



AUSTRALIAN MARITIME COLLEGE

A U S T R A L I A N M A R I T I M E C O L L E G E

▶ OFFICE OF MARITIME
COMMUNICATIONS

Annual Performance Report

YEAR ENDED
30th June 2009

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Establishment of the Office of Maritime Communications

The Australian Maritime College (AMC) established the Office of Maritime Communications (OMC) on the 1st July 2002 pursuant to an initial expression of interest, many months of negotiations and finally, a tender submission for the Management of Maritime Examination and Certificate Services. The Australian Communications & Media Authority (ACMA formerly the Australian Communications Authority) previously provided these services on a state-by-state basis.

A Deed between the Australian Maritime College and Australian Communications & Media Authority was established to delegate authority and provide parameters for service levels and reporting by the Office of Maritime Communications pursuant to the *Radiocommunications Act 1992* (Cwlth). The “Delegation of Powers (Issue of Certificates of Proficiency, Australian Maritime College)” transferred authority to the Office of Maritime Communications on the 11th July 2002.

The OMC assumed responsibility of the examination process for the Southern region of Australia, (South Australia, Victoria and Tasmania) from the 1st August 2002 and for the remainder of the states as of the 1st November 2002.

Under the Deed, AMC is required to:

- Provide examinations and issue certificates for the Marine Radio Operators Certificate of Proficiency (MROCP) and the Marine Radio Operators VHF Certificate of Proficiency (MROVCP);
- Provide examinations and issue certificates for the Marine Satellite Communications Certificate of Endorsement (MSCCE); and
- Re-issue lost or destroyed certificates for MROCP, MROVCP, MSCCE and Restricted Radiotelephone Operators Certificate of Proficiency (RROCP).

The Deed with ACMA also requires AMC to provide, within 15 working days of the end of each calendar quarter, a Performance Report with information about:

- Performance against Service Levels (paragraph 9.1 (a) and definition in subsection 1.1 of the Deed);
- Number of applications made, papers marked and certificates issued (paragraph 9.1 (b) of the Deed);
- Complaints – number, nature, source and action taken. Also other matters considered important enough to be brought to ACMA's attention (paragraph 9.1 (c) of the Deed).

AMC must also provide to ACMA by 31st October of each year an Annual Performance Report, which must include:

- A compilation of the Quarterly Performance Reports (paragraphs 9.1 and 9.2 (a) of the Deed);
- Statistical analysis of the nature of complaints and other data concerning complaints received in the year (paragraph 9.2 (b) of the Deed).

OMC is located within the Australian Maritime College at Newnham in Tasmania and comprises a manager, office administrator, one full-time equivalent clerical position and a casual position (equal to between 20% to 50% full-time equivalence depending on work-load).

Variation to the Deed

In April 2004 an ACMA representative conducted an audit of OMC as per the Deed, Paragraph 1.1. As a result, minor variations to the Deed were recommended. A Deed of Variation (Variation) came into effect December 2004, the Variation sought to clarify the following:

- Definition of a complaint and an inquiry;
- The parameters for the progress of an inquiry and a complaint;
- Definition of Marine Certificate of Proficiency for re-issues only;
- AMC's obligations regarding financial aspects and issuing of certificates to applicants who were under 16 years of age and had already been examined by ACMA; and
- Definition of an approved examination.

The Variation requires the quarterly and annual Performance Reports to include information regarding acknowledgement and consideration of inquiries and acknowledgement and resolutions of complaints. AMC is also required to provide a copy of the audited financial statements for that calendar year (paragraph 9.5 of the Variation).

Renewal of Contract

AMC has taken up the option to renew the contract to administer and provide services for the examination and issuing of certificates of proficiency and endorsement in relation to marine radio operations. The agreement now continues until 31st July 2012.

As of the 1st of January 2008 the Australian Maritime College became an institute of the University of Tasmania (UTAS).

Items of Interest

HANDBOOK

The Marine Radio Operators Handbook (MRO Handbook) is the preferred study guide for MROVCP, MROCP and MSSCE qualifications and contains the required information for preparation for the examinations. The current MRO Handbook was printed January 2008; stocks are expected to be depleted October 2009. The 2009 version will be amended for the phase out of the 121.5MHz EPIRB.

