



## Federal Fleet Manager Certification Program (FFMCP) Frequently Asked Questions

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### General Questions About the Program

#### **What is the Federal Fleet Manager Certification Program?**

The Federal Fleet Manager Certification Program (FFMCP) was developed by GSA Fleet in conjunction with the Office of Governmentwide Policy to provide training to Federal Fleet Managers of all levels. The FFMCP is a comprehensive fleet management training program specific to federal fleet management. The program consists of six core courses and the participant's choice of 2 elective courses.

#### **Is the FFMCP mandatory?**

GSA Fleet does not have the authority to require specific training for its federal customer agencies. Your agency leadership may require the training for specific positions. You should discuss the training program with your supervisor to determine if it is required training for you.

#### **Is there a cost for the certification program?**

The FFMCP comes to you at no additional cost. This training program is an added resource for GSA Fleet customers.

#### **Can I earn CLPs for the training?**

Maybe. Certificates of completion will be issued within the GSA Learning Academy for each course completed. You can provide these certificates to the appropriate authority within your agency to request CLPs or other appropriate training credits. For certifications managed through the [Federal Acquisition Institute Training Application System](#) (FAITAS), you should download your training certificates and use them when you request continuous learning points in FAITAS.

#### **How long does it take to complete the program?**

There are 8 courses in total that must be completed to earn your Federal Fleet Manager Certification. Each course takes approximately one hour to complete; however, it may take some users longer depending on their pace.

#### **How long is my account active?**

Your account is active for 120 days starting with the day that you register.

#### **Can I repeat the program?**

Yes, if you would like to complete the program again as a refresher you are welcome to do so. Your account will likely be inactive through, so you will need to send an email to



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[fleet\\_training@gsa.gov](mailto:fleet_training@gsa.gov) stating that you would like to complete the program again and include the email address associated with your account.

### **Are there any annual continuous learning requirements to maintain this certification?**

No. There are no training requirements beyond the initial certification process.

### **I have previously completed other fleet training or certification programs. Can I use that training to get credit for this program?**

No. This certification program is independent from other fleet management training. It is optional and it is at no additional cost. Training credits will not be given for training taken outside of this curriculum.

### **Does having completed GSA's FFMC program allow a federal employee to use the CFFM designation?**

The GSA Fleet Federal Fleet Manager Certification Program does not carry a formal branded title upon completion. There is a program completion certificate though.

## Registering for the Program

### **How do I register to take the courses?**

Visit this [site](#) to register for GSA Learning Academy. When you register, select the Federal Fleet Manager Certification Program (FFMCP) in the Training Program drop down. You must register with a government email address.

### **Why do I need a [Login.gov](#) account?**

Login.gov is being used to comply with IT Security multi-factor authentication requirements. If you do not have a max.gov account you will need to [register](#) for one.

### **What do I do if my agency or sub agency isn't listed in the drop down?**

You can either select the "other" option or select another option that is similar or close to your organization.

### **Do I need to register for each course?**

No. When your program registration is approved all of the courses will be assigned to your account.



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### Once I register, how long will it take for me to be able to access the courses?

Once your account is approved you should be able to begin the training immediately. It may take up to a couple of business days for your account to be approved. You will receive an email once your account is approved and the courses are assigned to you.

### What do I do if I'm having issues with the registration process?

Contact GSA Learning Academy via the email link on the [Tech Support](#) page.

### Do GSA employees need to register for GSA Learning Academy?

No, GSA employees do not need an account in GSA's Learning Academy. GSA employees wanting to complete the FFMCP, may do so via GSA's Online University. From the Learner homepage search for "ffmcp".

## Accessing the Courses

### Where do I access the training courses?

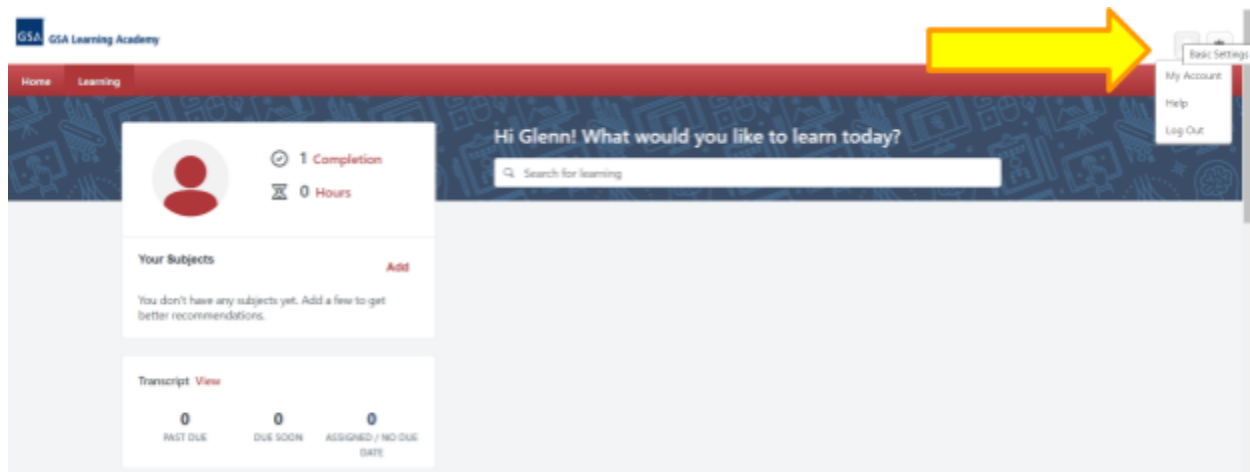
The training courses are available in the [GSA Learning Academy](#)

