

BOATING LICENCE COURSE



Course Information

Pack _{v3}

This document has been created so that all students have clear, information prior to booking and attending our boat & PWC licence theory course.

About us

Boating Licence Course has been delivering boating safety courses and qualifications since 1993. This means we've accumulated nearly 30 years of experience in delivering safe boating qualifications and teaching safe boating skills.

We strive to deliver the best in boating safety standards.

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.

We do not use third parties, agents, contracted-out trainers or franchisees.

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



We take pride in these messages, and they are the foundation of our teachings across every course that we deliver.



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

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 to 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 Service NSW.
- 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.



Company policies

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.

If a student wishes to change their course date/time/location, rescheduling will incur a \$180 administrative fee. This is charged to cover the extra costs associated with the course such as training materials, venue hire, staff wages etc.

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

For up-to-date course pricing, please see the product listings.

In certain circumstances, your order may be rejected, such as where the requested product is not available or if there is an error in the price or the product description posted on our website.

Practical Training

Practical boating skills are compulsory prior to being issued your boat licence. We are not currently running courses to complete this requirement at this time.

Students must complete a [practical logbook](#) before they are able to get their boat licence.

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 usually 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.



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. 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.

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.

Proof Of Identity Policy

Everyone sitting a course with us 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.

Please see our website for a copy of the POI brochure. We strongly recommend you read this prior to attending to ensure a smooth 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.



Where to make the complaint:

Please make your complaint in writing. Contact is made via email to 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.

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.

Course Training

All training is delivered by Boating Licence Course | RTO # 91229 | ACN # 092 478 718 | Ph (02) 9524 5678 | Web www.boatinglicence.com.au



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

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

Licence Fees

For information relating to licence fees, see Service NSW's website. Please note the information below is correct at time of posting and may be subject to change. Last update: August 2024

General Boat Licence

- 1 Year – \$77
- 3 Years – \$220
- 5 Years – \$351
- 10 Years – \$679

PWC Licence

- 1 Year – \$245
- 3 Years – \$662
- 5 Years – \$1042
- 10 Years – \$1961

If under 16 years of age – 1 year boat licence = \$39 – 1 year PWC licence = \$123

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