

**VERTICAL HORIZONZ**

Poutū.Huapae | New Zealand



**STUDENT HANDBOOK**

# STCW BASIC TRAINING

ISSUE 1 | JUNE 2023

AUSTRALIA | NEW ZEALAND | INTERNATIONAL

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## INTRODUCTION

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### WELCOME

The Vertical Horizonz | Poutū Huapae training team would like to welcome you to your **Standards of Training, Certification and Watchkeeping for Seafarers (STCW)** basic training week. We are looking forward to meeting you when you join our course and hope that we can assist you in the start of your maritime career.

The maritime industry takes ship safety very seriously and as such we approach your training with the same emphasis on professionalism. This is not an attendance only course and requires you to complete all aspects of the training to the required level. To assist making the training process smoother for all concerned we have put together some information that will be of value to you.

Any seafarer employed or engaged in any capacity on board ship must, before being assigned any shipboard duties, receive appropriate approved basic training or instruction in:

- Elementary First Aid (EFA-1.5 days)
- Fire Prevention and Fire Fighting (FPFF-2.5 days)
- Personal Safety and Social Responsibility (PSSR-1 day)
- Personal Survival Techniques (PST-2 days)
- Security Awareness (SA-0.5 day)

Those who are responsible for providing direct service to passengers in passenger spaces must complete additional training in:

- Crowd Management Training (RoRo ferries and passenger vessels) (CMT-1 day)

Course entry requirements:

- A fully completed and signed enrolment form.
- Proof of identity - e.g. passport, driver license etc.
- A copy of a current seafarer's medical certificate or a completed VHNZ medical form.

Please find enclosed:

- General course information
- Assessment information
- Map to venue
- Enrolment form.

By reading this document and signing the enrolment form you are agreeing to abide by all of the VHNZ policies and requirements.

Once again, we look forward to meeting you and if there are any further questions then feel free to contact one of the VHNZ team on the numbers contained in the following information.

Sincerely



Sandy McPake  
Industry Manager, Maritime

## COURSE INFORMATION

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### Getting the most out of training

As adults, VHNZ believes you will have a significant role in your learning. While our trainers and material provide information, it is your attitude and willingness to learn that is critical to the success of the course. Our training is interactive. We will give you every opportunity to own your learning through exercises, work group activities and tasks.

### Student code of conduct

VHNZ has an expectation that you will maintain a high standard of conduct during your training with us. To this end we have listed our expectations of you below:

- Respect the rights and property of others.
- Speak respectfully to others at all times.
- Ensure that all personal information you provide is accurate.
- Behave in a way that contributes to the Health and Safety of yourself and others.
- Contribute proactively to the learning environment for yourself and others.
- Arrive at least 10 minutes before start and attend for the full duration of the course.
- Dress appropriately for training and comply with all Personal Protective Equipment (PPE) required.
- Follow instructions given by the training staff promptly and to the best of your ability.

### Students can expect trainers to:

- Provide safe learning conditions and respect the rights of students, refraining from any form of harassment, disruptive, offensive or inconsiderate behaviour or language.
- Respect the learning styles of students.
- Present lessons in a non-sexist, culturally safe and unbiased manner.

- Select, assess and evaluate students in a fair, unbiased and educationally sound manner.
- Respect the cultural and ethnic backgrounds of students.
- Maintain student confidentiality.

## Attendance

Attendance is required for the **full duration of all components** of the course. We will do all in our power to assist you in completing all aspects of the training but if missed areas cannot be made up then we will be unable to issue a certificate.

## Start times

Due to the nature and quantity of material to be covered, punctuality is the key during the week. You will be advised of start times by the course manager or Trainer and are usually 8.00 or 8.30am each day regardless of who is seated. Please contact the course administrator if you should be running late on any given day.

## Finish times

At the discretion of the trainers, depending on completion of the required syllabus. Estimated finish time is between 1630 to 1730hrs. We strongly recommend that you do not make any appointments/arrangements for these times as we cannot guarantee the finish time. If you have a long-standing appointment that cannot be shifted (e.g. a specialist doctor's appointment) then let us know as early as possible.

## Breaks

Breaks will be taken at the discretion of the trainer and will normally consist of morning tea, lunch and afternoon tea.

## Meals

Morning tea, afternoon tea and lunch may be provided depending on the course. Should you have any particular requirements with regards to meals please advise VHNZ office ASAP via your enrolment form (e.g. Vegetarian meals) so we can accommodate your needs.

## Travel

For those who are traveling by train to Upper Hutt, the Trentham Station is a good 20 – 25-minute walk from the training venue at 16 Nicolaus Street. This will need to be factored into your travel time.

Another option is to get off the train at the Silverstream Station and walk across to the opposite side of Fergusson Drive to the bus stop. From there, catch the 110 bus and get off at the next stop after the Moonshine Road intersection by Trentham School. Nicolaus Street is opposite the bus stop.

For those traveling by car there is parking at the Vertical Horizonz | Poutū Huapae office.

