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courses  
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## simplifying Skills

career opportunities in Great Yarmouth's marine industry



GREAT YARMOUTH  
BOROUGH COUNCIL

Skilled2Go



# What is Marine East ?

## A BRIEF HISTORY AND OVERVIEW OF OUR AIMS

Established to help support the sustainability of companies in the East of England involved in the leisure and commercial marine sector. Led by representatives of leading companies, academia and agencies, our aim is ensure the marine supply chain has access to support in training, marketing, networking and improving productivity through the sharing of best practice. Marine East will always be business driven and business led.

**“training solutions to meet business needs”**

## TO MEET THE CHALLENGES OF TOMORROW WE MUST ENCOURAGE TRAINING TODAY

The marine industry is one of Gt Yarmouth's key sectors, offering varied career opportunities in many different areas. The offshore windfarm industry being developed off our coast is but one of these. It is anticipated that many hundreds of support craft will have to be built, crewed, serviced and managed providing exciting and long term careers for the region. The area is also home to the UK's largest inland waterway, offering exciting opportunities in leisure marine and tourism. The aim of this publication is to offer help and advice in selecting the right career path and training provider.

## CAREER PATHS

- Marine Engineering
- Boatbuilding
- Operatives
- Clerical & Admin
- Managerial & Professional
- IT & Finance
- Customer Services
- Supervisory & Leadership
- Vessel Crew
- Hospitality Services
- Tourism & Leisure
- Environmental & Safety

*“The success of our business is built upon the skills of our people and we fully support Marine East in its drive to make everyone aware of how challenging, rewarding and satisfying a maritime career is”.*

Simon Coote  
General Manager  
Richards Dry Dock & Engineering



# The Skilled2Go project

## OBJECTIVES OF THIS PROJECT

Mapping employment opportunities within the marine supply chain located in and around the Borough of Great Yarmouth with the aim of providing career direction for the current and future workforce of the Borough.

Ensuring the skills needs of local businesses in the marine sector are communicated throughout the workforce pool, from schools right through to the adult workforce.

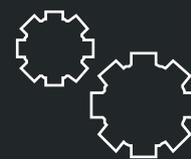
Stimulating employment through events, knowledge sharing and networking opportunities, aiding sustainability and growth.

Liaising with schools, colleges and employers to develop a clear understanding of the needs and issues facing our future marine and engineering workforce.

## THE EXISTING WORKFORCE

Advice on re-skilling and up-skilling will be available, meeting the needs of employers, delivered through publications, the internet and local events.

We are working with employers to map the specific skill sets to meet their requirements now and into the future.



PATHS TO  
QUALIFICATIONS

**Diplomas**  
**College Courses**  
**Apprenticeships**  
**Foundation Degrees**  
**University Degrees**



**ELEARNING**  
**SOLUTIONS**

**Distance**  
**Learning &**  
**Online**  
**Support**



## INTRODUCTION TO TRAINING FOR THE MARINE INDUSTRY

The Skilled2Go project being run by Marine East set out to identify the needs of businesses involved in the marine sector located generally within the Borough of Great Yarmouth. To do this we surveyed a number of companies to establish a true picture of their requirements now and hopefully in the future.

The general feeling was that although jobs in the industry have largely remained static for the past couple of years there is a clear indication that things are beginning to improve. Trained staff to fill areas such as management, sales and marketing will be in demand. The same trend can also be seen in technical specialists in many of the engineering trades.

What is also clear from the survey is that the industry believes these positions will be hard to fill.

All of the companies surveyed have to some extent been involved in some form of training program. This has either been delivered through their own in-house resource or making use of the courses offered by local colleges or other training providers.

Also encouraging was the number of companies who support apprenticeships whether for soft skills or the more traditional engineering skills.

Many confirmed they had assisted in obtaining higher education learning for those seeking this route from apprenticeship to foundation degrees and in some cases onto university.

In all, the survey demonstrated very simply, that the marine sector has had, and continues to have a commitment to training its workforce. This will without doubt help to ensure that companies in the area are able to compete in the global market by being innovative and sustainable whilst offering products and services of the highest quality.



## TRAINING ALSO BENEFITS BUSINESS AND OUR LOCAL ECONOMY

Staying competitive is the key to sustainability. Training staff, keeping them motivated and up to date with industry trends and new technologies is essential to achieving that goal.

Developing the workforce is all about improving the bottom line, by giving employees training and career development opportunities.

