

# ALL AUSTRALIAN BOATING CODE OF CONDUCT

AAB All Australian Boating Pty Ltd  
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# ALL AUSTRALIAN BOATING CODE OF CONDUCT

## Foreword

The Code establishes standards of conduct for every All Australian Boating Trainer, Agent and their Staff. These provisions are a restatement of principles and practices already observed in the industry and, in conjunction with the AAB Management Standards and Procedures Manual, provides:

- Guidelines for Trainers, Agents, Staff and customers;
- Assistance to Trainers, Agents and Staff and customers to understand their obligations and rights;
- Guidelines for fair trading and environmental outcomes that can be achieved on an Industry wide basis;
- Guide to Trainers, Agents and Staff wanting to reduce avoidable costs and inconvenience by improving client relations and understanding principles likely to be taken into account in the resolution of complaints and enforcement of fair trading laws;
- Consistency in the recreational boating industry which may eliminate complaints;
- Assistance to persons engaged in conciliation, mediation and resolution of complaints;
- Assistance to customers wanting to clarify their rights and reasonable expectations on transactions;
- For consumers to be referred to Trainers adhering to the code;
- Guidelines for Trainers, Agents and Staff, as well as recreational boaters, to act in an environmentally responsible manner.

The Code demonstrates the high standards adopted by AAB Staff and Agents/Trainers and the advantages and protection a consumer has in using the facilities and services offered by AAB Staff and Agents/Trainers. AAB's aim is to achieve 'best practice' management goals and strive for quality assurance.

The Code demonstrates our concern for environmental issues. Recreational boating facilities and services are not in themselves a significant source of pollution. Effective and practical management procedures will mitigate any harmful environmental effects.

AAB Staff and Agents/Trainers will also encourage their customers/boat owners to accept their responsibilities to co-operate fully with MSQ, TMR, Water Police and Boating & Fisheries Patrol Officers. Simple reminders, precautions and recommended practices have been combined into the Code which encourages recreational boaters to be environmentally responsible. This information centres on boat operation, maintenance and preventative actions individuals can take to maintain clean-water and minimise the on and near-shore impact of water based recreation.

Protecting the environment comes naturally to most boaters, because clean water is the foundation of enjoyable boating. A common sense approach while boating is thought to be the most effective way to protect the aquatic environment.

The principles set out in the Code are not intended to qualify, supplement or interpret the law but are to be read subject thereto. AAB will continually assess the Code's effectiveness by doing a regular review and monitoring of the Code by AAB and other interested parties to assess its continuing relevance, effectiveness and to identify need for change as the occasion demands.

## **Aims and Objectives of the Code of Conduct**

### **The aims and objectives of the Code of Practice are:**

- To record the ethics and obligations to be observed by all AAB Staff and Agents/Trainers in the conduct of their business and in their dealings with others. The Code comprises the ethics, obligations and other information in this document.
- To promote industry self regulation.
- To maintain and enhance the reputation, standing and good name of MSQ, TMR & AAB.
- To promote public confidence in dealing with AAB Staff and Agents/Trainers.
- To clarify all reasonable expectations of all parties to the Code.
- To help prevent consumer problems.
- To set methods to resolve disputes, if and when they arise.
- To promote effective and practical management procedures that will mitigate any harmful environmental effects.

## **To Whom the Code Applies**

The Code is applicable to:

- All AAB Management, Staff and Agents/Trainers whose businesses involve the supply and presentation of Maritime Training Programs and related marine services of all kinds.
- Consumers who deal with AAB Staff and Agents/Trainers.
- The general community in which AAB Staff and Agents/Trainers work and live.

## **Observance of the Code**

All Australian Boating, in approving the Code, expects that its' Agents/Trainers will, in their business transactions carried on with consumers, conduct those transactions in accordance with the Code.

It is not intended that the Code should over-ride any principles of law, but Agents/Trainers should realise that failure to observe the Code may, according to the circumstances, be conduct prejudicial to the interests of AAB and may be the subject of disciplinary proceedings against the Agent.

Ignorance of the Code will not be accepted as an excuse for its non-observance, by either Trainer Agent or by one of their staff.

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## The Ethics

Ethics to be observed by Agents/Trainers

1. ~~Act~~ Act honestly and fairly in all business dealings with the consumer.
2. Maintain professional courtesy and integrity at all times.
3. Ensure all advertising and representations are truthful and accurate.
4. At all times act in an environmentally responsible manner.
5. Do all possible to promote safe boating and educational best practices.
6. Render accurate, truthful and expert advice to the community.
7. Strive for excellence in quality of service to customers.

