

**SUPERVISORY AND MANAGERIAL TRAINING FREQUENTLY ASKED
QUESTIONS
(20MAY20)**

CIVILIAN MANAGERS

Q. Are Senior Executive Service (SES) members required to complete the USAF New Manager or USAF Experienced Manager courses?

A. As of current date, no. There is a Senior Manager Course that is currently in Beta Test. Once finalized, SES members will be required to complete this course. However, DoD policy does not require separate/unique manager/experienced manager courses for SES members. Any SES manager/experienced manager or command that would like to immediately accomplish SES manager or experienced manager course compliance may complete the USAF New Manager Course ((NMC), Agency Type Course Code: CAV)), and the USAF Experienced Managers Course ((EMC), Agency Type Course Code: CAZ)).

Q. I am a manager of military members only. I do not manage any type of civilian (Appropriated Fund (APF), Non-Appropriated Fund (NAF), or Local National (LN)). What course am I required to complete?

A. You are only required to complete the Military Personnel Management Course (MPMC). However, the moment you begin to manage any type of civilian employee (APF, NAF, LN), you will have one year (from date of managing civilian employee) to complete the civilian-specific course.

Q. How do I know if I'm a manager?

A. This information is coded in DCPDS, which is transferred from your position description (PD). The Education and Training Management System (ETMS) utilizes this information to send notifications based on the coding in DCPDS. If you believe the information is incorrect, work with your servicing Civilian Personnel Section to correct the DCPDS data. Managers are coded 3. To ensure you are coded correctly and do not over, or under train; please coordinate with your organization and local CPS to ensure all of your managerial coding is correct, within DCPDS.

Q. I've been notified to complete a supervisor course, but I believe I am a manager. How can I check my supervisory status?

A. Your installation Employee Development Specialist, Unit Training Manager, or servicing Civilian Personnel Section can check DCPDS to ensure you are coded correctly in the system. The supervisory level code in your position description is used to code DCPDS. Supervisors are coded 1, 2, or 4; managers are coded 3. To ensure you are coded correctly and do not over, or under train; please coordinate with your organization and local CPS to ensure all of your managerial coding is correct, within DCPDS.

Q. I'm a management official and the supervisory level code in my position description is code 5, am I required to complete manager training?

A. No, a management official's duties require or authorize the individual to formulate, determine, or influence the policies of the agency but does not meet the definition of a supervisor or manager, as in codes 1 through 4.

Q. Are managers required to complete the USAF Experienced Supervisors Course.

A. No. Once managers have completed the USAF New Manager Course ((NMC), Agency Type Course Code: CAV), the next course for managers will be the USAF Experienced Managers Course ((EMC), Agency Type Course Code: CAZ) that is due within three years from the date of NMC completion.

Q. I'm a manager, am I required to take a Supervisor Course?

A. The USAF NMC includes an assessment that covers the rules and regulations of supervising civilians. If you successfully complete the assessment, you are not required to take a supervisor course. If you don't successfully complete the assessment (after two attempts) you must complete the USAF New Supervisor Course (NSC) after completion of the NMC. Once you have completed the NMC you will be notified of the requirement to complete the NSC.

Q. I've been a manager for many years why do I need to take the USAF New Manager Course?

A. This training is a by-law requirement (Title 5 CFR Subpart B. §412.202) to ensure you have current knowledge of rules and regulations for managing civilians. Until you have completed the initial and recurring training, both you and the Department of the Air Force (DAF) are out of compliance. In addition, both the USAF New Manager and the USAF Experienced Manager Courses are designed to build executive core leadership competencies.

Q. As I have many years of managerial experience can I skip the USAF New Manager Course (NMC) and complete the USAF Experienced Manager Course (EMC) instead?

A. No, both the NMC and EMC build upon different executive core leadership competencies; therefore, all civilian managers (except Senior Executive Service members) must complete the NMC. Once you have completed the NMC, your next course is the EMC. The EMC is due three years from the date of NMC completion.

