



Student Handbook

Skipper Training NZ Ltd is registered by the New Zealand Qualifications Authority as a Private Training Establishment pursuant to the Education and Training Act 2020 and its subsequent amendments. MoE number 6035

Contents

Contents.....	1
Welcome from Skipper Training NZ Limited.	2
Organisation Details	3
About Us	3
Verification of who you are.....	4
2025 / 2026 Fees.....	4
Domestic Student Funding and Studylink	4
Domestic Students Fee Free	5
Student Fee Protection.....	5
Orientation and Health & Safety	5
Recognition of Prior Learning (Current Competency)	6
Welfare and Student Support Services	6
Programme Completion and Assessment Requirements	7
Provision for re-assessment.....	8
Withdrawal from Course/Refund of Fees.....	8
Change of Personal Details	9
Privacy Act.....	9
Emergency Procedures	9
Disciplinary Procedure/Termination of Contract	10
Student Complaint/Grievance Procedure	12
Student input and Feedback.....	13
Student Declaration/Contract	14

Welcome from Skipper Training NZ Limited.

Firstly, thank you for the interest you have shown in joining us as a student.

We appreciate there is a lot of information to take in and on first impression it may seem bewildering and confusing, however please take the time to fully understand everything in this Student Handbook. This document will help explain how the school operates, what you can expect from us and what we in turn will expect from you.

As with everything in life you get the most out of something by fully committing to it. Your time training will be spent working hard and learning new skills and undertaking practical experiences that we hope are enjoyable and meaningful.

Our role is to ensure your experiences and skills are taught in the most professional and safest ways possible. We are here to ensure your time with us is productive, satisfying, rewarding and fun, and that you have the best possible outcomes for your career within the Maritime industry.

If you have any questions on anything in this Student Handbook then please don't hesitate to call or email us for clarification; rest assured, we are here to help you every step of the way.

We look forward to you joining our School.

Milo Coldren
Managing Director

Organisation Details

Postal Address:	Skipper Training NZ Ltd PO Box 5111, Nelson, 7010
Website:	www.skippertraining.ac.nz
Email:	info@skippertraining.ac.nz
Phone:	0800 546 9700
Managing Director:	Milo Coldren (milo@skippertraining.ac.nz)
General Manager	Clive Holmes
Administration Manager:	Melissa de Beer
Student Engagement Manager	Ruby Needham
Operations Manager:	Pip Direen

Legislative Requirement Declarations

NZQA assesses the standard of education for tertiary education organisations through a regular system of external evaluation and review (EER). Through periodic EER, tertiary education organisations are held accountable to their students, employers, funders, quality assurance bodies and other interested parties.

About Us

The Managing Director, Milo Coldren, has been a practising marine operator and skipper for over 35 years both internationally and in NZ. He has been delivering training courses as a contract tutor for over 17 years in NZ with a range of institutions and his own company, Nelson Charters Ltd. He therefore knows the Maritime industry not just as an educator but also as a practitioner so understands what both the industry and individual's need and how best to deliver it.

Milo formalised this by creating Skipper Training NZ which is registered as a Private Training Establishment (MoE 6035) by the New Zealand Qualifications Authority (NZQA).

Skipper Training NZ was formed to better meet the needs of practical mariners who prefer hands on learning.

Moreover, Skipper Training NZ invests in quality teaching through staff and contractor tutors with a proven track record in their areas of expertise. Skipper Training tutors are exceptionally qualified industry-served professionals. To be a trainer each tutor must have extensive related experience.

Skipper Training's mission

What we do:	deliver efficient and enjoyable maritime training
Why we do it:	to meet the training needs of students and industry
How we do it:	by developing confident and knowledgeable mariners and challenge the status quo to drive continuous improvement in maritime training

Skipper Training's Objectives:

1. Skipper Training is committed to providing quality training so that students can gain maritime licenses to enhance their career pathway or interest within the maritime industry.
2. To deliver practical, work-relevant, hands-on training options. Our courses focus on efficiency and practicality.
3. All commercial courses offered will be presented by staff who are current professional skippers with local and international experience.
4. To adapt quickly to student needs and spend time on the water as well as in the classroom.
5. Use delivery and reporting systems that are effective and based on industry and learner needs.
6. Provide effective guidance and support to all students.
7. Effectively manage organisational structures, procedures, policies and resources through on-going evaluation and improvement to meet the changing needs of the industry.
8. Maintain our existing close relationship with Maritime NZ and appropriate industry associations and representatives to ensure their valuable input into our training.
9. Sustain our values of efficiency and practicality, which, when appropriate, may promote Australian skipper, crew and engineering training courses. These courses lead to AMSA certificates of competency that can be recognised by Maritime NZ under the Trans-Tasman Mutual Recognition Act if you wish to work in New Zealand.