Companies within the marine industry are committed to:

- Help retain staff and encourage flexibility and innovation
- Increase customer satisfaction
- Reduce costs through better skilled employees working more efficiently
- Improve productivity, through better motivated staff improving organisational performance

Training increases staff retention which is a significant cost saving, as the loss of one competent person can be the equivalent of one year's pay and benefits. In a recent report it was evidenced that training programs reduced staff turnover by up to 70 % and in one case led to a return on investment of 7000%.

If a company is not moving forward, it is not merely standing still, it is in fact moving backwards as others pass them. The benefits of training in one area can flow through to all levels of an organisation.

Training usually falls into three categories

- Helping people to learn how to do something
- Informing people of what they should or should not do
- The provision of information to people to improve their understanding

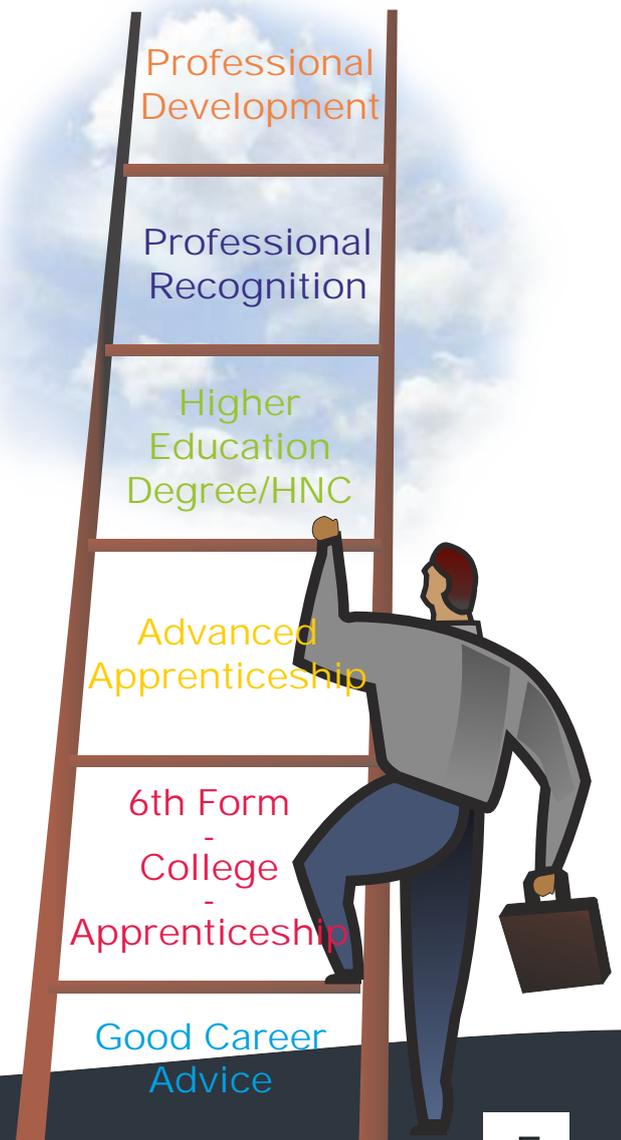
Many companies are having to deal with the problems of the economic climate and are learning to survive. The question is, will they be prepared and have a sufficiently skilled workforce to survive the upturn.

*"Since starting E-Tech Group in 1993, we have been committed to training and life long learning. Dozens of apprentices have been trained, and many have gone on to further education through colleges or further work based training.*

*In all departments, training courses have ensured staff at all levels are better equipped to carry out their tasks and add new ideas and improvements to the business.*

*As an employer the benefits are very clear and I would encourage every business to develop a training strategy if they do not already have one."*

Gary Williams, Director, E-Tech Group Ltd



# VESSEL CREW AND MANAGEMENT



Great Yarmouth has a long history as a maritime town with a busy sea port with ships of all shapes and sizes coming and going. The one thing each of these have regardless of size in that they are all crewed and managed.

The opportunities are about as varied as one could get in an industry, from office admin to crane operator, not forgetting the officers and the captain.