### Why can't I access more of the courses?

The courses must be completed in a specific order. You will not be able to access a course until you have completed the required prerequisites.

### What do I do if I am having technical issues logging in to GSA Learning Academy or the courses?

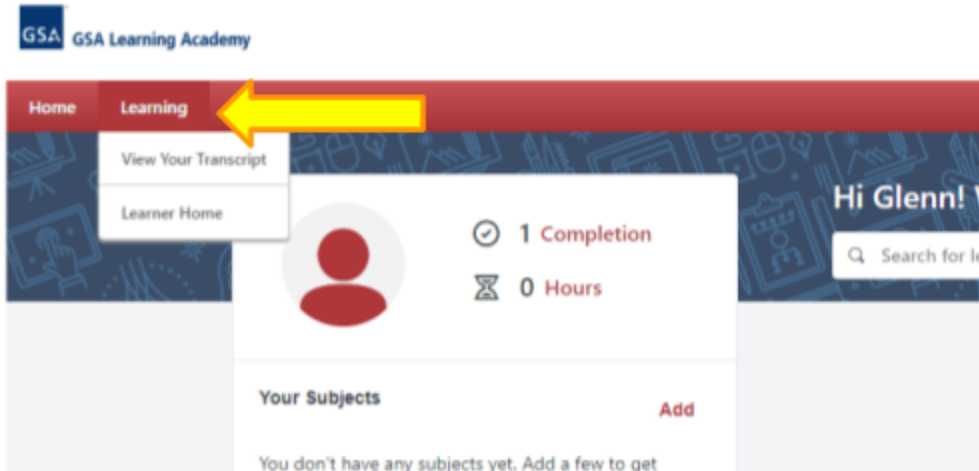
Click on the gear icon and select "help".



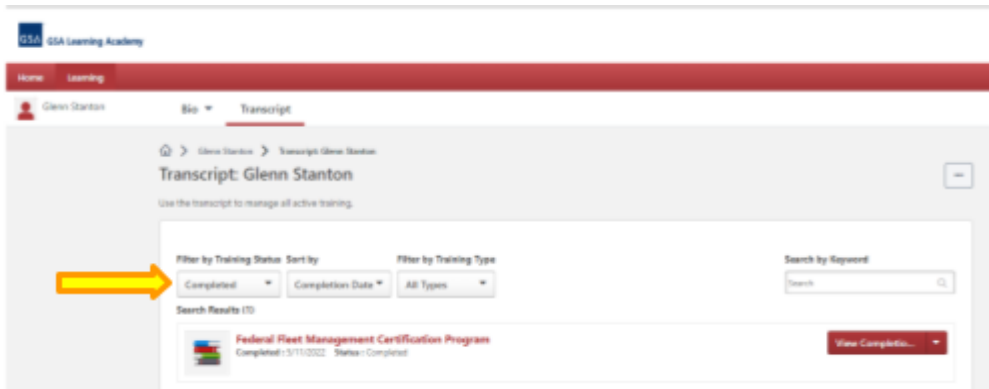
## Federal Fleet Manager Certification Program (FFMCP) Frequently Asked Questions