The quantity of 2000 Marine VHF Radio Operators Handbooks (MV Handbook) that were printed for the 2008 Sanctuary Boat Show had been sold within the year. The 2008 Pricing Submission sought to include MV Handbook as one of OMC's business operation products, approval was received and an order was placed in June 2009.

EXAMINATION FORMAT

OMC continues to provide four versions of each of the MROVCP and the MROCP examinations, and two versions of the MSCCE examination. All examinations are multiple-choice. The MROCP examination consists of 50 questions while the MROVCP and MSCCE examinations consist of 25 questions. A pass mark of 70% is required for each examination.

In order to minimise any possible fraudulent activity each examination paper is individually numbered and linked to the invigilator. An examination paper is used only once. Each examination paper is sealed and placed in its own clear plastic envelope. Both used and unused examination papers are returned to OMC and checked off against the invigilator. The clear plastic envelope allows invigilators, candidates and OMC staff to check off the contents and to recycle the unopened/undamaged examination papers and the clear envelopes.

All examinations papers are moderated by lecturers at AMC who are involved with maritime communications and electronics training. Examinations are reviewed every six months, old exams are recalled and new exams are issued, this is done to preserve the integrity of the examination papers.

INVIGILATORS

Currently the OMC database has 793, (581 in 2007-2008, 1076 in 2006-2007, 978 in 2005-2006 and 870 in 2004-2005) active invigilators in Australia and a small number in overseas locations. Invigilators are registered until 30th June 2011.

NEWSLETTER

The OMC quarterly newsletter – “OMC news” – can be viewed at our website www.amcom.amc.edu.au. The newsletter keeps interested parties informed of relevant issues, policies, events and news of interest.

OMC FEES

In accordance with the Deed paragraph 5.1 (b) OMC must maintain financial viability, to ensure the ongoing provision of the Statutory Functions and Administrative Services on a cost recovery basis.

Sections 8.1 and 8.2 of the Deed states that the AMC must only charge for the Statutory Functions and Administrative Services on a “cost recovery basis” and that the “charges on a cost recovery basis must be approved in writing by the ACMA as being reasonably related to the expense incurred or to be incurred by the Provider (AMC) in relation to the matters to which the charge relates”. A financial submission is required every two years, 30th June 2008 being the end of a two year period.

OMC was notified of approval of the proposed 2008 Pricing Submission changes 30th June 2009. The decision was made to instigate the changes 1st August 2009 allowing one month’s notification of the changes to be given.

PROMOTIONAL AND MARKETING ACTIVITIES

The Sydney Boat show will be held July/August 2009, OMC staff are preparing to attend the event. Promotional brochures, pens, stickers and other materials will be prepared for the event.

ON-LINE PAYMENTS

November 2008 saw the introduction of the facility to make payments on-line for examinations via the OMC website. It is hoped that the facility will be made available for the ordering and purchasing of handbooks.

Our View to the Future

MARKETING

Three major boat shows in three different states (one a year), have been attended by OMC staff (Mandurah WA, Sanctuary Cove QLD and Sydney NSW). A decision has yet to be made for the 2010 boat show.

ON-LINE EXAMINATIONS

OMC staff have received a number of queries concerning the availability of electronic examinations. UTAS have developed a system that may be adapted to OMC's requirements. Initial enquiries have been made and commencement has begun on the construction of a database of examination questions. The computing software also allows for the development of on-line training. This facility may be an option for consideration in the future.

GENERAL

New applications for the VHF certificate qualification continues to steadily increase, showing an increase of 311 applications for the 2008-2009 period (1613) when compared to the 2007-2008 period (1302).

OMC's continuing presence at boat shows, to promote awareness to the public that an operator's certificate of proficiency is a legal requirement, may contribute to the increase in VHF certificate applications.

Modern up-to-date marine radio equipment, which includes the Digital Selective Calling (DSC) service, requires the purchaser to obtain a Maritime Mobile Service Identity (MMSI). The MMSI is obtained from the offices of the Australian Maritime Safety Authority (AMSA) who require the applicant to provide the minimum qualification of a valid MROVCP or the MROCP.

