

Standard Level Courses FREQUENTLY ASKED QUESTIONS (FAQs)

1. What should I do before I start my course?

Check that you meet the course pre-requisites. These are requirements that must be met before a course certificate, showing the relevant course approvals, can be issued to you. Please refer to the course flyer, visit the KVH Videotel [website](#) 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.

2. Can I follow the course at my own pace?

KVH Videotel courses comprise a number of different modules which are best followed in numerical order. You may complete the modules at your own pace and will have 90 days* to complete the course.

*Not applicable to company subscriptions (e.g. VOD/VPM etc.)

3. What is the pass mark for the course?

Each of the course modules feature a module 'self-test'. There is also a final test at the end of the course covering all course modules. The pass mark for final test is 70% (with the exception of ECDIS training which is 80%).

4. Who verifies my test results when I complete them?

You must complete the final course test under the direct supervision of an authenticating person (see **INF 03**) who will make an entry in **section 9a** of **Form F1** and complete the authentication table on the final test print out.

5. How is the course assessed?

Your submission will be passed to a Flag approved course assessor. The assessor will determine whether you have met the standard required to be awarded a pass. Where the standard has not been achieved, you will receive a referral report and be asked to resubmit one or more pieces of work.

6. How do I send my course documents to KVH Videotel?

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

7. How do I obtain advice or support while following the course?

Please contact us as follows:

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

8. How long will I have to wait for my course certificate?

By following the course procedures (see **INF 03**) and ensuring all documents are submitted to KVH Videotel electronically, we will be able to pass your submission to a course assessor without delay. We issue printed certificates to successful candidates typically within 10-20 working days. Soft copy certificates may also be issued on request.

9. How do I leave feedback on my course or make a complaint?

You are invited to leave feedback on all aspects of the course by completing a course feedback form (**Form F3**).