

MARINE LICENCE STUDENT INFORMATION

Seaton Training Pty Ltd R.T.O. 22279
A.B.N. 60 133 645 100
Head Office (03) 5433 6223

This course is designed to assist you to gain the knowledge required to obtain your Victorian Marine Licence & PWC Endorsement.

This course covers:

- Carry out trip preparation and planning
- Safely operating a small mechanically powered vessel
- Respond to boating emergencies and incidents
- Personal Watercraft (PWC) Jetski

Public Courses

Public courses are held at Dr Traffic on a regular basis. Please contact Dr Traffic for course dates and prices.

General Information

- This course is Maritime Safety Victoria approved and delivered by Seaton Training Pty Ltd
- Participants over the age of 12 years can attend (12 - 15 year olds Restricted Licence will apply)
- Our course covers both the Marine Licence and PWC Endorsement
- Current Handbook is supplied to all students at the course
- Receipt will be issued by the trainer.

Read this important information Prior to Booking

- **Eligibility Requirements** (see attached) prior to booking
- ID is required to attend the course. Drivers licence or ID as per the **Evidence of ID** list attached
- **Privacy policy** (see attached) for information on how personal details are managed
- Information on **Refunds** (attached)
- Seaton Training emails customers information on products/services as well as boating safety news and updates. Customers can opt out from receiving this correspondence at any time

Assessment

- Subject to assessment, a certificate (which is valid for 12 months) will be issued that can be used by eligible applicants to obtain a Marine Licence from VicRoads
- More information on the **assessment process** is attached.

MARINE LICENCE STUDENT INFORMATION

Certificates

- Maritime Safety Victoria Certificates are valid for 12 months from the course date and need to be produced at VicRoads and licensing fee paid before you operate a boat / pwc
- If Certificates are not available at the course, they will be posted out within 5 working days of course date.
- If you require a re-print of your certificate, please contact our office via email or phone to arrange. Certificates will only be re-issued if they are still valid (within 12 months of course date) and the cost for this service is \$6.00 per re-print payable via credit card or direct deposit directly to Seaton Training. All re-prints will be posted within 2 business days of the request and payment being received.

How to get your licence after you successfully complete our course

- Visit your closest VicRoads office along with the required ID and your Marine Licence Certificate
- **Licensing fees are payable to VicRoads to obtain your Marine Licence after successful completion of this course.**
- VicRoads licensing information can be obtained by visiting the VicRoads web site www.vicroads.vic.gov.au or calling 13 11 71

Complaints and Appeals

- For information on our Complaints and Appeals process please read the **Complaints and Appeals** policy attached



Marine Licence Training Course - Eligibility Requirements

Pursuant to regulation 30 of the *Marine Safety Regulations 2012* (Vic) the following persons are not eligible to apply for a marine licence:

- A person who is disqualified from obtaining a marine licence, during the period of that disqualification
- A person who is the holder of a marine licence that has been suspended, during the period of that suspension
- A person who is disqualified from obtaining a licence or other authority to be the master of or to operate a recreational vessel under
 - (i) the law of another State or Territory, or
 - (ii) the law of another country, in circumstances which, if they occurred in Victoria, would have resulted in the person being disqualified from obtaining a marine licence in Victoria
- A person who is the holder of a licence or other authority to operate a recreational vessel issued by another State or Territory that has been suspended, during the period of that suspension

Applicants should note that they will be required to meet the health requirements for operating a car, motorcycle or boat and this may include further testing where appropriate.

Seaton Training Pty Ltd
PO Box 85 Axedale Vic 3551
Phone: (03) 5433 6223
Fax: (03) 5433 6213
Email: seatontraining@iprimus.com.au
www.seatontraining.com.au



EVIDENCE OF IDENTITY DOCUMENTS

When applying for the Training and Assessment at a MSV approved licence issuing provider, certification of satisfactory completion of the approved training, as issued by the Accredited Training Provider must be presented together with Evidence of Identity (EOI).

The EOI required is defined as a **photo licence OR multiple evidence of identity**.

Photo Licence

A photo licence means any Australian photo driver licence or photo learner permit which is current or expired by no more than 2 years.