## Recommended practices to satisfy the code

### General practices

At all times Trainers and staff must

- Ensure all personnel and staff have the required and appropriate qualifications that are:
  - Recorded with certified copies on file
  - Valid
  - In date
  - Appropriate for activity
- Have Insurances that are sufficient and up to date
- Ensure business registration is current and Certificate is appropriately displayed at business premises
- Appropriate records are maintained securely
- Avoid conflict of interest between personal interests and commercial duties

Prior to any course, Trainers and staff are to:

Check the training venue for breaches of Workplace Health and Safety issues

- Clear access
- Safe seating
- Table height and stability
- Good lighting
- No obstructions eg electrical cables, furniture, boxes or clutter laying around
- Hygienic conditions are maintained in training, restroom and refreshment areas
- All training aides are available and easily accessible
- Water, cold drinks, tea & coffee supplies available with fresh milk refrigerated

Check resources (Theory)

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- Student Handbooks
- Receipt book
- Manifest
- Course notes
- Pens, pencils & highlighters
- Flip cards
- Handouts eg guide to boating & fishing handbook, safer boating DVD, leaflets as available r needed
- Marine licence application forms
- Assessment papers
- Training aides eg model beacons, EPIRB, charts, flares etc
- Statement of Competency Books
- Reference resources (eg tides, weather information & copies of legislation etc)

## Check resources (Practical)

- Vehicle roadworthy and fuelled up
- Vessel seaworthiness
- Vessel fuelled up
- Vessel appropriately equipped
- Trailer tyres, bearings, lights and structural integrity in good order
- Trailer winch lubricated and in good working order
- Pre-start and safety inspection of vessel has been carried out
- Safety equipment
- Bungs
- Trailer hitch
- Trailer lights and wiring
- Vessel records

## **When clients arrive, trainers and/or staff are to:**

- Greet clients in a warm friendly manner
- Ensure all persons under 18 years and those being dropped off, have suitable transport home and at what time they will be collected.
- Allow clients to orientate themselves with the venue (tell them where the restrooms, cold drinks & tea or coffee are situated, where they can sit etc
- Have clients complete a course registration form in Student Handbok
  - This will give you a record of contact details should any mishap occur during courseAlso check that pages 10 & 11 are completed fully.
- Give clients a brief overview of the structure of the course
- Give clients a safety induction to the venue
  - Fire/emergency evacuation procedures
  - Location of facilities
  - Facilities for smokers
  - Policy on non use of mobile phones, smoking areas, alcohol and drug use

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- Include request they inform you of any literacy, medical or physical considerations discretely
- Ensure clients are given information on;
  - Course fees
  - Refund Policy
  - Grievance Procedure
  - Course details including outcomes and expectations
  - Expected conduct - These are stated in the Student Handbook
- Trainers are to ensure all clients are treated without discrimination and with respect at all times, taking into consideration
  - Literacy, language and numeracy concerns
  - Physical limitations
  - Personal presentation
- The Director of AAB must be notified should any of the following happen
  - A marine incident
  - Any staff trainer or client is injured
  - Loss of or expiry of required licences and qualifications needed to conduct Boatsafe Training
  - Breach of any relevant legislation especially the Marine Safety Act, Regulations and Boatsafe requirements.
  - They are employed by MSQ, Department of Transport, Queensland Water Police, Department of Primary Industries Boating & Fisheries Patrol or any other Boatsafe Training Organisation.
  - Should any AAB Boatsafe Trainer wish to work with any other Boatsafe Organisation, they must seek permission in writing from AAB prior to commencement.
  - Trainers must supply all and any information to AAB that may be requested to satisfy BoatSafe requirements
  - Trainers must supply certified copies of licences and qualifications as they become updated.
- Trainers must not
  - cause or perpetuate by direct or indirect means, any action that brings the Boatsafe system, MSQ, Qld Transport or AAB into disrepute.
  - Publish defamatory matter about other BTO's, BTP's, MSQ, Qld Transport or AAB and their employees as defined in the Defamation Act 2005 (Qld) without lawful defence as set out in the Act.
  - Operate any vehicle or vessels in an unsafe manner
- Trainers must do the following
  - Market 'Boatsafe' as a 'Boating Safety Initiative of Maritime Safety Queensland'
  - Forward all course records to the Director of AAB regularly and no later than on a monthly basis.
  - Submit to an Internal Audit covering procedures and compliance, on an annual basis
  - Attend an annual review and training session designed to improve trainer skills, techniques and improve quality systems.
  - Disclose to the Director anything that may be grounds for cancellation of their Boatsafe Authority

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- Maintain full details of
  - Courses conducted
  - Student Details
  - Assessments and results
  - Vessels used for Boatsafe training and assessment
  - Incidents
  - WPH&S issues and reports
  - Vessel Logs
  - Vessel and vehicle maintenance
  - Income and expenses
  - Any other documentation that may be required from time to time as notified to the trainer by the Director of AAB.