The issuance of the Satellite Endorsement remains low, at 24 new applications for 2008-2009. This level may increase during the 2009-2010 period since issuing of maritime trading qualifications has come under the auspices of AMSA, whereby the holders of Master Class V will require a MROCP and the MCSSE.

As OMC is committed to continuous improvement we will continually review our services to ensure they are relevant to the changing maritime communications system environment.

John D Mair
Manager, Office of Maritime Communications

Date: 23rd October 2009

OFFICE OF MARITIME COMMUNICATIONS

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Copies of this report will be available at:
www.amcom.amc.edu.au

FOR FURTHER ENQUIRIES:

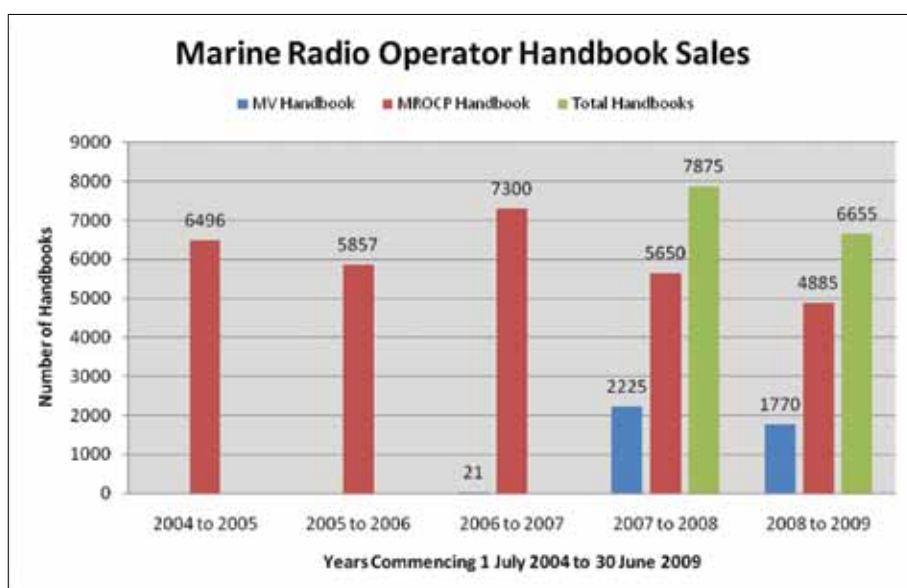
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Activity Report

HANDBOOKS

In accordance with the functions associated with the issue of Marine Certificates of Proficiency in paragraph 1.2 (e) and (f) of the Deed, OMC distributed a total of 6655 MRO Handbooks during the year. Sales for the year of the MRO Handbook were 4885 (5650 in 2007-2008, 7300 in 2006-2007, 5857 in 2005-2006 and 6496 in 2004-2005). Sales for the year of the MV Handbook were 1770 (2225 in 2007-2008 and 21 in 2006-2007). A comparison of handbook sales over a five year period 1st July 2004 to 30th June 2009 is shown in Figure 1: Handbook Sales Comparison.

