

BoatSafe Manual

January 2018

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Effective date

This policy will take effect from the 1 January 2018.

1. BoatSafe scheme

The BoatSafe scheme is a framework for recreational marine driver licence (RMDL) and personal watercraft licence (PWCL) training and assessment in Queensland. The training and assessment is provided by BoatSafe Training Organisations (BTOs).

To provide BoatSafe training and assessment, a BTO must employ a BoatSafe Training Provider (BTP) who will provide the training and assessment on their behalf. The BTO must notify the Department of Transport and Main Roads (the department) when they nominate BTPs to carry out the training and assessment on their behalf. The BTPs must also be endorsed by the department before they can commence delivery of the BoatSafe training and assessment.

The scheme aims to enhance:

- boating safety by ensuring applicants for a RMDL or PWCL have demonstrated their competency to operate these watercraft.
- the knowledge and skills, the standard of training and assessment, and professionalism within the recreational sector of the maritime industry; and
- set the benchmark for RMDL and PWCL training and assessment.

2. Glossary of terms and abbreviations

Term	Meaning
BoatSafe Assessor	a person endorsed by TMR to conduct BoatSafe assessments in remote areas
BoatSafe Audit Framework	documented framework used to audit BTOs
BoatSafe RMDL Competency Standard and BoatSafe PWCL Competency Standard	the standard a licence candidate must reach for RMDL and PWCL in Queensland.
BoatSafe Management Standard	a standard for the operation of BTOs and their BTPs
BTO	BoatSafe Training Organisation authorised by TMR to deliver BoatSafe
BTP	a person nominated by a BTO and endorsed by TMR to deliver BoatSafe
BoatSafe Workbook	a workbook for candidates based on the <i>BoatSafe RMDL Competency Standard</i> and <i>BoatSafe PWCL Competency Standard</i>
CHC	Criminal History Check
Letter of Authority	the document issued by TMR to a BTO
MSQ	Maritime Safety Queensland, a government agency attached to TMR
PWCL	personal watercraft licence
RPL	assessment process to map prior learning against competency standards
RMDL	recreational marine driver licence
The department	Department of Transport and Main Roads
RPL assessment fees	fees determined by a BTO or a BTP in consultation with candidates
Statement of Competency	the document issued by a BTP to competent candidates at conclusion of BoatSafe training and assessment or RPL process.

3. Overview of the BoatSafe manual

This manual is provided for use by BTOs and their BTPs for the delivery and administration of BoatSafe training and assessment. It summarises the responsibilities of those providing the training and assessment.

The manual refers to documents used in the BoatSafe scheme that must be complied with. The information contained in the manual must be read in conjunction with existing legislation, the *BoatSafe RMDL Competency Standard*; *BoatSafe PWCL Competency Standard*; *BoatSafe Management Standard* and *BoatSafe Audit Framework*.

4. Legislation related to BoatSafe scheme

- [Maritime Safety Queensland Act 2002 \(PDF, 346KB\)](#)
- [Maritime Safety Queensland Regulation 2002 \(PDF, 317KB\)](#)
- [Transport Operations \(Marine Safety\) Act 1994 \(PDF, 744KB\)](#)
- [Transport Operations \(Marine Safety\) Regulation 2016 \(PDF, 855KB\)](#)
- [Transport Operations \(Marine Safety — Queensland Regulated Ships Miscellaneous Equipment\) Standard 2016 \(PDF, 226KB\)](#)

5. BTO Authority

5.1 Applying for an authority

A corporation or an individual can apply to the department for an authority to conduct BoatSafe training as a BTO using form [F4064](#). The applicant is required to provide the following information to support the application:

- A copy of the current Certificate of Registration as a business or corporation.
- A list of all management or directors.
- Evidence of identity (EOI) of management staff or directors.
- A copy of the current business management structure.
- A copy of the Code of Conduct for the organisation.
- A copy of proposed Complaints Management Process.
- A copy of the course evaluation feedback form.
- Details of the commercially certified vessel, appropriate for training and assessment for a recreational licence (for example a vessel with a Certificate of Operation for a Class 2E).
- BTO Application fee.
- Criminal History Check (CHC) fee for the applicant, each management staff or director of the company.
- A BoatSafe training provider nomination form (F4076) and CHC fee for each person being nominated as a BTP (Not required if the BTP has been previously attached to a BTO within the past 3 months)
- Copy of your current public liability insurance certificate.
- Proposed lesson plans.

