

AMC

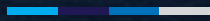
AUSTRALIAN MARITIME COLLEGE

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



2010 - 2011

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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 to 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 MROCP and MSSCE qualifications and contains the required information for preparation for these examinations. The current MRO Handbook was printed December 2009. It also contains the required information for the MROVCP qualification. However the Marine VHF Radio Operators Handbook (MV handbook) is recommended for those people preparing for just the MROVCP qualification. As of the 1st January 2011, printing of the MV handbook was made available on the OMC website; a request by ACMA as part of an awareness campaign. This facility has been extended twice and now is available to the end of September 2011.

### 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 exams 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 placed its own clear plastic envelope. Both used and unused examination papers are returned to OMC and accounted for 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 examination 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.

## ONLINE EXAMINATIONS

On-line examinations are available for the MROCP, MROVCP and MCSSE qualifications. After extensive testing the on-line examinations were made available for general use March 2011. Including the testing period, a total of 242 (MROCP 64, MROCP 177 and MCSSE 1) were conducted in the 2010-2011 years with 55 (MROCP 15 and MROVCP 40) in 2009-2010 years.

## INVIGILATORS

Invigilator status expired 30th June 2011, 1001 re-registration forms were dispatched to active invigilators. As at 30 June 2011, 524 invigilators had re-registered. Currently the OMC invigilator database of 524, (928 in 2009-2010, 793 in 2008-2009, 581 in 2007-2008 and 1076 in 2006-2007) active invigilators has a small number in overseas locations with the rest being located in Australia. Invigilators are registered until 30th June 2014.

## NEWSLETTER

The OMC quarterly newsletter – “OMC news” – can be viewed at our website [www.amcom.amc.edu.au](http://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 expenses incurred or to be incurred by the Provider (AMC) in relation to the matters to which the charge relates”. As a result of a pricing submission to ACMA a new fee structure was introduced 16 May 2011; no adverse comments were received in relation to the new fees.

## PROMOTIONAL AND MARKETING ACTIVITIES

In July/August 2010 OMC staff attended the Sydney Boat Show, promotional items were distributed handbooks were sold and many contacts were made with invigilators and the general public. A laptop with access to the ACMA database meant queries about older certificates could be efficiently addressed at the boat show. OMC staff conducted two successful examinations. OMC staff felt the event was very worthwhile and have been preparing to attend the 2011 Sydney Boat Show.

## AUDIT

ACMA appointed auditors from Oakton to review AMC’s compliance with the Deed. The audit was carried out in August 2010, as a result minor changes were made to the OMC website and complaints procedures have been modified. Meetings with ACMA staff have occurred to discuss recommendations; overall a favourable report was given.

## GENERAL

The 2010-2011 years have seen total sales of handbooks 6373 at the lowest level in the last 5 years (7646 in 2009-2010, 6655 in 2008-2009, 7875 in 2007-2008, and 7321 in 2006-2007). Total Applications are also generally down with 6261 in 2010-2011 compared to 7054 in 2009-2010, 6492 in 2008-2009, 6676 in 2007-2008, and 6236 in 2006-2007.

In March 2011 OMC developed and made available to the general public, via the OMC website, revision questions for the MROCP, MROVPC and MCSSE qualifications. The revision questions are multi choice and indicate a correct/incorrect answer (incorrect can then be corrected). Available are 170 revision questions for the MROCP, 145 for MROVCP and 43 for MCSSE.

ACMA and OMC staff have attended two meetings during the year to discuss items of interest to both parties. The OMC Manager also attended a meeting in Brisbane concerning the review into marine radio operator's qualifications, namely the VHF certification. Whilst in Brisbane the opportunity was taken to attend a meeting with local marine rescue volunteers at Bribie Island.

### **During the 2010-2011 years OMC accommodated several requests by ACMA to modify office operations:**

1. Cease issuing certificates for a short period of time to resolve an ACMA administration issue;
2. Incorporate changes to back and front of certificates, all qualifications;
3. Incorporate changes to the replacement of the RROCP qualification;
4. Due to a number of unclaimed certificates by candidates who sat the examination prior to attaining the age of 16 years a decision was made that a candidate must now be 16 years of age to sit the examination. Office procedures required modifying, notifications were dispatched to invigilators and other minor adjustments were made; and
5. Office procedures were also changed to allow for a resolution of applications where data is missing and has not been provided when requested.

To assist ACMA to gather information regarding why an applicant is requiring the marine radio operators qualification, OMC dispatch with every examination order a survey form. These forms are forwarded to ACMA together with a statistical analysis of the number of 'hits' that are made on the free download of the MV handbook.

UTAS has been requested by their bank to be credit card compliant. OMC will be changing and refining our office procedures to accommodate the requirement.

## Compliance with All Other Clauses of the Deed

AMC is required to comply with other clauses in the Deed, not directly related to the provision of Statutory Functions and Administrative Services such as; confidentiality, privacy of personal information, archiving, record keeping and compliance with relevant statutes, regulations and by-laws.