FIGURE 1: HANDBOOK SALES COMPARISON



EXAMINATIONS

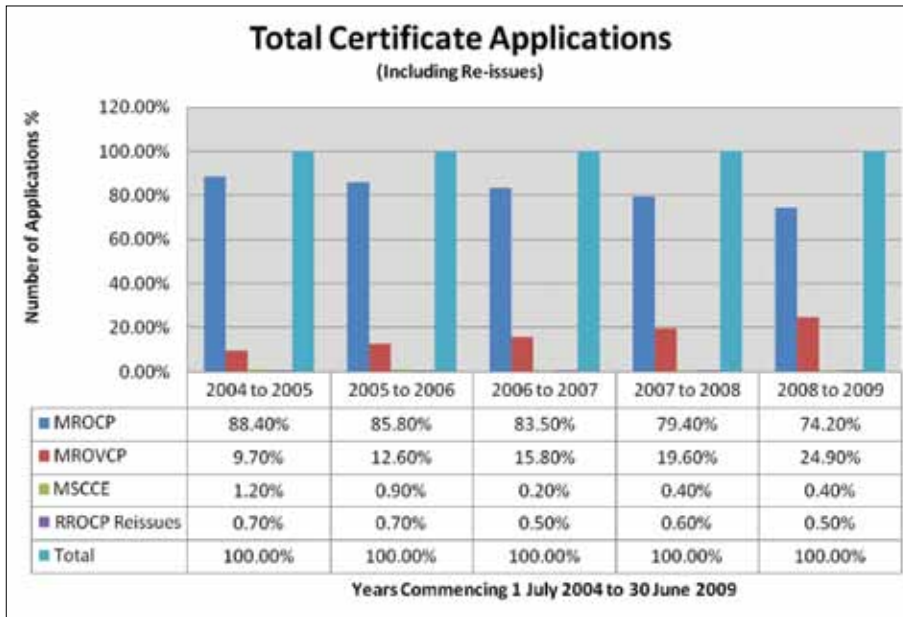
Pursuant to paragraph 1.2 (a), (b), (c) and (d) and paragraph 9.2 (a) of the Deed, OMC received 6492 applications for marine radio operator certifications during the year ended 30th June 2009. Of the 6492 applications made, 6373 were new applications and 119 were reissues. Of the 6373 new applications made, 6357 were for examination papers that have been marked and 16 certificates were issued to current GMDSS GOC holders.

Total examinations papers marked (6357), 5897 were to applicants who were successful and 460 were to unsuccessful applicants, to whom notifications were dispatched. A comprehensive classification of these applications is shown at Table 1: Marine Radio Operators Certificate Activity.

At the 30th June 2009, OMC had issued 6032 certificates (119 re-issues, 16 to GMDSS GOC holders and 5897 to successful applicants) and dispatched 460 failure notifications, all completed applications received were marked and certificates or notifications were issued.

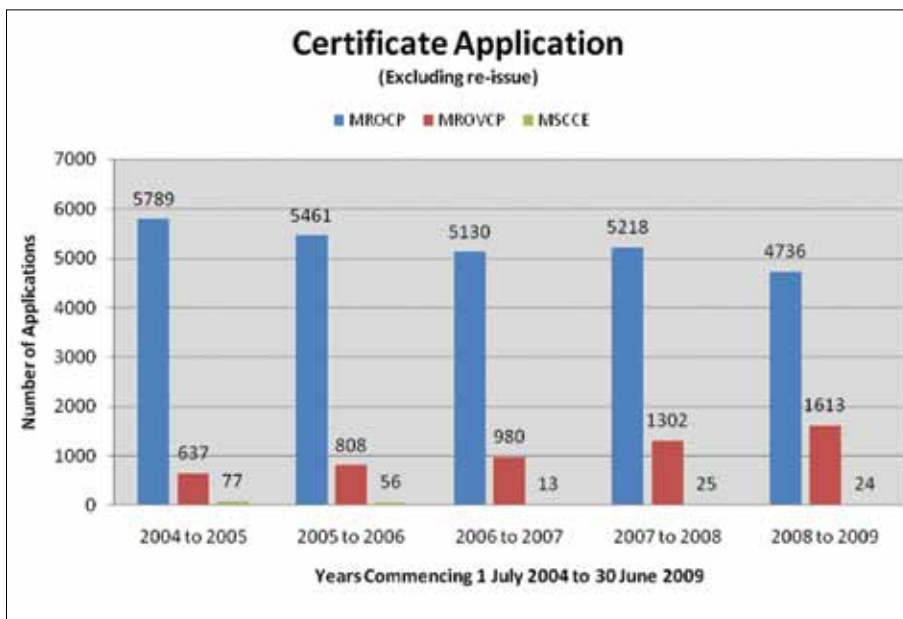
OMC offers certification of two proficiencies (Marine Radio Certificate of Proficiency - MROCP and Marine Radio VHF Certificate of Proficiency – MROVCP) and an endorsement for Marine Satellite Communications Certificate (MSCCE). Of the 6492 applications received, MROCP applications accounted for 74.2% (4817), MROVCP for 24.9% (1619) and MSCCE accounted for 0.4% (26). The remaining 0.5% (30) comprised reissued of RROCP certificates. A comparison of total applications including re-issues for a five year period 1st July 2004 to 30th June 2009 is shown in Figure 2: Total Certificate Applications.