An application can take up to 28 days to be processed. The time frame commences from when all relevant documentation is received by the department, including results of CHCs. Incomplete applications will not be accepted and will be returned to the applicant. The BTO application fee will not be refunded if this occurs.

When all appropriate documentation has been provided, an on-site audit will be arranged to complete the process. If the audit results are satisfactory, an instrument of authority will be issued to the applicant. It remains valid for the period stated in the authority unless amended, suspended or cancelled.

5.2 Renewal of BTO authority

The department will notify the BTO approximately two months prior to the impending expiry of their authority so they can apply for a new authority to continue providing BoatSafe training and assessment. If a BTO does not renew their authority by the expiry date, they will be unable to provide BoatSafe training and assessment.

If a BTO does not wish to re-apply, they must advise the department prior to the expiry of their current authority so that an exit audit can be arranged and the Statement of Competency (SOC) books can be returned to the department.

When renewing their authority, BTOs are required to complete the same application form [F4064](#) and provide the following information to support the renewal application:

- BTO Application fee.
- CHC fee for the applicant, each management staff or director of the company.
- A BoatSafe training provider nomination form (F4076) and CHC fee for each person being nominated as a BTP.
- Copy of the current public liability insurance certificate.

If any changes have occurred since the last renewal of the BTO to the management structure or directors of the BTO, the business management structure and the ship/s used to conduct training, you will need to provide an updated:

- List of all management staff or directors.
- Evidence of identity (EOI) of management staff or directors.
- A copy of the current business management structure.
- Details of the commercially registered ship of at least 2E survey proposed to be used to conduct training and assessment.

Incomplete applications will not be accepted and will be returned to the applicant. Application fees will not be refunded if this occurs but will be held, pending the submission of the additional paperwork.

An application fee will not be refunded if the application does not proceed or is refused.

5.3 Changes to the business structure of the BTO

BTOs must advise the department when changes to their business structure occur. The BTO must advise the department of changes by email to boatsafe@tmr.qld.gov.au.

Include the BTO Authority Number, business Address, and details of change request – what change is wanted to the authority, in your email.

The department needs to know if you change your business name, if a director/principal director is added or removed, if the nominated contact person changes and other contact information such as telephone, fax, mobile, email, street address, postal address. This is to ensure the department has up to date information and is able to communicate changes to existing BoatSafe scheme members.

5.4 Transfer of an authority

A BTO authority cannot be transferred to a new company name or to another company. A new application is required.

6. BTP

6.1 BTP Qualifications and provision of training

All BTOs must ensure that their BTPs meet the qualifications detailed in the *Transport Operations (Marine Safety) Regulation 2016* to conduct BoatSafe training and assessment.

While a training provider may possess the required training and assessment and marine qualifications, the training provider may be limited by the conditions on their Certificate of Competency.

If a BTP holds an open Certificate of Competency — coxswain or higher level open marine certificate — the training provider will not be limited in where they can conduct BoatSafe training and assessment in Queensland. Coxswain (school) is not a suitable qualification to conduct BoatSafe training and assessment.

Similarly, if a BTO is authorised to conduct BoatSafe training for PWCL, the BTP nominated by the BTO must hold a current PWCL and be formally endorsed by the department to conduct both RMDL and PWCL training and assessment.

6.2 BTP nominations (including additional BTPs)

Under the BoatSafe scheme, a BTO must nominate at least one BTP in their initial application.

BTPs cannot conduct BoatSafe training courses or issue SOC unless they have been endorsed by the department on the BTOs Schedule of Training Providers attached to the BTO's letter of authority. BTPs, as agents for a BTO, are subject to all of the audit processes applicable to the BTO.

BTOs and BTPs must meet all of the requirements outlined in the BoatSafe training provider nomination form, and the *Transport Operations (Marine Safety) Regulation 2016*.

