



Boat Responsibly sub logo. Created after our 2017 annual meeting.



Wear Your Lifejacket sub logo. Created after our 2019 annual meeting

Boating Licence Course

Policy Information

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.

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. We are not the cheap option & refuse to go that level.

We may be a few dollars more than our competitors but this allows us to strive for:

- Reliability so you can get your boating licence sooner; we'll actually turn up & deliver on the day we promised.

- Streamlined delivery systems so you can get your licence without hassle.

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 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. 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

All sales are final. In the event that you cannot attend the course, refunds are not available.



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.

[Click here for the NSW RMS 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.

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. 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.

Feedback from previous students

We appreciate feedback of all types and this feedback has led to the following 2 key messages which we have incorporated into mini logos of which we now push.



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 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

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