## Captain

*In charge of the vessel, responsible its safety for the crew, passengers or cargo.*

## First Mate

*Second in command on a vessel and ensures the captains orders are followed.*

## Chief Engineer

*Leads the engineering team in the maintenance of mechanical and electrical equipment onboard.*

## Navigation Officer

*In charge of navigating the vessel, co-ordinating safe loading and unloading of cargo, checking the weather reports for the vessels route.*

## Electrical, Electronic and Mechanical Engineer

*Maintain and repair all of the ships systems whilst at sea.*

## Crew

*Help with general maintenance and operation, crane operators, AB seamen, firefighting, slinging etc.*

## Chefs and Stewards

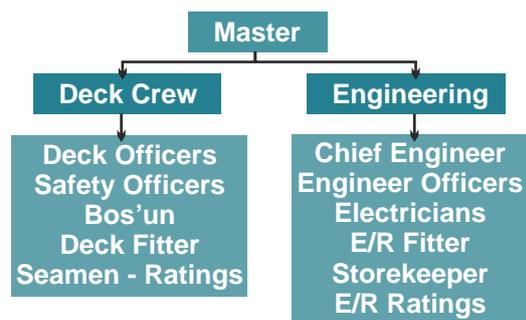
*Take care of the general welfare and catering on board.*

## Medical

*From medical officer to nurses and first aiders on board*

## Administration

*The full range of office and admin services are required to operate and manage ships and boats.*



## Typical Training Pathways

- |                         |   |
|-------------------------|---|
| Apprenticeship          | - Engineering/Catering/Hospitality/Administration |
| Foundation Degree/HNC/D | - Engineering                                     |
| Marine College          | - Leading to Junior Officer                       |

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# PORT SERVICES AND LOGISTICS

Ports around the world require the services of trained staff in all areas of operation. Great Yarmouth is no exception, with its busy river taking care of the vessels helping to service the offshore industry as well as the many cargo vessels that frequent these shores. The recently constructed outer harbour will, without doubt increase the demand for staff to be trained to meet the growing requirements.

## Port Manager

*Manages port operations including finances, HR, shipping and logistics.*

## Berth Operators

*Securing cargo for outward journeys and release inboard cargo*

## Cargo Handlers

*Responsible for loading and unloading vessels*

## Quay Clerks

*Maintain stock controls, recording shipments and export documentation.*

## Health and Safety

*Implements and promotes legislation and a positive health and safety culture.*

## Human Resources

*Oversees the HR requirements providing advice and implementing policies.*

## Receptionist

*First point of contact in a business, dealing with clients, telephone queries, etc.*

## Office Administration

*Handling the ports office work such as admin, accounts, secretarial, etc*

## Transport

*Dealing with issues relating to the transport infrastructure.*

## Facility Manger

*Responsible for the management of services and processes.*

## Quality Assurance

*Ensures the services are of the highest quality and meet international standards.*

## Warehousing

*Forklift drivers, stores clerks, manager etc. are available in warehousing.*

## Typical Training Pathways

- |                            |  |
|----------------------------|--|
| Apprenticeship             | - Engineering/Administration/Warehousing/Logistics |
| Foundation Degree/HNC/D    | - Business management                              |
| Professional Qualification | - Marketing/Business/Human Resources               |

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# ELECTRICAL AND MECHANICAL – MARINE ENGINEERING

Every industry depends in some way on the services of qualified technicians. The marine sector is no exception. Electrical and mechanical technicians, engineers and designers play a crucial role in ship/boat building, repair and maintenance. As with other skill sets, these are easily transferable into other sectors. The demand for qualified technicians will continue to rise despite current economic conditions.

## Electrical Engineer/Technician

*Will train on all aspects of marine electrical engineering from Low Voltage up to High Voltage (depending on the work placement). This will include control systems, power distribution, interpreting and writing technical drawings and specifications, testing, running diagnostics and commissioning.*

## Electronic Engineer/Technician

*Will be required to work on a wide range of marine electronic systems and equipment. These will include, radar, satellite communication and navigation, integrated bridge controls as well as sophisticated alarm and management systems.*

## Plumbing Engineer/Technician

*In general a plumbing trainee will work on the “domestic” piping and materials found within any vessel and will be required to design systems as well as install.*

## Piping Engineer/Technician

*Unlike the plumbing technician, the piping technician will be working with much larger pipes and systems key to operation of the ships systems.*

## Welding Engineers/Technicians

*Will learn to carry out the range of welding skills used on a shipyard or boatyard. This will include learning how to manage the different techniques required to weld varying types of metals.*

## Diesel Engineer/Technician

*Diesel engines are found throughout the marine industry. Training will be given to ensure the technician can strip , repair and rebuild diesel engines and other related equipment*

## Typical Training Pathways

Apprenticeship/Advanced Apprenticeship	- Engineering (all skills)
Foundation Degree/HNC/D	- Engineering/Business
Professional Qualification	- Management/Engineering

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Great Yarmouth and the surrounding area is home to many boatyards, from small be-spoke yards to large commercial enterprises building everything from pleasure boats for the Norfolk broads to commercial workboats for the offshore wind sector.