## **On transfer from theory training venue to boat training facility ensure all clients:**

- Have collected all personal possessions
- Are recorded on course manifest as doing practical training
- have suitable transport
- are fully aware of location of boating venue
- are aware of boat ramp safety
- are aware of safe boarding procedures
- are given an introduction to the vessel including:
  - boarding
  - seating arrangements
  - location and use of
    - safety equipment (including PFD fitting)
    - expected conduct
    - vessel controls
    - verbal directions or hand signals that may be utilised
    - electronic and mechanical equipment
    - emergency procedures (include location of vessel operational and emergency procedures)
    - run down on what to expect
    - introduction to area of operation
- have been marked off as having started and completed practical and returned safely
- Are recorded on course manifest as doing practical training and time frame for instruction noted

## **Practical training session to start with safety induction to vessel:**

Vessel safety induction to include

- Location of all safety equipment



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- PFD's
- Flares
- V-sheet
- Charts
- Paddle
- Fire extinguishers
- Fire bucket
- First aid kit
- Torch
- Grab rails
- Demonstration of correct fitting of PFD
- Location, name and use of mechanical controls
  - Steering (including range of turn in steering wheel)
  - Gear shift
  - Throttle
- Location, name and use of electrical controls
  - Trim
  - Cut off kill switch
  - Power selector
- Fuel systems
  - Fuel tank
  - Pump up bulb
  - Filters
  - Water separator
- Rules of the vessel
  - Maintain situation awareness at all times
  - Operate the controls smoothly (steering and throttle)
  - Warn the crew before engaging gear shift and accelerating
  - Look astern before you turn (Do a head check)

PWC vessel safety induction to include

- Location of all safety equipment
  - PFD's
  - Flares
  - Fire extinguisher
  - V sheet
- Use of controls, vessel handling characteristics and instruction including :
  - Steering
  - Start/stop
  - Cut off switch and Throttle
  - Jet nozzle
  - That power is required for steering
  - That the PWC will follow their eye line
  - Their feet should be one more forward than the other
  - Their eye line must be kept at horizon level
  - That power increase will pull upright a leaning vessel

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- They must have vessel in AT LEAST knee deep water before starting
- PWC rider to mount from stern
- PWC to be rocked to wash out any sand from jet intake when in deep water
- PWC has no brakes (refer to new PWC stopping/braking systems)
- Use and limitations of reversing bucket (if fitted)
- Cut off switch MUST be fitted to wrist before starting PWC
- PFD type 2 or 3 MUST be worn at all times when on PWC
- Hand signals for communication demonstrated
- Trainer MUST ensure the client understands that they must be within direct line of sight of Trainer at all times and no more than 200 metres away from trainer.
- Estimate 60 metres distance

## **On completion of units of competency ensure:**

- Theory answer sheets are completed correctly in pen and signed by client
- Theory answer sheets are marked correctly and signed by person marking paper
- Client revises theory assessment and signs sheet confirming comprehension and understanding of corrected questions
- Client practical check sheet is completed correctly and any relevant conditions (eg weather) and client comments entered. Sheet then to be signed by the client and the trainer doing on-water training and assessment
- Should a client not evidence competencies then the white copy of Statement of Competency (SOC) is NOT to be issued. Check box as NOT YET COMPETENT on SOC and ONLY issue blue copy to client.

## **Prior to issuing Statements of Competency**

- Check details are entered correctly (sign any alterations)
- Identification of client complies with legal requirements
- Ask client to check accuracy of details on SOC before they sign
- Signature is checked (and witness client signing)

## **On completion of course**

- Ask clients to complete course feedback form
- Ensure client sign prac completion in Student handbook

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- Explain that the Statement of Competency is NOT a licence and must be taken to Dept of Transport within 6 months for issue of licence (note that MSQ raise licence fees in line with CPI on 1<sup>st</sup> July each year)
- Ensure clients collect all personal gear
- Ensure youths (under 18 years) have safe transport home

## **After Course Completion trainers are required to:**

- Ensure all required paperwork is completed and filed safely
  - Evidences of competencies
  - Vessel log
  - Manifest
  - SOC
  - Student returns forwarded fortnightly to Head Office (where required)
  - Vehicles and vessels refuelled, cleaned and checked
  - Report any required maintenance to appropriate person
  - Fix any maintenance problems as soon as possible
- All required paperwork and reports are returned to trainer manager and/or AAB
- All income is stored securely or banked as soon as possible
- Check SOC forms and Boating Safety Flip Card numbers in stock to ensure you have sufficient for future bookings – **re-order early**
- Vessel records are completed and up-to-date
  - Vessel use logbook
  - Maintenance log

Trainers are directly responsible for either doing this themselves or ensuring that staff/assistants do this in accordance with this Code. Staff/assistants are to limit verbal communication with clients to that necessary to fulfil their responsibilities, as directed by Trainer, and respond to direct questions of clients only if their responses are drawn from personal experience and/or Professional Training. Any other course related questions from clients are to be referred to the Trainer.

Any enquiries or suggestion regarding this Code may be forwarded to:

Susanna Brown – Director

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