resource commitment for the overall program.

Section 4.6

CERTIFICATE PROGRAM MANAGER

The Certificate Program Manager is responsible for life-cycle development of the TCP, in collaboration with the Certificate Planning Board. This manager is accountable to the DTMO Certificate Advisory Board.

Section 4.6

CERTIFICATE ADMINISTRATOR

The Certificate Administrator(s) is the DTMO staff member(s) authorized access to the TCP and is responsible for the curriculum life-cycle and user support administration.

Section 5

APPENDICES

Appendix A

CERTIFICATE DETAILS (BY TYPE OF CERTIFICATE)

Appendix B

TRAVEL EXPLORER TCP SCREENS

Appendix C

ORGANIZATIONAL KNOWLEDGE CHECKLIST(S)

Appendix D

ENDORSER RESPONSIBILITIES & DASHBOARD CAPABILITIES

Appendix E

TIPS

Appendix F

GLOSSARY

Appendix A

CERTIFICATE DETAILS

A.1

DEFENSE TRAVEL ADMINISTRATOR CERTIFICATE

The DTA Certificate designates the successful completion of the Travel Certificate Program (TCP) requisites which measure specific learning outcomes, demonstrated skill levels, and problem solving capabilities for a person who serves in a role with “Defense Travel Administrator (DTA)” in the title, i.e., Lead DTA, Organization DTA, Finance DTA, Budget DTA.

While earning this certificate, the program offers a candidate learning opportunities to gain knowledge and skills to support the defined DTA competencies. The program validates these competencies using a blend of mini-assessments, a developmental activity, endorsement at the local level, and a final assessment.

The table below lists the specific program elements associated with a DTA Certificate.

	PROGRAM ELEMENT	DETAIL
INITIAL CERTIFICATE	Completion Timeframe	One year
	Term Of Validity	Two Years, after certificate issuance date
	Completion Extension Options	30, 60, or 90 days
	High-Level Competencies	<ul style="list-style-type: none"> • Organizational Support & System Administration • Traveler and Authorizing Official Support • Travel Documents • Financial Support • Reporting <p>See a listing of competencies established by the Component Planning Board at: http://www.defensetravel.dod.mil/Docs/TCP_DTA_Compencies.pdf</p>

	<p>Curriculum Requisites</p> <p>(See Section 2.1.C for explanation of categories.)</p>	<p>Mandatory</p> <ul style="list-style-type: none"> • Maintenance Tool: Overview, Organizations, People, Routing Lists and Groups (W) • Troubleshooting for DTAs (D) • Additional Topics for DTAs (D) • Reports (W) • Travel Policies (W) • Developmental Activity Prep (D) & Activity Completion • Endorsement (<i>After validation of Organizational Knowledge, using basic or tailored checklist.</i>) <p>Elective</p> <ul style="list-style-type: none"> • About DTS (W) • DTS TDY Documents (W) • Itinerary Adjustments (W) • Cancellation Procedures (W) • LOA/Budgets (W) • DTS Approval Process (W) • Rental Car (W) • Travel Card (W) • CBA Reconciliation - Overview (D) • Debt Management (W) <p>Additional</p> <ul style="list-style-type: none"> • NDEA • EWTS Set-up <p>(W)= web-based module; (D)=distance learning</p>
	<p>Learning Event Types</p>	<ul style="list-style-type: none"> • 24/7 web-based training • Distance Learning with live-instructor • Developmental Activity in a practice environment
	<p>Developmental Activity</p>	<p>The developmental activity tests a candidate’s ability to set up a fully functional DTS hierarchy, from creating an organization to approving a claim for travel allowances and expenses.</p> <p>To complete the developmental activity:</p> <ol style="list-style-type: none"> 1) Attend the distance learning class titled, <i>Developmental Activity Prep</i> (this class will outline the activity requirements and provide the instructions for completion) 2) Complete the activity and submit final results
	<p>Organizational Knowledge Requisites</p> <p><i>See checklist-Appendix C</i></p>	<ul style="list-style-type: none"> • Organization/Component Guidance (e.g. service instruction, order, or business rules) • Help/Assistance structure for candidates’ organization* • DD Form 577 process & storage (<i>may be included in above</i>) • Training & Communication Plan • Commercial Travel Office Support • Financial System Troubleshooting Contacts/Process <p><i>*Note: “Organization” knowledge required may reside at a site, major command or HQ/Agency level. A specific organization may defer up the change-of-command for guidance, training plans, etc. If this is the case, it is important for the candidate to know who is responsible for an area and how to secure the information, if needed.</i></p>

	Final Assessment Structure	Consists of five modules including: <ul style="list-style-type: none"> • Module A - DTS Usage: About DTS, DTS101, Cancellation Procedures, Itinerary Adjustments, Travel Policies • Module B - Advanced DTS: OCONUS Travel, Group Travel, PLOT, Constructed Travel, Troubleshooting • Module C - DTA Maintenance Tool: DTA Maintenance Tool: Groups, DTA Maintenance Tool: Organizations, DTA Maintenance Tool: Overview, DTA Maintenance Tool: People, DTA Maintenance Tool: Routing List • Module D - DTS for DTAs: Self Registration, Special Circumstances Travel, Import/Export, Read Only Access, Reports, Budget/LOA, FY Crossover • Module E - Miscellaneous Items: Route & Review, City Pair, Debt Management Monitor, Rental Car, Travel Card, Centrally Billed Account
	Final Assessment Passing Criteria	<ul style="list-style-type: none"> • Achieve a score of 50% or better in every topic • Achieve an overall score of 70% or better in every module • If a passing score is not achieved, a candidate may retake an assessment module. We strongly recommend reviewing topics before a retake. The module can be re-launched immediately and as often as necessary to pass. Note: a passing score must be achieved before the 12-month period. Hint: If close to this timeframe, use the extension option.
	Reminder Notices	30, 60, or 90 days
	Lock-down Period	30 days prior to completion required date

RENEWAL CERTIFICATE	Renewal Completion Timeframe	18 months, starting 6 months after certificate issuance
	Term Of Validity	2 years
	Extension Options	30, 60, or 90 days
	High-Level Competency	Maintain original competencies and gain knowledge on regulation and system changes.
	Curriculum Requisites	<ul style="list-style-type: none"> • DTA Refresher (Updates) (D) • Required Curriculum Updates - major changes posted (D or W) • Endorsement <p>(W)= web-based module; (D)=distance learning</p>
	Learning Event Types	<ul style="list-style-type: none"> • Distance Learning with live-instructor • Developmental Activity in a practice environment
	Organizational Knowledge Requisites	Same as initial certificate; updates would be captured through sharing knowledge and endorser recommendation