The reputation of our local craftsmen is widely respected throughout the industry for it's quality and traditional values.

## Yard Manager

*Runs the operation and the business and is responsible for all activities within the yard ensuring the business is well run and sustainable.*

## Project Manager

*Runs all aspects of one or more complete new build or refit projects in the yard.*

## Yard Supervisors and Foremen

*Answer to the project manager and run the workforce within their trade.*

## Design

*Operate CAD/CAM, provide naval architectural services and re-design as well as electrical and mechanical engineering design and drawings.*

## Technical Trades

- Boatbuilder
- Marine Engineer/Technician
- Electrical Engineer/Technician
- Electronics Engineer/Technician
- Painters and Sprayers
- Laminators
- Carpenters & Shipwrights
- Steel Fabricators & Welders
- Riggers



## Office Administration

*The full range of office and administration services are required within a boatyard as with any business*

*"Our team is driven by the satisfaction we get from delighting our customers and we are proud of the work we have done with Marine East to achieve this and the support they have given to ensure we are able to continue training young people in the region".*

Alan Goodchild, Managing Director, Goodchild Marine Services Ltd.

## Typical Training Pathways

- |  |                                   |
|--|-----------------------------------|
| Apprenticeship/Advanced Apprenticeship | - Marine Engineering/Boatbuilding |
| BTEC & College Courses to NVQ          | - Business/Vocational Skills      |
| Professional Qualification             | - Engineering/Business            |

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# MARINE SCIENCES AND OFFSHORE RENEWABLE ENERGY

Some of the UK's largest marine science and geosurvey companies are located in and around Great Yarmouth offering many exciting and rewarding opportunities in this field.

The recent growth of offshore windfarm developments off the regions coast has opened up many new career choices which will without doubt, be substantial and sustainable for at least the next 25 years.

## Marine Biologists and Scientists

*Research the sea and study its life forms and their interaction with land, atmosphere and ocean floor.*

## Oceanographer and Ocean Engineer

*Study and explain the complex information gathered through subsea geophysical surveys essential to oil and gas exploration and offshore windfarm development.*

## ROV Operator/Pilot

*Operates, maintain and develop the many types of ROV's (remotely operated vehicles) used for subsea working.*

## Divers

*Essential for carrying out surveys and maintenance of subsea structures and vessels.*

## Wind Turbine Project Engineer

*Undertake technical coordination with wind turbine manufacturers providing technical support, conducting assessments of future technologies and aiding innovation.*

## Offshore Windfarm Project Manager

*Provide management services to clients looking to design, engineer and construct offshore wind projects.*

## Operations and Maintenance

*Ensure the safe and efficient running of offshore windfarms once operational, covering many skills and trades.*

## Typical Training Pathways

Apprenticeship/Advanced Apprenticeship	- Engineering
Foundation & Honour Degree	- Marine Sciences/Engineering
Research & Professional Training	- Marine Sciences

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[www.marine-east.org](http://www.marine-east.org)



# CRUISE LINERS AND SUPERYACHT SERVICES

Cruise liners, luxury superyachts, ferries and even offshore supply boats, have a requirement for trained people to take care of passenger and crew needs.

Whether it is working in catering or stewarding there are many opportunities to rise to the top of the ladder with the right qualifications. If travelling the world and working with people is your thing then this may be for you.

There is a hierarchy on board vessels which must be understood when deciding the career choice that will suit you. This is generally, Officers, Staff and Crew.

## Officers

*A very highly trained group of employees who oversee the nautical, mechanical, operational and welfare aspects of the vessel. All of the officers have complete authority over staff and crew and answer directly to the Captain.*

## Staff

*In most departments on board the senior personnel and "non crew" are employed as staff.*

- Cruise directors and assistants
- Shore excursion staff
- Entertainment employees
- Retail staff
- Customer services
- Human resources
- Health and safety
- Marketing

## Crew

This generally describes service employees who work under the direction of supervisory staff.