Q. I am a manager, how do I know what types of employees that I manage and what training I should take?

A. Within DCPDS, there is a data block linked to your position (based on organization decision/CPS input), labeled "Type Employee Supervised". This block will reflect if you manage APF, NAF, LN Civilians, Military personnel, or any combination of these personnel. Each employee type requires a different course completion. To ensure you are coded correctly and do not over, or under train; please coordinate with your organization and local CPS to ensure all of your managerial coding is correct, within DCPDS.

Q. I manage military personnel, is there a specific course I need to complete?

A. Yes, the Military Personnel Management Course ((MPMC), Agency Type Course Code: CAX)) is a required course for civilians that manage military personnel. This is a one-time requirement and there is no follow-on course. Civilians, who also currently serve in the AF Guard or Reserve, or retired from AF active duty, Guard, or Reserve within the past five years from manager of military members start date; are exempt from taking MPMC. Member's Employee Development Specialist, Unit Training Manager, or servicing Civilian Personnel Section updates Defense Civilian Personnel Data System with code CAX (use managerial entrance on duty date) for course credit. Note that this is the only MST course waived for prior military.

Q. I manage Non-Appropriated Fund personnel, is there a specific management course I need to complete?

A. Yes, the Non-Appropriated Fund Supervisor Course (NAF SC), Agency Type Course Code: CA8)). Your local Non-Appropriated Fund Human Resource Office can further advise on required courses.

Q. I manage Local National personnel, is there a specific management course I need to complete?

A. Yes, the LN Civilian Personnel Management Course ((LN CPMC), Agency Type Course Code: CAY)). Your Local National Civilian Management Office can further advise on any required courses.

CIVILIAN SUPERVISORS

Q. Are Senior Executive Service (SES) members required to complete the USAF New Supervisor or USAF Experienced Supervisor Courses?

A. As of current date, no. There is a Senior Supervisor Course that is currently in Beta Test. Once finalized, they will be required to complete this course. However, DoD policy does not require separate/unique supervisor/experienced supervisor courses for SES members. Any SES supervisor/experienced supervisor or command that would like to immediately accomplish SES supervisor or experienced supervisor course compliance may complete the USAF New Supervisor Course ((NSC), Agency Type Course Code: CAE2)), and the USAF Experienced Supervisor Course ((ESC), Agency Type Course Code: CA7)).

Q. How do I know if I'm a supervisor?

A. This information is coded in DCPDS, which is transferred from your position description (PD). The ETMS utilizes this information to send notifications based on the coding in DCPDS. If you believe the information is incorrect, work with your servicing Civilian Personnel Section to correct the DCPDS data. Supervisors are coded 1, 2, or 4 and managers are coded as 3.

Q. My position involves very limited supervisory duties and my position description shows my supervisory level code as 4, am I still required to complete training?

A. Yes. A supervisory level code of 4 indicates the employee is performing the full range of supervisory duties on a regular and recurring basis, but less than 25% of the time. Supervisory level code 4 is typically assigned when the employee supervises a small number of people (1 or 2). If you are not supervising any employees speak with your supervisor who can, in turn, work with AFPC to determine your proper supervisory level code. Your supervisor can submit a request via myPers at: https://mypers.af.mil/app/answers/detail/a_id/33273/kw/33273/p/. Note, until the supervisory level is corrected, the individual will continue to receive overdue training notices from ETMS.

Q. I've been notified to complete a manager course but I believe I am a supervisor, how can I check my supervisory status?

A. Your Employee Development Specialist, Unit Training Manager, or servicing Civilian Personnel Section can check DCPDS to ensure you are coded correctly in the system. The supervisory level code in your position description is used to code DCPDS. Supervisors are coded 1, 2, or 4; managers are coded 3.

Q. I am a supervisor, how do I know what types of employees that I supervise and what training I should take?

A. Within DCPDS, there is a data block linked to your position (based on organization decision/CPS input), labeled “Type Employee Supervised”. This block will reflect if you supervise APF, NAF, LN Civilians, Military personnel, or any combination of these personnel. Each employee type requires a different course completion. To ensure you are coded correctly and do not over, or under train; please coordinate with your organization and local CPS to ensure all of your supervisory coding is correct, within DCPDS.

Q. I am a supervisor of military members only. I do not supervise any type of civilian (Appropriated Fund (APF), Non-Appropriated Fund (NAF), or Local National (LN)). What course and I required to complete?

