

Marine Training Services

Victorian Recreational Boat Operators Course and PWC Endorsement Course

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1. Aim

The course is designed to assist mariners in obtaining the knowledge required to qualify for the Recreational Boating Operators Licence.

Marine Training Services is an approved Marine Safety Victoria provider (RTO no. 4653).

Approved boating safety training courses are valid for 6 months and are listed on the Marine Training Services web site (www.marinetraining.vic.edu.au) or can be obtained by telephoning Marine Training Services on 03 5229 5432.

Operators who have completed a Marine Training Services approved boating safety training course, may apply for a licence consistent with the course completed, without sitting a licence test. To obtain a Victorian boat operator license, operators must take their certificate of completion to VicRoads, along with appropriate proof of identify (an annual licence fee applies). New applicants are required to read an eyesight chart to test vision.

2. Course fees

Please contact the office on 03 5229 5432 for current course fee.

Please note: all fees are subject to change in line with annual consumer price index increases. For the most updated boat license fees please contact the office on 03 5229 5432.

This fee is for training, assessment and certificate issue. Your licence fee is paid direct to VicRoads.

3. Proof of Identity

At the time of enrolment in training approved by Marine Safety Victoria and at the time of issue of certification of satisfactory course completion the applicant must provide Marine Training Services with Proof of Identity, in accordance with Marine Safety Victoria requirements.

When applying for the Boat Operator Licence at a Marine Safety Victoria approved licence issuing provider, certification of satisfactory completion of the approved training, as issued by Marine Training Services must be presented together with Proof of Identity.

The Proof of Identity (POI) required is defined as an
Australian Photo Driver Licence
(Also accepted - Photo Learner Permit)
OR
Multiple Proofs
(a **Primary** proof document **AND** a **Secondary** proof document)

Multiple Proofs of Identity

For transactions where multiple POI is required it is necessary to provide:

1. a **Primary Proof document** (high quality evidence of who the applicant is); **AND**,
2. a **Secondary Proof document** (to confirm the current use of the applicant's name in the community); **AND**,
3. **proof of residence**; **AND**,
4. **proof of change of name** (where it differs between primary and secondary proof documents).

Primary and secondary proof documents must be separate documents (ie. a driver licence cannot be used as both a primary and a secondary proof).

All documents must be originals as supplied by the issuing authority (including certified copies issued by the issuing authority). Photocopies certified or otherwise, are unacceptable. One document must contain a signature of the applicant.

Primary Proof Documents

ONE of these documents:

- your Australian passport,
- your overseas passport (an overseas passport that has expired by up to two years is acceptable if you can provide appropriate Australian documentation giving strong evidence of permanent residence (eg. a permanent or residency visa).
- Australian birth certificate or change of name certificate issued by the Registry of Births, Deaths and Marriages. Birth extracts and Commemorative birth certificates are not accepted,
- change of name certificate issued by the Registrar of Births, Deaths and Marriages,
- document of identity issued by the Australian Passport Office,
- Australian police force officer of Australian Defence Force photo identity card (excluding civilian staff),

- consular photo identity card issued by the Department of Foreign Affairs and Trade,
- Australian naturalisation or citizenship document issued by the Department of Immigration (if you are 16 years of age the document (if issued before July 2004) may be in the name of a parent provided that you are also listed on the document. Your parent's licence must be sighted and the number recorded. If your parent does not hold a licence, a statutory declaration must be provided.
- immigration papers (eg. visa) issued by the Department of Immigration (if you are under 18 years of age the document may be in the name of a parent or legal guardian provided that you are also listed on the document. Your parent's licence must be sighted and the number recorded. If your parent does not hold a licence, a statutory declaration must be provided)
- NSW Photo Card (issued by NSW RTA after 14 December 2005).

OR

ONE of these documents that is current or expired by no more than two years:

- your Australian passport,
- Australian defence force photo licence,
- Victorian boat operator photo licence,
- Victorian firearm photo licence.

AND

Secondary Evidence Documents

ONE of these documents:

- Medicare card,
- Pensioner Concession card,
- Department of Veteran's Affairs card,
- current entitlement card issued by the Commonwealth,
- student identity card,
- credit card or account card from a bank, building society or credit union,
- state or federal government employee photo ID card.

OR

ONE of these documents that is current or no more than one year old:

- passbook or bank account statement,
- telephone, gas or electricity bill.

OR

ONE of these documents that is current or no more than two years old:

- electoral enrolment card,
- armed services discharge papers,
- current Proof of Age card issued by Consumer Affairs Victoria,
- current Victorian Driving Authority photo identity card.