When nominating a person to become a BTP, the BTO must provide a copy of the following documents for the person nominated:

- completed nomination form F4076
- the BTP's Cert IV in Training and Assessment
- the BTP's current commercial marine licence
- the person's current drivers licence
- the receipt for payment of the CHC fee for the nominated person.

A BTP must only conduct training and assessment under the authority of their nominating BTO using their approved BoatSafe course. BTOs are responsible at all times for their BTPs' conduct. Inappropriate conduct by a BTP may lead to compliance and enforcement action against the BTO.

6.3 Employment of a BTP not included on the BTO's schedule

A BTO may engage the services of a BTP who is not included on their BTP schedule. However, a BTP can only appear on the schedule for one BTO and a BTP can only have one BTP number.

A BTO engaging the services of a BTP not on their schedule must ensure the SOC for the course delivered by the outside BTP, is signed by a BTP who is included on the schedule of the BTO. The BTO must maintain an audit trail that shows that the training and assessment was conducted by the outside BTP.

The BTP who is on the schedule for the BTO who signs the SOC, needs to be aware that they are accepting complete liability for the training and assessment of the applicant by the outside BTP. This liability is shared with the BTO who engaged the outside BTP.

The BTP accepting such liability must be satisfied that the outside BTP has conducted any training and or assessment to the appropriate standards of the BoatSafe scheme.

To request endorsement, the BTO must provide the department by email to boatsafe@tmr.qld.gov.au:

- the BTO's name and BTO number
- the BTP's name and BTP number.

The BTP must not commence training and or assessment with the BTO, until endorsement has been granted by the department.

6.4 Changes to BTP status

A BTO must immediately advise the department by email to boatsafe@tmr.qld.gov.au if a BTP:

- ceases to work for the particular BTO; or
- is convicted of an indictable offence; or
- has contravened marine safety legislation; or
- is incapacitated and otherwise becomes incapable of providing BoatSafe training and assessment.

7. Suitable persons

The department will conduct a CHC and other relevant compliance checks of all key personnel of a BTO, including making enquiries with other government agencies (for example, Queensland Police Service, Queensland Boating and Fisheries Patrol and interstate licensing authorities).

These checks are conducted by the department to ensure the applicant is a suitable person to be involved in the BoatSafe Scheme. The checks apply to all applications and include persons that have applied to be added to existing authorities such as BTO directors, owners, and individual BTPs.

BTOs must also advise the department of any director, principal, contact person, or BTP who has been found guilty of an indictable offence, or an offence against marine safety legislation. Non-compliance with this requirement could result in action being taken against the BTO.

8. Fees and charges set by TMR

8.1 Application fee

A fee is payable by an applicant when applying to the department for BTO approval. This fee covers the department's BoatSafe administration and audit costs for the term of the authority. Fees are available on the department's website at www.tmr.qld.gov.au.

8.2 Licence fee

An application fee is payable to the department for both a RMDL and PWCL licences. Fees are available on the department's website at www.tmr.qld.gov.au.

8.3 Criminal History Check (CHC) fees

A CHC is payable to the department for all checks carried out on those people associated with BoatSafe mentioned in Section 8.

9. Conduct of BoatSafe Training

9.1 Vessels used for training

All practical BoatSafe training and assessment for RMDL must be conducted in a commercially certified vessel, appropriate for training for a recreational licence (for example a vessel with a Certificate of Operation for a Class 2E). Personal watercraft (PWC) are not acceptable for BoatSafe training for an RMDL.

BTOs must ensure that all candidates undertake PWCL BoatSafe training on either a commercially certified vessel, appropriate for training for a recreational licence (for example a vessel with a Certificate of Operation for a Class 2E) or a recreationally registered PWC provided by the candidate.

A recreationally registered PWC may only be used during BoatSafe training and assessment when the following are observed:

- The PWC has current recreational registration, carries the required safety equipment and displays registration label, and the registration numbers in accordance with the Regulation.
- The PWC is being operated by the provider of the PWC only and for the specific purpose of BoatSafe training and assessment.

If a candidate uses a PWC other than the one provided by the BTP, they must provide information that shows either (1) it is currently registered in their name or (2) it is currently registered in another person's name and they reasonably satisfy the BTP that they have permission to use it for the BoatSafe Training and Assessment. BTPs must record the registration and ownership details in the candidate's training record.