A.2

DTS AUTHORIZING OFFICIAL CERTIFICATE

	PROGRAM ELEMENT	DETAIL
INITIAL CERTIFICATE	Completion Timeframe	360 days
	Term Of Validity	360 days, after certificate issuance date
	Completion Extension Options	15, 30, or 45 days <i>(Note: DoD Financial Management Regulation requires an AO to obtain annual refresher training. Consider this timeframe when extending the certificate time to complete. The entire certificate does not need to be completed, but at a minimum the Training for Accountable Officials and Certifying Officers should be completed annually. (A course that is part of the curriculum.)</i>
	High-Level Competencies	<ul style="list-style-type: none"> • Organizational Support & System Administration • Traveler and Authorizing Official Support • Travel Documents • Financial Support • Reporting <p>See a listing of competencies established by the Component Planning Board at: http://www.defensetravel.dod.mil/Docs/TCP_AO_Competencies.pdf</p>
	Curriculum Requisites (See Section 2.1.C for explanation of categories.)	<p>Mandatory</p> <ul style="list-style-type: none"> • AO/RO: DTS Approval Process (W) • AO/RO: Training for Accountable Officials/Certifying Officers – Initial (W) • Programs & Policies: Travel Policies (W) • Vital AO Skills (D) • Vital AO Skills Applied (D) • Vital AO Skill Assessment (D) (See box below for details) • Endorsement <i>(After validation of Organizational Knowledge, using basic or tailored checklist.)</i> <p>Elective</p> <ul style="list-style-type: none"> • DTS Basics: About DTS (W) • DTS Basics: DTS TDY Documents (W) • JTR Series: Modules A-C (D) <p>Additional</p> <ul style="list-style-type: none"> • DTS Special Topic: Itinerary Adjustments (W) • DTS Special Topic: Cancellation Procedures (W) • Programs & Policies: Travel Card (W) <p>(W)= web-based module; (D)=distance learning</p>

		<p>Vital AO Skills Assessment is a set of critical thinking scenarios delivered within a scheduled virtually-moderated session. Each challenge scenario is intended to validate the knowledge and skills obtained as part of the candidate’s enrollment in the TCP-AO.</p> <ul style="list-style-type: none"> - The scenarios assess critical knowledge required for approving/certifying DTS authorizations, vouchers and local vouchers - Candidates must enroll for an Assessment session (shown as a Distance Learning class) via Travel Explorer (TraX). This can be scheduled on the candidate’s <i>TCP Status Screen</i> under the section titled, Final Assessment, after all mandatory curriculum requirements show completion. - Three business days prior to the candidate’s scheduled Assessment session, the candidate will receive a packet containing reference diagrams, DTS screenshots, and receipts for each of the scenarios within the Assessment. - During the Assessment session, moderators will display each challenge on the screen. Candidates will record their responses (answers) on an electronic answer sheet. In order to stick to a schedule, there will be a timeframe given to view the scenario and record an answer. - A score of 70% or better is required. - Within two weeks, the assessment results will be provided in one of two ways: <ul style="list-style-type: none"> · “Pass” will be reflected by a green checkmark next to the TCP-AO Final Assessment on the candidate’s <i>Status Screen</i>. · If the candidate fails the assessment, the candidate will receive an email notification. The Status Page will continue to display a gray checkmark next to the TCP-AO Final Assessment. - If a passing score is not achieved, a candidate may retake the Assessment by registering for/attending a future Assessment session. We strongly encourage reviewing topics and retaking the class titled <i>Vital AO Skills Applied</i> before retaking the assessment.
	<p>Learning Event Types</p>	<ul style="list-style-type: none"> • 24/7 web-based training • Distance Learning with live-instructor (plus, critical skills self-practice within a distance learning class)

	Organizational Knowledge Requisites <i>See checklist-Appendix C</i>	<ul style="list-style-type: none"> • Organization/Component Guidance (e.g. service instruction, order, or business rules for Authorizations/Vouchers/Local Vouchers) • Help/Assistance structure for candidates' organization* • Training & Communication Plan • Commercial Travel Office Support & Engagement <p><i>*Note: "Organization" knowledge required may reside at a site, major command or HQ/Agency level. A specific organization may defer up the change-of-command for guidance, training plans, etc. If this is the case, it is important for the candidate to know who is responsible for an area and how to secure the information, if needed.</i></p>
	Final Assessment	<i>AO/RO Training for Accountable Officials/Certifying Officers – Refresher (W)</i>
	Final Assessment Passing Criteria	<ol style="list-style-type: none"> 1. Achieve a score of 80% or better 2. If a passing score is not achieved, a candidate may retake an assessment module. We strongly recommend reviewing topics before a retake. The module can be re-launched immediately and as often as necessary to pass. Note: a passing score must be achieved before the 12-month period. Hint: If close to this timeframe, use the extension option.
	Reminder Notices	15, 30, or 45 days
	Lock-down Period	30 days prior to completion required date

RENEWAL CERTIFICATE	Renewal Completion Timeframe	360 days, starting 8 months after certificate issuance
	Term Of Validity	360 days
	Extension Options	15, 30, 45 days
	High-Level Competency	Maintain original competencies and gain knowledge on regulation and system changes.
	Curriculum Requisites	<ul style="list-style-type: none"> • AO Refresher-Type Class (D) • Required Curriculum Updates - major changes posted (D or W) • Endorsement <p>(W)= web-based module; (D)=distance learning</p>
	Learning Event Types	<ul style="list-style-type: none"> • 24/7 web-based training • Distance Learning with live-instructor

	Organizational Knowledge Requisites	Same as initial certificate; updates would be captured through sharing knowledge and endorser recommendation
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A.3

DTS DEBT MANAGEMENT SPECIALIST (FUTURE)

A.4

DTS FINANCIAL DEFENSE TRAVEL ADMINISTRATOR (FUTURE)

Appendix B TCP SCREENS

Available/Recommended | Scheduled | Completed | My Roles | Info | Travel Certificate Program

Introduction | Archive

Previously completed training may apply towards your Certificate, You may be closer than you think!

Welcome to the Travel Certificate Program!

This is an assessment-based professional development program created to validate the capability of personnel who manage travel for Department of Defense (DoD) Branches of Service, agencies and other components. The TCP has been designed to provide tangible evidence of a certificate holder's skills and knowledge on significant aspects of the DoD travel process. Those who earn a certificate will be recognized as having universal, transferable skills and knowledge.

Quick Links

- Frequently Asked Questions
- Practical Exercise Guide
- New to Endorsing?

Choose a certificate | Select a certificate... | **Apply Now** →

Current Status

Apply | Supervisor Approval | Endorser Acceptance | Complete Curriculum | Complete Final Assessment | Complete Evaluation | Certificate Granted | Renewal

Figure 1: Introduction Screen

Certificate Application

Please complete all fields. All fields are required prior to Submitting application. All check boxes are required prior to processing the application.