Evidence of Victorian residence

You will need one of the following documents if your Victorian residential address is not

shown or is different on your primary or secondary evidence documents:

- contract of sale, lease, or rental document that shows your current address
- current renewal notice for a driver licence or vehicle registration.

Evidence of change of name

You will need one of the following documents if your name is different on the primary and secondary evidence documents:

- marriage certificate issued by a Registrar of Births, Deaths and Marriages in Australia
- divorce papers (showing the name being reverted to)
- deed Poll (issued before November 1986 in Victoria)
- change of Name Certificate (issued after November 1986 in Victoria).

4. Recreational Boat Operator Licencing

All boat operators require a licence to operate a powered recreational vessel in Victoria. The *Marine Act 1988* states that:

- any person who operates a registered recreational powerboat must have a licence
- operators of personal watercraft (PWCs) must have their licence endorsed accordingly
- interstate licences will be automatically recognised in Victoria.

5. Types of licence

5.1 General Boat Operator Licence

A general boat operator licence is required by any person over the age of 16 who is operating a powered recreational vessel.

5.2 Restricted Operator Licence

A restricted boat operator licence is required by any person over the age of 12, but under the age of 16, who is operating a powered recreational vessel.

5.3 Restricted Operator Licence conditions

Holders of a restricted operator licence:

- a. must operate at speeds of less than 10 knots
- b. may operate at speeds of 10 knots and less than 20 knots if:
 - i. accompanied by a person over the age of 16 years who is licensed appropriately for the vessel being operated
 - ii. operating between sunrise and sunset (For example, if a PWC is being operated, the licence of the accompanying person must be endorsed for PWC operation)
- c. must not operate a vessel that is towing.

Once a restricted operator turns 16, the restricted licence automatically becomes a general boat operator licence.

Please note – it is illegal for persons under the age of 12 years to operate a powered recreational vessel.

5.4 PWC Endorsed Licence

Operators of PWCs must obtain an endorsement on their general boat operator licence or restricted boat operator licence in order to operate a PWC.

6. Operating without a licence

A person must not operate a registered recreational powerboat unless:

- a. the person is the holder of a licence that authorises the person to operate such a vessel
- b. the person operates the vessel under and in accordance with the licence.

A person must not operate a PWC unless:

- a. the person is the holder of a licence that:
 - i. authorises the person to operate a recreational powerboat
 - ii. is endorsed to authorise the person to operate a PWC
- b. the person operates the PWC under and in accordance with the licence and endorsement.

Please note – any person operating a powered vessel must carry their licence at all times.

7. Course Content

1. Trip preparation
2. Safe operation
3. Emergency procedures
4. Personal Watercraft (PWC)

The course delivery time is 3.5 hours.

Course assessment is a multiple choice exam.

The minimum passing grade for both the boat operators licence test is 26/30 and for the PWC endorsement test is 13/15.

At the completion of the assessment students will be advised whether they have passed or failed. Reassessments can be conducted at a later date by arrangement with the instructor. Students who are found not competent can attend another course (free of charge) and repeat the assessment.

8. Dates & time of Availability of Lecturers

Contact information is available on the following page. Lecturers are available for contact between the hours 09:00 – 12:00 and 13:00 – 17:00 Monday to Friday. If for some reason a lecturer is unavailable, staff will take your name and contact phone number and a lecturer will call you back at the earliest convenience.

Contact Person	Academic Coordinator – CVO	Mrs Claire Cashion
By Phone	03 5229 5432	
By Post	Marine Training Services 17 Swanston Street Geelong Vic 3220	
By Fax	03 5229 5432	
By Email	marinets@pipeline.com.au	
In Person	The office is located at 17 Swanston Street, Geelong Vic 3220	

9. Welfare and Guidance Services

For student welfare and guidance services contact Dr Cindy Nelson on 03 5229 5432.

10. Privacy

This privacy statement applies only to recreational boat operator training and assessment services provided by accredited training providers who have entered into contracts with the Director of Marine Safety to provide those services.

Marine Training Services is committed to protecting personal and sensitive information consistent with the principles set out in the Information Privacy Act 2000 (Vic), and, if applicable, the principles set out in the Privacy Act 1998 (Cth), and any other privacy law.

Personal Information

Personal information is information about you whether fact or opinion from which your identity could reasonably be ascertained.

Use and Disclosure of Personal Information

Marine Training Services requests you to provide personal information for the purpose of allowing Marine Training Services to provide recreational boat operator training and assessment services to you and for Marine Safety Victoria to manage or administer its accredited training providers and undertake its functions relating to recreational boat operator licences, or as required by law in regard to Marine Safety Victoria's statutory obligations.