If the BTO is a school, they are exempt from the national law requirements for commercial vessels, if the vessel is being used by the school for the purposes of BoatSafe training for school students, whether or not the students are from that school, or another school.

When the vessel is used for purposes other than training students under the BoatSafe Scheme, the vessel becomes a commercial vessel, and the BTO must comply with the *Commonwealth Marine Safety (Domestic Commercial Vessel) National Law Act 2012* requirements for commercial vessels.

9.2 PWCL training and assessment

BTPs are able to conduct BoatSafe training and assessment for the PWCL from either:

- their commercially certified vessel or PWC
- on board the PWC with the licence candidate.

The licence candidate operating the PWC must remain at all times under the direct supervision of the BTP.

9.3 BoatSafe RMDL Competency Standard and BoatSafe PWCL Competency Standard

The BoatSafe RMDL Competency Standard and BoatSafe PWCL Competency Standard, outline the skills and knowledge required to operate certain powered recreational vessels in Queensland.

The standard quantifies what evidence should be seen by the BTP when assessing competency of the candidate, what the candidate must be able to do and how well it must be done.

For a PWCL, the *PWC Consistent Assessment Process (CAP)* is used to ensure licence candidates are consistently assessed.

A BTO must comply with the *BoatSafe RMDL Competency Standard* and *BoatSafe PWCL Competency Standard* when developing a BoatSafe course. During the competency assessment, or a Recognised Prior Learning (RPL) assessment, all of these competencies must be assessed. The department's Common Assessment Tool (CAT) (i.e BoatSafe Assessment sheets provided by the department) must be used.

A record of the assessment conducted, including a completed CAT and CAP assessment record (for PWCL licence candidates only) must be kept for each candidate and produced to the department upon request during any audit process. Additionally for RPL, copies of the relevant documentation and evidence that was assessed must be included in the record.

9.4 Remote area assessors

In some areas of Queensland not serviced by BTOs, "Authorised BoatSafe Assessors" may be approved to carry out competency based assessments against the *BoatSafe RMDL Competency Standard* and *BoatSafe PWCL Competency Standard*, on behalf of the department.

9.5 BoatSafe Management Standard

The BoatSafe Management Standard addresses:

- business operations including complaint/dispute management and resolution and code of practice
- delivery of BoatSafe Courses including qualifications and experience of persons providing training and assessment
- training records and administration
- records management requirements
- management of BTPs
- roles and responsibilities of trainee trainers and BTO administrative staff
- assessment of candidates
- BoatSafe Audit Framework
- training and assessment equipment and facilities.

A BTO must maintain compliance with the *BoatSafe Management Standard* during the period of their authority. Compliance will also be assessed through the departmental/Marine Safety Queensland (MSQ) audit process.

The BTO is responsible for the training and assessment provided by their BTPs and must ensure they adhere to the *BoatSafe Management Standard*. Any non-compliance detected can result in compliance and enforcement action being taken against the BTO.

10. Recognition of prior learning (RPL)

A fundamental component of competency based training is the flexibility to acquire knowledge and skills in ways other than through traditional learning approaches. The department recognises that some candidates may be able to produce evidence that could enable them to be recognised for RPL.

When the BTP is making a decision about RPL, they should consider the evidence provided by the candidate. Any evidence considered should be included with the candidates training record.

Regardless of the BTP being satisfied that the candidate has produced adequate evidence, they must then assess the candidate's knowledge by having the candidate complete the department's common assessment tool and practical skills assessment against the *BoatSafe RMDL Competency Standard* or the *BoatSafe PWCL Competency Standard*, whichever is applicable.

The BTP can consider waiving of the requirement to conduct the practical assessment, if in the opinion of the BTP, the licence candidate is able to provide evidence that shows they have met or exceeded the BoatSafe practical assessment requirements.

11. Alternative training delivery

The department will consider alternative training tools or methods such as on-line delivery, for the *BoatSafe RMDL Competency Standard* theory components including the *BoatSafe PWCL Competency Standard*. Such alternative tools or methods must be approved by the department prior to its use.

Before submitting a proposal for alternative training delivery to the department for approval, it is recommended that the BTO contact the department to discuss the proposed package being considered.