- Waiters
- Kitchen staff
- Cabin Stewards
- Bar staff

as well as engineering and technical staff:

- Carpenters
- Electricians
- Plumbers



*superyachts waiting for their owners in Monaco*



## Typical Training Pathways

Apprenticeship/NVQ/City & Guilds - Hospitality/Catering/Business

Foundation Degree - Business

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# ADMINISTRATION, FINANCE, IT AND MANAGEMENT



All businesses have a need for “soft skills” throughout their organisations. From managers and leaders, to accountants and payroll clerks, as well as general administration, receptionists, sales and marketing, IT and so the list goes on.

Training for all of these is both essential and beneficial and can be outside or inside of the work place. These skills and qualifications are easily transferable within or outside of the marine sector.

## General Manager

*Manages the running of the business and oversees all departments.*

## Office Manager

*Is responsible for the smooth running of the administration departments.*

## Accountant

*Handles the financial services within the company ensuring all statutory requirements are met, deals with the cash flow, manages the bank accounts and oversees the payroll department*

## Accounts Clerks

*Manage the day to day accounting procedures under the guidance of the accountant.*

## Administration Clerks

*Includes typists, secretarial services, filing and other general office duties.*

## Health and Safety

*Implements and promotes legislation and a positive health and safety culture.*

## Human Resources

*Oversees the HR requirements providing advice and implementing policies.*

## Receptionist

*First point of contact in a business, dealing with clients, telephone queries, etc.*

## Purchasing

*Sourcing and procuring products and services essential to the running of the company.*

## Sales and Marketing

*This includes customer services, the internal and external sales team as well as business development.*

## Typical Training Pathways

Apprenticeship/Advanced Apprenticeship	- NVQ Level 2&3
Diploma/Advanced Diploma	- Business Studies
Foundation/Honours Degree	- Business Subjects
Professional Training	- Chartered Institutes

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# MARINE TOURISM AND LEISURE

Wherever you look in our region you cannot fail to see evidence of the tourist industry in its many guises.

From the huge hire boat sector to the thousands of privately owned leisure boats, as well the diverse and extensive watersports industry.

## Hire Fleet Operators

### Hire Fleet Manager

*Manages the team of engineers and staff who service, repair, administer and operate the fleet of hire boats.*

### Fleet Service Team

*The service team manages all aspects of running the many hire boat fleets that operate in this area. The team includes:*

#### Marine Engineers

*Install engines and controls and also apply their electrical and mechanical skills in servicing, repairing and dealing with breakdowns in the fleet. Includes gas fitting, plumbing, carpentry and in some cases laminating and GRP repairs.*

#### Yard Operations and Cleaning

*Responsible for the interior and exterior maintenance and cleaning of the boats within the yard when they return from hire, as well as the upkeep of the marina.*

#### Office Administration

*Involved in the office administration of bookings for long and short term fleet hire, as well as customer service, human resources, safety and procurement. Sales and marketing also form a key part of this.*

## Day Boat Team

*Involved with the busy task of hiring out and maintaining craft for daily hire.*

## Boat Sales and Brokerage

*An important part of the leisure boat industry is yacht and boat brokerage. This refers to the sale of new and used boats on behalf of boatbuilders or owners through agents and brokers. Included in their services is sales, marketing, commercial contracts, surveys, insurance and finance.*

## Watersports

*As with other business this area requires the services of all the business skills covered in other sectors, but also allows opportunities for:*

- Sailing, Windsurfing & Kite Surfing Instructors
- Sports Goods Sales & Bookings

## Typical Training Pathways

Apprenticeship/Advanced Apprenticeship	- NVQ Level 2&3
Diploma/Advanced Diploma	- Tourism & Leisure, Eco Tourism
Foundation/Honours Degree	- Sports Management

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## QUALIFICATIONS EXPLAINED

### IN SCHOOL

#### GCSE's

*These are widely recognised as a foundation for career development at work or entry to further education.*

#### 'AS' (Advanced Subsidiary) and 'A' (Advanced) Levels

*Success in these qualifications is one of the main routes to higher education as well as development of a career.*

#### 14-19 Diplomas

*Available at 3 levels operating differently to GCSE's and 'A' levels and can be combined other qualifications such as:*

*1) Foundation Diploma level 1    2) Higher Diploma level 2    3) Advanced Diploma level 3*

#### Young Apprenticeships

*Aimed at year 10 and 11 and are useful to those seeking a work-related approach to learning.*

### FURTHER EDUCATION

#### Access to Higher Education

*Access courses provide a flexible and skills based alternative to 'A' levels. Especially useful to those wishing to re-enter formal education after a period away from study. The programmes are intensive, offering the equivalent of two 'A' levels in one or two years study, and a recognised entry qualification for Degree and higher education courses.*