Marine Training Services is required to protect and handle your personal information in accordance with the Information Privacy Act 2000 (Vic).

Personal information that is collected by Marine Training Services may also be used and disclosed to government agencies, departments and organisations (for example, Marine Safety Victoria or other areas of the Department of Transport, Victoria), and to contractors whose duties require them to use it, in undertaking functions relating to recreational boat operator licenses. Such agencies, departments and organisations are required to protect and handle your personal information in accordance with the Information Privacy Act 2000 (Vic) or interstate privacy legislation.

Your personal information will not be used for training other persons. All persons and companies referred to in any examples in training materials provided by your accredited training provider are purely fictitious and any resemblance to existing persons or companies is purely coincidental.

Data Quality

Marine Training Services will seek wherever possible to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date. In many instances Marine Training Services relies upon you to provide accurate and complete information and to advise Marine Training Services should your circumstances change over time.

Data Security

Marine Training Services takes all reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure and securely destroys or de-identifies personal information when it is no longer needed.

Transfer of information Interstate

Government agencies, departments and organisations rarely transfer personally identifying information to organisations outside the state of Victoria, however this may occur in some circumstances where required or permitted by law. If transferred the information is afforded a substantially similar level of privacy protection it would receive in Victoria.

Access and Correction

You have a right of access to and correction of information about you. You may gain access to information about you that is held by Marine Training Services by contacting Marine Training Services, 17 Swanston Street, Geelong Vic 3220, phone 03 5229 5432.

You may have your personal information corrected with authentication and proof (where legislation does not prohibit correction) or a note of dissent from an opinion or view may be attached to a file where this is possible.

Unique Identifiers

A unique identifier is a code consisting of alphabet characters and numerals (not the individual's name) that is applied to an individual and distinguishes them from other individuals, for example a driver's licence number. Marine Training Services does not assign, use or disclose unique identifiers to individuals unless it is necessary to do so to carry out one of its organisational functions efficiently and does not adopt an identifier assigned by another organisation for another purpose.

Each certificate of attainment issued by Marine Training Services on behalf of Marine Safety Victoria will have a unique certificate number that will be assigned to you.

Complaints

If you consider that your privacy has been breached or interfered with in any way you can make a complaint by contacting Marine Training Services, 17 Swanston Street, Geelong Vic 3220, phone 03 5229 5432.

11. Access & Equity

Marine Training Services will ensure that trainee application and selection processes comply with access and equity principles. All Students will be treated with equal merit and equal availability of all activities.

12. Complaints, Grievances and Appeals

May be made in person or in writing to: Cindy Nelson
Marine Training Services
17 Swanston Street
Geelong Vic 3220
Phone 03 5229 5432

Course Inquiries

Marine Training Services
17 Swanston Street
Geelong Vic 3220
Ph/Fax. 03 5229 5432
email. marinets@tpg.com.au

13. Refund Policy

Policy

This policy/procedure provides all staff and students information on the ability to apply for a refund of tuition fees in certain circumstances.

The following procedures ensure all students are treated fairly and with integrity when applying for refunds. All refund applications are to be submitted to Marine Training Services ('MTS') Staff and the following procedures followed in assessing the application.

All refund information is made available to students through the enrolment process and is included on the 'Enrolment Form' which the student signs prior to acceptance into a course of study with Marine Training Services and money accepted from a student.

Procedure

All 'refunds' are to be signed off by MTS Staff and applications processed within Fourteen (14) days of the application being placed.

Refunds due to non delivery of course by Marine Training Services

Tuition fees to be refunded in full if:

- The course does not start on the agreed starting date
- The course stops being provided after it starts and before it is completed

Refunds under the above conditions will be paid in full to the student within 14 days.

Marine Training Services may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Marine Training Services will not be liable to refund the money owed for the original enrolment.

Refunds based upon student application

All applications for refund must be made in writing by way of the '*Application for Refund*' form (Appendix A) and submitted to MTS Staff.

Please note where the student breaches the Marine Training Services Policies and Procedures no refund is payable. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.

Applications for refunds are to be processed by MTS Staff within 14 days from the date of application.

The assessment of refund applications shall be granted as indicated below:

Outline of Refunds	
Withdrawal prior to agreed start date	Full refund
Withdrawal after the agreed start date and prior to course completion	50% refund
Course withdrawn by Marine Training Services	Full refund
Marine Training Services is unable to provide the course for which the original enrolment and payment has been made	Full refund

* Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with Mr Vic Goy and shall be assessed on a case by case situation.