If for example on-line delivery is used, minimum training times will be replaced by the appropriate time it takes to complete the on-line training tool.

It is an expectation that any on line or alternative training delivery package deliver an equal or greater quality training experience than that offered through a face to face training environment.

In all cases, the training proposal must also still satisfy the competencies as set out in the BoatSafe Standards. A BTO might consider as part of their on line training package (examples only):

- how they will incorporate the minimum resources listed (in the standards), including items such as the MSQ (or similar video) on night navigation;
- the possible use of a combination of electronic materials;
- the possible need for a reduced face to face training component to cover off any remaining material / physical resources.
- the evidence a BTO will collect to show a candidate has covered the material, prior to the day of the assessment instrument and practical on water component.

If an alternative training delivery strategy is approved by the department, the BTP will still be required to conduct a written assessment of the candidate using the Common Assessment Tool (i.e BoatSafe Assessment sheets provided by the department).

The use only of the BoatSafe Workbook, as either an on line training tool or as substitute in or as part of an approved BoatSafe training and assessment method is not considered acceptable.

A BTP must only conduct training and assessment under the authority of their nominating BTO using their approved BoatSafe course.

In the event that a BTP seeks to provide training and assessment for another BTO offering an alternative training package such as on-line training, they will need to obtain approval from the department to be approved as a BTP for the BTO offering the alternative training package (refer to section 6.3).

Any BTO may choose to accept a statement of completion issued by an approved alternative training provider presented to them by a candidate. Only a statement of completion can be accepted, no other evidence can be accepted.

12. Statements of Competency

12.1 General information

There are two types of SOC books, one for RMDL and the other for PWCL.

The BTO is responsible for any SOC book issued to them and must make a record when they issue a book to a BTP. The BTO must ensure all SOC books are kept in a secure place as they must be accounted for at all times. The department may request information from a BTO as to the issue of a particular SOC book and the BTO will be required to respond to such requests within the time stated. BTOs and BTPs must not share SOC books between BTPs — one book, one provider.

If a BTP ceases employment with a BTO, the BTO who issued them a SOC book is responsible to retrieve the book. If the BTO no longer holds an authority from the department, all unused SOC forms must be returned to the department.

12.2 Ordering, distribution and security of books

Only BTOs can order SOC books by sending an email containing the following information to the department at boatsafe@tmr.qld.gov.au:

- type and number of book requested
 - () RMDL book/s (recreational boat licence)
 - () PWCL book/s (recreational Jet Ski licence)
- BoatSafe Training Organisation:
- authority no
- delivery address
- contact person's name.

BTOs will not be issued with excessive numbers of books as the department holds minimum stocks.

A BTO must immediately report to the department the loss of any SOC books or the department's Common Assessment Tool.

12.3 Completing Statements of Competency

BTPs must issue candidates with the original SOC (white copy) and the duplicate (blue copy) if they are deemed competent after completing a BoatSafe course. The third copy (yellow) must remain in the book.

If the candidate is deemed not yet competent, he/she must only be issued with the blue copy of the SOC. The white (original) should remain in the book and be crossed with a line through the original and yellow copy thus indicating that the certificate is not valid for the issue of a recreational boat licence.

The primary method of assessment must be indicated on the form by ticking competency based training/assessment for the full course or RPL for RPL assessment.

The SOC is not a licence to drive a recreational boat. It is valid for presentation to the department when applying for the issue of a RMDL or PWCL for up to 6 months from the date it was issued. The original (white) copy of the SOC must be submitted to a departmental customer service centre by a candidate when applying for the issue of a licence. The candidate retains the blue copy.

SOC books are auditable documents. If a mistake is made when completing one of the forms, it must be cancelled by writing the word cancelled diagonally through all copies of the form. All copies of the cancelled forms must remain in the book. If a small mistake is made in completing the form, the incorrect information can be crossed out, replaced with the correct information and dated, initialled by the endorsed BTP and stamped with the BTO's logo/name.

12.4 Evidence of identity (EOI)

When completing a SOC, the candidate's identity must be accurately recorded.

BTPs need to be satisfied that the person identified in the SOC is the person who they trained and assessed. Formal EOI requirements must be met by the candidate when applying for the issue of a RMDL and/or PWCL at the department's customer service centres.

