



## DoD Human Resources

### Credentialing Program FAQs

#### **Q. What is the DoD Credentialing Program?**

**A.** *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) and Injury Compensation Program Administrator (ICPA) Credentialing programs. Successful completion of these programs are intended to demonstrate that participants achieve the required expertise and the ability to apply the principles and core competencies of well-trained EBAs and ICPAs.*

#### **Q. Is the DoD Credentialing Program open to all employees?**

**A.** *EBA - 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.*

*ICPA - The ICPA Credentialing Program is intended for Federal Employees in the 0201 and 0203\* occupational job series and Injury Compensation Specialty. The program focuses on interpreting and applying statutes, regulations, and policies governing Injury Compensation for federal employees. \*If you are not in a position with Injury Compensation responsibilities, you are only permitted to test at the Level I.*

#### **Q. What are the requirements to be eligible to take the credentialing exam?**

**A.** To be eligible to take the exams at each level, you must meet the following requirements:

*Eligibility to take the EBA 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

*Eligibility to take the EBA 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 EBA Credentialing Exam* with at least an 85%
- Must be a 0201, *Employee Benefits Advisor*.

*Eligibility to take the EBA Level III Credentialing Exam:*

- Complete the *Advanced Benefits Workshop Course* with at least an 85% on the course post-test.
- Must have passed the *Level II EBA Credentialing Exam* with at least an 85%
- Must be a 0201, *Employee Benefits Advisor*.

*Eligibility to take the ICPA Level I Credentialing Exam:*

- Complete the *ICPA Level 1 Training Course* with at least an 85% on the course post-test

*Eligibility to take the ICPA Level II Credentialing Exam:*

- Complete the *ICPA Level II Training Course* with at least an 85% on the course post-test.
- Must have passed the *ICPA Level I Exam* with at least an 85%

*\*Injury Compensation Program Managers have an additional course that will be available in the future.*

**Q. How many questions are on the test?**

**A.** *EBA: Level I – 200 (150), Level II – 75, Level III – 60;  
ICPA: Level I – 100, Level 2 - 65*

**Q. What do I have to get to pass the exam?**

**A.** *85% or higher*



**Q. What if I have questions during the exam?**

*A. Proctors cannot answer any questions during the exam. Select the best possible answer.*

**Q. If I don't pass the exam, when can I re-test?**

*A. There is a 30-day waiting period before you can re-test.*

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

*A. Three attempts per exam level. After three unsuccessful attempts, you will need to re-take the corresponding training course.*

**Q. Is the exam open book/notes?**

*A. No. Participants can have blank sheets of paper, pen/pencil, and a calculator for computations. Participants in the ICPA Level I exam will be provided a calendar to assist with some questions.*

**Q. Is the exam timed?**

*A. Yes, you have 2 ½ hours to complete the exam.*

**Q. When will I get my exam results?**

*A. You will receive your exam results upon completion and submission of your test.*

**Q. When will I receive my certificate?**

*A. Upon successful completion of the exam, you will receive a certificate within one week.*



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

**A.** As with each exam, you will receive 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" to your signature block.

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

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

**Q. If I took a benefits course from a different vendor/school, is that acceptable?**

**A.** No, only the courses offered from DCPAS are acceptable for meeting the eligibility requirements.