### How do I view my program certificate?

Step 1. Click on “Learning” and then click on “View Your Transcript

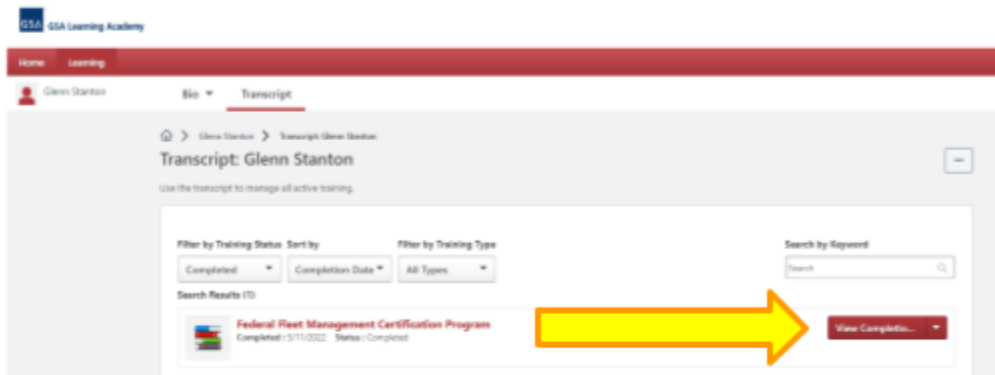


Step 2. Filter by training status “completed”



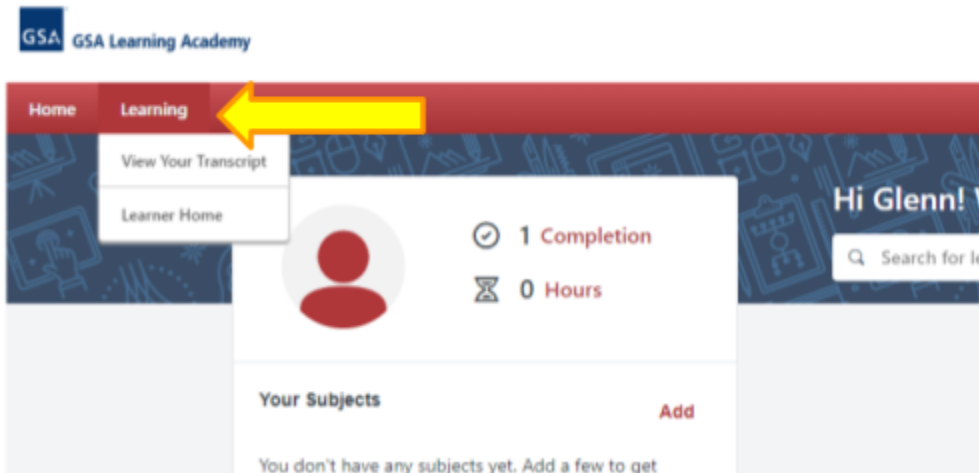
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Step 3. Click the view completion button for your program certificate.



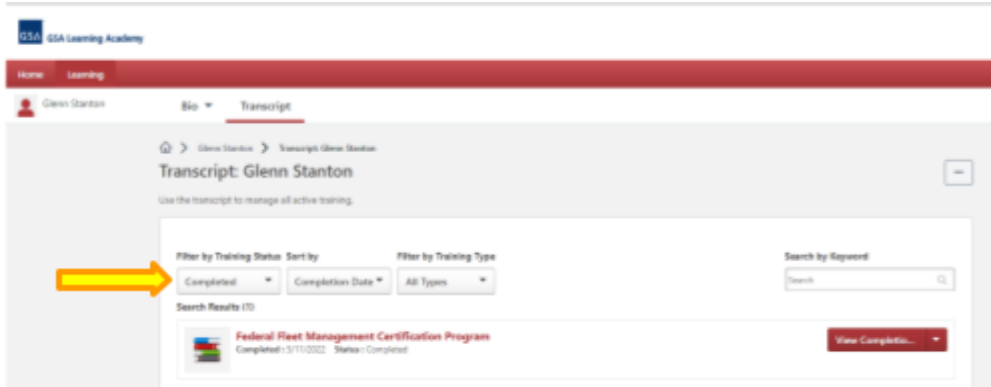
### How do I view my individual course certificates?

Step 1. Click on “Learning” and then click on “View Your Transcript

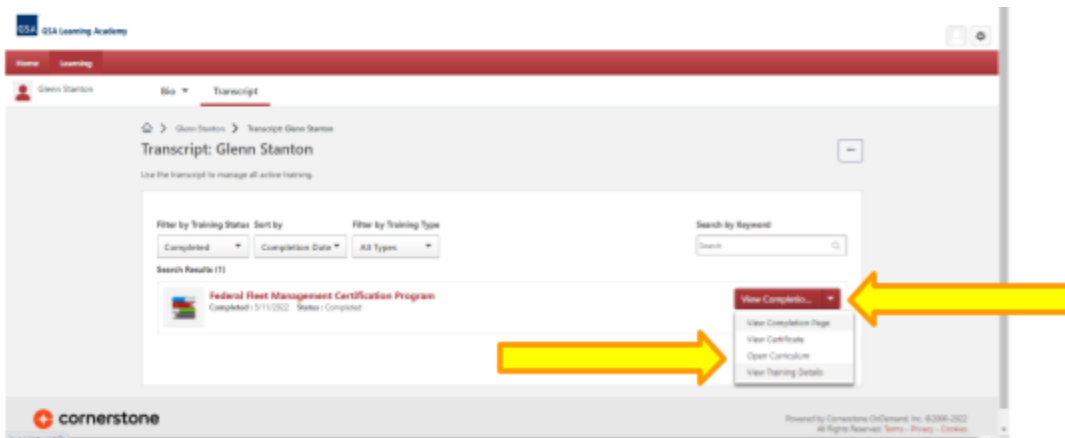


Step 2. Filter by training status “completed”