Certificate Chosen : Defense Travel Administrator Certificate

The Defense Travel Administrator - Travel Certificate Program is designed to validate the knowledge and skills of individuals responsible for a broad range of DoD travel related tasks and functions. The DTA-TCP was created to encourage the development of DoD wide standards for defining the skills and knowledge needed by all travel preparers. In general, a DTA is the individual responsible for the overall management of DTS at the organization level. Depending on Service or Agency requirements, a DTA may serve as a systems administrator, a resource manager, or an administrator responsible for loading, updating and maintaining all organization elements. A DTA could also support budget and finance functions or serve as the local help desk for users, travelers and routing officials. Candidates electing this focus complete a prescribed curriculum that includes a demonstration of core skills needed by all DTAs, plus a final assessment designed to validate their knowledge of the most important functions and responsibilities associated with this role. [Curriculum List](#) →

1 Your Information

Your profile information has been used to populate this application and will also be used to provide your supervisor and endorser contact information through out the program. If you wish to update the information please do so now by selecting the Update Trax Profile option. Once saved your new data will update your Trax profile as well as the Travel Certificate Program. Future updates to your profile information should be completed using the Profile button in the upper left hand corner of Trax.

First Name	Last Name	Email Address	Update TRAX Profile
<input type="text" value="Mary"/>	<input type="text" value="Candidate"/>	<input type="text" value="mary.candidate@yahoo.com"/>	<input type="button" value="Update Profile"/>

Figure 2: Application Screen – Top

2 Endorser Information

3 Supervisor Information

Applicants must identify their Supervisor and provide contact information before being accepted as a Candidate for the Travel Certificate Program (TCP). This individual must have the rank and/or authority to approve the allocation of time an applicant needs to complete the TCP. As the application is processed, a notification email is automatically sent to the Supervisor. The suggested default text for this email is posted below. Please edit or insert additional text as appropriate to your individual situation.

First Name	Last Name
<input type="text" value="TCP"/>	<input type="text" value="Supervisor"/>
Work Email Address	Phone Number
<input type="text" value="tcp_supervisor@yahoo.com"/>	<input type="text" value="571-371-5555"/>

Comments for Supervisor

Figure 3: Application Screen – Middle

* To complete your application, please read the following statements carefully. By checking the boxes below, you are agreeing to abide by all terms and conditions of the program.

- If I am accepted as a Candidate for the Travel Certificate Program, I agree to complete all the work myself, and to only accept or receive outside assistance or expert support as allowed by the program guidelines.
- Assessments: I agree to complete all assessments without assistance from others, though I may use reference material.
- Developmental Activity: I agree to complete the developmental activity myself, though I may seek advice from others.
- Endorsement-related Requirements: I agree to complete all endorsement-related requirements with my Endorser.
- I understand I must complete the program evaluation before I receive my certificate.
- Please sign me up for program updates and DoD travel information via RSS feed and the DTMO Dispatch.

Submit Application

Or Cancel and Go Back

Figure 4: Application Screen – Bottom

Introduction | Defense Travel Administrator Certificate : Pending | Archive

You can take your Mandatory Curriculum in any order!

Status Home : Pending Transcript

Application Received

Supervisor Approved

Endorser Accepted

Completed Curriculum

Completed Final Assessment

Completed Evaluation

Certificate Granted

[-] Certificate Information

Program Details

Certificate Name	Defense Travel Administrator Certificate		
Supervisor Name	TCP Supervisor	Supervisor Work Email	tcp_supervisor@yahoo.com
Endorser Name	Brad Majors	Endorser Work Email	aimee_endorser@yahoo.com
Application Submit Date	October 07, 2014		
Supervisor Approval Date	Pending		
Endorser Acceptance Date	Pending		

Figure 5: Status Home Screen – Certificate Information

Other Actions

Request an Extension to complete the Certificate

TCP Candidates are expected to complete all course work, including the final assessment, within two years of the date they are accepted into the program. If a Candidate is unable to complete the program within this period an extension may be requested. Extensions are awarded in program defined increments at the discretion of your local Endorser.

[Request Extension](#)

Withdraw from the Certificate Program

Under certain circumstances it may be advisable for a Candidate to withdraw from the program. This would be most appropriate in circumstances where it becomes evident that the Candidate can not complete the work in the defined time period, even with an extension. If this occurs, work completed to that point will not be lost.

[Withdraw](#)

History

Status	Name	Date	Notes
Application Submitted	Mary Candidate	10/08/2014	Mary Candidate Submitted Application <i>Comments to Supervisor - TCP Supervisor: This Certificate would assist me in my new duties as Travel Administrator. Please Approve me to get started! Thank You!</i> <i>Comments to Endorser - Aimee Endorser: Please accept me into the program. I'm really looking forward to it! Thank You.</i>
Supervisor Approved	TCP Supervisor	10/08/2014	TCP Supervisor Approved Application
Endorser Accepted	Aimee Endorser	10/08/2014	Aimee Endorser Accepted Application

Figure 6: Status Home Screen – (Other Actions)

Status Home Transcript

Application Received
 Supervisor Approved
 Endorser Accepted
 Completed Curriculum
 Completed Final Assessment
 Completed Evaluation
 Certificate Granted

Certificate Information

Curriculum

Mandatory

The items listed below are program requisites which you must successfully complete. Program requisites may include distance learning (DL) classes, web based training (WBT) courses, skill exercises completed using the Enterprise Web Training System (EWTS), and formative assessments. You may complete program requisites in any order. To begin, select any item below. Selecting a WBT title launches the course. TIP: Register for distance learning classes by selecting the calendar icon next to the class.

Title	Version	Method	Seat	Date	Print
Additional Topics for DTAs (D300)	1.00	DL	1 hrs	N/A	N/A
Developmental Activity Prep (D310)	1.00	DL	1 hrs	N/A	N/A
Developmental Activity Result (D315)	1.00	DL	1 hrs	N/A	N/A
DTA - Maintenance Tool: An Overview	2.00	WBT	N/A	N/A	N/A
DTA - Maintenance Tool: Groups	1.00	WBT	N/A	N/A	N/A
DTA - Maintenance Tool: Organizations	1.00	WBT	N/A	N/A	N/A
DTA - Maintenance Tool: People	1.00	WBT	N/A	N/A	N/A
DTA - Maintenance Tool: Routing Lists	1.00	WBT	N/A	N/A	N/A

Classes are either DL (Distance Learning) or WBT (Web Based Training)

To schedule a DL course, select the calendar icon.

To launch a WBT, select link.

Figure 7: Status Home Screen – Curriculum

Note: Read info!
 “DA Results” – is a place to indicate completion of the DA requirements. No need to register for this class.

