

KEELSON DP CPD

FREQUENTLY ASKED QUESTIONS

WHERE DO I LOGIN?

Go to:

<https://www.keelsonmarineassurance.com/dp-cpd-cirrus-finish-page>

Here you will find access to Cirrus and all the information you need to successfully complete your DP CPD program

I DIDN'T RECEIVE MY PASSWORD RESET EMAIL

Password emails often get blocked by servers, especially if you use a VPN. If you still don't receive your password reset after checking spam and disconnecting a VPN, please contact assessment@keelsonmarineassurance.com so we can reset it manually.

I CAN'T ACCESS CIRRUS

The testing platform works best on a laptop or PC. Using a VPN sometimes restricts access. Let us know if you can't access the platform

HOW MANY ASSESSMENTS DO I TAKE?

You will take 2 assessments within your window. On your baseline assessment you must score over 30% - you have 3 attempts

On your improvement assessment you must improve your score - you have 5 attempts

HOW LONG DO I HAVE?

Check your Cirrus dashboard and your enrollment email for your window deadline. Ask assessment@keelsonmarineassurance.com if you're not sure

WHO DO I CONTACT FOR HELP?

We try to respond to all inquiries within 24 hours. Contact assessment@keelsonmarineassurance.com

WHERE DO I FIND LEARNING MATERIALS?

<https://www.keelsonmarineassurance.com/dp-cpd-cirrus-finish-page>

WHAT ABOUT IMCA DOCUMENTS?

Ask your company to provide access to IMCA documents

HOW DO I INTERPRET MY REPORT?

Go to:

<https://www.keelsonmarineassurance.com/dp-cpd-cirrus-finish-page>

you will find guidance for your report here

WHERE DO I SEE MY SCORES?

On your Cirrus dashboard you can see completed and upcoming assessments - click top right box

WHEN WILL I GET MY CERTIFICATE?

Within 2 business days of successful completion of 2nd assessment. Remember you MUST improve your 1st assessment score

I KEEP GETTING REMINDERS AFTER I'VE TAKEN MY ASSESSMENT

We send a lot of reminders because we know you are busy, and emails often get blocked or lost. This helps us reach as many people as possible. Sometimes automatic reminders go out before an assessment score is logged in the system. Disregard reminders received within 48 hours of taking an assessment. If they keep coming when you're complete, please let us know at assessment@keelsonmarineassurance.com

WHY ISN'T MY ASSESSMENT IN MY DASHBOARD?

You most likely missed your window deadline. Contact assessment@keelsonmarineassurance.com for next steps

I USED UP ALL MY ATTEMPTS AND NEED MORE

Contact assessment@keelsonmarineassurance.com for next steps

WHY CAN'T I SEE THE WRONG ANSWERS?

We understand it seems strange that we do not release the questions on the assessment to see where you have gone wrong. We have two reasons for this. The first is copyright. We ask all candidates NOT to record or photograph any of the assessment. The second is an educational principle. When we guide you to an area of study, rather than focusing on finding a single piece of data, it encourages a student to consider the wider context.