



Student Handbook Supplementary Information – International Students

24 HOUR CONTACT NUMBER	2
ACADEMIC PERFORMANCE AND POLICIES.....	3
STAFF AND FACILITIES	3
COURSES	4
CAREER PATHWAYS.....	5
INTERNATIONAL VISA REQUIREMENTS.....	6
INTERNATIONAL STUDENT INSURANCE	7
ENGLISH LANGUAGE REQUIREMENTS.....	7
FEE PAYMENT	8
WITHDRAWAL AND REFUND DURATION CRITERIA	8
ACCOMMODATION SUGGESTIONS.	9
DRIVING IN NZ.....	9
SUPPORT FOR INTERNATIONAL STUDENTS IN NEW ZEALAND	9
FINANCIAL OR CONTRACTUAL COMPLAINTS (Dispute Resolution Scheme DRS)	9
USEFUL WEBSITE LINKS.....	10
CHECKLISTS.....	11

24 HOUR CONTACT NUMBER

At any time during or after the programme, if a student has a complaint or concern, the Managing Director can be contacted in person or by telephoning **+64 3 546 9700**. Note: this number is staffed at all times (24 hours a day) by a local call centre who can connect you with the Managing Director or other staff, so please ensure that after hours calls are important and need an immediate response.

Please note:

Call **111** and ask for Emergency Services when:

- someone is badly injured or in danger
- there's a serious risk to life or property
- a crime is being committed and the offenders are still there or have just left
- you've come across a major public inconvenience, such as trees blocking a highway
- any of these things are **happening now** or have **just happened**.

If you can't decide if it's a real emergency and you're still worried, call 111 and ask. They will help you work out what to do.

ACADEMIC PERFORMANCE AND POLICIES

Skipper Training is Category 1 Provider – the highest quality and performance rating available from the New Zealand Qualifications Authority. This means NZQA is “highly confident” in our educational quality and quality assurance processes. Details of our 2025 External Quality Assurance Report can be found [here](#)

The 2023 and 2024 course completion rates for Skipper Training NZ were 100% and 99%.

To find out more about our organisation and the New Zealand qualifications we are able to award please go to [NZQA - Skipper Training NZ Limited](#)

If you would like a copy of our policies, please contact us and ask for our Quality Management System document.

STAFF AND FACILITIES

We’re a small Private Training Establishment: We can adapt quickly to student needs, like spending time on the water as well as the classroom.

We have an experienced Team: All our tutors are current professional mariners who have local and international experience.

We can promise results: We guarantee that we will find the right fit for you, as long as you put in the study time and follow the guidelines.

We have a dedicated Training Vessel: 52-18, an Arun class lifeboat, was built in 1980 for the RNLI and operated out of the St Mary’s Lifeboat Station on the Isles of Scilly. After many years of rescuing mariners in the North Atlantic, it was eventually brought to New Zealand. After a decade on the dock, it’s now finally back in action. Use this [Training Vessel link](#) for more information and a virtual tour!

Our Head Office and Training Centre: We are based in an expansive building at 85 Vickerman Street, Port Nelson. We run our academic services and the majority of our training courses from this location. This link will allow you to [meet our team](#).

Support Services: We have a dedicated Student Engagement Manager who 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. If you would prefer to contact a relevant agency directly, please do so as soon as possible.

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

COURSES

Skipper Restricted Limits - This course leads to an entry level command certificate with engineering components. This allows you to operate commercial vessels up to 12 metres, or up to 24 metres with endorsement in restricted limits.

Skipper Coastal Offshore – This course leads to a command certificate to take charge of many commercial vessels up to 24 metres, operating within restricted, coastal, and offshore limits. The course prepares you to sit the MNZ Skipper Coastal / Offshore certificate of competency exam, which leads to the New Zealand Certificate in Domestic Maritime Operations (Coastal and Offshore) Level 5.

Mates Fishing Vessel (Limited) - Our Watchkeeper Deck < 500GT / Mate Fishing Vessel (Limited) course is designed for crew aiming for careers on cargo ships or fishing vessels. Our flexible course delivery offers a unique blend of guided learning and in-person class time scheduled with a tutor. This structure is designed so you may not have to take time off work while you learn.

Mates Fishing Vessel (Unlimited)

This course offers comprehensive training through blended learning for those wanting to gain a qualification as a mate on fishing vessels of any size operating in international waters. It will equip you with an in-depth understanding of the knowledge and skills required for this challenging and rewarding career, including advanced navigational skills, vessel management, safety procedures, and environmental compliance.

Our program is designed to be completed one module at a time at your convenience. This means you may not need to take time off work for your studies, significantly reducing your costs.

Skipper Fishing Vessel (Unlimited)

The Skipper Fishing Vessel Unlimited course offers a unique opportunity to take your maritime career to the highest level without compromising your current work schedule or personal commitments.