Multiple Evidence of Identity

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

- a primary evidence document (high quality evidence of who the applicant is),
- a secondary evidence document (to confirm the current use of the applicant's name in the community),
- evidence of change of name (where it differs between primary and secondary evidence documents).

Primary and secondary evidence documents must be separate documents.

All documents must be originals as supplied by the issuing authority (or copies certified by the issuing authority, a Justice of the Peace or a solicitor).

At least one document must evidence the address. If it does not then a referee statement must be filled out. The address does not have to be in Victoria or Australia.

Primary Evidence Documents

One of these documents:

- Australian passport,
- An overseas passport,
- 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,
- a document of identity issued by the Passport Office (usually issued to travellers to Norfolk Island),
- document of identity issued by the Australian Passport Office,
- Australian police force officer or 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 and Border Protection (read note 1),
- immigration papers (eg. visa) issued by the Department of Immigration and Border Protection (read note 2),



- 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:

- Australian defence force photo licence, or
- Victorian firearm photo licence.

AND

Secondary evidence documents

In addition to one of the above primary evidence documents the applicant must provide one secondary evidence document from the list below:

- 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 change of name

The applicant will need one of the following documents if the 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), or
- Change of Name Certificate (issued after November 1986 in Victoria).

Evidence of address where the applicant cannot provide it with primary or secondary documents

If an applicant cannot provide documentary evidence of an address, a referee statement is acceptable. The referee statement must:

- Be signed by a Victorian driver licence holder who has known the applicant for 12 months or more,
- Include the applicant's name and address, and
- Include the referee's name and address

Note 1 – This refers to an Australian naturalisation or citizenship document issued by the Department of Immigration and Border Protection

If the applicant is under 16 years of age the document may be in the name of a parent provided that the applicant is also listed on the document. The applicant's parent's licence must be sighted and the number recorded. If the parent does not hold a licence, a statutory declaration must be provided.

Note 2 – This refers to immigration papers (ie. visa) issued by the Department of Immigration and Border Protection

If the applicant is under 18 years of age, the document may be in the name of a parent or legal guardian provided that the applicant is also listed on the document. The applicant's parent's licence must be sighted and the number recorded. If the parent does not hold a licence, a statutory declaration must be provided.



PRIVACY STATEMENT

This privacy statement applies only to recreational boat operator training and assessment services provided by accredited training providers (ATP) who have been granted ATP accreditation by the Director, Transport Safety to provide those services.

Seaton Training Pty Ltd is committed to protecting personal and sensitive information consistent with the principles set out in the *Privacy and Data Protection Act 2014 (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

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

Seaton Training is required to protect and handle your personal information in accordance with the *Privacy and Data Protection Act 2014 (Vic)*.

Personal information that is collected by Seaton Training may also be used and disclosed to government agencies, departments and organisations (for example, Transport Safety Victoria or VicRoads), and to contractors whose duties require them to use it, in connection with managing or administering accredited training providers and 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 *Privacy and Data Protection Act 2014 (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

Seaton Training 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 Seaton Training relies upon you to provide accurate and complete information and to advise Seaton Training should your circumstances change over time.

Data Security

Seaton Training 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 Seaton Training by contacting:

Belinda Francis - Training Manager – Seaton Training Pty Ltd

Phone: (03) 5433 6223 ♦ Fax: (03) 5433 6213 ♦ seatontraining@iprimus.com.au ♦ PO Box 85 Axedale Vic 3551

You may have your personal information corrected with authentication and proof (where legislation does not prohibit correction) or a note of dissension 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, for example a drivers licence number. Seaton Training 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 to an individual by another organisation for another purpose.

Each certificate of attainment issued by Seaton Training on behalf of Transport 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 way you can make a complaint by contacting:

Belinda Francis - Training Manager – Seaton Training Pty Ltd

Phone: (03) 5433 6223 ♦ Fax: (03) 5433 6213 ♦ seatontraining@iprimus.com.au ♦ PO Box 85 Axedale Vic 3551



Refunds for Marine Licence / PWC Endorsement Training Courses.

All refunds must be requested in writing with name, address, contact details, course details, date and reason for requesting a refund. The following refund policy applies:

If a student gives more than 2 business days notice of cancelling their booking a full refund will be given or they can transfer the next available course.