Elective							
The items listed below are program modules that a candidate may elect to complete. However, the content from any module listed may be tested as part of the final assessment.							
Title	Version	Method	Seat	Date	Print		
<input checked="" type="checkbox"/> FDTA - Debt Management Monitor	3.00	WBT	N/A	N/A	N/A		
<input checked="" type="checkbox"/> Programs & Policies - Travel Policies (Updated for improper payment avoidance.)	1.00	WBT	N/A	N/A	N/A		
<input checked="" type="checkbox"/> Programs & Policies - U.S. Government Rental Car Program	1.00	WBT	N/A	N/A	N/A		
Additional							
The items listed below are program modules which are not required to complete the program. Each of these modules provide the option to gain or reinforce knowledge within a specific topic. While these modules are not mandatory, they may be used to direct a candidate into content areas that are not understood.							
Title	Version	Method	Seat	Date	Print		
<input checked="" type="checkbox"/> DTS (Special Topic) - Group Travel	1.00	WBT	N/A	N/A	N/A		
<input checked="" type="checkbox"/> DTS (Special Topic) - OCONUS Travel	1.00	WBT	N/A	N/A	N/A		
<input checked="" type="checkbox"/> DTS (Special Topic) - Personal Leave with Official Travel	1.00	WBT	N/A	N/A	N/A		

Figure 8: Status Home Screen – Curriculum, Elective/Additional

Final Assessment

All candidates must complete the final assessment to earn their certificate. Access to the final assessment is not made available until all Mandatory Program Requisites are successfully completed. Candidates must achieve a passing score on all segments of the assessment in order to attain a passing score and the segments can be completed in any order.

Title	Method	Seat	Date	Pass/Fail
DTA - Travel Certificate Program Final Assessment - Module A	WBT	hrs	N/A	N/A
DTA - Travel Certificate Program Final Assessment - Module B	WBT	hrs	N/A	N/A
DTA - Travel Certificate Program Final Assessment - Module C	WBT	hrs	N/A	N/A
DTA - Travel Certificate Program Final Assessment - Module D	WBT	hrs	N/A	N/A
DTA - Travel Certificate Program Final Assessment - Module E	WBT	hrs	N/A	N/A

Figure 9: Status Home Screen – Final Assessment

The items listed below are program requisites which you must successfully complete. Program requisites may include distance learning (DL) classes, web based training (WBT) courses, skill exercises completed using the Enterprise Web Training System (EWTS), and formative assessments. You may complete program requisites in any order. To begin, select any item below. Selecting a WBT title launches the course. TIP 1: Register for distance learning classes by selecting the calendar icon next to the class name. TIP 2: The "Developmental Activity Result" is not a class. It will automatically turn green when you successfully complete the Developmental Activity.

Title	Version	Method	Seat	Date	Print
Additional Topics for DTAs (D300)	1.00	DL	1 hrs	12/22/2015	link
Developmental Activity - Prep (D310)	1.00	DL	1 hrs	09/01/2015	link
Developmental Activity = Complete	1.00	DL	1 hrs	N/A	N/A
DTA - Maintenance Tool: An Overview	2.00	WBT	N/A	06/08/2015	link
DTA - Maintenance Tool:				09/08/2015	link
DTA - Maintenance Tool:				12/10/2015	link
DTA - Maintenance Tool:				12/10/2015	link
DTA - Maintenance Tool:				12/10/2015	link
DTA - Reports				N/A	N/A
Programs & Policies - Travel Policies	2.04	WBT	1 hrs	11/30/2015	link
Troubleshooting & Prevention for DTAs (D305)	1.00	DL	1 hrs	06/22/2015	link
Endorsement					

New Optional Course Has Been Added ✕

This is a new course that has been added to your curriculum. At this time, you are **NOT REQUIRED** to take this course; however, new content from this course may appear on the **Final Assessment**.

Figure 10: Example of Mouseover message associated with Curriculum Additions

Appendix C

C.1 ORGANIZATIONAL* KNOWLEDGE CHECKLIST DEFENSE TRAVEL ADMINISTRATOR CERTIFICATE

The endorser is responsible for verifying that a candidate meets local/organizational knowledge requirements. To assist with this, the below checklist should be used by an endorser to determine if a candidate possesses the knowledge necessary to meet the required knowledge that is specific to an organization's processes. While this list includes key elements that a candidate must know, an organization may add additional requirements for endorsement.

Organization*/Component Guidance. This guidance may be in the form of a service instruction, order, or business rules. Candidate should have knowledge of all listed below and the organization may provide additional organizational/component guidance.

- Verbal Orders Process (aka VOCO)
- Permission Levels related to Separation of Duties
- Debt Management
- Centrally Billed Account use
- GOVCC Settings in DTS/GTCC Expiration Date Verification process
- Self-Authorizing Official procedure
- NDEA Processes/Responsibilities/Training
- Extended or long-term TDY procedure
- Other-than-coach-class travel procedure/POC
- Unused or partially used tickets procedure
- DD Form 577 process & verification
- Training Plan & candidate's responsibility
- Communication Plan & candidate's responsibility
- If applicable, payment for Patriot Express Flights
- If applicable, OCONUS travel requirements
- If applicable, the steps related to local labor bargaining agreements

Note on "Depth of Knowledge"

An endorser determines the depth a candidate needs for each of the checklist items, as candidates within an organization may need different types of knowledge, based on their specific role.

Examples related to "Debt Management"

- An Organizational DTA may only need to know how to assist their travels with a basic debt and who to ask if there are additional "sticky" questions.
- A Lead DTA should know the processes associated with an organization's debt management, know who the Debt Management Monitor is, and understand their role in monitoring debt overall.

Help/Assistance structure for candidate's organization*

- Organization's process for assisting travelers and AOs
- If applicable, any specific guidance on help desk tickets to 2.5 or TAC

Commercial Travel Office Support

- Understanding of process to check documents "stuck at" CTO submit for upcoming travel
- POC in organization to answer questions about CTO support
- Complaint Process and the organization's Quality Assurance Evaluator

Financial System Troubleshooting Contacts/Process

- If applicable, LOA rollover process
- Reject Support or central POC
- Understanding of FY Crossover

**Note: "Organization" knowledge required may reside at a site, major command or HQ/Agency level. A specific organization may defer up the change-of-command for guidance, training plans, etc. If this is the case, it is important for the candidate to know who is responsible for an area and how to get the information, if needed.*

C.2 ORGANIZATIONAL* KNOWLEDGE CHECKLIST

AUTHORIZING OFFICIAL CERTIFICATE

The endorser is responsible for verifying that a candidate meets local/organizational knowledge requirements. To assist with this, the below checklist should be used by an endorser to determine if a candidate possesses the knowledge necessary to meet the required knowledge that is specific to an organization's processes. While this list includes key elements that a candidate must know, an organization may add additional requirements for endorsement.

Organization*/Component Guidance. This guidance may be in the form of a service instruction, order, or business rules. Candidate should have knowledge of all listed below and the organization may provide additional organizational/component guidance.