FIGURE 2: TOTAL CERTIFICATE APPLICATIONS



A comparison of new MROCP, MROVCP and MSCCE applications (excluding re-issues) over the period 1st July 2004 to 30th June 2009 is shown in Figure 3: Certificate Application. The 2008-2009 year saw an decrease of 9% (2% increase 2007-2008) in the number of MROCP applications (4736 excluding re-issues) and an increase of 24% (33% increase 2007-2008,) in the MROVCP applications (1613 excluding re-issues).

FIGURE 3: CERTIFICATE APPLICATION



The total average failure rate for the 2008-2009 periods is 7%. This is a decrease of 2% on the 2007-2008 reported failure rate of 9% (11% in 2006-2007, 9% in 2005-2006 and 15% in 2004-2005). A comparison of new MROCP, MROVCP and the total average pass and failure rates for new applications for a five year period 1st July 2004 to 30th June 2009 is shown in Figure 4: New Applications – Pass and Fail %.

FIGURE 4: NEW APPLICATIONS – PASS AND FAIL %

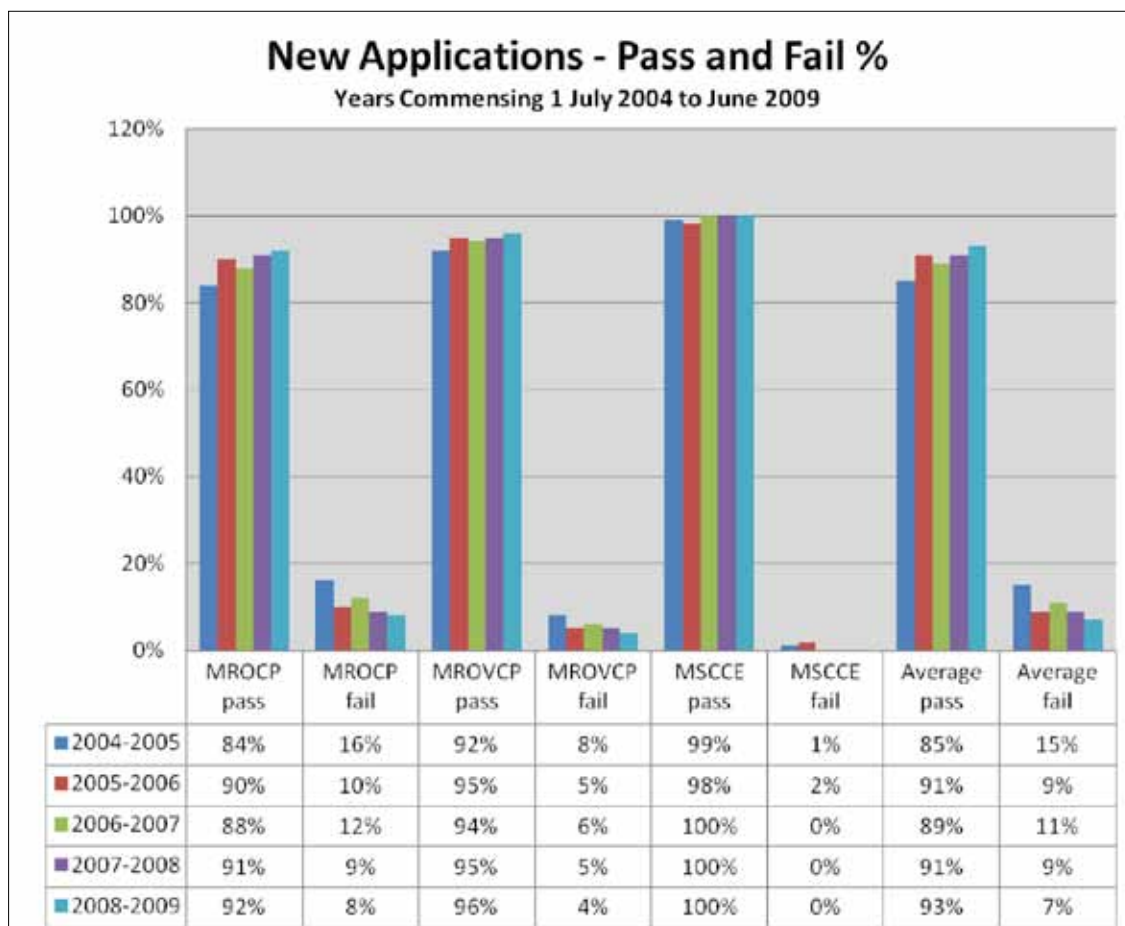


TABLE 1: MARINE RADIO OPERATORS CERTIFICATE ACTIVITY

Number of Examinations, Applications and Certificates Activity Report 2008-2009	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total for Year Ended 30 June 2009
Total Applications	1585	1771	1291	1845	6492
Pass	1424	1630	1170	1689	5913
Fail	136	121	88	115	460
Reissue	25	20	33	41	119
% Fail	9%	7%	7%	6%	7%
% Pass	91%	93%	93%	94%	93%
MROCP	1227	1291	942	1357	4817
Pass	1102	1171	841	1226	4340
Fail	111	106	78	101	396
396	14	14	23	30	81
% Fail	9%	8%	8%	8%	8%
% Pass	91%	92%	92%	92%	92%
MROVCP	336	469	337	477	1619
Pass	310	452	326	461	1549
Fail	25	15	10	14	64
Reissue	1	2	1	2	6
% Fail	7%	3%	3%	3%	4%
% Pass	93%	97%	97%	97%	96%
MSCCE	12	8	4	2	26
Pass	12	7	3	2	24
Fail	0	0	0	0	0
Reissue	0	1	1	0	2
% Fail	0%	0%	0%	0%	0%
% Pass	100%	100%	100%	100%	100%