If a student gives less than 2 business notice of cancelling their booking 50% of the course fee will be refunded or they can transfer to the next available course.

If a student does not attend the course and has not contacted our office to cancel the booking prior, no refund will be given.

Seaton Training reserves the right to cancel any training at any time. If a course is cancelled by Seaton Training, 100% of any course fees paid by students for that course will be refunded or the students can transfer to the next available course.

Any person who has pre-paid for a course and is not successful at completing the assessment process will be given a full refund of their course fee for that course, or they can attend our next course for further training at no additional cost.

Course fees are non-transferable.

Seaton Training will assist with any credit card fraud investigation that a student raises with their financial institution to ensure customer satisfaction.

For Refund requests please email / fax / write to the Training Manager as follows:

Training Manger

Seaton Training Pty Ltd

PO Box 85 Axedale Vic 3551

Phone: (03) 5433 6223

Fax: (03) 5433 6213

Email: seatontraining@iprimus.com.au

www.getyourboatlicence.com.au



Assessment Method (7.1)

MSV has provided test papers for the Marine licence and the PWC endorsement. These tests must be used by Seaton Training and may not be altered in any way. The tests consist of the following:

- Four versions of the Marine Licence test,
- Four versions of the PWC test,
- Answer sheet for each test,
- List of correct answers for each test.

Administering the multiple-choice Test (7.1.1)

- Trainers must use the MSV test provided.
- The test must be administered as a closed book exam.
- Students must be supervised at all times during the test.
- Each participant must complete his/her test in isolation from other course participants, without discussion or interaction.
- Where a participant identifies they have poor language, literacy and numeracy skills, the assessor may read the assessment questions to the participant and record their answer.
- The PWC Test must be administered as a separate test to the Marine Licence test.

Scoring the test (7.1.2)

The instructor must score each test individually using the answer sheet provided. Successful applicants are required to attain a minimum score of:

- Vessel - 26 correct question out of a possible 30, or
- PWC - 13 correct questions out of a possible 15.

Re-sitting the test (7.1.3)

- Where an applicant is not successful in attaining the required number of correct questions they may be given the option to attempt a different version of the test. This may be attempted immediately following the first attempt.
- Where an applicant is not successful on the second attempt they may not attempt the test again on the same day.



Complaints and Appeals Procedure

- Definitions:
 - A complaint can be made about any product or service provided by Seaton Training including partnering organisations
 - An appeal is can be lodged against an RTO decision such as assessment result or complaint outcome
 - Complaints and appeals are handled through the same procedure
 - The Complaints and Appeals process can be used by Seaton Training staff, students or partnering organisations

Individuals are encouraged to informally discuss a complaint or appeal directly with their Trainer or Seaton Training Manager before the following formal process is undertaken.

- A complaints or appeals must be submitted in writing to the Training Manager via email, post or fax. Seaton Training will act on and begin investigating each complaint or appeal within 5 working days. The submission should include the following information;
 - Name of person submitting the complaint
 - Contact details of the person submitting the compliant including address and contact phone number
 - Nature of Complaint or Appeal
- Seaton Training will act on and begin investigating each complaint or appeal within 5 working days.
- No complaint or appeal will be pre-judged.
- Each complainant/appellant will have an opportunity to formally present his or her case and be represented by a third party.
- Where able each complainant/appellant will be provided with a written statement of the outcome including reasons for the decision reached within 4 weeks of the complaint/appeal being made.
- Where a decision cannot be made within 60 calendar days the complainant/appellant will be informed in writing of the reason why and will receive fortnightly updates on the matter till a resolution is reached.
- Each complainant/appellant can only make one appeal.
- If after exhausting the RTO's appeals process an appellant is still not satisfied with the outcome they can contact the National Training Complaints Hotline on 13 38 73 or email skilling@education.gov.au OR put their appeal in writing to:
Dispute Settlement Centre of Victoria: Melbourne Office
Level 4, 456 Lonsdale Street
Melbourne VIC 3000
Tel: 1300 372 888
Tel: 1300 372 888
- Each complaint or appeal and its outcome will be recorded in writing, discussed at the RTO Meeting (if required) and filed on individual students file.
- All complaints and appeals will be noted in the CI Register and any actions recorded and the entry closed in the CI Register at the resolution of the complaint and appeal.