# FAITAS Frequently Asked Questions (FAQs)

*Released February 26, 2018*

Please refer to the posted announcements on www.fai.gov  for up-to-date guidance.

## 1. How do I request Instructor-Led training?

1.  Navigate to www.fai.gov and review the offerings for February and March.
2.  Fill out and sign the Approval for FAITAS Request form available on www.fai.gov under Announcements.
3.  Have your Supervisor initial and sign the Approval for FAITAS Request form.
      Note: this must be your Supervisor in FAITAS.
4.  Save the digitally signed file or scan the signed form.
5.  Email the POC for the Agency Teaching School offering the training and attach the completed Approval for FAITAS Request form, including any other supporting documentation for the training request (i.e. for Prerequisites).

The Agency Teaching School managing the training offering requested will review and process your request.

## 2. How do I request online training?

Limited online training may be requested through a Help Desk ticket for the following courses: FPM 120 A or B, CON 100, CON 121, CON 124, CON 127, CON 200, CON 216, FCR 100, FAC 023, FAC 031, CLC 056, CLC 057, CLC 058, HBS 428, CLC 222, CLC 106, FCN 101, CLC 051, and CLM 024. Note: Course Prerequisites still apply. Please see the following pages for course Prerequisites:

FAC – C: https://www.fai.gov/drupal/certification/contracting-fac-c#Prereq
FAC-P/PM: https://www.fai.gov/drupal/certification/program-and-project-managers-fac-ppm#course-prerequisites


FAI will continue to update the list of available online courses.

1. Navigate to www.fai.gov and click the **Help Desk** link to create a **Help Desk** ticket.
2. Enter the **Requestor Information**.
3. Select the following:
   □ **Category**: FAITAS - Course/Training
   □ **Subcategory**: DAU - Online Course
   □ **Item**:Course Registration.
4. Enter a **Description** of your request. Be sure to include the Course Number(s).

   Note: You may submit multiple requests through 1 help desk ticket.

5. Check the "I'm not a robot" checkbox in the **reCAPTCHA** security feature.
6. Click the **Submit Request** button.

**NOTE**: FAITAS LMS courses are not available to those from a non-military environment. An additional 90 day extension has been granted to those individuals who have either a FAITAS LMS reservation and/or have launched a course.

## 3. My Certification is expiring, what do I do?

If you are maintaining a Certification and your CL Period is **NOT** due to expire before the end of March 2018, your request may not be processed, as priority will be granted to users with certifications whose CL Periods are ending within this timeframe.

If you are maintaining a Certification and your CL Period **IS** due to expire in March or April 2018, please first reach out to your Acquisition Career Manager <http://www.fai.gov/drupal/humancapital/acquisition-career-manager-acm> for guidance.

## 4. How do I apply for a Certification?

If you need to apply for a new certification (or level) to perform on a contract, or maintain an existing certification, please first reach out to your Acquisition Career Manager <http://www.fai.gov/drupal/humancapital/acquisition-career-manager-acm> for guidance.

## 5. How do I submit a Continuous Learning Points (CLP) Request?

If you are maintaining a Certification and your CL Period **IS** due to expire before the end of March 2018, your Acquisition Career Manager <http://www.fai.gov/drupal/humancapital/acquisition-career-manager-acm> will send you the appropriate approval form(s).

1. Complete and sign the Approval form(s).
2. Have your Supervisor complete the form.
   Note: this must be your Supervisor in FAITAS.
3. Save the digitally signed file, or scan the signed form.

4. Navigate to [www.fai.gov](www.fai.gov) and click the **Help Desk** to create a Help Desk ticket.
5. Enter the **Requestor Information**.
6. Select the following:
   - ☐ **Category**: FAITAS - Continuous Learning
   - ☐ **Subcategory**: Continuous Learning Module
   - ☐ **Item**: Point Request Process
7. Enter a **Description** of your request.
      Note: If more than one form was provided to you, or if you have multiple CLP requests to submit, please submit 1 ticket for all submissions.
8. Check the "I'm not a robot" checkbox in the **reCAPTCHA** security feature, and click the **Submit Request** button.
9. Read the **Help Desk Ticket Confirmation** notice.
10. **Reply** to the system-generated Help Desk ticket email notification and **attach** the signed Approval form.
11. **Attach** all additional supporting documentation for the CL Point request(s). Examples: Course Completion Certificate, Memo, etc.  Note: You must supply supporting documentation for all point requests.
12. Click **Send** on the email.

**NOTE**: Do not submit CLP requests for training already included in your Training and/or CL Histories, this includes DAU training. You cannot request CLPs until you have at least one current certification being maintained within the system.

## 6. How do I submit a CL Achievement Request?

If you are maintaining a Certification, have enough approved CL Points for maintenance, and your CL Period **IS** due to expire before the end of March 2018, your Acquisition Career Manager <[http://www.fai.gov/drupal/humancapital/acquisition-career-manager-acm](http://www.fai.gov/drupal/humancapital/acquisition-career-manager-acm)> will send you an approval form.

1. Complete and sign the Approval form.
2. Have your Supervisor complete the form.
      Note: this must be your Supervisor in FAITAS.
3. Save the digitally signed file, or scan the signed form.
4. Navigate to [www.fai.gov](www.fai.gov) and click the **Help Desk** to create a Help Desk ticket.
5. Enter the **Requestor Information**.
6. Select the following:
   - ☐ **Category**:FAITAS - Continous Learning
   - ☐ **Subcategory**: Continuous Learning Module
   - ☐ **Item**: Achievement Request Process
7. Enter a **Description** of your request.
8. Check the "I'm not a robot" checkbox in the **reCAPTCHA** security feature, and click the **Submit Request** button.
9. Read the **Help Desk Ticket Confirmation** notice.

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10. **Reply** to the system-generated Help Desk ticket email notification and **attach** the signed Approval form.
11. Click **Send** on the email.