## Clothing, hair and jewellery

You will be moving around during practical scenarios so you will need to dress appropriately for that type of training, i.e. sensible comfortable clothing with closed in footwear. PPE such as overalls, firefighting kit, gloves, boots etc. will be supplied for the fire-fighting components.

There is a pool session where you will be advised of swimwear and clothing that may be worn.

We request those with long hair bring with them a means of holding it up during practical evolutions and there are components of the training where we require you to remove jewellery i.e. ear rings, bangles, rings, tongue studs etc. This is done as a safety measure, but should it be an issue for you please discuss with the Trainer.

## **Mobile phones**

Mobiles are to be switched off during training. If you need to take or make an urgent call, please let the Trainer know ahead of time. Similarly, all other sound devices must be turned off and air buds/headphones removed.

## **Illness injury or accidents**

If you are, or become, ill or injured before or during the course notify your Trainer immediately. The Trainer will determine if you are fit enough to continue and/or not disrupt the training. You may not be allowed to take part in practical evolutions which may hinder you from successfully completing the course. Your Trainer will discuss options with you and, if necessary, your employer.

## **Emergencies**

Should an emergency occur take any immediate action necessary if the Trainer is not nearby. At all other times follow the Trainer's instructions.

## **Smoking policy**

We must abide by the venues smoking policy and therefore there is no smoking in the buildings. Smoking must be conducted outside; if the weather is inclement, we will arrange an alternative area.

# **ACADEMIC INFORMATION**

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## **Academic Information**

Vertical Horizonz New Zealand | Poutū Huapae acknowledges and supports the concepts of recognition prior learning (RPL) and credit transfer. VHNZ recognises that learning can take place outside of formal programmes or course leading to qualifications.

## **Training and Assessment Philosophy**

VHNZ will always strive to provide training which is at the recognised industry standard. This standard may exceed the IMO (International Maritime Organisation) model course requirements. Assessment will be to the industry standard.

## **Assessment Procedures**

Theory and practical learning objectives are detailed at the beginning of each course and assessment is conducted throughout the course. Candidates must achieve the evidence requirements for STCW as published by the IMO and approved by Maritime NZ.

Assessment is competency based according to tables published within the STCW convention and STCW code manual (and subsequent amendments).

If you require assistance with reading or writing please approach the Trainer at the beginning of the course.

Each STCW component MUST be attended in full, and all required performances must be met to be issued a certificate.

## **Reassessment**

You are entitled to reassessment. Reassessments may take place within the duration of the full course or may require attendance on another STCW course. Options will be discussed between you, ourselves and your employer as to the best approach. This may incur additional cost.

## **Disciplinary Procedures**

Where you have breached the Code of Conduct you will be spoken to by the Trainer. Continued disruption will result in you being asked to leave the course. If you are sponsored by an organisation a resolution will be sought between you and your immediate manager. In the event a satisfactory result cannot be achieved you will not be reinstated, and no refund will be due. If you are an individual, you may request to discuss the situation with the VHNZ Training Manager.

## **Literacy and Numeracy**

All courses require reading and writing and, if writing is not a requirement for the particular course, we can provide verbal assessment. We must be notified either by you or your employer if you need help with literacy and numeracy.

## **Results and Certificates**

Your results will be entered into our data base and then submitted to your employer (if relevant) and/or MNZ. Certificates when issued will be sent direct to you or your employer.

The certificate cost is included in your course fee.

## **Welfare and Guidance**

Trainers will provide an environment not demeaning to any individual. Candidates are encouraged to approach the Trainer regarding support, guidance and cultural sensitivities. Some courses require physical fitness and wearing of PPE which can be stressful.

## **Privacy**

VHNZ collects and stores information to comply with the requirements of the Tertiary Education Commission, New Zealand Qualifications Authority, Employers and Industry Training Organisations. The information is also used to select students for qualifications, to manage internal administrative processes and for internal reporting. Information about you may be supplied to and sought from other educational institutions for the purpose of verifying academic records. In addition, when required by statute VHNZ releases information to Government agencies such as the New Zealand police, Department of Justice, Department of Work and Income, the Accident Rehabilitation Compensation Corporation (ACC) and the NZ Immigration Service. After moderation VHNZ destroys all candidate assessments.

## **MNZ approval**

VHNZ is an approved provider by Maritime NZ | Nō te rere moana Aotearoa for STCW incorporating the components of Personal Survival Techniques (PST), Fire Prevention and Fire Fighting (FPFF), Personal Safety and Social Responsibility (PSSR), Elementary First Aid (EFA), Crowd Management (CMT), Security Awareness (SA) and relevant refreshers.

## **Financial Information**

Individuals - a deposit is required by an individual prior to the courses starting to secure your place, with full payment required by the last day of the course before you can be issued an STCW certificate.

We invoice organisations who have booked a group directly after the training is complete and therefore there are no fees at risk. Invoices are sent at the end of the training month to organisations and are due for payment on the 20<sup>th</sup> of the following month.