A. You are only required to complete the Military Personnel Management Course (MPMC). However, the moment you begin to supervise any category of civilian employee (APF, NAF, LN), you will have one year (from date of supervising civilian employee) to complete the civilian-specific course.

Q. I’ve been notified I need to complete the New Supervisor Course (NSC) but I already took a supervisor course, do I still need to complete the NSC?

A. If you have already taken the NSC (Course Code: CAE2) or the Civilian Personnel Management Course ((CPMC), Course Code: CAU)), and have a copy of the certificate, you will not be required to complete the NSC. You will be required to work with your Employee Development Specialist, Unit Training Manager, or servicing Civilian Personnel Section to ensure your completion of NSC or CPMC is updated correctly in your records.

Q. Why do I need to take the USAF New Supervisor Course (NSC) when I already completed the USAF Supervisor Course and/or the Advanced USAF Supervisor Course?

A. Those two courses did not include the rules and regulations for supervising civilians. The Civilian Personnel Management Course (CPMC) was a required course and included this information IAW law. The CPMC is now replaced by the NSC and all supervisors must complete this course.

Q. I’ve been a supervisor for many years and I’ve received a notice to complete training, why do I need to complete this training when I already have a lot of supervisory experience?

A. This training is a non-waiverable by-law requirement (Title 5, CFR, Subpart B, 412.202) to ensure you have the current knowledge of rules and regulations for supervising civilians. Until you have completed the initial and recurring training, both you and the Department of the Air Force (DAF) are out of compliance.

Q. As I have many years of supervisory experience can I skip the USAF New Supervisor Course (NSC) and complete the USAF Experienced Supervisor Course instead?

A. No, you must complete the NSC, unless you previously completed the NSC or Civilian Personnel Management Course (CPMC). If you already completed the NSC or CPMC, your next course is the USAF Experienced Supervisor course (ESC). The ESC is due three years from the date of NSC or CPMC completion.

Q. I supervise military personnel, is there a specific course I need to complete?

A. Yes, the Military Personnel Management Course ((MPMC), Agency Type Course Code: CAX)) is a required course for any civilians that supervise military personnel. This is a one-time requirement and there is no follow-on course. Civilians, who also currently serve in the AF Guard or Reserve, or retired from AF active duty, Guard, or Reserve within the past five years from supervisor of military members start date; are exempt from taking MPMC. Member's Employee Development Specialist, Unit Training Manager, or servicing Civilian Personnel Section updates Defense Civilian Personnel Data System with code CAX (use managerial entrance on duty date) for course credit. *Note that this is the only MST course waived for prior military.

Q. I supervise Non-Appropriated Fund personnel, is there a specific course I need to complete?

A. Yes, the Non-Appropriated Fund Supervisors Course ((NAF SC), Agency Type Course Code: CA8)). Your local Non-Appropriated Fund Human Resource Office or can further advise on required courses.

Q. I supervise Local National personnel, is there a specific course I need to complete?

A. Yes, the LN Civilian Personnel Management Course ((LN CPMC), Agency Type Course Code: CAY)). Your Local National Civilian Management Office can advise on any required courses.

MILITARY SUPERVISORS OF CIVILIAN PERSONNEL

Q. Are General Officers required to complete the USAF New or USAF Experienced Supervisor or Manager Courses?

A. As of current date, no. There is a senior supervisor/manager course that is currently in Beta Test. Once finalized, General Officers will be required to complete this course. However, DoD policy does not require separate/unique supervisor/experienced supervisor courses for General Officers. Any General Officer supervisor/experienced supervisor or command that would like to immediately accomplish General Officer supervisor or experienced supervisor course compliance, may complete the USAF New Supervisor Course ((NSC), Agency Type Course Code: CAE2)), and the USAF Experienced Supervisor Course ((ESC), Agency Type Course Code: CA7)).

