MERCHANT MARINER CREDENTIALING

Mr. Ike Eisentrout
Deputy Director
USCG National Maritime Center
The National Maritime Center’s Mission:

Issue professional credentials to mariners who are fully compliant with current regulations, in the most effective and efficient manner possible.
The National Maritime Center’s Vision:

We envision creating a world-class credentialing program leading to a safe, secure, and environmentally sound Marine Transportation System manned by fully compliant U.S. mariners. Our staff of highly competent professionals strives to accomplish this vision by leveraging leading-edge technology and strengthened by stakeholder partnerships.
An average day at the NMC

- Applications:
  - Received: 262
  - Awaiting Info: 104
  - Approved to test: 53
  - Denied: 4
  - Safety & Suitability: 193
- Credentials Produced: 250
- Website Hits: 3540
- CSC Phone Calls: 998
- IASKNMC E-mails: 262
- Auto-generated E-mails: 1300
- School and DE Approvals: 15
- Course Audits: 3
- Exams Given: 52
July 2012 Net Processing Time (NPT)

NPT:
Coast Guard Time

Current NPT: 10.66

NPT Goal: 30 days or less

** 99% of credentials are produced within 30 days NPT. **
NMC Organizational Chart

Commanding Officer

Deputy Director

- REC Operations Division NMC-1
- Mariner Training & Assessment Division NMC-2
- Program Support Division NMC-3
- Mariner Information Division NMC-4
- Mariner Evaluation Division NMC-5
- Medical Evaluation Division NMC-6
19 Storefronts - Regional Exam Centers (REC)

- Customer Service
- Prescreen Applications
- Administer Exams
- Course Oversight

Sign up for NMC info at: www.uscg.mil/nmc

- Mariner Credentialing Program Information
- Mariner Medical Information
- Mariner Courses & Training
An MMC - Application to Issuance

Mariner Obtains a TWIC
Mariner submits application for Merchant Mariner Credential to REC.

If applicable, mariner obtains TWIC from TSA.

Mariner Submits CG-719B
Mariner submits application for Merchant Mariner Credential to REC.

Application Verified & Forwarded
Application content verified by REC, forwarded to NMC for processing.

Application Reviewed
Application reviewed:
- Security
- Medical
- Professional Qualifications

Mariner Contacted
Mariners are contacted via an awaiting information letter if additional clarification required.

Credential Printed
Mariner credential submitted for printing.

Credential Mailed
Credential mailed to mariner.
Transportation Worker Identification Credential

• CG Authorization Act changed the carriage requirements for TWIC.
  ➢ Policy Letter 11-15 announces the first stage of implementation:  www.uscg.mil/nmc

• CG is developing regulation for full implementation of this change.
Transportation Worker Identification Credential

- TWIC will be required by mariners serving on vessels required to have Vessel Security Plan.
- TSA will be required source for biographic/biometric data for CG.
  - Mariners must apply for/be approved for TWIC at least once.
- Mariners applying for MMC and not required to hold valid TWIC must submit statement.

For more information, visit: www.uscg.mil/nmc
- Name-based Safety/Suitability checks create potential for delayed processing.
The Safety and Suitability Evaluation Process

TSA/TWIC → Security Screening
- Approved
- Biometrics/Biographics Transferred to NMC

Evaluation → Safety and Suitability Screening
- No Derogatory Information
- Awaiting Information (Conviction Records, NDR Hold, Prove Cure, etc.)

- Forward to Medical or PQEB
- Satisfactory
- Denial/Assessment
- Forward to Medical or PQEB
- Reconsideration/Appeal
The Medical Evaluation Process

1. Screening
   - Medical Screeners
     - Waiver
     - Forward to Evaluator

2. Initial Medical Review
   - Medical Evaluators
     - Waiver
     - Forward to 2nd Level

3. 2nd Level Review
   - Government Reviewers
     - Waiver
     - Denial
The Professional Qualifications Evaluation Process

Application → Pre-Screened at REC
- 60-Day Awaiting Information (AI) Letter
- Transferred to NMC

Evaluation

Government Evaluators
- Approved to Test (ATT)
- 90-Day Awaiting Information (AI) Letter

Successful Completion of Exams
- 60-Day Awaiting Information (AI) Letter

AI Satisfied
- ATT
- ATP

NMC Issues Credential
Domestic and International Regulations dictate requirements for mariner endorsements.

