

# BOATING LICENCE COURSE



Pre-booking Student Information Package



## Before booking - read this document

This information is available on our website 24/7 for all students to have clear, pre-booking information prior to booking and attending our boat & PWC licence theory course

## Who We Are

All training is done by

Sailingworld Pty Ltd t/a Boating Licence Course (ACN # 092 478 718 | RTO # 91229) is approved by NSW Maritime to provide practical boat training and/or knowledge testing for the NSW general boat driving licence and PWC driving licence.

No third parties, no agents, no contracted-out trainers, no franchisees.

## About Us

At Boating Licence Course, we're proud of our training history. Since, 1993, we have accumulated over 25 years' experience in delivering safe boating qualifications and teaching safe boating skills.

Over the years, Boating Licence Course has been able to refine and develop new courses and course structures based on student feedback. In other words, we strive to deliver the best in boating safety standards.

## Customer Care

Good customer service experiences are important to us. We aim to do the following:

- **Act on feedback:** When we receive feedback from students, positive or negative, we make sure it's acted upon. Your opinion matters to us.
- **Maintain student self-service options:** For students who want to find their own solutions or just discover more info on the course, we have an up-to-date FAQ page on our website to help.
- **Going the extra mile:** We'll do everything we possibly can to assist you at all stages of your experience with us.
- **Firm but fair testing:** You will pass when you have the skills.

Following on with our commitment to customer care, we've made every effort to have a high-quality course teaching all the elements of safe boating.

Our safe boating knowledge, extensive experience, and willingness to improve our teaching methods has meant that the vast majority of students can achieve success on day 1. It's this effort to teach it correctly and teach it well that's yet another sign of great customer service.

In the rare situation a student is not quite ready to pass, we'll simply invite the student back, we'll even cover the cost of your future training fees, for as many times as required.

## Key Messages – Boating Safety

You'll see our key messages a lot throughout our course; that's because we've identified these messages as the 2 most important things you should take away from our time with you



Our business owner has experienced firsthand how much fun boating can be. But sadly, he's also seen a tragedy when a good day's boating goes terribly wrong. On this day a turning point occurred. The business transformed to really look at and examine what is required to make a safe boat trip so the business owner will never lose another friend this way.

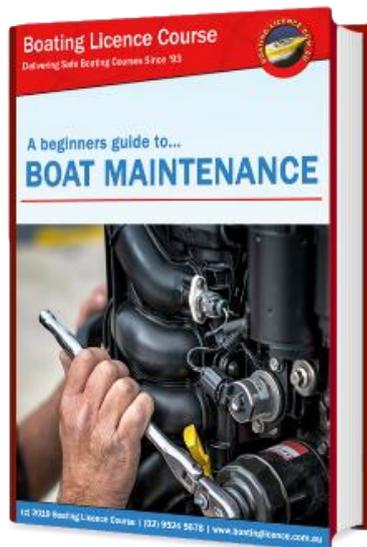
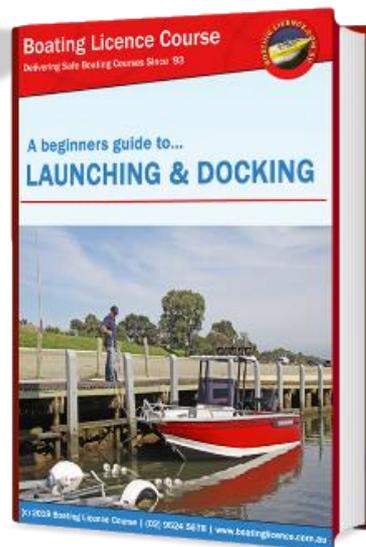
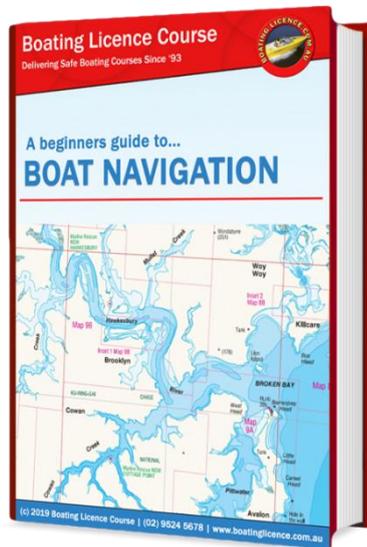


Our friend did a lot of things well and was a very experienced boater and our key message of 'Wear Your Lifejacket' was created because we genuinely have learnt the hard way that people need to wear a lifejacket whilst boating.