#### Foundation Degrees and Higher Qualifications

*A range of higher qualifications from vocational and professional Foundation Degrees and HNC/D programmes designed for study in parallel with a job and develop career opportunities with the support of an employer and could lead to one of the following.*

#### Bachelors Degrees

*Granted by a university, broadly corresponding to level 6 on the National Qualifications Framework.*

#### Masters Degrees and Doctoral Degrees

*Granted by a university broadly corresponding to levels 7 & 8 respectively on the National Qualifications Framework.*

**Note: Degrees provide entry to a range of high level and rewarding career opportunities and enable the recognition of chartered status of a professional body.**

### WORK BASED

#### Apprenticeship

*Available to people from 16 to 24 years of age, consisting of three parts; competence, knowledge and functional skills. This typically takes two years to complete and generally leads to an NVQ level 2 qualification.*

#### Advanced Apprenticeship

*The advanced apprenticeship typically takes longer to complete but leads to an NVQ level 3 qualification.*

#### NVQ's (National Vocational Qualifications)

*Designed by industry to meet the specific standards for particular jobs. They assess competence generally within the workplace. There are currently five levels for which NVQ's are awarded.*

#### BTEC National Diplomas and Certificates

*Useful for both careers and progress to higher education entry. The programmes are mainly assessed through course work rather than examinations and include real life problem solving, group and individual work.*

#### C&G (City and Guilds of London Institute)

*Mainly for craft and job related skills and are recognised as an entry requirement for jobs or further training.*

Marine East provides valuable support to its members and marine supply chain companies throughout the East of England. We work alongside other associations and agencies to provide an accessible and co-ordinated approach to support and funding issues. Experts from the business and marine world are able assist and direct companies through the maze of paperwork and confusing regulations.

Bringing companies together through events, networking opportunities and visits ensures the sharing of innovations and best practices leading to improvements in the supply chain, productivity and importantly reduces costs, having a positive effect on profitability.

The industry needs help to attract young people who are keen to train and be up-skilled in order to maintain a successful and sustainable sector.

Working with schools and colleges to excite and challenge the workforce of the future is both rewarding and essential.

Changing the perception of the commercial and leisure marine and engineering sector, by demonstrating it's diversity, it's range of transferable skill and opportunities will, we hope help steer young people towards a career in the industry.



**BUSINESS DRIVEN - BUSINESS LED**

USEFUL CONTACTS...

**Apprenticeships**

THE UK APPRENTICESHIP WEBSITE

- [www.apprenticeships.org.uk](http://www.apprenticeships.org.uk)

**Colleges in the region**

GREAT YARMOUTH COLLEGE

- [www.gyc.ac.uk](http://www.gyc.ac.uk)

LOWESTOFT COLLEGE

- [www.lowestoft.ac.uk](http://www.lowestoft.ac.uk)

NORWICH CITY COLLEGE

- [www.ccn.ac.uk](http://www.ccn.ac.uk)

**Other agencies in the region**

DIRECT GOV / CAREERS ADVICE

- <http://careersadvice.direct.gov.uk>

CHAMBER OF COMMERCE

- [www.norfolkchamber.co.uk](http://www.norfolkchamber.co.uk)

BUSINESS LINK

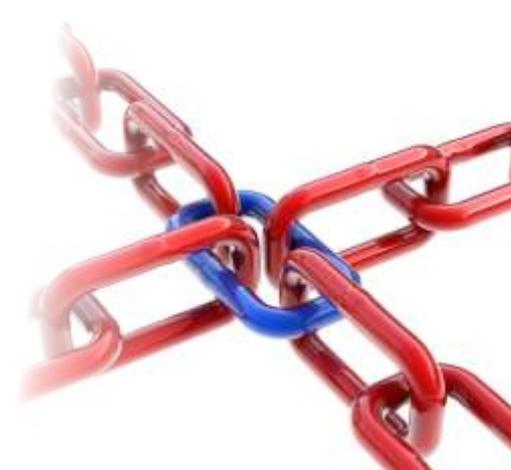
- [www.businesslink.gov.uk/east](http://www.businesslink.gov.uk/east)

SEMTA

- [www.semta.org.uk](http://www.semta.org.uk)

COURSES AND TRAINING

- [www.skillupnorfolk.co.uk](http://www.skillupnorfolk.co.uk)



# marine east.org

supporting the sustainable  
development of the marine industry  
in the East of England



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