

BoatSafe management standard

November 2011

Introduction

The BoatSafe scheme was developed to implement competency based training and assessment for the licensing of recreational ship and personal watercraft operators.

Maritime Safety Queensland (MSQ) issues an authority to entities under sections 102, 103 and 104 of the *Transport Operations (Marine Safety) Regulation 2004* (TOMSR). This authority is issued when MSQ is satisfied that the entity has the required physical and human resources to deliver the appropriate level of training and assessment services and is compliant with the *Transport Operations (Marine Safety-Examining and Training Program Approvals (Recreational Ships and Personal Watercraft)) Standard 2005*.

The authority to act as a BoatSafe training organisation (BTO) is issued only when, and for as long as the entity maintains compliant with the *BoatSafe management standard* and the *BoatSafe competency standard*. A formal audit process will measure the entity's compliance with these standards. Details of the audit process can be found in the *BoatSafe audit framework*.

The BTO is accountable under this authority for its operation and the performance of all BoatSafe training providers (BTPs) engaged by it.

The standards below are to be complied with by all BTOs when conducting training and or assessment under the conditions of their authority from MSQ.

1. Business operations

- 1.1 The BTO will have a documented code of practice that applies to all persons associated with it. This code will contain as a minimum, all the elements of standard 1: business operations.
- 1.2 Every client of the BTO will be given information relevant to the course before the course begins, or at the start of the course. This information will contain:
 - 1.2.1 fees and charges for the course
 - 1.2.2 refund policy
 - 1.2.3 grievance policy
 - 1.2.4 course information, including outcomes and expectations.
- 1.3 The BTO will disclose to MSQ any changes in the ownership arrangements or management of a BTO holding an authority.
- 1.4 The BTO and all persons engaged by it will not intimidate, abuse, insult, harass or otherwise cause distress to any client or former client.
- 1.5 The BTO will avoid any possibility of conflict of interest between personal interests and obligations under the authority.
- 1.6 The BTO will not recruit nor seek to recruit MSQ staff for their operation in any capacity. The General Manager (Maritime Safety Queensland) has issued a policy prohibiting such employment.
- 1.7 The BTO will not engage in conduct that brings the BoatSafe scheme, another BTO or MSQ into disrepute.
- 1.8 Without limiting clause 1.7, a BTO shall not publish defamatory matter about another BTO, BTP or MSQ employee as defined by the *Defamation Act 2005* (Queensland) without a lawful defence as set out in that Act.
- 1.9 The BTO will only market BoatSafe as a 'boating safety initiative of MSQ' and use the registered BoatSafe trademark. The trademark is not to be used in any other way to otherwise promote the activities of the BTO.

- 1.10 Any information relevant to BoatSafe sent to BTOs will be disseminated to all BTPs engaged by the BTO in a timely fashion. The BTO will maintain an active email address for the purpose of receiving information from MSQ.
- 1.11 Regular reviews of training will be conducted by the BTO and these will be documented as part of a continual improvement strategy by the BTO.
- 1.12 The BTO will establish a documented procedure to monitor the courses conducted by all BTPs engaged by it to assure the requirements of the code of practice, the *BoatSafe management standard* and the *BoatSafe competency standard*.
- 1.13 The BTO will have public liability insurance that is commensurate with the scale of their operation.

2. Comply with Queensland and Commonwealth legislation

The BTO will at all times comply with the legislative requirements of all relevant state and Commonwealth Acts, regulations and other subordinate legislation. In this regard the BTO will:

- 2.1 Disclose to MSQ, as soon as practicable, any change in the operation or management of the organisation that could be grounds for the suspension or cancellation of the authority under sections 154 or 163 of the TOMSR.
- 2.2 Ensure they comply with the *Workers' Compensation and Rehabilitation Act 2003* (Queensland).
- 2.3 Ensure that the BTPs they engage only conduct courses that comply with all aspects of the *BoatSafe competency standard* as amended from time to time.

3. Administration and records management

The BTO will have operational procedures and processes sufficient for the administration and management of documentation required under this standard for the delivery of training and assessment of BoatSafe courses.