Examinations Marked	1549	1751	1255	1802	6357
New Certificates Issued	1424	1630	1170	1689	5913
Notifications Sent	136	121	88	115	460
RROCP Reissue	10	3	8	9	30
Under 16s (ACA x 45) Issued	0	0	0	0	0
Under 16s (OMC) (Not issued)	7	6	4	4	21

Service Level Analysis

AMC is required to report on service levels under paragraph 9.2 (a) of the Deed and paragraph 12(c) & (d) of the Deed of Variation. The following, Table 2: Service Level Analysis and subsequent notes provide an analysis of service levels in regard to the processing of examinations for Marine Radio Certificates of Proficiency and general inquiries.

TABLE 2: SERVICE LEVEL ANALYSIS

Service Level Analysis 2008-2009	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total
Certificates not issued within 15 working days of receipt of exams.	Note A 4	0	Note B 1	0	Note C 5
Written contact from clients not responded to within 20 working days.	0	0	0	0	0
Telephone calls from clients not responded to within 2 working days.	0	0	0	0	0
Inquiry from a person in relation to that person not acknowledged in 10 working days.	0	0	0	0	0
Inquiry not properly considered and answered within 40 working days.	0	0	0	0	0

Note A: Four certificates were issued well after the 15th working day, due to a clerical error.

Note B: One certificate was issued on the 17th working day.

Note C: During the 2008-2009 period OMC staff have worked to improve and monitor data entry anomalies (duplicate entries due to various spelling interpretations, files not being closed, etc). The number of applications not responded to in 15 working days equates as 0.08% of total applications made. This is a decrease of 0.08% when compared to the 2007-2008 year of 0.16% (0.08% in 2006-2007, 0.2% in 2005-2006 and 0.03% in 2004-2005).