Boating requires responsibility and your lifejacket needs to be worn.

## Students - Welcoming Gift

Students are welcomed to our company starting with some free boating safety guides. As a welcome to our course, we have made more resources available for safe boating.



## What to expect as a student

From pre-booking to post-course, we'll make every effort to give you clear, precise information so you can make an informed choice and know what to expect when you undertake a course with us.

### Pre-course

Our website contains all the information you need to decide if our courses are right for you. We have the following resources available on our website:

- Student information pack (this document)
- Frequently asked questions & answers
- General course information
- Information outlining the steps needed to achieve your licence
- Contact form to send us an email with your enquiry
- Our office phone number for further information & bookings

All office staff, all day every day, consistently follow our phone guide closely, so we can rest easy knowing you're yet another happy and informed student

After purchasing your course using the information above, we'll then give you access to our boating safety material so you can arrive prepared and ready to get your qualification!.

### At the course

Our training team will commence the boat licence & PWC licence theory training course. There's a process we follow at every course we've ever done, and this is as follows...

- Checking of Proof Of Identification (POI)
  - For Young Adults (aged up to 16 years old), we also check their parents ID and ensure they are indeed the parent of the Young Adult, not a sibling, friend etc.
- Begin the boating safety tuition for all students
  - The course will start on time, those who turn up late may be denied entry and must reschedule to another course (fees may apply)
- Our trainer will ensure you are taught to the highest quality and all the required topics of the General Boat & PWC Licence Syllabus, and then some, are covered.
  - These include Trip Preparation & Planning, Navigation, Safety Equipment, Emergencies, Marine Environment & much more.
- There will be a mid-course break of 15 minutes
- At the end, we'll commence the test
  - Testing will be done under a fair, but strict, testing climate
  - Testing assistance will not be provided, unless the student has informed the office upon booking that they may require assistance with language, literacy, or numeracy and special arrangements are made prior
  - Test results are fair; we want you to know the answers by your own accord. Cheating you through will not help you, or your friends & family, stay safe on the water.

- Upon successful completion, our training team will give you the licence qualification & remind you once more of what you need to do from there
  - Take our paperwork, with your logbook (once completed - boat licence only) to ServiceNSW anytime within 12 months to purchase your licence.
  - The licence fee per year cannot be covered by the course; this is payable to ServiceNSW.
- Although rare, if you are unsuccessful, you'll simply need to call our office, and they'll get you into another boat & PWC licence course of your choosing, free of charge.

**We want you to understand what you are booking**, and what the course involves. We strive to produce the happiest, safest boaters possible, so transparency is very important to us.

### Assessment Policy

Every student must complete the training prior to attempting the test. There is a multiple-choice assessment within the course. Other than what is stated at the course, no items are allowed to be used during the test. Failure to comply in this regard will result in an immediate failure.

To assist you in passing the test, we provide comprehensive, yet easy to read, pre-course study material upon booking so you can be well prepared. See your confirmation package for the link to your study page.

### Re-assessment Policy

From time-to-time people may be required to retest, good advice would be to do a bit more study. After this, if further training and assessment are required, we may give you an invitation to return. A small fee may be applicable.

### Rescheduling Policy

Once you reserve your seat in any given class, you are securing a space and others may be denied the opportunity to attend. Consequently, we reserve the right to refuse your rescheduling to another class. Boating Licence Course also reserves the right to reschedule any given class due to circumstances beyond our control. If we must reschedule a class, you'll be given the opportunity to attend any class given by us within 1 year or to a course credit

### Course Pricing

Boating Licence Course is proud to deliver high-end, superior safe boating courses. We are not the cheap training company; we will not compromise on quality. Your training & boating safety is paramount.

Pricing for theory course tickets are as follows:

NSW Boat Licence Tickets

- Super Saver - \$299 - No rescheduling included - free retesting at the course - must book far in advance
- Discounted Saver - \$320 - No rescheduling included - free retesting at the course - early booking required
- Standard Ticket - \$399 - Includes free rescheduling - free retesting at the course
- General Tickets - \$440 - Open ended ticket - Choose any date or time!

