



**NATIONAL  
MARITIME  
CENTER**

# **MERCHANT MARINER CREDENTIALING**

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9/7/2012

U.S. Department of  
Homeland Security  
**United States  
Coast Guard**





# **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.





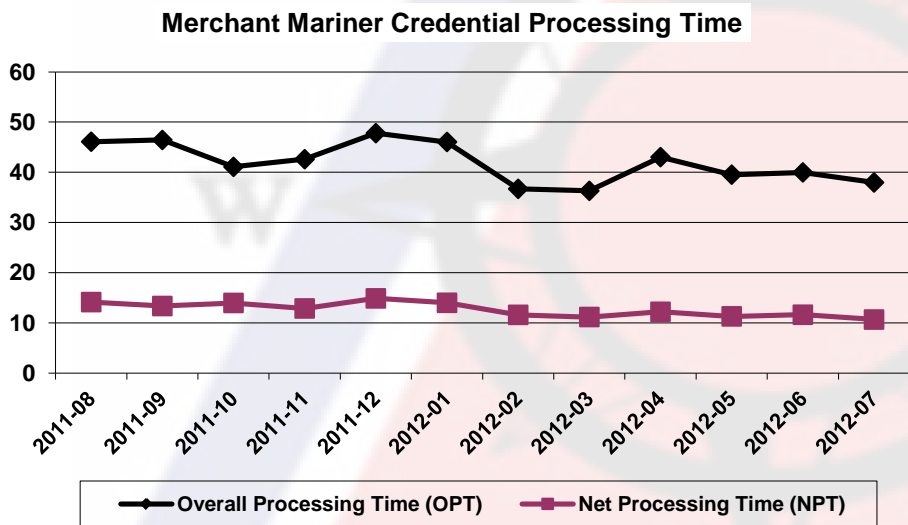
# An average day at the NMC

- 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





# 19 Storefronts - Regional Exam Centers (REC)



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

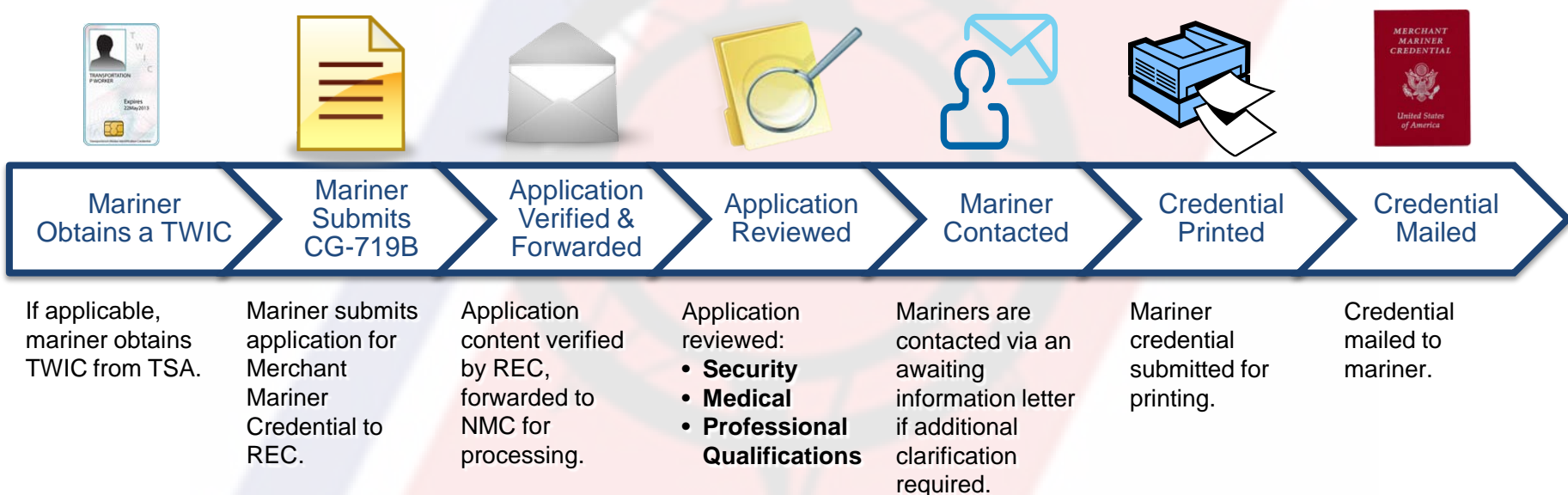
Sign up for NMC info at:  
[www.uscg.mil/nmc](http://www.uscg.mil/nmc)

- Mariner Credentialing Program Information
- Mariner Medical Information
- Mariner Courses & Training





# An MMC - Application to Issuance







# 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](http://www.uscg.mil/nmc)
- CG is developing regulation for full implementation of this change.