Skipper Training NZ owns fit-for-purpose training vessels to aid in delivery of practical commercial courses.

Verification of who you are

A requirement of a government agency is that we must verify who you are. Therefore, as part of the enrolment process you must supply a certified copy of either your Birth Certificate (if NZ Born), Certificate of Citizenship, or Passport with NZ Residency visa. Failure to do this will mean you will not be able to enrol or train with us.

2025 / 2026 Fees

Contact us for current course fees.

Domestic Student Funding and Studylink

Please note that some of our courses are eligible for student loan funding. Please refer to the Specific Programme Sheet to see if the course you are enrolling for is eligible and if so how to apply to Studylink for this funding.

Domestic Students Fee Free

The Government's Fees Free scheme is available to eligible students for certain courses. To view the criteria and apply go to <http://www.ird.govt.nz/fees-free> and enter your National Student Identifier (NSI) number. Please ensure you select "Provider Based Training". If you do not yet have an NSI number, we are able to allocate one to you when you enrol with us.

If you believe you are eligible, complete the statutory declaration, have it signed by an authorised person and email it back to info@skippertraining.ac.nz

Note: Only **Tertiary Education Commission funded** courses are available for Fees Free claims through my IR. Please check with us to verify the course you are on meets the eligibility criteria.

Student Fee Protection

Fee Protection

Fees paid in retrospect or held in trust are in compliance with Section 236A of the Education Act 1989 and subsequent amendments, particularly the Education Amendment Act (No. 4) 1991.

You will be informed of the total cost and financial commitments of programmes and potential conflicts of interest held by any staff of Skipper Training NZ in compliance with the Education Amendment Act 2011. The main documents containing this information are in this Student Handbook and are sent to all prospective students.

Fee Protection Agreement

Skipper Training has entered into an agreement with Public Trust to protect student fees. Fees paid in advance will be paid into a Public Trust account established for the student and released on the schedule established by the Public Trust consistent with current regulations and signed off by the student. Fees paid by employers will be invoiced.

Where a student withdraws from a course (See section below) and re-joins a later course the original fees will cover course costs, but the fees are NOT protected.

Orientation and Health & Safety

The School recognises the importance of maintaining safe and healthy work practices. Orientation occurs in the first week. This includes revising study commitments, expectations and responsibilities in addition to showing you around all training facilities. It also covers health and safety considerations.

Hygiene

For the comfort of others please ensure you adhere to the following hygiene requirements:

- Maintain personal cleanliness by showering/bathing regularly.
- Maintain daily oral hygiene.
- Use deodorant/antiperspirant to minimize body odours.
- Refrain from using heavily scented perfumes, colognes and lotions. These can cause allergic reactions, migraines and respiratory difficulty for other students and tutor.

Jewellery/ Clothing

Do not wear loose-fitting jewellery or other clothing items that could become entangled in moving machinery. No offensive or gang-affiliated clothing may be worn at any time during the course. PPE clothing must be worn when necessary.

Environment

All practicable steps have been taken to identify and control significant hazards on the premises and training site. Your tutor will talk to you about safety on your course and the vessel. You must comply with the site and course rules and procedures.

Part of maintaining a safe and healthy workplace is being aware of the environment and notifying your tutor of anything that is hazardous or unsafe. If at any time you are unsure of anything, see something that doesn't appear safe or need something explaining again you must speak immediately to your tutor.

If you have, or witness, an accident while training the tutor must be informed immediately. This information is recorded and acted on to improve safety in the future.