## Cancellation Policy

If a course cannot proceed due to the Client cancelling the course we reserve the right to charge the following cancellation fees:

|                                       |                    |
|---------------------------------------|--------------------|
| Up to 10 working days' notice         | No charge          |
| Up to five (5) working days' notice   | 50% of course cost |
| Within three (3) working days' notice | Full charge        |

## Student Loans

VHNZ course are ineligible for student loans.

# APPEALS PROCEDURE

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If a trainee wishes to appeal any training or assessment decision that they have concerns about, they are advised to first speak to the trainer/assessor concerned, stating the reasons for being unhappy.

If this does not resolve the matter, you are advised to write to the Quality and Compliance Manager of Vertical Horizonz New Zealand, PO Box 15030, Tauranga 3144, or [info@verticalhorizonz.co.nz](mailto:info@verticalhorizonz.co.nz), within 10 working days from the end of your course.

Your appeal to the Quality and Compliance Manager must include the following:

- All relevant documentation/information in your possession relating to the appealed situation
- A summary of the reasons for the appeal
- Details of what you believe should happen and what you expect as a result of your appeal
- Any other evidence you think is relevant to your appeal case.

You will then receive an acknowledgement of receipt of your appeal within 10 working days.

The Quality and Compliance Manager will investigate the situation. Once a decision has been made, you will be advised of the result within 5 working days.

If you are still not satisfied with the outcome of your appeal, you are entitled to make a further appeal to any of the following authority:

- Maritime NZ | Nō te rere moana Aotearoa



# COMPLAINTS PROCEDURE

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If you feel that you have been unfairly treated or wronged during the course, you have the right to make a formal complaint.

To lodge a complaint, you must submit a written statement outlining the circumstances and reasons for the complaint. Your complaint needs to be:

- sent to Vertical Horizonz New Zealand, PO Box 15-030, TAURANGA 3144, Attention: Chief Executive Officer, or
- emailed to Vertical Horizonz New Zealand at [info@vhnz.co.nz](mailto:info@vhnz.co.nz). In the subject line, please type, COMPLAINT: Attention Chief Executive Officer.

The Chief Executive Officer will carry out a formal investigation into the circumstances of the complaint, which in turn will be presented to the Senior Leadership Team.

You will then be advised of the results/decision made regarding your complaint and any actions to be taken to resolve the matter.

If you are not happy with the outcome of your complaint, then you have the right to redirect your complaint to the New Zealand Qualifications Authority or appropriate Government authority such as:

- Maritime New Zealand | Nō te rere moana Aotearoa
- WorkSafe New Zealand | Mahi Haumarua Aotearoa
- New Zealand Police | Nga Pirihimana O Aotearoa

# TRAINING VENUES

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## **VHNZ** (Training facility)

16 Nicolaus Street  
Trentham  
Upper Hutt

## **Pool**

Wellington Regional Aquatic Centre  
63 Kilbirnie Cres  
Kilbirnie  
Wellington

## **Kilbirnie theory venues:**

Ākau Tangi Sports Centre  
64-72 Kemp Street  
Kilbirnie, Wellington

Toitu Poneke Community & Sport Centre, The Hub  
49 Kilbirnie Crescent  
Kilbirnie, Wellington

## **Contact Details**

### **VHNZ | Poutū Huapae Office**

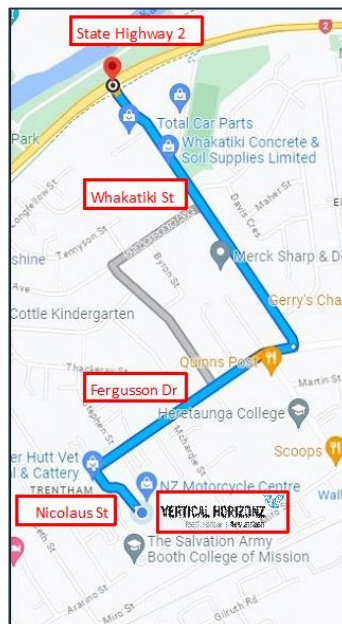
Office Phone: 0800 33 848  
16 Nicolaus Street, Trentham  
Upper Hutt  
Email: [stcw@vhnz.co.nz](mailto:stcw@vhnz.co.nz)

### **Industry Manager**

Sandy McPake  
Office Phone: 0800 72 33 848  
Mobile: 027 4531 793  
Email: [Sandy.Mcpake@vhnz.co.nz](mailto:Sandy.Mcpake@vhnz.co.nz)

## VHNZ: 16 NICOLAUS STREET, TRENTHAM, UPPER HUTT

State Highway 2 to Whakatiki Street turn off. This is signposted for Whitemans Valley, Wallaceville, Trentham and Heretaunga. At the end of Whakatiki St go right at roundabout. Go along Fergusson Drive then left into Nicolaus Street.



## Parking

Entrance to the venue is through the gate to the left of the building. Parking is available at the rear of the building and continues round the far side of the building against the fence. The grass area is also available for parking.

**Please be aware of pedestrians. Speed limit on the premises is 10 km ph.**

## Kilbirnie