3.1 Staff files

The BTO will keep a file for each BTP they engage to deliver training and assessment under their authority. These files must contain the following information:

- 3.1.1 A declaration signed by the BTP that they have read, understood and agree to be bound by the terms of the code of practice of their BTO.
- 3.1.2 A disclosure signed by the BTP that details any offences committed under the laws of the Commonwealth or state of Queensland including the *Transport Operations (Marine Safety) Act 1994* (TOMSA).
- 3.1.3 Certified copies of marine qualifications held.
- 3.1.4 Certified copies of training and assessment qualifications.
- 3.1.5 A certified copy of a current first aid certificate.
- 3.1.6 Documented relevant experience of the BTP.
- 3.1.7 A record of attendance at a staff training program delivered by the BTO on how to run a BoatSafe course.

3.2 Course files

The BTO will keep a file for all courses delivered under their authority. This file should be kept in such a way that it can be presented for audit if requested with five days notice. Each course file will contain the following information:

- 3.2.1 The date of the course and where it was delivered.
- 3.2.2 The registration of the ship used to deliver the course.
- 3.2.3 A list of course participants with their contact details and their Statement of Competence number.
- 3.2.4 The completed assessments of all course participants, both written and practical.
- 3.2.5 A copy of the ship's log for the duration of the course.
- 3.2.6 Completed client course evaluation forms.

3.3 All files

- 3.3.1 The BTO will ensure that all files are kept in a safe and secure manner for a period of three years. Any record should be able to be retrieved and presented within five working days if requested.
- 3.3.2 Records may be kept in an electronic format only if they can be accessed easily and the BTO has a process for assuring data quality and integrity and records are backed up.
- 3.3.3 Books of Statements of Competence are issued to BTOs on request. The BTO is responsible for the safe and secure storage of unused Statements of Competence, and for the storage of completed books.

4. Competence of BTPs

A BTO will only engage the services of BTPs that meet all the requirements of the BoatSafe scheme. The BTO will ensure that each BoatSafe training provider engaged by them:

- 4.1 Has appropriate marine qualifications.
- 4.2 Has appropriate training and assessment qualifications.
- 4.3 Only conducts training and assessment activities compliant with the BTO's code of practice and the authority from MSQ.
- 4.4 Maintains any documentation relating to training and assessment of BoatSafe as directed by the BTO.
- 4.5 Only signs Statements of Competence when they are satisfied that a candidate has met all the theoretical and practical components of the *BoatSafe competency standard*.
- 4.6 Only signs the Statement of Competence attesting to a person's proficiency when they are satisfied that the person is capable of operating a recreational ship in a safe and responsible manner.

5 Assessment of candidates

The BTO is required to only use assessment instruments approved by MSQ. Assessment of all candidates must conform to this standard.

- 5.1 All assessment instruments for each course will be retained. This may be electronic but needs to be easily retrievable.
- 5.2 All candidates are to undertake practical assessment of proficiency.

5.3 Practical training and assessment is to be undertaken according to the following table of minimum practical times. These times are based on the number of candidates on board the training ship:

1st person	40 minutes ¹
2nd person	20 minutes extra
3rd person	20 minutes extra
4th person	20 minutes extra
5th person	20 minutes extra
6th person or more	10 minutes extra per person

It is important to note that these times are minimums and it is expected that practical delivery and assessment will take longer if student performance demands it.

5.4 A commercially registered ship in at least 2E survey will be used for on water training and assessment. The ship must comply with sections 84(2)(c) and 84(2)(ca) of the TOMSR.

5.5 At the completion of training and assessment, candidates are to be provided with a course evaluation form and given the opportunity to provide feedback to the BTP and BTO about the conduct of training and assessment.

6 Training and assessment facilities

The normal expectation for BoatSafe courses is that the theoretical component will be conducted in a traditional training room or classroom setting. However, MSQ recognises that BoatSafe courses are run in all areas of Queensland and that there may be circumstances where traditional training facilities may not be available. These locations have in the past been referred to as 'remote'. MSQ will partially relax the requirements for a training room with adequate seating and lighting as per the *Transport Operations (Marine Safety-Examining and Training Program Approvals (Recreational Ships and Personal Watercraft)) Standard 2005*.

The requirement for a training room may be relaxed only when the location of practical training and assessment is more than 50 kilometres from a place where a suitable training room is available.

In circumstances where a training room is not used, the BTO must ensure adequate shade, seating and workspaces are available for their students. There must also be adequate supplies of drinking water and toilet facilities available.

¹ The 40 minutes contains an allowance for 20 minutes of pre-departure briefing and checks for the group irrespective of the number of people in the group. If there is more than one practical group of candidates organised for the day, and they are all present at the same time for the pre-departure briefing, the 20 minutes allowed for the pre-departure briefing and checks need not be repeated for each separate group.