Recognition of Prior Learning (Current Competency)

Recognition of Prior Learning (RPL) is a process that recognises competencies gained through previous experience. Where it is deemed appropriate by tutorial staff, we may conduct a Recognition of Prior Learning assessment. If you think you may be eligible for this please make this known to your tutor or administration staff at the time of your enrolment. This allows you to be assessed without undertaking all aspects of a training programme and requires the approval of the Managing Director. There will be costs for going through the RPL process, and these will be clearly detailed when applying for RPL.

Welfare and Student Support Services

We encourage students to access services and processes which will support them both in terms of their personal and learning needs. In practical terms we ensure that Tutors are experts in their field and maintain professional relationships with trainees.

As part of your course there are scheduled review sessions with your tutor but please let them know at any time if you require additional help with your learning and/or assessment. Also feel free to talk to them about any other concerns or personal problems, if you feel comfortable doing so.

Moreover, we have a dedicated Student Engagement Manager, who has experience in the industry. This person will work alongside you from the time you enrol and throughout your training. They can also connect you with appropriate support personnel to help manage any personal issues that arise.

You can reach our Student Engagement Manager by emailing support@skippertraining.ac.nz or calling +64 3 546 9700

If you feel harassed, bullied, discriminated against, not being given an equal opportunity, or feel as if you are struggling with any issues or addictions, including drug problems, gambling problems, counselling, mental health etc. please talk with a tutor, the Student Engagement Manager or Managing Director if you feel comfortable doing so.

If you would prefer to contact a relevant agency directly, please do so as soon as possible.

Agencies you can contact for help

Emergencies	111
First Mate	0800 ADRIFT (0800 237 438)
Welfare Facilities	www.workandincome.govt.nz

Health Services	www.tewhatauora.govt.nz/
Mental Health Services	www.tewhatauora.govt.nz/
Drug Education	https://drugfoundation.org.nz/
Problem Gambling	https://www.pgfnz.org/
Smoking	https://quit.org.nz/
Quit Line (Smoking)	0800 778 778
Alcohol abuse	https://aa.org.nz/
Alcoholics Anonymous	0800 229 6757

Associated Agencies

Tertiary Education Commission	0800 601 301
NZ Qualifications Authority	0800 697 296
WINZ (general enquiries)	0800 559 009
Study Link	0800 889 900
Community Services Card	0800 999 999

Programme Completion and Assessment Requirements

We want you to have a fulfilling, safe and enjoyable experience with us whilst obtaining knowledge and skills that will enable you to continue on a highly rewarding pathway. In order to help us achieve this it is vitally important that you commit to the course

You are required to attend all classroom and practical / vessel sessions and must make up any missed learning due to illness or other valid reasons. Some areas of the practical work may incur additional costs if done outside normal working hours. Should you not complete any course component you will not gain a pass or receive credits until the work is completed within a pre-set timeframe (see opportunity for re-assessment).

Grades for all assessments are subject to a pass or fail system. Dates for any practical / vessel components will be discussed during the programme, with attendance being compulsory for assessment of final outcomes.

A wide variety of assessment methods may be used including; Individual competency based assessment of practical tasks and/or to establish knowledge; individual competency based assessment through observation; individual written assessments on assessment papers and theory tasks; and live fire scenarios for practical skills through observation.

All areas of practical work are to be completed before final assessment will occur. If for any reason you cannot complete a particular practical component, you must arrange for an alternative date or time to complete this before the end of the course (unless an alternative can be arranged with tutors).

Assessment Procedures

- Your tutor will explain to you before each course begins which parts of the course will be assessed and what methods the tutor will use to assess your work.
- You will be verbally informed on the day that an assessment will occur and your relevant grades will be recorded.
- Before each assessment your tutor will explain what is required to pass the assessment. If you have questions or concerns about an assessment, either beforehand or afterwards, discuss these with your tutor.
- Your tutor will tell you of the results as soon as possible. You can ask your tutor for a copy of your assessment results at any time.

- You will be asked to give feedback on the methods and fairness of assessments and how these can be improved.

Appealing an Assessment

You may appeal an assessment result by discussing it with your tutor. If you are still dissatisfied, you can discuss it with the Managing Director who will arrange an independent assessor if necessary.