COMPLAINTS

Pursuant to paragraph 1.2(p) and paragraph 9.2 of the Deed, the OMC staff have endeavoured to keep as accurate a record as possible in relation to complaints. Complaints can be lodged either in writing, email, and telephone or addressed through the University of Tasmania's complaint procedure. The 2008-2009 operational years saw an increase in the number of complaints compared to the 2007-2008 year. A comparison of the number of complaints is illustrated in Figure 5: Complaint Comparison. A total of four (1 in 2007-2008, 8 in 2006-2007, 9 in 2005-2006 and 17 in 2004-2005) communications of complaint were received for the 2008-2009 period that contained one or more expressions of dissatisfaction (refer to Appendix 1: OMC Complaint Analysis). Three communications originated from clients and one communication was received from an invigilator, from these four communications of complaint, 4 expressions of dissatisfaction were recorded. Of the four expressions 50% were in regard to the handbooks in general, 25% queried the examination results and 25% were dissatisfied with the cost of a replacement certificate.

Of the four communications of complaint, 75% were dissatisfied with our response, whilst 25% gave no response to our written communication; therefore we are unable to ascertain the level of satisfaction. In the absence of further contact from the complainants regarding the complaints OMC considers that the matters have been resolved. Consequently all complaints received have been considered to be resolved within the 40 working days required in paragraph 12.1 (b) of the Deed.

One communication unresolved at the end of the 2007-2008 period was considered to be resolved as no further communications were received in response to our correspondence concerning the matter. Consequently the complaint was considered to be resolved but not within the 40 working days required in Paragraph 12.1(b) of the Deed.

The ratio of expression of dissatisfactions, relating to the OMCs products and services, per 1,000 service encounters is considered to be negligible at 0.304 (0.069 in 2008-2007, 0.660 in 2006-2007, 0.976 in 2005-2006 and 2.139 in 2004-2005). An analysis at Table 3: Ratio Analysis – Expressions of Dissatisfaction illustrates the ratio of expressions of dissatisfaction in relation to the overall service provided. This analysis shows that for a total of 6492 applications received, there was a ratio of 0.308 expressions of dissatisfaction per 1000 application service encounters in relation to the examination process, the examination result or the examination format. Whilst, for 6655 handbooks sold, there was a ratio of 0.301 expressions of dissatisfaction per 1000 handbook service encounters.