- Verbal Orders Process (aka VOCO)
- Permission Levels related to Separation of Duties
- Understand organization/mission travel requirements
- Debt Management (general procedures/POC)
- Centrally Billed Account use/reconciliation requirements
- Delegate/Remove Delegation procedures
- Extended or long-term TDY procedures (over 30 days)
- Other-than-coach-class travel procedure/POC
- Unused or partially used tickets procedure
- DD Form 577 requirements
- Fiscal Year Crossover procedure
- Training Plan & candidate's responsibility
- Communication Plan & candidate's responsibility
- In/out processing procedures
- Track 4 Statement procedures ("Alternate means, such as...")
- If applicable, OCONUS travel requirements
- 'Leave in conjunction with official travel' procedure
- GOVCC Settings in DTS/GTCC Expiration Date Verification procedure/POC
- Receipts required beyond JTR, if applicable with organizational rules
- Approval procedure when there are travel deviations from trip authorized

Note on "Depth of Knowledge"

An endorser determines the depth a candidate needs for each of the checklist items, as candidates within an organization may need different types of knowledge, based on their specific role.

Help/Assistance structure for candidate's organization*

- Organization's process for assisting travelers and AOs
- If applicable, any specific guidance on when to contact the DTA, 2.5 Help Desk, or TAC for normal assistance
- Advance decision about legality of payment/Travelers "breaking" policy POCs

Commercial Travel Office Support

- Understanding of process to check documents "stuck at" CTO submit for upcoming travel
- POC in organization to answer questions about CTO support (ticketing process, contacting, contract requirements (as relevant))
- Complaint process and the organization's Quality Assurance Evaluator

**Note: "Organization" knowledge required may reside at a site, major command or HQ/Agency level. A specific organization may defer up the change-of-command for guidance, training plans, etc. If this is the case, it is important for the candidate to know who is responsible for an area and how to get the information, if needed.*

Appendix D

ENDORSER RESPONSIBILITIES & DASHBOARD CAPABILITIES

D.1

ENDORSER MAJOR RESPONSIBILITIES

The endorser is an individual, as part of the applicant’s organization or chain-of-command, who:

- a. **Accepts** a candidate into the certificate program.
- b. **Validates** a candidate’s organizational knowledge.
- c. **Endorses** a candidate (using the Endorser Dashboard). *(Think “AVE”)*

Within the Military Services, the endorser for the DTA Certificate is typically a Lead Defense Travel Administrator (DTA) for a site, or for a candidate who is the LDTA at a site, the endorser may be at the major command level. Within a Defense Agency, the endorser for the DTA Certificate is typically the Lead DTA. For the AO Certificate, each component determines who the endorser should be, and is usually a DTA or travel manager within the candidate’s immediate organization.

D.2

ACTIONS WITH DESCRIPTIONS

ACTION	ACTION DESCRIPTION
<p>Accept applicant (required)</p> <p><i>(The “A” of “AVE”)</i></p>	<p>Initially, confirm the applicant is a good candidate and agree to be candidate’s endorser</p> <ul style="list-style-type: none"> Acknowledge the applicant is a good candidate for the program and that you are willing to be the applicant’s endorser If required, check with your component or organization to understand endorser structure Accept the candidate using the functionality on the <i>Pending Applications Tab</i> in the Travel Explorer. This tab is first on the Endorser Dashboard within the <i>Travel Certificate Program Tab</i>
<p>Validate candidate’s required organizational knowledge (required)</p> <p><i>(The “V” of “AVE”)</i></p>	<ul style="list-style-type: none"> Use the <i>Organizational Knowledge Checklist</i> to cover information that is specific to your organization As required, assist candidate to cover specific knowledge or assist candidate toward completing the Developmental Activity These activities are part of the Travel Certificate Program and are conducted locally and outside the curriculum or functions of the TCP Tab. Generally, these activities are done in-person, as part of annual “role-updates” meeting/training by a Lead Defense Travel Administrator

	Validate the candidate’s knowledge of local organizational requirements (aka, Endorse) using the <i>Pending Endorsements</i> Tab
Endorse candidate (required) (The “E” of “AVE”)	<ul style="list-style-type: none"> • After validating the candidate’s knowledge of local organizational requirements using the checklist mentioned above, indicate “endorsement” on the <i>Pending Endorsement</i> Tab within the Endorser Dashboard • This action can be completed at any time during the timeframe a candidate’s is completing their curriculum. Keep in mind this is part of the curriculum that must be completed before the Final Assessment is available to the candidate • Therefore, the candidate and endorser should plan on completing the organizational knowledge/endorsement with sufficient time left during the certificate timeframe to allow time the candidate time complete the Final Assessment module(s)
Monitor progress & days remaining (suggested)	<ul style="list-style-type: none"> • The endorser engagement may vary • If applicable to your level of engagement, use the <i>Active Certificates</i> Tab to monitor the progress of your candidates
Grant candidate extension (if required)	<ul style="list-style-type: none"> • Based on a candidate’s situation, an extension of the time-to-complete timeframe may be required • An endorser may approve an extension using the <i>Pending Extensions</i> Tab
Deny candidate extension (if required)	<ul style="list-style-type: none"> • Per an organization’s decision, when a candidate requests an extension, the endorser may deny the request • An endorser should understand the action may affect completion status • An endorser may deny an extension using the <i>Pending Extensions</i> Tab
Deny Endorsement (if applicable)	<ul style="list-style-type: none"> • If an endorser does not recommend endorsement and selects the “Deny” button, the candidate may not continue with the program. The entire certificate status page closes with this action • This option should only be used in rare cases, and when an endorser determines the candidate has not nor will be capable of the competencies outlined on the checklist (Indicating the candidate should not fill this travel specialist role) • If an organizational decision determines otherwise, and reverses this decision, the candidate must reapply for the program and start over. Credit will be

	<p>carried into the new certificate curriculum for only the web-based modules and distance learning classes only</p> <ul style="list-style-type: none"> An endorser may Deny endorsement within the <i>Pending Endorsements</i> Tab
Remove endorsement	<ul style="list-style-type: none"> This function is primarily an administrative capability. For example, if endorsement was granted, to the wrong candidate – it can be removed In addition, this function may be used to support organizational requirements For example, if a candidate had previously completed requirements for endorsement, but now within the organization has not completed a local requirement a previously granted endorsement can be pulled back (The intention is endorsement will be granted at a later date)

Sample screen shots of the tabs mentioned above are shown in Figures 10-12 below.

Endorsement Dashboard

Dear Aimee Endorser,

Thank you for agreeing to work as an Endorser for the Travel Certificate Program (TCP); which is provided by the Defense Travel Management Office. The TCP is an assessment-based professional development program created to provide tangible evidence of a Certificate Holder's skills and knowledge related to significant aspects of the DoD travel process. Your primary job as a TCP Endorser is to ensure each Candidate meets local standards and expectations in addition to completing all program require [more...](#)

[Production Server](#)

Quick Links

- [New to Endorsing](#)
- [Travel Certificate Program: How the process works](#)
- [FAQs](#)
- [EWTS](#)

Pending Applications 1	Pending Extensions	Pending Endorsements	Active Certificates	Archived Certificates	Report
--	--------------------	----------------------	---------------------	-----------------------	------------------------

<input type="checkbox"/>	Candidate Name	Info	Certificate ▲	Type	Status	Date Submitted	Site
<input type="checkbox"/>	Mary Candidate	✉ ☎	Defense Travel Administrator Certificate	O	New	10/08/2014	Washington Headquarters Services (WHS)

I agree to serve as Endorser for the selected Candidate(s).

