



DEFENSE TRAVEL MANAGEMENT OFFICE

Travel Certificate Program Overview

I. Overview

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

The program will:

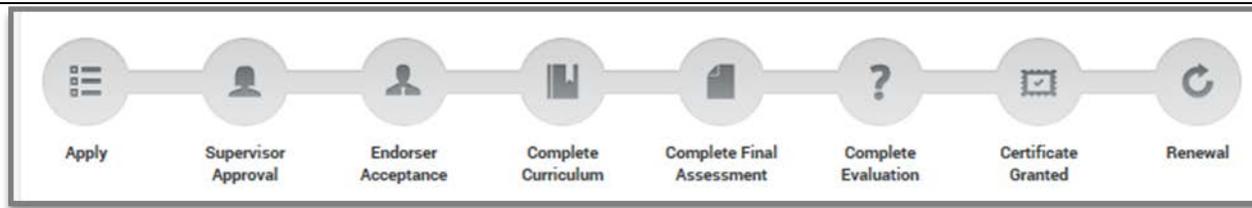
1. Create a framework for successful travel program management by establishing a standard set of knowledge and skills competencies for key travel positions, delivering training that targets these established competencies.
2. Increase performance abilities by using hands-on methods to learn skills.
3. Assist the Department's financial management and audit readiness by validating and strengthening essential travel knowledge.
4. Identify opportunities for continuous learning on travel regulations and travel system functions.

The Certificate Program is being implemented in a phased approach. The first phase established the "universal" Defense Travel Administrator (DTA) certificate. Subsequent phases will establish certificates for other travel manager roles including Authorizing Official, 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 is available as of March 2016.)*

The Defense Travel Management Office (DTMO) manages this Travel Certificate Program in collaboration with the Component Planning Board, comprised of Service and Agency representatives. The planning board fills 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 included curriculum and assessment reviews.

II. General Program Requirements

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 has a unique, established timeframe for completion.



1. **Apply.** As part of the application process, applicants must identify their supervisor and an organizational endorser. These must be two different individuals.

- A *Supervisor* is the individual with the authority to approve the allocation of time an applicant will need to complete the TCP. Generally the applicant’s supervisor is indicating the individual should complete this program to support assigned responsibilities. Typically this is the candidate’s workplace supervisor.
- An *Endorser* is 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.

Before applicants can begin working toward a certificate, their supervisor and endorser must approve the application. Once approved, applicants officially become TCP candidates. At that time, the curriculum will be activated.

2. **Supervisor Approval.** Upon submission of your application, an email is sent to the applicant’s supervisor advising them of their application. A return confirmation of entry into the program must be received before the application is forwarded to the Endorser.
3. **Endorser Acceptance.** Upon Supervisor approval, the Endorser receives an email notification of the applicant’s application. The Endorser must accept their request before the applicant can begin the program.
4. **Complete Curriculum.** After the application and approval process is complete, the program structure facilitates and validates the learning outcomes as defined by the role’s competencies. These requirements include:
 - **Virtual Training.** Candidates will obtain knowledge and skills through on-demand (web-based) and live-instructor classes via distance learning. The majority of the on-demand classes have a mini-assessment at the end of the module. For these on-demand/web-based classes, credit will be given for coursework previously completed when the content has not changed.
 - **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.) Following practice, the candidate is required to provide proof-of-capability by submitting the results of a directed activity.

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- **Organizational Endorsement.** As the final step to receive a certificate, candidates must obtain a recommendation from their organizational endorser that validates their knowledge of their organization's business rules and procedures, as defined in the standards checklists. 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.
5. **Complete Final Assessment.** Upon completion of the above the curriculum, candidates must pass a comprehensive final assessment.
 6. **Complete Evaluation.** As the final step, candidates must complete a program evaluation.
 7. **Certificate Granted & Renewal.** Once the certificate is granted, it is valid for a specified timeframe and renewal actions are required to retain an active certificate.
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III. Certificate Administration

Certificate administration will be managed in Travel Explorer (TraX). In the TraX *Training Center*, a "TCP" tab will be visible if a certificate is offered for the Passport User's designated role.

On the main TCP screen, general program information will be available. At this same location, a candidate may apply for the program, track their status through program completion, access required curriculum, and even continue tracking through the renewal stages.

An endorser will use the functionality under this tab to manage the status of the TCP candidates they monitor. This could include: reviewing each candidate's progress through the required course work, evaluating locally needed skills and knowledge via a checklist, and other administrative management functions such as monitoring certificate renewal dates.

DTMO uses this functionality to build TCP certificate parameters, load course requirements, indicate completion of the required developmental activity by each candidate, and monitor the program in general.

Note: To access this functionality, 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.

IV. Resources Links

- DTMO Website Training Resources: <https://www.defensetravel.dod.mil/site/eLearning.cfm>
- [TCP Guide](#)