#### PWC Course Tickets

- PWC Discounted - \$150 - No rescheduling included
- PWC Standard Ticket - \$300 - Includes free rescheduling

### Practical Training Choices

Practical boating skills are compulsory prior to being issued your boat licence.

Option A) Students may choose to complete the practical requirement via the RMS logbook which you can do in your own time for free.

Option B) For students that are unable to complete the logbook, we offer practical training onboard our vessels - call for a details & a quote

### Completing The Logbook

The practical boating logbook is an easy option so you can achieve practical boating experience.

We do not fill out your logbook for you as this is done on your own with a licenced person who has held a NSW boat licence for 3 or more years.

This can be a friend, family member, co-worker; whoever you go boating with. For your convenience, a free digital copy of the logbook is available in your pre-course study material or at any ServiceNSW centre.

The logbook is an essential requirement for those who choose to go on & get a NSW boat licence. It is designed to help you learn how to operate your vessel & learn your waterways.

### Study Policy

Study is required to supplement your learning. Students are required to do a certain amount of study prior to attending the course. There is a NSW Boating Handbook available which will help you achieve the greatest chance of success at getting your licence.

### Refund Policy

We strive to have our service at the highest quality. We want every student to experience quality customer care. To assist all students, we have a full website of information, it is in plain English, always publicly available 24/7. Before enrolling into our training courses,

students are expected to review all of our policies such as the refund policy, logbook requirements, testing, POI requirements and more. We are a business. When a transaction occurs, banking fees and other administration & training costs occur.

As such, all sales are final. In the event that you cannot attend the course, refunds are not available. However, to discuss your issue, please do so in writing via email. Your issue will be assessed based on information you provide and our company policies.

**COVID-19: Due to the events of COVID, common sense protocols are in effect. Social distancing will be enforced, and masks will be required to gain entry. If you cannot attend due to being in a designated hotspot, or your area is in lockdown, you will be unable to enter the venue. You will need to reschedule to another later course. The rescheduling will be at no cost to you. To reschedule, please call us after your lockdown and we will get you into the next course – free of any rescheduling fees.**

### **Proof Of Identity Policy**

Everyone sitting our course MUST bring acceptable Proof Of Identity (POI). This is not negotiable, and you cannot complete the course without it. As an example, a valid NSW Photo Drivers Licence is acceptable for an adult over 16 years, whereas a passport or birth certificate will require further identification to complete the POI check.

POI varies for Young Adults (12 to up to 16 years) and adults (>16 years). Young Adults applicants must have POI (i.e. a birth certificate) and must also have a parent present who must also have acceptable POI.

[Click here for the NSW RMS POI brochure.](#) We strongly recommend you read this prior to attending to ensure a smooth course.

### **COVID-19 Policy**

Boating Licence Course endeavours to be a good player in society. We aim to be reasonable and meet the requirements of the government COVID policies. Students who attend acknowledge the contagious nature of COVID-19, they accept Boating Licence Course cannot guarantee that an infection will not occur and the student attends with the understanding of, and accepts, the risk of COVID-19.

#### **By attending, participants accept the risk of exposure.**

The participant hereby waives, releases, discharges, holds harmless and indemnifies all employees and Sailingworld Pty Ltd t/a Boating Licence Course from any claim, action, damage, loss (including consequential or indirect loss), liability and cost which Sailingworld incurs or is liable for.

I, the participant, declare that by participating with the course, that I am fully vaccinated.

Vulnerable people, or any persons with concern, may be at an increased risk and therefore will be supported. We ask these people to contact the office in writing prior to attendance so a private outdoor, well ventilated classroom setting can be facilitated.

Our COVID safe policy includes COVID-19 signage, a request that all students are fully vaccinated and, where possible, excessive student spacing. Face masks are asked to be worn. Hand sanitiser is available at the course.

We ask any people who have flu-like symptoms such as a cough, runny nose, fever, sore throat, diarrhoea or vomiting to not attend

All office staff and training staff are fully vaccinated. We operate with the understanding that all students are fully vaccinated and may be required to provide evidence at the commencement of the course.

Please have your evidence of vaccination readily available and your face mask on upon arrival.