You may seek the advice of the New Zealand Qualifications Authority in relation to academic and assessment matters; however, students must be able to show evidence that they have accessed all the School's internal grievance procedures (as set out below) before a complaint is made.

Students may appeal an assessment decision for up to six months after the date the assessment is conducted or consistent with the requirements of standard setting bodies or credentialing agencies

Provision for Impaired Performance/ Extenuating Circumstances

As most of our courses are practical, competency-based programmes, so there is no specific provision for impaired performance or extenuating circumstances. However, students can be given an opportunity to compete the assessment at a later date.

If a student is unable to complete a course component due to situations outside of their control, provision may be made for them to complete the programme on the next available course subject to the Managing Director's approval.

In all situations involving a delay in tuition it is your responsibility to contact StudyLink or another loan provider and explain the situation to them. Skipper Training cannot do this on your behalf, but we will provide supporting documentation where possible if required.

Provision for re-assessment

- Students will be given the opportunity to retry practical assessment or part of an assessment where applicable to achieve competency as defined by MNZ or the Tutors.
- Students have two opportunities to re-sit assessments should they fail the first time
- Re-assessment will only occur consistent with the requirements of certifying bodies.
- Students and tutors will agree on areas to be reassessed.
- The tutor must agree to the re-assessment dates, as this may impact on resources or access to them.
- Students will be reassessed against those requirements not yet met.

Where re-assessment is required, students are responsible for paying any additional costs. These may include supervision where assessments need to be completed outside the regular course schedule.

Withdrawal from Course/Refund of Fees

- All refunds will be applied in line with the NZQA PTE Refund Policy/Skipper Training NZ Refund Policy.
- Fees paid will be refunded in full should the programme fail to start for any reason.

- If a student withdraws from a non-government funded course, there will be a minimum 10% admin fee if withdrawn at least 7 days prior to the course date.
- If a student withdraws up until the end of the eighth day of a government funded course the student will receive a full refund less a \$500 administration charge.
- If a student withdraws and does not re-enrol or re-join a course after the end of the eighth day or withdraws from a non-funded course refunds will be at the discretion of the Institute.
- If an enrolment is terminated as a result of disciplinary action, there will be no refund of fees.
- In the unlikely event that a programme has to be cancelled after commencement the portion of fees that are unused will be refunded.
- Any fees refunded will be paid to the source from which the funds originally came, unless, upon request, the Managing Director approves payment to a different source.
- As per NZQA requirements: Student Fee Protection procedures will apply in any circumstances leading to a course closure event, including
 - Skipper Training NZ ceasing to provide the course (whether voluntarily or by regulatory action)
 - Skipper Training NZ ceasing to be a registered PTE

If you are planning to withdraw or stop attending your course/programme, you must complete a Skipper Training Withdrawal Form. Please ask your tutor, Student Engagement Manager or Administration Manager for a form to complete.

Change of Personal Details

Any changes to the details supplied at enrolment must be given to the Tutor, Student Engagement Manager or Administration Manager.

Under the following circumstances, students will need to provide their new details using relevant forms provided. Change of:

- Name
- Address
- Residency/citizenship
- Programme or withdrawal from the programme
- Emergency contact/next of kin details.

Privacy Act

Student records are required by the Ministry of Education and other government agencies for statistical purposes. This is outlined in the enrolment form. You are asked to sign the declaration at the end of the enrolment form, which includes consent for the transfer of such information for these purposes.

In addition, we may need to supply your information to Maritime New Zealand in order for you to complete MNZ examinations and obtain an MNZ Certificate of Competency.

Emergency Procedures

In the event of an emergency:

Medical - If you identify that a medical emergency exists:

- immediately inform the tutor

- staff will assess the medical condition and follow procedure for the condition
- if you are the only person on site to action a medical emergency dial 111 and follow the operator's instructions

Fire - If you discover a fire:

- raise the alarm
- dial **111**, ask for fire brigade
- evacuate building &
- move to the designated assembly area immediately
- do not re-enter building until instructed

Earthquake – In the event of an earthquake:

- shelter under a desk or doorframe
- when shaking has stopped, check yourself & others for injury
- evacuate by closest safe exit &
- move to the designated assembly area immediately

Disciplinary Procedure/Termination of Contract

The following rules and procedures are provided by the Managing Director and staff of Skipper Training and are in accordance with NZQA rules from *The Tertiary and International Learners Code of Practice - NZQA*. These must be complied with at all times.