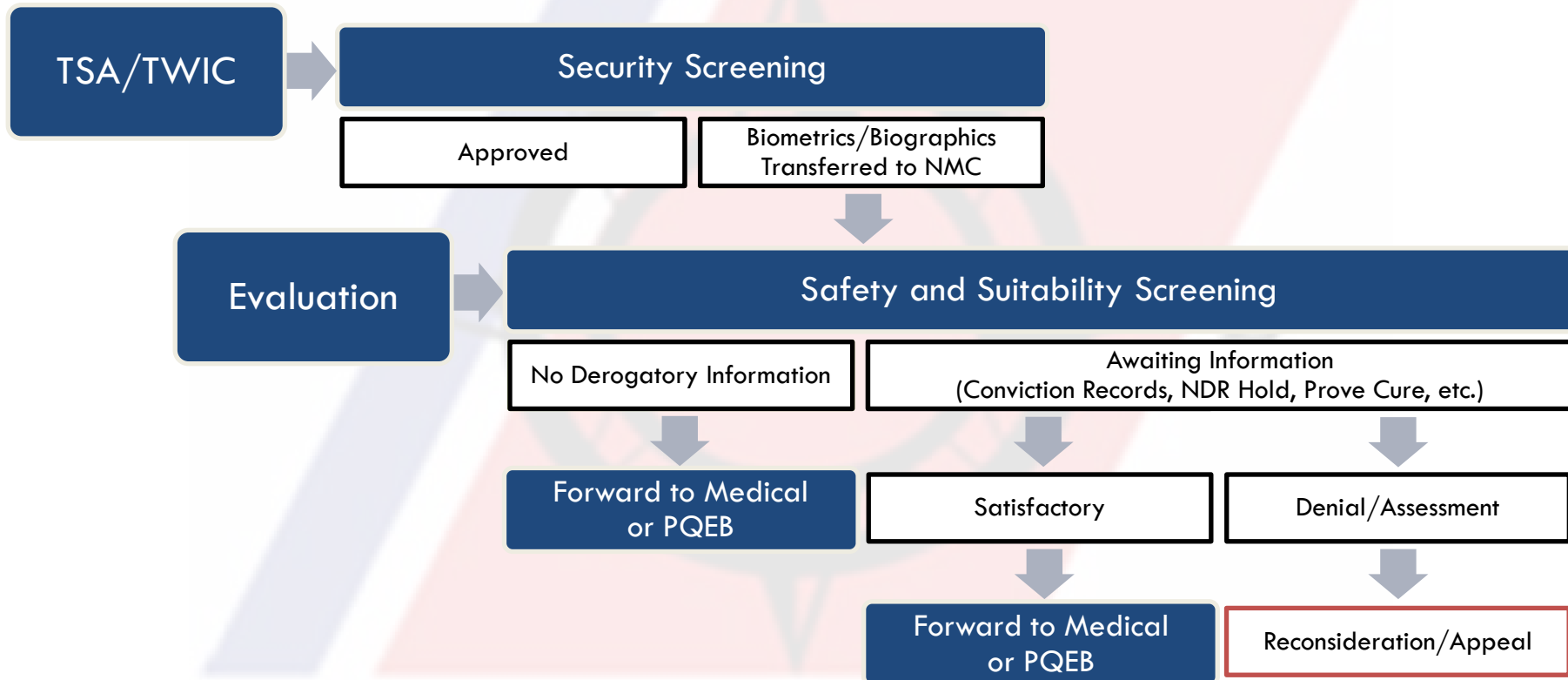
# Transportation Worker Identification Credential

- 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](http://www.uscg.mil/nmc)
  - Name-based Safety/Suitability checks create potential for delayed processing.