Education Providers design courseware to meet regulations and industry needs and submit to NMC for approval.

NMC evaluates and approves sites, curriculum, instructors, assessments in accordance with regulations.

Mariners receive required training, assessment, examination and apply knowledge on the vessels.

Mariners apply for MMCs by submitting all required data to the NMC and track the application process.

NMC evaluates mariner’s application and issues applicable MMC.

Regulation, Education, Application Process

The National Maritime Center’s mission is to issue merchant credentials to fully qualified mariners in the most effective and efficient manner possible in order to assure a safe, secure, economically efficient and environmentally sound Marine Transportation System.
Mariner Training & Assessment Division Process

**NMC-21, Approvals Branch:** Evaluates and grants approvals for programs, courses, instructors, designated examiners, and proctors in accordance with national and international laws and guidelines.

**NMC-22, Examination Branch:** Creates and monitors exams, exam questions, and illustrations in accordance with domestic regulations and international conventions.

**NMC-23, Oversight Branch:** Through observation and interaction with education providers, ensures that maritime training is conducted in a manner conducive to learning and within the terms of the trainers approval.
Course Approval Request: Application to Issuance

Domestic and International Regulations dictate requirements for mariner endorsements.

Education Providers design courseware to meet regulations and industry needs and submit to NMC for approval.

NMC evaluates and approves proposed courseware in accordance with current regulations.

Mariners receive required training, assessment, evaluation and apply knowledge on the vessels.

- Code of Federal Regulations (CFR's) and STCW Convention Requirements
- Curriculum Design including lectures, exams, study guides, assessments, instructions, schedules
- Instructor Qualifications, Site Requirements, Assessment Criteria, Grading Procedures
- Fully Qualified Mariners have the knowledge and ability to perform, ensuring a Safe Marine Transportation System
NMC-2’s Role in the Process of Issuing Mariner Credentials:

- Course Design by Education Providers
- NMC-2 Course/Instructor Evaluation/Approval
- NMC Site Evaluation & Approval
- NMC-2 Issues Terms of Approval

To search for approved courses, visit: www.uscg.mil/nmc/courses/.
Searches can be conducted using course names or schools.
Customer Service Center (CSC)

- Hours 8am – 8pm EST M-F
- 1-888-IASKNMC (427-5662)
- iasknmc@uscg.mil
- 800,000 contacts in 2011
  - 78 percent calls
  - 22 percent e-mails
- Handles more than 92 percent of all contacts within the CSC
- Highest Contact Activity – March 2011: 32,332 total

- 20 CSC personnel with more than 24 months experience – very stable
Issue Resolution Team (IRT)

The Issue Resolution Team supports the CSC by:

- Providing technical expertise
- Resolving wide variety of issues that require research/evaluation so that other departments can focus on processing applications
- Focusing on NMC as a whole to ensure smooth operations and effective communications
- Working closely with each division to facilitate timely responses to inquiries
- Reviewing and disseminating information from customer feedback surveys
The NMC has:

- Participated in review and revision of the SNPRM and associated policy.
- Completed significant updates to MMLD software to enable Medical Certificate processing.
- Developed resource requirements for implementation.
- Drafted new or revised procedures, work instructions, & checklists.
- Drafted new training for evaluators.
- The published SNPRM, public comments and related materials, as well as the Final Rule (when available) may be viewed online at: http://www.regulations.gov, docket number USCG-2004-17914.
On the Horizon

- Electronic submissions/IT overhaul
- Electronic testing for mariners
- Interim STCW guidance
- Final STCW rule
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