Appealing Refund decisions

- All students have the right to appeal a refund decision made by Marine Training Services. Student wishing to access the Complaints and Appeals Procedure from Marine Training Services should contact the MTS office.
- This policy and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.
- Marine Training Services dispute resolution processes do not remove the student's right to pursue other legal remedies where they feel necessary.

Further information

- If fees have been paid by a third party then refunds will be payable to that third party.
- Any information that you provide to Marine Training Services or that Marine Training Services collects about you (including payments and refunds) can be given to authorised State and Commonwealth Agencies.

14. Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process whereby you are given the option of claiming recognition of previous learning and experience against the elements of a Unit of Competency.

RPL involves a detailed assessment of both your **qualifications** and **skills**. You should only apply if you have a real belief that you already possess the **knowledge** and **skills** that are outlined in the training content.

A person may receive exemption from an element of competency, more than one element of competency or even the whole unit of competency.

By claiming RPL the duration of learning and training may be reduced.

Types of Evidence

The RPL application must make a claim for recognition against the **Learning Outcomes** of a Unit of Competency and justify the claim by providing appropriate evidence. Evidence may come from the following sources:

- Life experience
- Training courses and programmes
- Work experience

This evidence may include, but not be limited to:

- Educational qualifications, certificates, and/or awards
- Statement of results/attainment
- Information on training programmes completed, eg curriculum
- Work history and records
- Employment testimonials
- Sample of work completed
- References or testimonials from past/current work supervisors

Also see Appendix B. Steps to Achieving Recognition of Prior Learning (RPL)

15. Course Inquiries

Marine Training Services
17 Swanston Street
Geelong Vic 3220
Ph/Fax. 03 5229 5432
email. marinets@tpg.com.au

Marine Training Services

Application for Refund

Date: _____

Course: _____

Full Name: _____

Address: _____

Course Start Date: _____

I wish to apply for a refund for my tuition fees paid for course described above and my reasons for applying for a refund are:

Please Tick Box	Refund Reason	Type of Refund
<input type="checkbox"/>	Withdrawal prior to agreed start date	Full refund
<input type="checkbox"/>	Withdrawal after the agreed start date and prior to course completion	50% refund
<input type="checkbox"/>	Course withdrawn by Marine Training Services	Full refund
<input type="checkbox"/>	Marine Training Services is unable to provide the course for which the original enrolment and payment has been made	Full refund

**Please note where the student breaches Marine Training Services Policies and Procedures no refund is payable. Where a student withdraws from the course without extenuating circumstances only a partial refund is payable.*

Student Signature: _____

Date: _____

Marine Training Services

Steps to Achieving Recognition of Prior Learning (RPL)

STEP 1 – Application for RPL must be made prior to enrolling in a course and at least one week before a course commences.

If you feel you may be eligible for RPL, consider if your **knowledge** and **skills** will meet **all** the **Learning Outcomes** outlined in a Unit of Competency.

Contact Marine Training Services on 03 5229 5432 to arrange an appointment for an interview with the Training Managers at the Geelong Office to discuss:

- Required elements of the Unit of Competency you wish to RPL
- Your responsibility to prove you have the knowledge and skills outlined in the training content
- How knowledge and skills are assessed
- The suitability and validity of your evidence
- RPL cost and application process

STEP 2

Upon completion of the interview if you still wish to apply for RPL, you will complete and submit an RPL Application form with all relevant documentation and the application fee.

The fee to apply for RPL is \$100.

STEP 3

Marine Training Services will then assess your skills, knowledge and documentation submitted.

Marine Training Services may base their judgement for granting RPL on:

1. Demonstration of Knowledge, by way of questionnaire, checklist or short answer questions.
2. Demonstration of Practical Skills, through practical skill exercises on or off the job, based on the elements of competency.

You may not be required to complete both of these factors to be granted exemptions, but there is a strong possibility that both your knowledge and skills may need to be assessed. Therefore, you may need to do some preparation for the practical exercises.

STEP 5

If your Application for RPL is **SUCCESSFUL** you will be granted RPL, your record will be adjusted and you will be advised in writing prior to training commencing.

If your Application for RPL is **UNSUCCESSFUL** you will not be granted RPL and you will be advised in writing with reasons.

STEP 6

If your application for RPL is **UNSUCCESSFUL** and you wish to **APPEAL** the decision, you can lodge an appeal in writing with Marine Training Services and your application will be reassessed.

If the **APPEAL** is **UPHELD** you can gain the competency by experience or through training, then resubmit an application

If the **APPEAL** is **SUCCESSFUL** you will be granted RPL, your record will be adjusted and you will receive notification in writing.

