

Online Application Advice to Applicants

The NI has made lots of improvements during this year to the IT system, but some difficulties are still being faced by the applicants due to IT task improvements that are still being tested by our team. The main difficulties faced by applicants are:

- a. *System is not accepting the 30 days before the induction course for the old scheme (prior to 2015 new Scheme implementation).*

This has been addressed by our team and is currently being tested. Once approved, we will move to the live site. In the meantime, applicants shall email the DP team to manually update the 30 days information into the database. All the rest of the application shall be completed by the applicant.

- b. *Repeated courses cannot be entered into the system*

When the Induction and Simulator courses are repeated by the applicant, they cannot be entered into the application.

When this scenario happens, our staff advise the applicant to inform the NI and amend the date according to the recommendation of our team. Once this is done, the applicant may proceed with the application.

- c. *Payment not being updated by the system*

This glitch does not happen all the time and sometimes cannot be replicated by the IT team. When the applicant faces this problem, please send the payment details to our team via email, with the copy of the payment confirmation and we will have our IT department manually update it into the customer account.

- d. *Log in request by applicant*

Although the NI sent letters and emails last year to inform the login and password to the applicants who are due to revalidate their DP certificate this year, our team still gets lots of enquiries via email and telephone about the login details. Our team puts priority on this request to better assist the customer.

- e. *Logbook numbers not found in the system*

Since January 2015, the NI stopped using the online examination system for the Induction course. This had an impact on applications due to the fact that the logbook numbers were added by the training centres directly into the examination system, which passed the information to our database. Training centres were required to provide the logbooks numbers to the NI team, which is adding them manually into the database. When applying, if the logbook number cannot be found on the application, (applicants are advised to) please contact the NI team by email and provide a scanned copy of the logbook pages.

f. DP Vessels classed by a Classification Society that are not in our database

The new IT system was developed to verify the DP vessel class and dates as it does impact on the type of certificate given to the applicant. If the vessel cannot be found in our database or the applicant faces issues to validate the vessel entry, this might be because:

- i. The vessel is not in our database
- ii. The date claimed by the DPO is not within the period for the DP class certificate.

In these scenarios, (applicants are advised to) please send a scanned copy of the DP class certificate to dp@nautinst.org. Our team will add the vessel in our database or amend the date as per the class certificate.

g. NMD DP certificates to be converted/revalidated by the NI

In June 2015 DPTEG decided that old NMD DP certificates should be considered equivalent to the NI DP certificate. NMD applicants, who want to convert their DP certificates to the NI, should convert and revalidate at the same time. This requires special features from the IT system, which is being developed and under several tests at the moment. If the applicant falls into these criteria, please ask him to contact Debbie Durrant – dpd@nautinst.org.