

This information sheet (**INF 03**) is intended for candidates following standard level KVH Videotel courses. If you are following an advanced level course, please refer to information sheet **INF 04**, available on the KVH Videotel website or by contacting us.

COURSE PROCEDURES STANDARD LEVEL COURSES

Thank you for choosing KVH Videotel to complete a course by distance learning. We hope you enjoy your course and welcome your feedback upon completion to help us improve what we do and enhance the learning experience for others.

1. You should have, by now, received the login details needed to access your chosen course online. This is normally sent to you by email with access instructions. If you encounter any problem accessing your course online, please refer to our Frequently Asked Questions (FAQs) or contact us for assistance.
2. Some KVH Videotel courses have course pre-requisites. These are requirements that must be met before a certificate, showing the relevant course approvals, can be issued to you. Please refer to our website, see individual course flyers or contact us for further information on course pre-requisites. Please contact us if you are in any doubt about meeting the course pre-requisites.
3. Standard level courses comprise interactive learning modules, self-tests and an onscreen final course test covering all topics addressed in the course. The final test must be taken under the direct supervision of an authenticating person who must complete:
 - section 9a of your 'Course Enrolment & Certificate Application Form' (**Form F1**) where supplied **AND**
 - the authentication table that appears on the final test print-out of the course **OR** a separate Record of Authentication (**Form F2**), where a table does not appear on the final test print-out

Authenticating persons are:

- the Master or Chief Engineer onboard ship
- a senior representative of a registered shipping company or maritime institution onshore.

Note: some Flag States (e.g. the UK's Maritime & Coastguard Agency) require that some KVH Videotel courses are completed and authenticated onboard ship only. Please refer to our website, see individual course flyers or contact us for further information.

4. The pass mark for all standard level courses is 70%, except the ECDIS course which is 80%. If you do not achieve this score in your final test, you are required to review the course material and resit the test. You must print your final test result immediately after you successfully complete the final test.
5. To receive a course certificate from KVH Videotel, showing relevant course approvals, you will be required to submit the following documents to us electronically or by post:
 - ✓ Course Enrolment & Certificate Application Form (**Form F1**) or equivalent form supplied by us
 - ✓ final test print-out showing the pass mark achieved and completed authentication table **OR** Final test print-out showing the pass mark achieved and a separate Record of Authentication (**Form F2**)
 - ✓ evidence of meeting all course pre-requisites, if applicable
 - ✓ a scanned colour copy of the photograph page of your passport **OR** a colour photograph attested by an authenticating person as a true likeness of you
 - ✓ Course Feedback Form (**Form F3**).

You are reminded that any test, assignment or other work you submit to KVH Videotel must be completed solely by you. You must not allow your work to be copied or plagiarised by others in any way. Any false statements, information or fraudulent activity may result in your dismissal from the course, withdrawal or withholding of a course certificate with no refund of fees payable. You may also be reported to the relevant maritime authorities who may conduct their own investigation and take their own action against you.

6. You should print, complete, scan and send all documents electronically to KVH Videotel following our Document Submission Guidance (**INF 02**) provided. We may accept posted documents at our London office, but it will take longer for your documents to be processed.

Courses Department
 KVH Videotel
 84 Newman Street, London, W1T 3EU.
 Telephone +44 (0) 207 299 1800.
courses@videotel.com