



## User Manual

# Apply for Certificate of Competency (CoC)

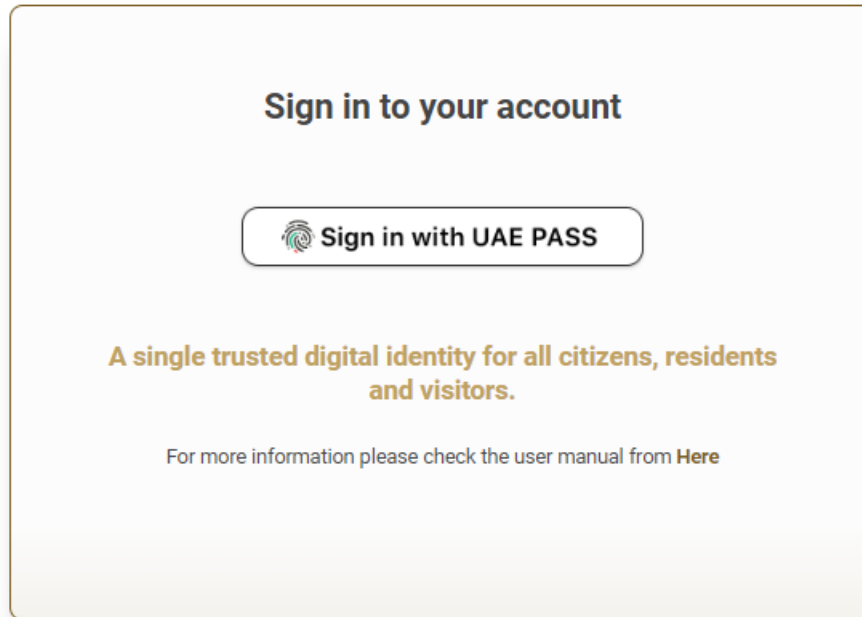
V 1.0

2025

1. Open MOEI website: <https://www.moei.gov.ae>
  2. From the home page, go to Services Directory, choose the category “Maritime Transportation”. Then select the Sub category “Pleasure boat services”, then choose the service you need.
- you can view the service Info or start the service immediately by clicking on Start Button

The screenshot displays the MOEI website's Services Directory. At the top, there is a navigation bar with the MOEI logo and the text 'UNITED ARAB EMIRATES MINISTRY OF ENERGY & INFRASTRUCTURE'. A search bar is located in the top right corner. Below the navigation bar, there is a large banner for 'Manzili Bundle' with the text 'All housing services through a unified bundle' and an image of a family. Below the banner, the 'Services' section is visible. A red box highlights the search bar containing the text 'Apply for Certificate of Competency'. A red arrow points from the text 'Search by service name' to this search bar. Below the search bar, a red box highlights a search result for 'Apply for Certificate of Competency (CoC)'. The result includes a description: 'This service allows customers to issue the certificate of competency and endorse...' and a 'Start Service' button with a right-pointing arrow.

3. Then it will redirect you to the Login page, you can login by using UAE PASS.



4. Fill the application Information.

#### Request for certificate of competency and the endorsement

##### Terms and Condition

MOEI is not responsible for any act of commission or omission that the online user might undertake on the basis of information provided on this eService System. MOEI is not responsible for any errors, omissions or representation from Online user's data entry on any of our web pages or on any links on any of our pages. Please verify the accuracy of all information on your own before applying for any eServices. MOEI is not responsible for the inaccuracy of data supplied by the Online User. The linked sites are not under MOEI's control and MOEI is not responsible for the contents of any linked sites or any link contained in a linked site, or any changes or updates to such sites. MOEI is providing these links to its customers for the convenience only, and the inclusion of any of these link does not imply endorsement by MOEI.

I agree on the above terms and conditions of MOEI

#### Request for certificate of competency and the endorsement


Seafarer Name Arabic

Seafarer Name English

Employer Name

Book No

 Search

 Create New

Request for certificate of competency and the endorsement



Candidate Information

Registration Center \*

Discharge Book No \*

Name of Candidate in English \*

Name of Candidate in Arabic \*

Nationality \*

Gender \*  Male  Female

Date Of Birth \*

Profession \*

Passport No \*

Passport Issue Place \*

you can write (Arabic Or English) language



Form Completion

Request for certificate of competency and the endorsement



Competency Info

Regulation No

Competency Function \*

Competency Capacity



Form Completion

**Request for certificate of competency and the endorsement**

**Upload Attachments**

**Drag and Drop files here**  
(jpg,jpeg,png) extensions are allowed with maximum 1 file(s) and up to 2 MB of size.

Copy of Mandatory Personal Safety Certificate of the seaman, or copy of STCW from an academy inside \*

**Drag and Drop files here**  
(jpg,jpeg,png,bmp,gif,pdf) extensions are allowed with maximum 4 file(s) and up to 4 MB of size.