The audit report found one suspected breach of personal information which was resolved by contacting the person in question, who confirmed he had given permission via telephone, OMC staff had not made a record of the call.

During the 2010-2011 years AMC has endeavoured to be compliant with all other clauses set out in the Deed. Continual review and adjustment to subsystems and work practices take place, providing an efficient and organised service to customers and other stakeholders.

## Our View to the Future

The current Deed with ACMA expires 31st July 2012; AMC has submitted a tender for the next contract.

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: 22nd October 2011

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### OFFICE OF MARITIME COMMUNICATIONS

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Copies of this report will be available at:  
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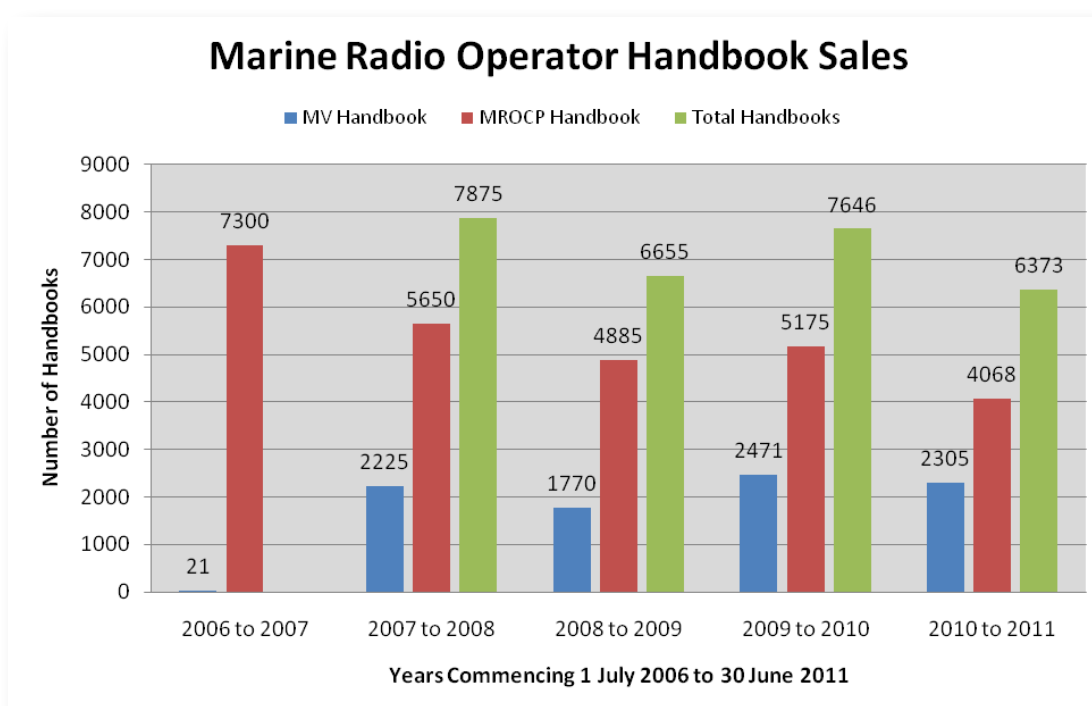
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# Activity Report

## 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 6373 marine radio handbooks during the year. Sales for the year of the MRO Handbook were 4068 (5175 in 2009-2010, 4885 in 2008-2009, 5650 in 2007-2008 and 7300 in 2006-2007). Sales for the year of the MV handbook were 2305 (2471 in 2010-2011, 1770 in 2008-2009 and 2225 in 2007-2008). A comparison of handbook sales over a five year period 1st July 2006 to 30th June 2011 is shown in Figure 1: Handbook Sales Comparison.