The department has adopted the National Guidelines for EOI requirements developed to ensure that the processes for establishing a person's identity for driver licensing and vehicle registration purposes are consistent and are uniformly applied. The EOI requirements have been adopted for recreational marine licensing and vessel registration.

An RMDL Application Form [F2334](#) and further information can be obtained from the department's customer service centres or the Marine Safety website at msq.qld.gov.au.

13. BoatSafe audit framework

The BoatSafe Audit Framework, that outlines the formal audit arrangements for a BTO, is available on the department's website.

Authorisation as a BTO is contingent upon a pre-approval audit which confirms that the prospective training organisation meets all the requirements of, and complies with, the *BoatSafe RMDL Competency Standard*; *BoatSafe PWCL Competency Standard*; *BoatSafe Management Standard* and the *PWC CAP*

Scheduled compliance audits aim to confirm ongoing compliance with the standards and will be conducted during the term of the authority and prior to renewal of the authority.

The department may investigate any alleged non-compliance by a BTO or a BTP. The scope of any complaint triggered audit will depend on the nature of the complaint or matter being investigated.

Audits are carried out by the department or delegated agents in accordance with the *BoatSafe Audit Framework*. An audit of a BTO may also include one or more of the organisation's endorsed BTPs.

If requested by the department or its auditor, BTOs must be able to provide a completed assessment tool for every candidate, whether that candidate has undertaken full training and competency based assessment or a RPL assessment.

If corrective action requests (CAR) are issued during the audit, they must be resolved in the timeframe stipulated in the CAR or compliance or enforcement action may be undertaken.

14. BoatSafe Fees

14.1 Course fees and RPL assessment fees

The department does not regulate BoatSafe training and assessment fees or RPL assessment costs, they are determined by the BTO and market forces.

14.2 Refund of fees

As outlined in the *BoatSafe Management Standard*, BTOs must:

- Have documented fair and reasonable refund policies for candidates.
- Disseminate clear information to each candidate, prior to enrolment, about relevant fees and charges, including their refund policy and exemptions (where applicable).
- Maintain appropriate up-to-date records of fees paid and refunds given.

15. BoatSafe name and logo

The word BoatSafe and two associated BoatSafe logos are registered by the Queensland Government and are subject to copyright. The Queensland Government has legal rights to exclusive use and control of both the word BoatSafe and the two logos for the period for which registration remains current. The name and logo may only be used in its current form by a BTO or an endorsed BTP. They cannot be used for any other purpose other than promotion of BoatSafe training and assessment in Queensland.

16. BoatSafe Trainers Educational Package

BTOs or their BTPs must not publish or reproduce any material provided when the BTO's authority is issued, other than in BoatSafe training and assessment, without prior written approval of the department.

17. Contacts

All enquiries in relation to applications to become a BTO should be made to your regional MSQ office, particularly in relation to the marine qualifications of the applicant and resource requirements such as the training vessel.

Location	Telephone	Location	Telephone
Brisbane MacArthur Avenue East, Pinkenba	3632 7500	Mackay Floor 3 44 Nelson Street Mackay	4944 3700
Gold Coast 40-44 Seaworld Drive Main Beach	5585 1810	Airlie Beach 384 Shute Harbour Road Airlie Beach	4841 4500
Sunshine Coast Old Pilot Station, Parkyn Parade, Mooloolaba	5452 1825	Townsville Ground Floor 60 Ross St Townsville	4421 8100
Hervey Bay Buccaneer Avenue Hervey Bay	4194 9600	Cairns 64-66 Tingira St Portsmith	4052 7400

Bundaberg	4132 6600	Weipa	4069 7165
Floor 2 Claude Wharton Bldg 46 Quay St Bundaberg		1 Iraci Avenue Weipa	
Gladstone	4971 5200	Karumba	4745 9281
Floor 2 Centrepoint Bldg 136 Goondoon St Gladstone		Lot 75 Yapper St Karumba	
Thursday Island	4069 1351		
Hastings St Thursday Island			

You can send an email to: boatsafe@tmr.qld.gov.au

Or write to: Industry Accreditation & Licensing
PO Box 673 Fortitude Valley 4006