Copy of seaman's passport or Emirates ID copies (2 sides) \*

**Drag and Drop files here**  
(jpg,jpeg,png,bmp,gif,pdf) extensions are allowed with maximum 4 file(s) and up to 4 MB of size.

Medical check \*

**Drag and Drop files here**  
(jpg,jpeg,png,bmp,gif,pdf) extensions are allowed with maximum 4 file(s) and up to 4 MB of size.

Copies of mandatory certificates \*

**Drag and Drop files here**  
(jpg,jpeg,png,bmp,gif,pdf) extensions are allowed with maximum 4 file(s) and up to 4 MB of size.

0%  
Form Completion

↩ Previous
✓ Next
✕ Cancel

**Request for certificate of competency and the endorsement**

**Submit and Finish**

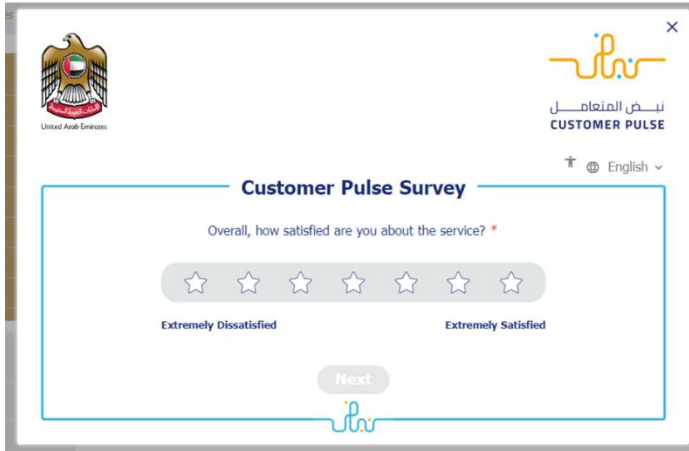
Comments

100%  
Form Completion


↩ Previous
✓ Submit
✕ Cancel

5. Submit the request by click on “Submit“.

6. Fill the satisfaction survey about the eService, when the following pop-up shows up:



The image shows a screenshot of a 'Customer Pulse Survey' pop-up window. The window has a grey border and a close button (X) in the top right corner. In the top left corner, there is the United Arab Emirates national emblem and the text 'United Arab Emirates'. In the top right corner, there is a logo with Arabic calligraphy and the text 'نص المتعامل CUSTOMER PULSE'. Below the logo, there is a language selector showing 'English' with a dropdown arrow. The main content area is titled 'Customer Pulse Survey' and contains the question: 'Overall, how satisfied are you about the service? \*'. Below the question is a horizontal row of seven stars. The first star is filled, and the others are empty. Below the stars, the text 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. At the bottom center, there is a 'Next' button. A small logo is visible at the bottom center of the survey area.




نظرة المستهلك  
CUSTOMER PULSE



English

### Customer Pulse Survey

Based on your experience in getting the service. To what extent do you agree on the following statements?

	Extremely Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Extremely Agree
Availability & accuracy of Service information	☆	☆	☆	☆	☆	☆	☆
Ease of Service accessibility in the Smart Application	☆	☆	☆	☆	☆	☆	☆
Ease & Simplicity of Service Application Steps	☆	☆	☆	☆	☆	☆	☆
Ease and Variety of payment options	☆	☆	☆	☆	☆	☆	☆
Possibility of Service Status Tracking	☆	☆	☆	☆	☆	☆	☆
Service Completion time was reasonable & within my expectations	☆	☆	☆	☆	☆	☆	☆
Smart Application efficiency (no delays or errors in app)	☆	☆	☆	☆	☆	☆	☆
Availability of Online Support	☆	☆	☆	☆	☆	☆	☆

Previous Next

نظرة المستهلك  
CUSTOMER PULSE

English

### Customer Pulse Survey

Is there anything else you would like to share with us?

Please select

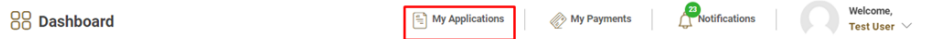
2000 characters left

Kindly provide your mobile number or Email for follow up

Previous Submit

7. After the application is approved by the ministry, you will receive the Certificate automatically via email. However, you can also view and download the certificate from the end user dashboard through Request Status boxes Or My Application:

- a. Click on the My Application as shown in the image below



- b. for searching/filtering the requests based on Reference Number/Request Date/Service Name/Request Status:

### My Applications

Services by Category: Maritime Transport Services

Service: Please Select

My Company: Please Select

Company PRO: Please Select

Application Status: Please Select

Keyword (Reference Number):

Use Date Range