Q. How do I know if I am a manager or a supervisor and which course to complete?

A. As there is no current classification system to determine whether a military member is a manager or a supervisor, all military members that supervise/manage civilians are only required to take the USAF New Supervisor Course (NSC) and the USAF Experienced Supervisor Course (ESC). For more detailed determination, please consult your Employee Development Specialist, Unit Training Manager, or servicing Military or Civilian Personnel Section. If the military member supervises Local Nationals or Non-Appropriated Fund employees, they are required to take the LN Civilian Personnel Management Course ((LN CPMC), Agency Type Course Code: CAY) or Non-Appropriated Fund Supervisor Course ((NAF SC), Agency Type Course Code: CA8). The ESC is due three years from the date of NSC completion. You are currently exempt

from the USAF New and Experienced Manager courses, until supervisory responsibility level coding and appropriate course updates can be made.

Q. I've been notified I need to complete the USAF New Supervisor Course (NSC) but I already took a supervisor course, do I still need to complete the NSC?

A. If you have already completed NSC (DCPDS Course Code: CAE2) or the Civilian Personnel Management Course ((CPMC) DCPDS Course Code: CAU)), and have a copy of the certificate, you will not be required to complete the NSC. You will be required to work with your Employee Development Specialist, Unit Training Manager, or servicing Civilian Personnel Section to ensure your NSC or CPMC completion is updated correctly in both MilPDS and DCPDS. If you only completed the USAF Supervisor Course and/or the Advanced USAF Supervisor Course, you must still complete the NSC. Your follow-on course will be the USAF Experienced Supervisor course which is due three years from the date of NSC or CPMC completion.

Q. I've been a supervisor of civilians for many years, why do I need this training after so many years and also after attending military courses that have taught me how to supervise and lead?

A. This training is a non-waiverable by-law requirement (Title 5, CFR, Subpart B, 412.202) to ensure you have the current knowledge of rules and regulations specific to supervising civilians. Until you have completed the initial and recurring training, both you and the Department of the Air Force (DAF) are out of compliance.

Q. As I have many years of supervisory experience can I skip the USAF New Supervisor Course (NSC) and complete the USAF Experienced Supervisor Course instead?

A. No, you must complete the NSC, unless they previously completed the NSC or Civilian Personnel Management Course (CPMC). If you already completed the NSC or CPMC, your next course is the USAF Experienced Supervisor course (ESC). The ESC is due three years from the date of NSC or CPMC completion.

Q. I have received a training requirement notification but I only supervise/manage military members, what are my next steps?

A. If you are a military member who only supervises/manages military members, there is no civilian MST-related training that you need to complete. Please coordinate with your local chain of-command to make any needed hierarchy-related corrections.

TRAINING FREQUENCY, NOTIFICATIONS AND METHOD OF DELIVERY

Q. How often will I need to complete training?

A. Upon entry into a supervisory or managerial position, you have one calendar year to complete the NSC or NMC. Upon completion of NSC or NMC, you have three years to complete the Experienced Supervisor Course ((ESC), Course Code: CA7)) or Experienced Manager Course ((EMC), Course Code: CAZ)). ESC and EMC must be completed every three years, on a recurring basis. The Military Personnel Management Course is a one-time requirement. For course completion requirements in the supervision or management of NAF and LN personnel, please contact your local CPS, NAF human resources office, or LN human resources office.

Q. AFI 36-401, Civilian Education and Training, states that supervisor training should be completed within six months, but the new guidance states within 12 months, which one is correct?

A. Within one calendar year, 12 months.

Q. If my supervisory/managerial probationary period is longer than 12 months do I still need to complete the initial training within 12 months?

A. Yes, to be in compliance with Title 5 CFR Subpart B. §412.202, and Public Law 111-84, National Defense Authorization Act, 2010, you are required to complete the initial training (USAF New Supervisor Course or the USAF New Manager Course) within 12 months of assignment to a supervisory/managerial position. The USAF Experienced Supervisor Course or the USAF Experienced Manager Course will be due 3 years from the date of completion of the initial course.

Q. If I had a lapse in my supervisory/managerial status after completing the initial supervisory training am I required to retake the initial training?

A. No, regardless of the lapse in supervisory/managerial status, once you have completed the initial USAF New Supervisor Course (CAU/CAE2) or the USAF New Manager Course (CAV) the next course will be the USAF Experienced Supervisor Course (CA7) or the USAF Experienced Manager (CAZ), which is due 3 years from the date of completion of the initial training. If it has been more than 3 years since you took the initial training (due to the lapse in supervisory/managerial status) you must enroll in USAF Experienced Supervisor Course or the USAF Experienced Manager within 12 months of being reassigned to a supervisory position.