FIGURE 5: COMPLAINT COMPARISON

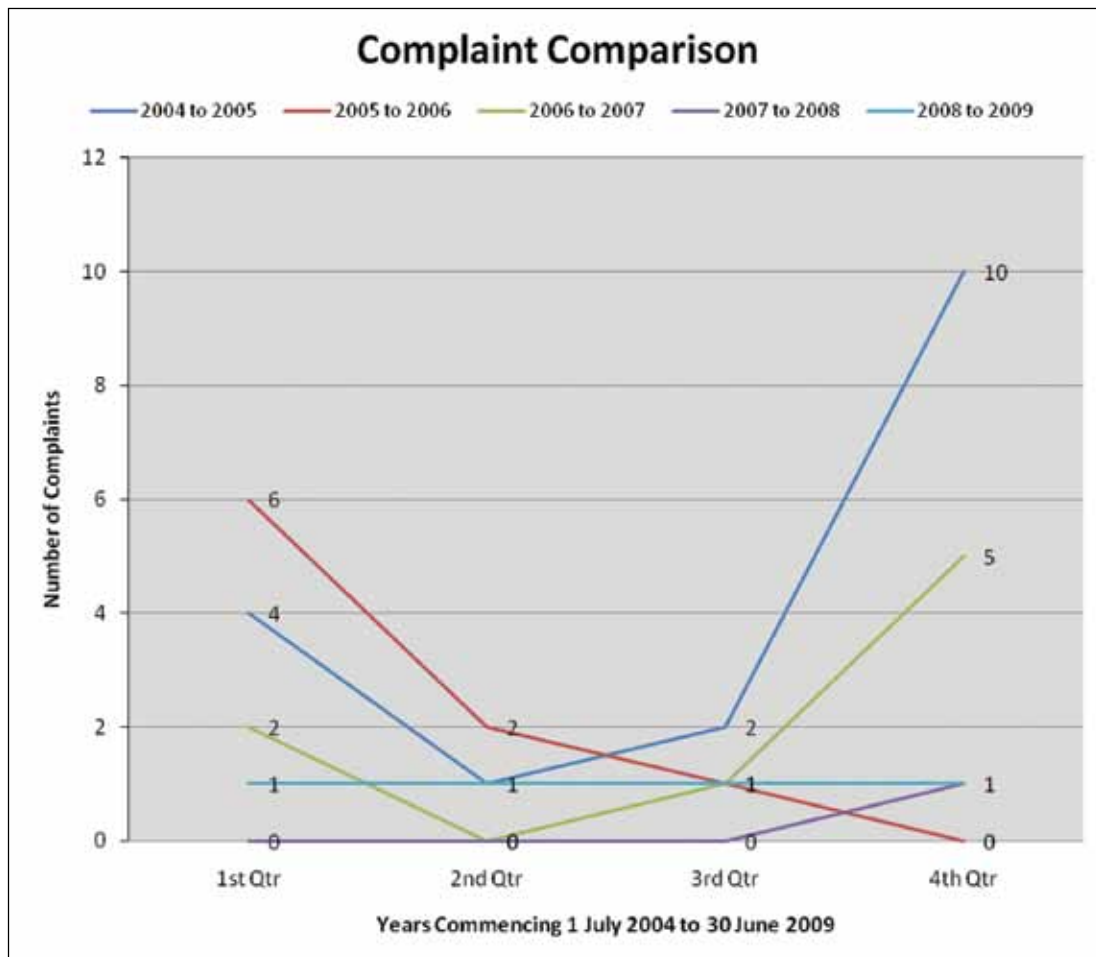


TABLE 3: RATIO ANALYSIS – EXPRESSION OF DISSATISFACTION

Service Encounters	Other	Handbooks	Applications	Total
1 July 2008 to 30 June 2009		6,655	6,492	13,147
Expressions of Dissatisfaction	0	2	2	4
Handbook – General		2		2
Application – Examination Questions				0
Application – Examination Result				0
Pricing			1	1
Other			1	1
Ratio		0.000301 0.301 Expressions per 1,000 Service Encounters	0.000308 0.308 Expressions per 1,000 Service Encounters	0.000304 0.304 Expressions per 1,000 Service Encounters

INCIDENTS

Paragraph 1.2(q) of the Deed requires AMC to report to ACMA any other incidental matters within the scope of the Deed.

During the year OMC has referred one incident to the ACMA security advisor for investigation. It was alleged that a marking template was made and exam papers were 'marked' prior to dispatch to the OMC. A representative of ACMA conducted an audit on the organisation.

COMPLIMENTS

Through the 2008-2009 year OMC has also received 8 compliments as well as many helpful suggestions that have been implemented or are being considered for changes in the future. The suggestions together with the complaints inform us of the areas that may need remedial action. An analysis of the compliments received is shown in Table 4: Compliment Analysis.

TABLE 4: COMPLIMENT ANALYSIS

Compliment Analysis 2008 to 2009	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTALS
General Office Assistance	2	2	1	3	8
Marine Radio Operators Handbook					
Marine VHF Radio Operators Handbook					
OMC Newsletter					
Examination Process					

Appendix I: OMC Complaint Analysis

Service Level – expression of dissatisfaction or grievance with the Administrative Services or Statutory Functions 2008 - 2009						Total
Communication of Complaint	Telephone	Written /Electronic				
Complaints Received	3	1				4
	Immediate – by Telephone	Within 10 Working Days	Outside 10 Working Days		In Progress	
Acknowledgement Time	3	1	0		0	4
	Volunteer Organisation (Invigilator or Official)	Educational Institution Invigilator	Private Invigilator	Client	Other	
Source of Complaint	0	0	1	3	0	4
	Remedial	Written Reply	Other		In Progress	
Action Taken	0	1	3		0	4
	Immediate – by Telephone	Within 40 Working Days	Outside 40 Working Days			
Decision Advised	3	1	0		0	4
	Satisfied	Dissatisfied but Understands	Dissatisfied	No Response		
Complainants Level of Satisfaction	0	0	3	1		4
Expression Of Dissatisfaction	Examination Questions	Examination Cost	Examination Results	Handbook General	Handbook Cost	Other
Nature of Dissatisfaction	0	0	1	2	0	1



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