Figure 10: Endorser Dashboard – Pending Applications Tab

Endorsement Dashboard

Dear Aimee Endorser,

Thank you for agreeing to work as an Endorser for the Travel Certificate Program (TCP); which is provided by the Defense Travel Management Office. The TCP is an assessment-based professional development program created to provide tangible evidence of a Certificate Holder's skills and knowledge related to significant aspects of the DoD travel process. Your primary job as a TCP Endorser is to ensure each Candidate meets local standards and expectations in addition to completing all program require [more...](#)

[Production Server](#)

Quick Links

- [New to Endorsing](#)
- [Travel Certificate Program: How the process works](#)
- [FAQs](#)
- [EWTS](#)

Pending Applications	Pending Extensions	Pending Endorsements	Active Certificates	Archived Certificates	Report
----------------------	--------------------	----------------------	---------------------	-----------------------	------------------------

<input type="checkbox"/>	Candidate Name	Info	Certificate ▲	Type	Progress	Transcript	Last Activity	Expiration Date	Days Left	Site
<input type="checkbox"/>	Mary Candidate	✉ ☎	Defense Travel Administrator Certificate	O	100%	View	10/08/2014	10/11/2014	3	Washington Headquarters Services (WHS)

Endorse
Deny Endorsement

Figure 11: Endorser Dashboard – Pending Endorsements Tab

Endorsement Dashboard

Dear Aimee Endorser,

Thank you for agreeing to work as an Endorser for the Travel Certificate Program (TCP); which is provided by the Defense Travel Management Office. The TCP is an assessment-based professional development program created to provide tangible evidence of a Certificate Holder's skills and knowledge related to significant aspects of the DoD travel process. Your primary job as a TCP Endorser is to ensure each Candidate meets local standards and expectations in addition to completing all program require [more...](#)

[Production Server](#)

Quick Links

- [New to Endorsing](#)
- [Travel Certificate Program: How the process works](#)
- [FAQs](#)
- [EWTS](#)

Pending Applications	Pending Extensions	Pending Endorsements	Active Certificates	Archived Certificates	Report
----------------------	--------------------	----------------------	---------------------	-----------------------	------------------------

<input type="checkbox"/>	Candidate Name	Info	Certificate ▲	Type	Progress	Transcript	Last Activity	Days Left	Site	Endorsement
<input type="checkbox"/>	Mary Candidate	✉ ☎	Defense Travel Administrator Certificate	O	100%	View	10/08/2014	3	Washington Headquarters Services (WHS)	✔

Remove Endorsement
Withdraw Candidate
Reassign Selected

Figure 12: Endorser Dashboard – Active Certificates Tab

Appendix E

TIPS

E.1

USING THE TCP TAB IN TRAX

- A. If the *Travel Certificate Program* tab does not appear, verify the role associated with a certificate has been selected in the *My Roles* tab.
- B. If a candidate changes the supervisor or endorser, the curriculum will remain open on the Candidate's Status Screen, though a candidate may not receive your certificate until approval/acceptance has been completed.

E.2

DEVELOPMENTAL ACTIVITY

- A. The developmental activity is a hands-on practical activity that will require a candidate's time to complete. If a candidate needs assistance beyond what is provided in the prep class, contact your endorser.
- B. To receive credit for the developmental activity, the submission must be complete and correct per the activity requirement. An email will be sent to the candidate if the deliverable does not validate your completion of the activity.

E.3

COMMUNICATING BETWEEN A CANDIDATE, SUPERVISOR & ENDORSER

- A. The Travel Certificate Program automatically sends "next action" emails to a candidate's identified supervisor and endorser. However, as a candidate notices that the supervisor or endorser have not taken action in an expected timeframe, a candidate should verify correct entry of the email and/or communicate directly with your supervisor/endorser.
 On occasion, a TCP email is sent to the JUNK box. If a supervisor's email is in the JUNK box, it should be moved to the INBOX prior to selecting a link.
- B. To receive a recommendation from your endorser, a candidate must collaborate with your endorser so they may validate that you have the organizational knowledge as listed on the *Organizational Knowledge Checklist* (see Appendix C).

E.4

ACCESS TO COURSES (HOW DO I SIGN UP FOR 'DL' CLASSES?)

- A. To attend a distance learning course, select the calendar icon next to the class listed. Once you select the icon, available class sessions will appear. A candidate may select one of the offerings and an email will be sent by TraX with instructions on attending class via a URL.
- B. To receive credit for a distance learning class:
 - a. Follow the instructions on signing into the class.
 - b. Attend the majority of the class session (credit will not be given for attending 5 minutes of an hour class).
 - c. After attending the class, check to see that the bubble next to the course turns green 4-5 business days after class (as the instructors will issue certificates). If

you do not get credit, please open a ticket by selecting the HELP TICKETS icon at the top of the TraX screen.

E.5

FINAL ASSESSMENT – DTA CERTIFICATE

- A. For the exercise-type questions, read the instructions available at the link on the top right of the same page.
- B. Once the results of a candidate's assessment appear, if applicable, annotate areas where a review of the topic may be helpful and leverage repeating web-based training modules to increase knowledge.
- C. If a passing score is not achieved, a candidate may retake the assessment module. We strongly recommend reviewing topics before a retake. The module can be re-launched immediately and as often as necessary to pass. Note: a passing score must be achieved before the certificate timeframe. Hint: If close to this timeframe, use the extension option.

E.6

FINAL ASSESSMENT – AO CERTIFICATE

The AO Assessment is two parts:

- A. A web-based module titled, AO/RO Training for Accountable Officials/Certifying Officers (Refresher)
- B. A set of critical thinking scenarios delivered within a scheduled virtually-moderated session.
 - i. The scenarios assess critical knowledge required for approving/certifying DTS authorizations, vouchers and local vouchers
 - ii. Candidates must enroll for an Assessment session (shown as a Distance Learning class) via Travel Explorer (TraX). This can be scheduled on the candidate's TCP *Status Screen* under the section titled, Final Assessment, after all mandatory curriculum requirements show completion.
 - iii. Three business days prior to the candidate's scheduled Assessment session, the candidate will receive a packet containing reference diagrams, DTS screenshots, and receipts for each of the scenarios within the Assessment.
 - iv. During the Assessment session, moderators will display each challenge on the screen. Candidates will record their responses (answers) on an electronic answer sheet. In order to stick to a schedule, there will be a timeframe given to view the scenario and record an answer.
 - v. Within two weeks, the assessment results will be provided in one of two ways:
 1. "Pass" will be reflected by a green checkmark next to the TCP-AO Final Assessment on the candidates *Status Screen*.
 2. If the candidate fails the assessment, the candidate will receive an email notification. The *Status Screen* will continue to display a gray checkmark next to the TCP-AO Final Assessment.
 - vi. If a passing score is not achieved, a candidate may retake the Assessment by registering for/attending a future Assessment session. We strongly encourage reviewing topics and retaking the class titled *Vital AO Skills Applied* before retaking the assessment.

