

## Advanced 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 180 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 test and written assignment(s). There is also a final test at the end of the course covering all course modules. The pass mark for each element of the course is 70%.

### 4. Who verifies my test results and module assignments when I complete them?

You must complete all module tests, the final course test and all written assignments under the direct supervision of an authenticating person (see **INF 04**). You may be supervised by one or more authenticating persons (e.g. on different ships) who will each make an entry in **section 9b** of **Form F1** noting the element they have directly supervised.

### 5. How should I complete the written assignments/questions?

Assignments may be completed by hand or word processed (Arial size 11). All work must be clearly presented, correctly referenced and easily identified against the assignment number or part.

### 6. 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. Where a significant lack of knowledge and understanding is demonstrated, you will be asked to revisit the course material, conduct further self-study and resubmit the relevant course assignments, for which a re-assessment fee will be payable.

### 7. 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.

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

Please contact us as follows:

Courses Department  
 Telephone +44 (0) 207 299 1800.  
[courses@videotel.com](mailto:courses@videotel.com)

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

By following the course procedures (see **INF 04**) 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.

### 10. How do I leave feedback or make a complaint about my course?

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