Q. Will I be notified to complete the required training courses?

A. Civilian supervisors and managers (based on supervisory level code 1, 2, 3, or, 4) will receive a training notification (generated from ETMS) for the entire range of supervisory/managerial courses, based on employee type (APF/NAF/LN/MIL). For those with overdue training, these notifications are currently being generated using a phased approach to ensure course capacity meets training demands. We are in the process of identifying military supervisors, in the meantime, regardless, of whether you have received a notification, if you have overdue training you are required to complete training, as soon as possible. For Non-Appropriated Fund (NAF) and Local National supervisor training, your NAF Human Resources and Local National Civilian Management Offices can advise on how notifications are provided for these courses.

Q. Who monitors compliance of training completions?

A. At installation level, it is your Employee Development Specialist, Unit Training Manager, or servicing Civilian Personnel Section responsibility, at the owning command level, the appointed owning command liaison monitors compliance. At the Department of the Air Force (DAF) level, HQ AETC/A1D monitors compliance numbers for the Total Force, then reports all numbers to HAF/A1D. As a by-law requirement, this information is forwarded to DoD for reporting to Congress.

Q. What are the repercussions for supervisors or managers who do not comply with the requirement to complete the new or experienced supervisor/manager trainings?

A. Completion of the training(s) is required as part of your duties as a supervisor and/or manager. Compliance is being tracked at the senior leader level. A supervisor or manager's

failure to complete the required supervisor/manager trainings may result in consideration of disciplinary action. For civilian supervisors/managers, the Human Resources Specialist (Employee Relations) in the servicing Civilian Personnel Section is available to provide guidance on appropriate steps to taking disciplinary action for failure to complete required training, when circumstances warrant. For guidance on military supervisors/managers, report the failure to complete training through the member's military chain of command.

Q. Am I supposed to complete the trainings in my off-duty time?

A. No, since all supervisory and managerial trainings are mandatory they are to be completed during the duty day.

Q: I have currently enrolled in, or am in the middle of completing, a new or experienced managerial or supervisory course. Am I allowed to drop the course? If yes, what are the procedures?

A: Dropping any by-law required course is highly discouraged. However, extraneous circumstances do occur. The first instance of a needed course-drop will require approval of your first-level supervisor/manager. Your first-level supervisor/manager will be required to draft an e-mail detailing your reason for the course-drop. This e-mail will be sent to eakercenter.ecpd.usafrc@us.af.mil for processing. The second instance of a needed course-drop, involving the same course, will require the approval of your second-level supervisor/manager. The same e-mailing procedures apply. **All drop-out requests are reported to HAF/SAF on a quarterly basis.**

**EXEMPTIONS, WAIVERS, GRANDFATHER CLAUSES, COURSE EQUIVALENTS,
AND ASSESSMENT OPTIONS FOR MILITARY AND CIVILIAN
SUPERVISORS/MANAGERS**

Q. Are there any exemptions for any of the courses?

A. Military members currently cannot be tracked for the USAF New and USAF Experienced Manager courses, until supervisory responsibility level coding and appropriate course updates can be made. In addition, they are exempt from completing the Military Personnel Management Course. General Officers and Senior Executive Service Members are exempt from completing the USAF New Supervisor, USAF Experienced Supervisor, USAF New Manager, and USAF Experienced Manager Courses. General Officers are also exempt from completing the Military Personnel Management Course. There is a Senior Manager course that is currently in Beta Test. Once finalized, Senior Executive Service/General Officers will be required to complete this course. However, DoD policy does not require separate/unique manager/experienced manager courses for SES/General Officer members. Any SES/General Officer manager/experienced manager or command that would like to immediately accomplish SES/General Officer manager or experienced manager course compliance may complete the USAF New Manager Course ((NMC), Agency Type Course Code: CAV)), and the USAF Experienced Managers Course ((EMC), Agency Type Course Code: CAZ)).