- vii. Candidates must pass the Assessment before the completion date in TCP. If a candidate is nearing their enrollment expiration, they can request an enrollment extension.

Appendix F

GLOSSARY

Application	Electronic document that must be completed by an individual seeking entry into the Travel Certificate Program (TCP).
Approval	Official acknowledgement provided by a supervisor for an applicant to enter the TCP.
Archive	A tab within the endorser dashboard where the candidates who are no longer active can be viewed.
Assessment	<p>An instrument, activity or exercise completed by a TCP candidate as an indicator of their attainment of specific learning outcomes within a focused curriculum. May be a written test, a skill developmental activity, a problem solving task or other assessment instrument.</p> <p>Web Based Training (WBT) modules include topic specific coursework with a required assessments. If experience applies, candidates may initiate an assessment within a WBT at any time without completing all of the associated coursework.</p> <p>The final assessment is only made available after all elements of the curriculum, including endorsement, are satisfied. Candidates must achieve a passing score on all segments of the final assessment in order to attain a passing score.</p>
Additional Curriculum	<p>A module within the program which is not required. Additional modules provide the option to gain or reinforce knowledge within a specific topic. Candidates may use these modules to increase their knowledge or understanding of unfamiliar topics.</p> <p>This is one of three types of curriculum within the TCP; the others being Mandatory and Elective.</p>
Appeal	A request to the supervisor, endorser or organizations chain-of-command by a candidate for reconsiderations of any decisions related to the TCP.
Authorizing Official (AO)	In DTS, the AO is the official at the operational level who has the responsibility for the mission and the authority to obligate funds to support TDY travel for the mission. The AO authorizes only travel necessary to accomplish the mission of the Government. AOs must be appointed in writing as an Accountable Official and, as such, may be held financially liable for erroneous payments resulting from the negligent performance of their duties.

Authorizing Official (AO) Certificate	The AO Certificate designates the successful completion of the Travel Certificate Program (TCP) requisites which measure specific learning outcomes, demonstrated skill levels, and problem solving capabilities for a person who serves in a role for a Defense Travel System AO.
Certificate	<p>A document that designates the successful completion of Travel Certificate Program (TCP) requisites which measure specific learning outcomes, demonstrated skill levels and problem solving capabilities.</p> <p>Candidates must successful complete the prescribed curriculum and a comprehensive final assessment to earn a certificate. A certificate is only valid for a specified period of time, at which point it expires. Certificate holders must apply for a renewal certificate before reaching their expiration date.</p>
Certificate Advisory Board	The Certificate Advisory Board is the DTMO committee responsible for overall TCP management in collaboration with the Certificate Planning Board. Its primary responsibility is to determine direction and resource commitment for the overall program.
Certificate Holder	Once a candidate has earned their certificate, they become a certificate holder and remain in this status until the “valid through” date. Certificate holders can extend this date by renewing their certificate.
Certificate Planning Board	Stakeholder engagement and guidance is provided through a Certificate Planning Board. The Planning Board provides guidance for the development and maintenance to include the overall program structure, general operating procedures and the role competencies. These role competencies drive the curriculum and assessment objectives.
Certificate Administrator	A DTMO staff member(s) authorized to access the TCP and is responsible for the curriculum life-cycle and user support administration.
Certificate Program Manager	The individual responsible for life-cycle development of the TCP, in collaboration with the Certificate Planning Board. This manager is accountable to the DTMO Certificate Advisory Board.
Competency	The demonstrated ability to successfully and/or efficiently solve a problem, complete a task, a series of tasks or a project.
Completed Tab	Area in Passport/TraX (Travel Explorer) that tracks a user’s previously completed training.
Completion Time	Time allocated for a candidate to successfully earn a certificate.
Curriculum	Knowledge resources that are mapped to competencies and prescribed learning outcomes. The DTMO sponsored Travel Certificate Program (TCP) curriculum is focused toward specific DoD travel related positions.

Debt Management Monitor (DMM)

Within DoD, a Debt Management Monitor (DMM) tracks overpayments and collection actions in DTS. Within the Travel Certificate Program (TCP), DMM is a certificate focus. The DMM focused certificate curriculum includes content, tasks and skills unique to this role.

Defense Travel Administrator (DTA)

In DoD, the Defense Travel Administrator (DTA) is the individual who manages travel for a DoD Service, agency or organization. Because there are currently no DoD wide standards of expertise, skills, knowledge, or training needed to effectively execute the job, the scope of service provided by a DTA is not universal. An individual filling this position can be titled and perform duties as a Budget DTA, a Finance DTA, or a Lead/Organization DTA.

Within the Travel Certificate Program (TCP), DTA is a certificate focus. The DTA focused certificate curriculum includes content, tasks and skills unique to this assigned role.

DTA Certificate

The DTA Certificate designates the successful completion of the Travel Certificate Program (TCP) requisites which measure specific learning outcomes, demonstrated skill levels, and problem solving capabilities for a person who serves in a role with “Defense Travel Administrator (DTA)” in the title, i.e., Lead DTA, Organization DTA, Finance DTA, Budget DTA.

Defense Travel Management Office

The DoD component which sponsors the Travel Certificate Program (TCP). The Defense Travel Management Office was established in 2006 as the single focal point for commercial travel within the Department of Defense.

Defense Travel System (DTS)

The Defense Travel System (DTS) is a fully integrated, automated, end-to-end travel management system that enables DoD travelers to create authorizations (TDY travel orders), prepare reservations, receive approvals, generate travel vouchers, and receive a split reimbursement between their bank accounts and the Government Travel Charge Card (GTCC) vendor.

Deny Endorsement

If an endorser does not recommend endorsement and selects the button “**Deny**”, the candidate **may not** continue with the program. This option should only be used in **rare** cases, and when an endorser determines the candidate has not nor will be capable of the competencies outlined on the checklist. If an organizational decision determines otherwise, the candidate must reapply for the program and start over. Credit will be carried into the new certificate curriculum for the web-based modules and distance learning classes only.

Developmental Activity

One means of testing a Candidate's skills and abilities. It requires the Candidate to perform a role-specific function or series of functions.

In the DTA certificate, the Developmental Activity tests a candidate's ability to set up a fully functional DTS hierarchy, from creating an organization to approving a claim for travel allowances and expenses.

To complete the DA:

- 1) Attend the distance learning class titled, Developmental Activity Prep. This class will outline the activity requirements and provide the instructions for completion.
- 2) Complete the activity and submit the final results.

Distance Learning

DTMO sponsored training delivered via DoD approved collaboration software with a live instructor at a scheduled time. Instructors present in an interactive manner using a combination of PowerPoint presentations and demonstrations while responding to participant questions.