This course is for you if you're looking to take command of a fishing vessel anywhere in the world and currently hold Mate Fishing Vessel Unlimited.

Marine Engineering

MEC 4, MEC 5, and MEC 6 course development is currently underway. Please contact our Managing Director milo@skippertraining.ac.nz for more information on the availability of these in 2026.

Short Courses: We have a range of courses to assist you to upskill in specific aspects of maritime training. We are always adding to these and can tailor them to your business needs as required.

- Offshore Personal Safety
- Emergency Vessel Handler
- 500GT Endorsement Workshop

For more detailed information on our courses please go to our [Skipper Training NZ website](#)

CAREER PATHWAYS

Our courses support progressive study leading to a variety of career pathways both within the New Zealand and International. Please go to our [Blog](#) to read about some of the interesting roles and careers our people and the industry offers.

Employment in the New Zealand Maritime sector may be a pathway to New Zealand residency opportunities where Immigration New Zealand conditions are met. See [Becoming a permanent resident of New Zealand :: Immigration New Zealand](#)

INTERNATIONAL VISA REQUIREMENTS

The type and length of visa you apply for will be dependent on what your requirements for training are. The NZ immigration website has a wealth of information for you to consider the best option and can be viewed at www.immigration.govt.nz. However, if you are studying for less than 3 months you will not need a student visa.

Please note fees paid will be refunded in full if you fail to obtain a visa.

Please note any breach of your visa conditions and/or if your enrolment is terminated for any reason, will be reported to Immigration NZ.

Living Expenses:

As part of your student visa application, you must provide evidence that you can cover your living expenses while studying in New Zealand. If you're studying in New Zealand on a scholarship or a sponsor/family member has agreed to accept financial responsibility for you while you're here, you may not be required to show proof of funds.

If you will be studying in New Zealand for more than one year, you will need to prove you have:

- NZD \$20,000 for each year if you are studying for 1 year or more
- NZD \$1,667 for each month if your study is shorter than 1 year.

Please refer to the NZ immigration website [Fee Paying Student Visa » Immigration New Zealand](http://www.immigration.govt.nz/fee-paying-student-visa) which has detailed information on how much it costs to live and study in NZ.

If you are on a student visa:

- You must study full-time at the course stated on your visa.
- You can work part-time up to 20 hours a week while studying or full-time in the holidays, depending on your visa conditions.
- You can travel in and out of New Zealand until your visa expires.

For further information on minimum wages and labour conditions in New Zealand please go to <https://naumainz.studyinnewzealand.govt.nz/help-and-advice/working>

INTERNATIONAL STUDENT INSURANCE

You will also need to provide evidence of travel and medical insurance for the entire duration of your stay in New Zealand. This must cover travel to and from New Zealand and please note that you will be liable for any costs incurred that are not covered by insurance. The insurance needs to cover:

- (a) the international tertiary learner's travel –
 - i. to and from New Zealand; and
 - ii. within New Zealand; and
 - iii. if the travel is part of the educational instruction, outside New Zealand; and
- (b) medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and
- (c) repatriation or expatriation of the international tertiary learner as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
- (d) death of the international tertiary learner, including cover of –
 - i. travel costs of family members to and from New Zealand; and
 - ii. costs of repatriation or expatriation of the body; and
 - iii. funeral expenses.

Includes the international tertiary learner's travel to and from their country of origin or citizenship before their educational instruction begins and after it ends (which may be outside of the enrolment period). **Does not include** the international tertiary learner's travel to other countries unless that travel is primarily for the purpose of embarking on connecting flights to and from New Zealand.

An acceptable insurance company is a reputable and established insurer with a credit rating no lower than 'A' from Standard and Poors or B+ from A M Best and is able to provide services 24 hours a day, seven days a week.

ENGLISH LANGUAGE REQUIREMENTS

International Students who do not come from New Zealand, Australia, Canada, the Republic of Ireland, South Africa, the United Kingdom and the United States must meet the following English language requirements (or equivalent)

Certificate at Level 4	IELTS General or Academic score of 5.5 with no band score lower than 5.
Diploma at Level 6,	IELTS Academic score of 6 with no band score lower than 5.5.

For more details please go to this [Table for internationally recognised English proficiency](#)

FEE PAYMENT

Funds need to be cleared ahead of course commencement in Public Trust.

The Fees for your study will be provided as part of an offer of enrolment. Please contact our office if you require further information.

There are no additional charges for the programme/course delivery and assessment apart from any assessment resubmission costs and the MNZ Application Fee (approximately \$370) payable directly to MNZ if you require the MNZ License that this qualification leads to.

WITHDRAWAL AND REFUND DURATION CRITERIA

Courses 3 months i.e. 13 weeks or more

If a student withdraws up until the end of the tenth working day, the student will receive a full refund less a deduction for costs incurred of up to 25% of fees paid

If a student withdraws after the end of the tenth working day, there will be no refund of fees

Courses 5 weeks or more but less than 3 months i.e. 5 – 12 weeks

If a student withdraws within five calendar days of the course commencing the student will receive a full refund less a deduction for costs incurred of up to 25% of fees paid.