Following these rules will ensure that practices are fair and a positive learning experience takes place in a safe environment. Additional rules and safety practices may be detailed by staff for specific activities and sites. These will be individually explained and must be strictly complied with to minimise risks to staff and students.

Any disciplinary action will be taken in accordance with the above NZQA rules and will apply the principles of natural justice including respecting and supporting students' mana and dignity by having transparent processes to obtain and share relevant information. All disciplinary decisions will be unbiased and based on facts and relevant information.

All students will have the right to respond to any allegations of rule breaches or complaints made against them.

Enrolment in a Programme of study or any course component may be terminated for any of the following reasons:

- i. the person fails to satisfy any requirement or condition specified in Programme regulations
- ii. insufficient enrolments received resulting in the Programme or course not being commercially viable
- iii. the Programme or school ceasing to be funded by Tertiary Education Commission
- iv. evidence that information supplied in support of the person's application for enrolment was untrue or misleading
- v. the person fails to provide any information that their Enrolment Form states was required to be updated, including contact address, medical conditions, criminal charges or convictions.
- vi. in accordance with the Student Disciplinary Policy
- vii. fees or course costs are not paid in full and on time

Causes for Dismissal without Notice

The following are some examples of a student being dismissed without notice:

1. Unauthorised possession or wilful destruction of School or venue property.
2. Fighting or assaulting (physically or verbally) another student / staff member while on any training premises / or during any off-site training.
3. Acts of disobedience, negligence or incompetence that affect safety, quality or good conduct of training.
4. Refusal to perform normal duties or refusal to comply with lawful and reasonable directives of a tutor.
5. Unauthorised possession of another student / staff member's personal property.
6. Unauthorised possession, consumption or being under the influence of alcohol during a course of training.
7. Possession, use or being under the influence of illegal drugs during a course of training.
8. Falsification of medical certificates, application forms or any document presented to, being used by or belonging to Skipper Training or any trading name or entity used by the Skipper Training in the process of its training.
9. Any act in breach of New Zealand law.

Causes for Disciplinary Action

The following are some examples of behaviour for which warnings may be issued:

1. Disorderly conduct.
2. Failure to achieve an acceptable quality or rate of work.
3. Failure to follow procedures regarding reporting loss, damage, destruction or breakage of School property.
4. Failure to report lateness or absenteeism at least 15 minutes prior to class start time.
5. Excessive lateness or absenteeism.
6. Smoking in any defined NO SMOKING areas and/or eating during class time
7. Disruptions to class caused by unacceptable behaviour (language, sexism, racism, negative attitudes).
8. Failure to abide by Skipper Training's rules, known policies and regulations, directives covering specific situations, such as safety, security, hygiene, fire rules and handling of the School's assets.

All disciplinary matters will be brought before the Managing Director. Misconduct detailed above (or similar) will be subject to the following procedures:

1. The Managing Director is notified by a Staff Member or by a student or witnesses that a disciplinary incident has occurred and by whom.
2. An investigation by the Managing Director into what has happened which will involve separate discussions with the student and with the staff member who has raised the disciplinary matter. If the Managing Director is the person who witnessed the event, then the Student Engagement Manager will be the person who interviews the student.
3. If the student either admits to a breach of rules and/or acceptable behaviour, or an investigation proves this has occurred, then appropriate action will be taken as follows:

First Offence

A verbal warning will be given in private before a witness, seeking assurance that any further breach will not occur. A record will be made of this warning.

Any Second Offence

A written warning referring to the first verbal warning and its date will be given. Details of the nature of the second breach will be recorded. Any breach after this second warning will result in suspension for a period set by the Managing Director.

Termination

Any further breach of Skipper Training's rules or procedures will result in termination without further warning. At this time the relevant authorities will be notified as required (Tertiary Education Commission, Studylink, Ministry of Education). There will be no refund of tuition fees or any other course fees if termination is a result of disciplinary action.

Note: As previously stated, each warning could be for an offence of a dissimilar nature. It is not necessary to have three offences of a similar nature before termination occurs.