Elective Curriculum

Elective modules within a program which are not required, however, content will be tested on the final assessment. If new to a role, it is HIGHLY recommended that these courses be completed.

This is one of three types of curriculum within the TCP; the others being Mandatory and Additional.

Endorser

An individual who is part of the applicant's organization or chain of command who agrees to monitor a candidate and ensure they have fulfilled the organization requirements for knowledge in addition to the DoD requirements established by the TCP. The endorser should be a travel subject-matter-expert, with extensive DTS Program Management experience. This individual may be known as the Lead Defense Travel Administrator (LDTA) at their site or major command level, though components may provide alternate guidance for the specific endorser role.

Endorser Checklist

A list of minimum knowledge requirements for the Travel Certificate Program (TCP) which may be augmented by local organizational requirements. Used by an endorser as a key element to determine if an individual has met all organizational expertise and skill requirements.

Endorser Dashboard

TCP tool in TraX, used by an endorser to monitor and manage the progress of candidate as each completes the Program Requisites (PRs) to earn or renew their certificate.

Endorsement Recommended	Local organization approval provided to a TCP candidate by their endorser. Confirmation by the endorser that a Candidate has the organizational expertise and skills needed to achieve and maintain a certificate. This verification and endorsement action within the dashboard may be completed anytime, though the TCP final assessment is only available after a candidate completes the mandatory curriculum. Though note, “anytime” should allow time for a candidate to complete the final assessment within the certificate time-to-complete window.
Endorsement Not Recommended	Local organizational decision, made by an endorser, that a Travel Certificate Program (TCP) Candidate does not have the organizational expertise and/or skills needed to achieve or maintain a certificate. Candidates not recommended for endorsement may not continue with the program and may not attempt the final assessment.
Enterprise Stakeholders	The Department of Defense components that benefit when an individual completes the Travel Certificate Program (TCP). The Travel Certificate Program (TCP) curriculum and intended learning outcomes are directed to meet the specific needs of the enterprise stakeholders by creating universal knowledge and skill levels.
Enterprise Web Training System	A web based training environment that simulates the live DTS environment without creating actual reservations or expending funds. EWTS is used in the Travel Certificate Program (TCP) for skill demonstration exercises, problem solving tasks and assessments.
Evaluation (aka Program Evaluation)	TCP evaluation required after completion of the curriculum and final assessment and prior to receipt of a certificate. Designed to assess program procedures, functionality and curriculum.
Expiration Date	The point at which a certificate is no longer valid.
Extension	Additional time granted to a candidate for completion of the TCP certificate. May only be awarded by the Candidate’s endorser based on organization defined circumstances or rules. Extensions lengths are determined for each certificate type. The endorser completes extension actions within the endorser dashboard.
Feedback	Tab available on the Candidate’s Status Screen within the TCP. Allows candidates to provide anytime comments and suggestions for program improvements at any time.
Final Assessment	Comprehensive assessment to validate the knowledge and skills of a candidate. The structure and pass requirements vary by certificate. Access to the final assessment on the candidate’s <i>Status Screen</i> is restricted (grayed out) until all mandatory curriculum requirements are met.

Fulfilled	Indicates a Candidate has successfully completed all TCP requisites.
Focus	A point of concentration within the TCP centered on specific travel manager roles. During the current prototype, DTA is the only focus available. Future phases of program development will include additional foci.
History	Records significant applicant and candidate actions such as process status with end dates. History is available on the Candidate's Status Screen.
Incomplete	Indicates a candidate has not met the expected or defined TCP requisites.
Issue Date	The date a candidate earns a certificate. Determined when all requisites are complete. Defines the specific point from which the certificate is valid.
Learning Outcomes	Measurable expectations for knowledge and skills toward defined competencies.
Lock-down Period	A defined number of days toward the end of the time allocated for a candidate to successfully earn a certificate which no new curriculum can be added to a certificate's mandatory requirements.
Mandatory Curriculum	<p>The courses, developmental activities and endorsement a Travel Certificate Program (TCP) candidates must complete/receive before the candidate has access to the final assessment.</p> <p>This is one of three types curriculum within the TCP; the others being Additional and Elective.</p>
Nontransferable	Refers to the status of all certificate types. Certificates are only issued to individuals who complete the requisites and cannot be assigned to or used by any other individual.
Passport	Web platform that includes the Travel Explorer (TraX) website provided by the Defense Travel Management Office (DTMO) as a resource for all DoD travel managers and travelers.
Program Modules	<p>The Travel Certificate Program (TCP) includes three types of program modules; each with varying completion requirements. Those modules are:</p> <ul style="list-style-type: none"> • Mandatory – Required to earn a certificate • Elective – Completed by choice; content may be tested • Additional – Optional; reinforces knowledge on a topic <p>A module may be a web-based training module, a distance learning class, a developmental activity, or an endorsement requirement.</p>

Reassigned	Indicates a Candidate's endorser changed. Occurs in situations where the endorser is no longer locally available to monitor the Candidate or when the endorser separates from the Candidate's organization.
Record of Certificate	Proof that an individual has earned a Certificate. The electronic Record of Certificate, retained in the Certificate Administrative Tool (CAT) by the DTMO; available via TraX. Certificate Holders may print copies for their supervisors as needed.
Renewal Certificate	Certificate Holders are expected to regularly update their skills and knowledge by completing renewal requirements. Completing a renewal program demonstrates the individual is abreast of the most current DoD travel related information, policies and procedures.
Renewal Endorsement	Approval provided by an endorser to a Certificate Holder to revalidate their status.
Renewal Curriculum	Requirements that must be completed before a certificate is renewed. The renewal curriculum may include, but is not limited to, regulation and system updates.
Renewal Window	Specific period of time allotted to a Certificate Holder to complete the renewal requisites necessary to update their certificate.
Supervisor	Individual with the rank and/or authority to approve the allocation of time an Applicant needs to complete the Travel Certificate Program (TCP) once they are accepted.
Term of Validity (aka Valid Thru)	The length of time for which an issued certificate is considered current.
Travel Certificate Program (TCP)	<p>A knowledge, skill and assessment-based professional development program to validate the capability of personnel who manage travel for Department of Defense (DoD) organizations. The program is managed by the Defense Travel Management Office (DTMO).</p> <p>Supervisor-approved and organization-endorsed candidates must demonstrate that they possess skills and knowledge to attain at predefined levels of competency. Individuals who earn a certificate are further expected may periodically renew it to demonstrate continued competency.</p> <p>The program offers multiple role-based certificates, and candidates may only work to complete one at a time.</p>

**Web Based
Training**

Self-paced, on demand Internet based training modules available via the DTMO website or through the Passport/Travel Explorer (TraX) portal. All WBTs include an end-of-module assessment that must be passed before credit is earned.

Withdraw

Occurs when a TCP candidate or a Certificate Holder elects to discontinue in the program.