Q. Are there any waivers or Grandfather Clauses for any of the courses?

A. Besides the above specific Q/A situations, no. Additionally, Professional Military Education (PME) completions or current/previous military rank do not equate/replace/waive by-law course completion requirements.

Q. Are there any course equivalents for any of the courses?

A. Supervisory/Managerial DoD Transfers will have previously completed supervisor/manager courses credited (if Department of the Air Force (DAF) transfer date is within training compliance window) if they meet the below criteria:

-Supervisory/Managerial time is less than three years (New Supervisor/Manager) in other DoD entity and transfer to Department of the Air Force (DAF) is within three years of NSC/NMC compliance window:

New Supervisory/Managerial course was completed and individual has copy of certificate and/or training completion was documented in DCPDS.

-Supervisory/Managerial time is three years or greater in other DoD entity and transfer to Department of the Air Force (DAF) is within three years (initial or recurring) of ESC/EMC compliance window:

Experienced Supervisory/Managerial course was completed and individual remained compliant with experienced supervisory/managerial course completion (every three years completed) and individual has copy of certificate and/or training completion was documented in DCPDS.

If individual fell outside the managerial/supervisory course compliance window at any time, but has New Supervisor/Manager Course certificate/DCPDS documentation, Experienced Supervisor/Manager Course completion is required within the first year of supervisory/managerial duty date. Previously completed (and verifiable) New Supervisor/Manager Course completion, will be honored.

***Any course equivalent/transfer considerations and DCPDS training updates will be made at the local CPS/EDS/UTM level. These local CPS/EDS/UTM level decisions will be made in collaboration with their individual owning command MST POCs. **All course equivalent/transfers must meet required training topic guidelines within the DoD 2019 Managerial and Supervisory Learning and Evaluation Framework.**

Q. I have completed new and/or experienced manager or supervisor course(s) within another DoD agency. Will my previously taken courses be transferred/credited to my current supervisory or managerial position?

A. Please see the above answer to the question "Are there any course equivalents for any of the courses?"

Q. Are there any assessments options for any of the courses?

A. Yes the following courses have an assessment option:

The Military Personnel Management Course and the USAF Experienced Supervisor Course include an assessment. If successfully passed, (after two attempts), you do not have to complete the remainder of the course. The USAF New Manager Course includes an assessment that if successfully passed (after two attempts) precludes the need for managers to complete the USAF New Supervisor Course, they only need to complete the USAF New Manager Course.

MyBIZ, BUSINESS OBJECTS, AND EDUCATION AND TRAINING MANAGEMENT SYSTEM (ETMS)

Q. How long does it take for course completions to reflect in MyBiz?

A. Once the course ends, course completions will be updated in MyBiz within 7 business days. If you have completed a course within the past 30 days and receive a notification to complete training, provide your local Employee Development Specialist, Unit Training Manager, or servicing Civilian Personnel Section with the training completion information and request they update your course completion in DCPDS.

Q. Do I need to update the Education and Training Management System (ETMS), once I have completed the training?

A. No. ETMS is the system used to send training notifications. Continue to use your locally established procedures, i.e. local civilian training manager or servicing Civilian Personnel Section to update course completions in MyBiz.

Q. Is it possible to provide the mandatory supervisory and managerial training locally rather than only online via the AU Portal?

A. No. AF/A1 has identified the Eaker Center, Force Support Professional Development School, AU portal as the Department of the Air Force (DAF)'s vehicle for the delivery of supervisory and managerial trainings. MAJCOMs and Installations have the flexibility to design and offer local programs which enhance, but do not duplicate or replace the USAF mandatory trainings.

Q. Where can I find DoD guidance, concerning the MST program?

A. [DCPAS MST Program/2019 Learning and Evaluation Framework/FAQs \(Under Talent Development\)](#)

FAQ POCs

Individual supervisors, managers, or commanders will utilize their local EDS/UTM/CPS to answer any MST-related questions. → If the local EDS/UTM/CPS have MST-related questions or concerns, they should contact their owning command MST POC. → If the Owing command MST POCs have MST-related questions or concerns, they will forward the specific question to the AETC/A1DF who will work with HAF/A1D to determine answer/policy. Answer/Policy will then be filtered down through the above chain for local dissemination.