As at December 15 2021, we will require all students to remain seated throughout the training of the course.

### Applicants With Special Needs

You must be able to communicate orally and in writing in English. If you have difficulties in this regard we recommend that you contact Boating Licence Course or visit your local ServiceNSW who will arrange an appointment with an interpreter.

### Complaints Policy

We encourage & welcome your feedback and suggestions on our services. We endeavour to respond to your enquiry, comments, complaint, appeals etc. promptly and with courtesy. If a student is dissatisfied with the conduct or content of the course training, they should raise this immediately upon the conclusion of the training so these concerns can be resolved at that stage.

We want to listen to your comments.

#### *Complaint Management Procedure*

Feedback may be about:

- A) training and/or testing;
- B) Trainers and/or examiners.

*Steps to submit your complaint and provide feedback:*

Where to make the complaint:

Please make your complaint to Alison. Contact is made via email to [feedback@boatinglicence.com.au](mailto:feedback@boatinglicence.com.au). Alternatively, contact us via email using the contact form on this website or, if you prefer, via post to PO Box 2903 Taren Point NSW 2229. It will be listened to & acted upon.

*When to make a complaint:*

If a student is dissatisfied with the conduct or content of the course training, they should raise this immediately upon the conclusion of the training so these concerns can be resolved at that stage.

If the matter cannot be resolved at the course, please contact us within 21 days.

The information the applicant needs to provide:

1. Identify and lay out an explanation about the complaint/grievance so the issue can be evaluated.
2. State your details & preferred contact method.
3. Identify and lay out the outcome you would like.

### *The Complaints Process*

Once you've lodged a complaint, a staff member assigned to your complaint will aim to contact you, where required, within 5 working days.

We may need to speak to you to confirm your identity if we need to access and discuss your personal information. Our staff member will call you to acknowledge your complaint and work closely with you. They may request you to provide further details to finalise the complaint. We aim to resolve your complaint.

We will look at your situation and evaluate your concerns and compare this to our policies and requirements outlined here on our policy page.

We'll aim to respond to your complaint, where required, in a timely manner.

*Feedback* – at any time, please contact us to find out the status of your complaint.

If you are dissatisfied with the response, you can contact the following organisations for assistance; Australian Skills Quality Authority (ASQA) 1300 701 801 Transport For NSW NSW Maritime 13 12 56 NSW Fair Trading 13 32 20 Skilling Australia National Information Line 13 38 73

*Staff awareness* - staff will be made aware and communicated to about the complaint at staff meetings. Discussions will then follow to allow for resolution and future avoidance of the complaint.

We will acknowledge your complaint & do our best to resolve it. We will also endeavour to liaise with sensitivity to the needs of vulnerable applicants, such as those who are not fluent in English or have an intellectual or physical disability.

### **Tax Invoicing**

There is no GST within our fee. Our courses are not tax deductible therefore we cannot supply a tax invoice. Receipts can be issued upon request.

### **Topics Covered**

The course is delivered by Sailingworld Pty Ltd; registered as RTO # 91229 who is trading as Boating Licence Course. This course is based upon the national syllabus of boating education designed to prevent boating incidents and save lives. We are a Registered Training Organisation (RTO). The package you have purchased & are now being supplied consists of the following five units:

- MEM50008 - Carry out trip preparation and planning
- MEM50009 - Safely operate a mechanically powered recreational boat
- MEM50010 - Respond to boating emergencies and incidents
- SISOPWC201A - Select and maintain a personal water craft (if doing PWC)
- SISOPWC202A - Demonstrate simple personal water craft skills in controlled conditions (if doing PWC)

You are being supplied and trained in all the five units above. There are different pathways included within the package.

### Licence Fees

NB – These fees will be effective as of 1 July 2019 and will be revised on 1 July 2020. [Click here](#) or visit [www.rms.nsw.gov.au/maritime/fees.html](http://www.rms.nsw.gov.au/maritime/fees.html) for more info.

#### General Boat Licence

- 1 Year - \$62
- 3 Years - \$167
- 5 Years - \$263
- 10 Years - \$470

#### PWC Licence

- 1 Year - \$190
- 3 Years - \$415
- 5 Years - \$649
- 10 Years - \$941

If under 16 years of age - 1 year boat licence = \$31 - 1 year PWC licence = \$95