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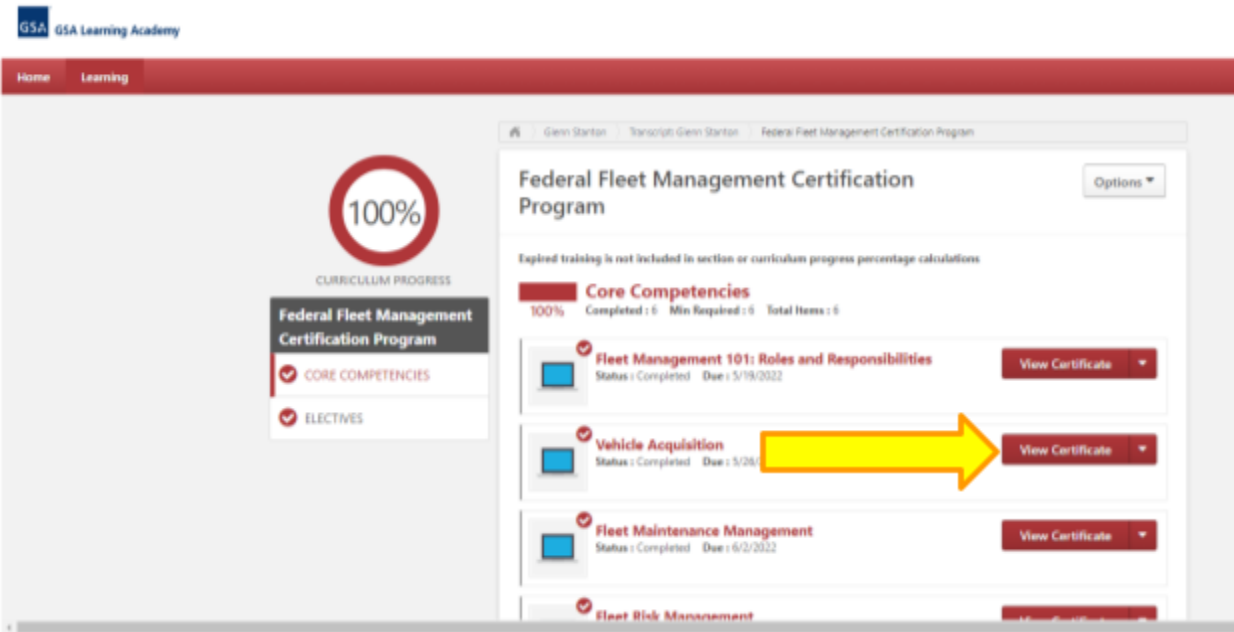


Step 3. Click on the down arrow next to the view completion certificate button and select open curriculum.



Step 4: Click on the view certificate button for the class you want.

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The screenshot displays the GSA Learning Academy interface for the Federal Fleet Management Certification Program. On the left, a circular progress indicator shows 100% completion. Below it, a sidebar lists 'CORE COMPETENCIES' and 'ELECTIVES'. The main content area shows a list of completed courses with their status and due dates. A yellow arrow points to the 'View Certificate' button for the 'Vehicle Acquisition' course.

Course Name	Status	Due Date	Action
Fleet Management 101: Roles and Responsibilities	Completed	5/19/2022	View Certificate
Vehicle Acquisition	Completed	5/26/22	View Certificate
Fleet Maintenance Management	Completed	6/2/2022	View Certificate
Fleet Risk Management	Completed		View Certificate

### Training Records from the Old System

#### **I completed the program in the old system, how can I obtain copies of my completion certificates?**

Send an email to [fleet\\_training@gsa.gov](mailto:fleet_training@gsa.gov) and provide the email address associated with your account. It is a manual process for us to create copies of the training certificates, so please understand that it may take several days.

#### **I started the program in the old system, do I have to start over?**

No, You will not need to start over. Your training records from the old system can be added to the new system. Send an email to [fleet\\_training@gsa.gov](mailto:fleet_training@gsa.gov) and provide the email address associated with your account. If your accounts used different email addresses then you will need to provide both email addresses. It is a manual process for us to upload the training records, so please understand that it may take several days.