If a student withdraws after the first five days of the course, there will be no refund of fees

Courses 3 days or more and less than 5 weeks

If a student withdraws up until the end of the second day the student will receive a refund of at least 50% of fees paid.

If a student withdraws after the first two days of the course, there will be no refund

For courses of two days or less there is no refund of fees once the course has started.

Fees paid will be refunded in full should the programme fail to start for any reason or should an International Student fail to obtain an appropriate visa.

If Skipper Training NZ ceases to be a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, the portion of the fees that are unused will be refunded to International Students.

In the unlikely event that a programme has to be cancelled after commencement the portion of fees that are unused will be refunded.

If an enrolment is terminated as a result of disciplinary action, there will be no refund of fees and Immigration NZ will be notified of the termination.

ACCOMMODATION SUGGESTIONS.

Skipper Training NZ does not provide student accommodation. However, if you are planning on arranging accommodation for yourself, please contact our office and we will ensure that you are directed to relevant advice and information that will enable you to understand your rights and obligations as a tenant in New Zealand. You may also wish to access this website <https://naumainz.studyinnewzealand.govt.nz/help-and-advice/housing>

DRIVING IN NZ

Note that if you wish to drive you need a New Zealand or international driver's licence to drive in New Zealand and we thoroughly recommend familiarising yourself with the contents of this document <https://www.nzta.govt.nz/assets/resources/factsheets/56/docs/56-new-residents.pdf>.

SUPPORT FOR INTERNATIONAL STUDENTS IN NEW ZEALAND

We are signatories to the Code of Practice for the Pastoral Care of International Students.

Education NZ's NauMai NZ is a digital platform to support international students as they transition to a new culture and life in New Zealand. This gives information on how to interact culturally sensitively and gives cultural support to you. It also includes information on your legal rights and obligations, and the potential risks when you receive/accept advice or services. https://naumainz.studyinnewzealand.govt.nz/?_ga=2.29407737.797886902.1558559034-1513825721.1548879493

As always if you have any concerns or need advice, please do not hesitate to contact your tutor or Stakeholder Engagement Manager support@skippertraining.ac.nz

FINANCIAL OR CONTRACTUAL COMPLAINTS (Dispute Resolution Scheme DRS)

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 the Handbook.

If your complaint is not resolved – contact NZQA (the government organisation that oversees the quality of training in New Zealand).

If you are not satisfied following the school-based appeal as above and following their complete process, you can contact NZQA and they can investigate complaints about: the

quality of education, management and pastoral care of learners and/or fee refund concerns. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website www.nzqa.govt.nz or send an email to risk@nzqa.govt.nz. If you need more information on the complaints process, visit their webpage or contact NZQA on 0800 697 296.

Or if it is a financial dispute, you can contact Student Complaints/Ngā Amuamu Taura. This service is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

Student Complaints/Ngā Amuamu Taura is an independent service with experience in helping people to resolve disputes. 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

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 endeavour to resolve your questions in a timely manner and help where possible.

USEFUL WEBSITE LINKS

- Code of Pastoral Care for International Students: [Code of Pastoral Care for international students :: NZQA](#)
- Study in New Zealand: <https://naumainz.studyinnewzealand.govt.nz>
- Study in New Zealand: www.studyinnewzealand.govt.nz
- NZQA's Studying in New Zealand: www.nzqa.govt.nz/studying-in-new-zealand
- Immigration New Zealand's Studying in New Zealand: <https://www.immigration.govt.nz/assist-migrants-and-students/assist-students>
- New Zealand Now: www.newzealandnow.govt.nz
- Tourism New Zealand: www.tourismnewzealand.com

CHECKLISTS

Use the following checklist to ensure you have read and understood all the information and submitted the necessary documents to **secure your place** on the course.

To Enrol		TICK
1	Completed Enrolment Form emailed or posted to Skipper Training NZ	
2	Copy of Passport emailed or posted to Skipper Training NZ	

Use the following checklist to ensure you have **completed the prerequisites** prior to the start of your course. Once we have received your enrolment documents (above), we will email you the information and documents required to begin immigration processes.

Before Course Starts		TICK
1	Completed IELTS exam (if applicable) and proof sent to Skipper Training NZ	
2	NZ Visa approved (if applicable) and copy forwarded to Skipper Training NZ	
3	Completed equipment form and emailed to Skipper Training NZ	
4	Organised funding for course, (and for accommodation and living costs if applicable)	
5	Purchased Travel and Medical Insurance for entire duration of stay in NZ and forwarded certificate of insurance to Skipper Training NZ.	
6	Forwarded fees to Skipper Training NZ Public Trust Account.	