Costs: Where additional tutor time or other expenses are incurred by the School to help students catch up who have missed learning as a result of disciplinary action, the student may be charged based on cost recovery plus 15%.

Student Complaint/Grievance Procedure

All processes will be fair and equitable.

If you need additional assistance to use these complaints procedures, for example, due to a language or cultural barrier, lack of internet access, or a need for external advocacy, please contact our Student Engagement Manager to discuss additional support options. You may also ask for a copy of our QMS Student Complaint/Grievance Procedure.

Step One Submission of Complaint to the Relevant Person

Any student or group of students who consider they have grounds for a complaint may submit the complaint to a relevant Skipper Training staff member e.g. tutor, senior staff member, or the Student Engagement Manager who will endeavour to resolve the complaint within 2 working days.

Step Two Submission to Managing Director

If Step one fails to resolve the issue or an appeal is lodged by the complainant a further written appeal to the Managing Director shall be made, which will be acknowledged in 3 working days. The Director will review the case and undertake further investigation within 5 days and determine an outcome which will be notified to the complainant within 5 working days.

Step Three NZQA/Tertiary Education Dispute Resolution Scheme

If you have a complaint about Skipper Training NZ breaching the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, you must follow our internal complaints procedure first, as detailed in this Student Handbook.

However, if you feel that you have an unresolved complaint, there are two main agencies who can help.

NZQA is a government agency that can investigate complaints about: the quality of education, management, and pastoral care of learners and/or fee refund concerns. For more information, you can contact: Phone 0800 697 296 Email: risk@nzqa.govt.nz Visit: [Concerns about education providers - NZQA](#)

Study Complaints/ Ngā Amuamu Tauria is a free and independent service to help domestic tertiary learners and international students resolve disputes with their New Zealand education

providers. They can assist with: Financial matters, Contractual matters and Redress claims. It's easy to get started, simply get in touch by: Phone 0800 00 66 75 Email: help@studycomplaints.org.nz Visit: www.studycomplaints.org.nz

For further information on student complaints, please access the link below::
<https://www2.nzqa.govt.nz/assets/Tertiary/The-Code/Study-Complaints-Learner-guide-to-complaints-2024.pdf>

Irrespective of the above if you have any questions whatsoever about the course, its content or any other matter feel free to contact any member of staff who will respond to your questions in a timely manner and help where possible.

Student input and Feedback

At various stages during your studies, you will be given an opportunity to evaluate all aspects of your experience at Skipper Training NZ. These feedback sessions are undertaken directly with tutors, and we ask you to be open and honest about your experience. The feedback can be presented anonymously, but you are welcome to discuss any matters with the Student Engagement Manager or Managing Director if you wish. This feedback is reviewed by relevant staff and the Managing Director.

Student Declaration/Contract

This contract verifies that I,

- Have read the latest Student Handbook and if applicable, the Supplement to Student Handbook.
- Understand and agree to abide by the Rules and Expectations outlined in this Student Handbook.
- Understand the assessment and complaints procedures as outlined in this Student Handbook.
- Understand and agree to abide by all the Disciplinary Procedures outlined in the Student Handbook.
- Agree to attend training and undertake assessments on time and with a positive attitude and to follow all reasonable tutor instruction, understanding that whilst on a vessel this is a safety necessity as well as a course requirement.
- Understand and agree to take full responsibility for any consequences and costs incurred by breaching the Rules and Expectations outlined in this Student Handbook.
- Agree to pay fees to Skipper Training NZ as advertised for training and certification provided and to pay for equipment given to me for use during the course but not returned or damaged beyond reasonable wear and tear.
- Understand that being in debt to Skipper Training NZ at the conclusion of training may delay the award of my qualification.

From time-to-time Skipper Training uses photographs and videos for training and promotion, and (non-identifying) extracts from email or other written communications. In signing this contract, you permit us to use images of you have taken during course time while you are involved in training with us and to use complimentary (non-identifying) written communications from you related to your training for marketing and advertising purposes.

If you do not wish us to use any of your images for marketing and advertising purposes, please tick this box	
--	--

Student's (full name, please print):

Student's Signature

Skipper Training Staff Signature

Date