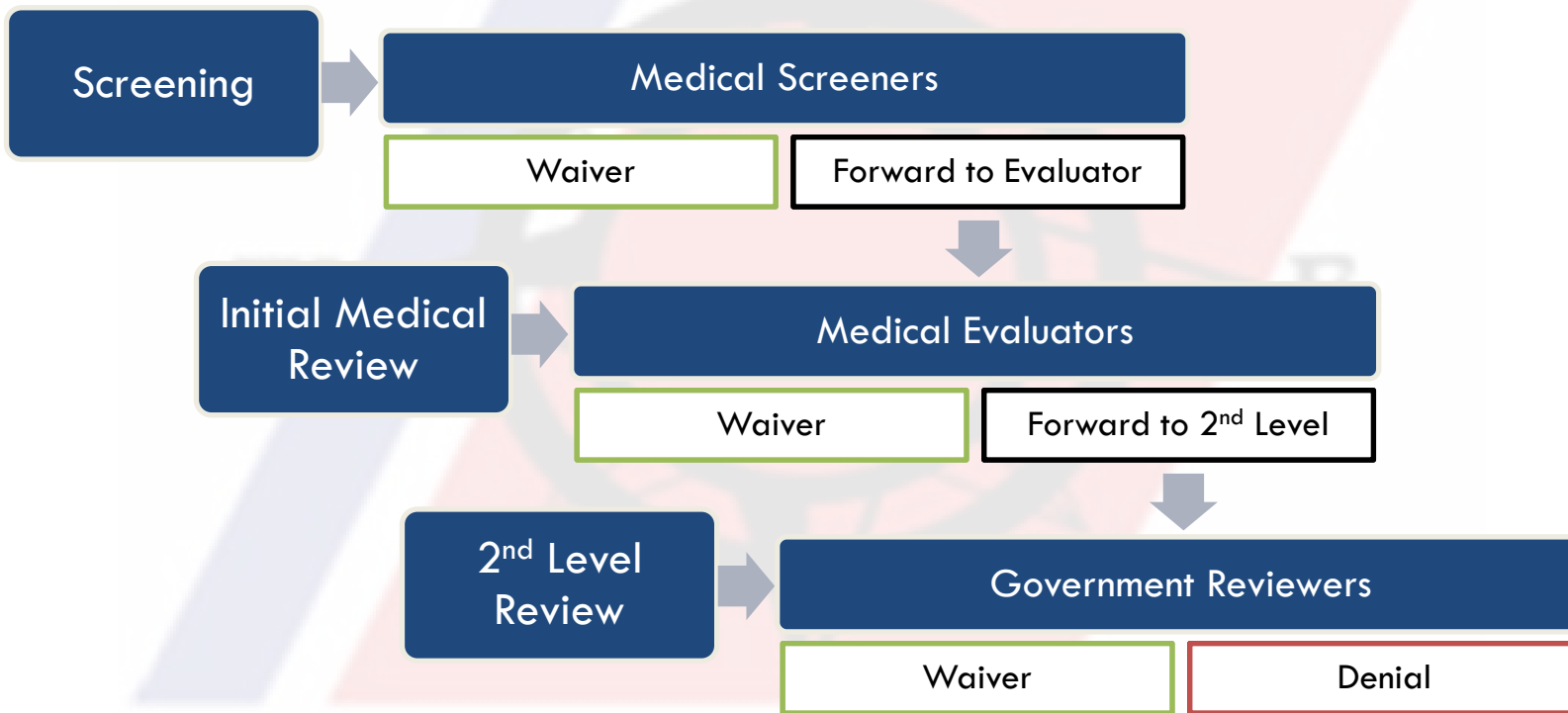


# The Safety and Suitability Evaluation Process





# The Medical Evaluation Process

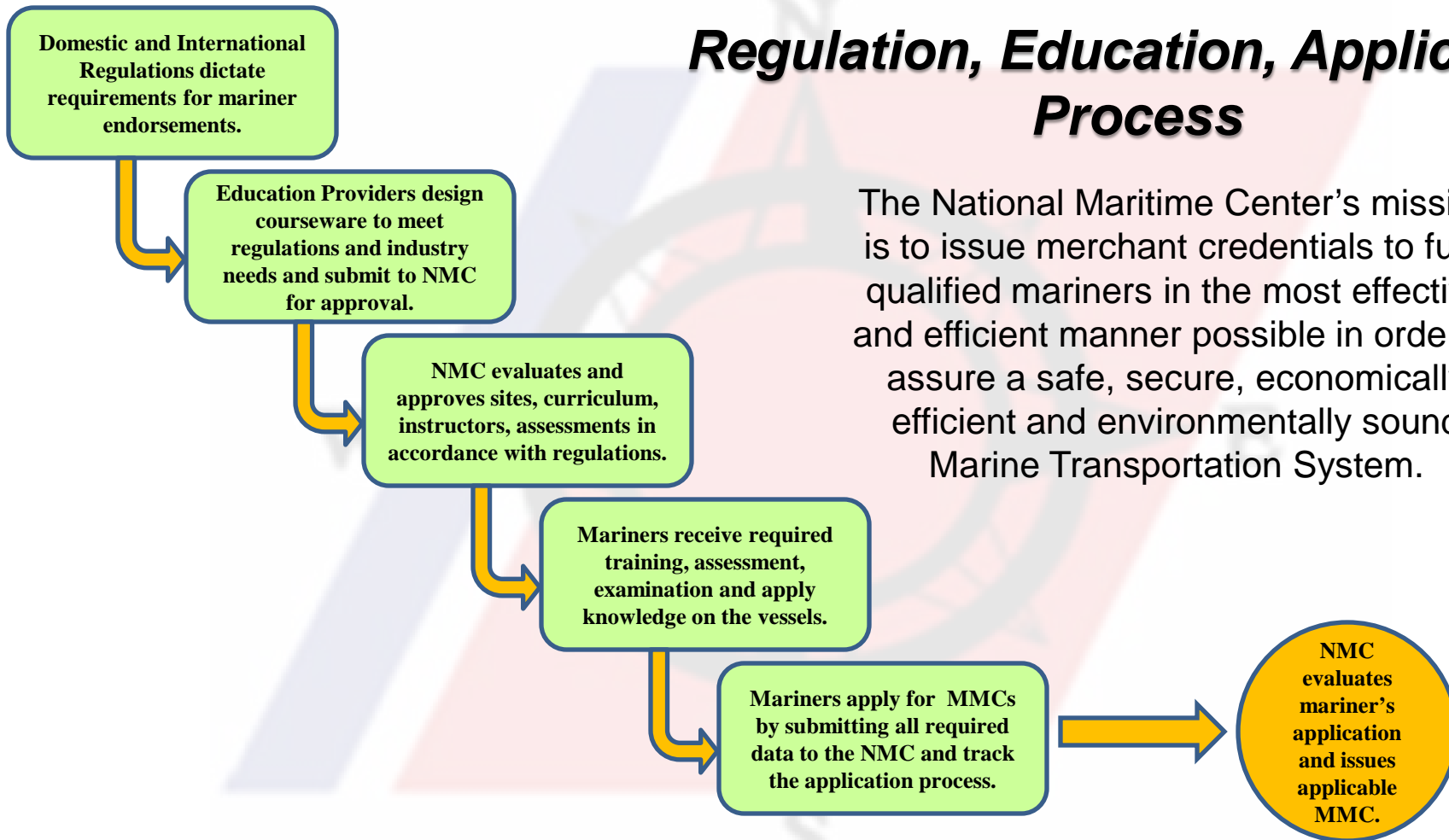






## **Regulation, Education, Application Process**

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

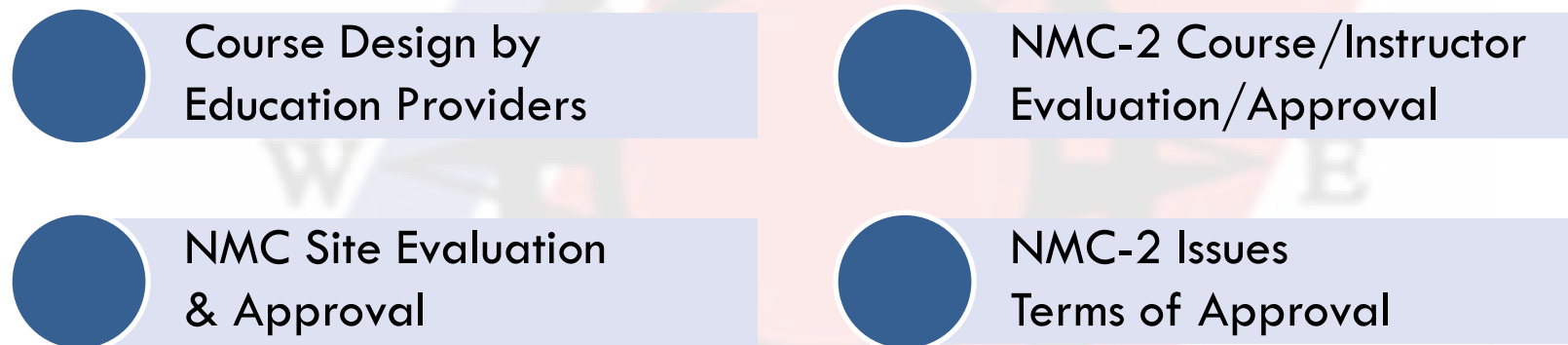
Fully Qualified Mariners have the knowledge and ability to perform, ensuring a Safe Marine Transportation System







# NMC-2's Role in the Process of Issuing Mariner Credentials:



To search for approved courses, visit: [www.uscg.mil/nmc/courses/](http://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](mailto: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





# STCW Regulatory Project Overview

## 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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