**FIGURE 1: HANDBOOK SALES COMPARISON**



## EXAMINATIONS

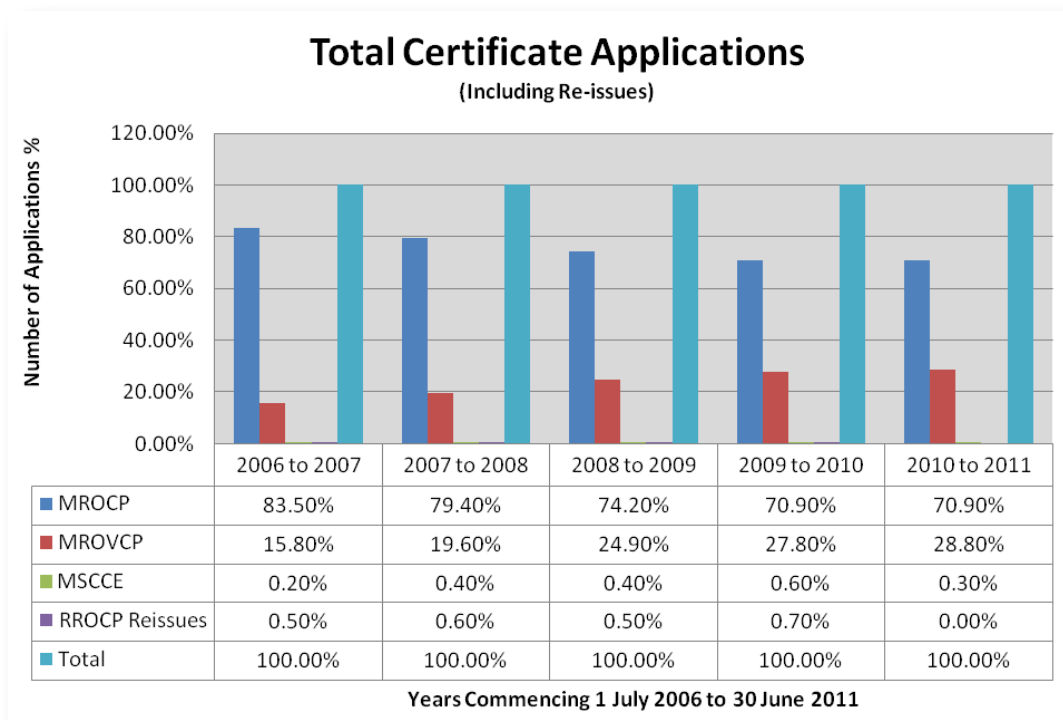
Pursuant to paragraph 1.2 (a), (b), (c) and (d) and paragraph 9.2 (a) of the Deed, OMC received 6261 applications for marine radio operator certifications during the year ended 30th June 2011. Of the 6261 applications made, 6103 were new applications and 158 were reissues. Of the 6103 new applications made, 6094 were for examination papers that have been marked, 8 certificates were issued to current GMDSS GOC holders and 1 was to an applicant who was under 16 years of age prior to the AMC managing the examination and certification services.

Of the total applications marked (6094), 5736 were to applicants who were successful and 358 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 2011, OMC had issued 5903 certificates (158 re-issues, 8 to GMDSS GOC holders, 1 to an under 16 years of age and 5736 to successful applicants) and dispatched 358 failure notifications, all compliant applications received for marking were marked and certificates or notifications were issued.

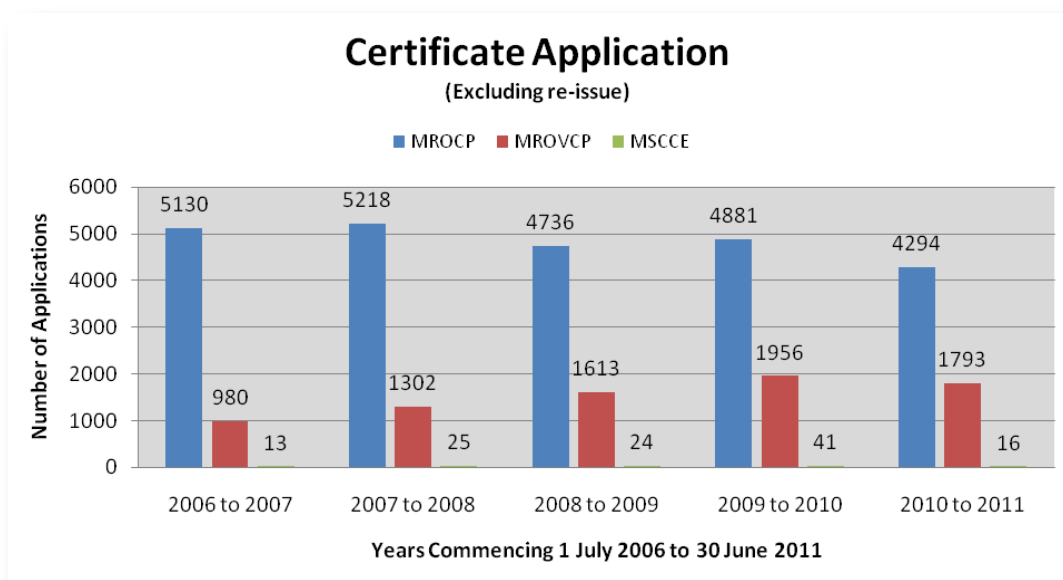
OMC offers certification of two proficiencies (Marine Radio Certificate of Proficiency - MROCP and Marine Radio VHF Certificate of Proficiency – MROVCP) and an endorsement for Marine Satellite Communications Certificate (MSCCE). Of the 6261 applications received, MROCP applications accounted for 70.9% (4436), MROVCP for 28.8% (1803) and MSCCE accounted for 0.3% (18). A comparison of total applications including re-issues for a five year period 1st July 2006 to 30th June 2011 is shown in figure 2 below.

**FIGURE 2: TOTAL CERTIFICATE APPLICATIONS**



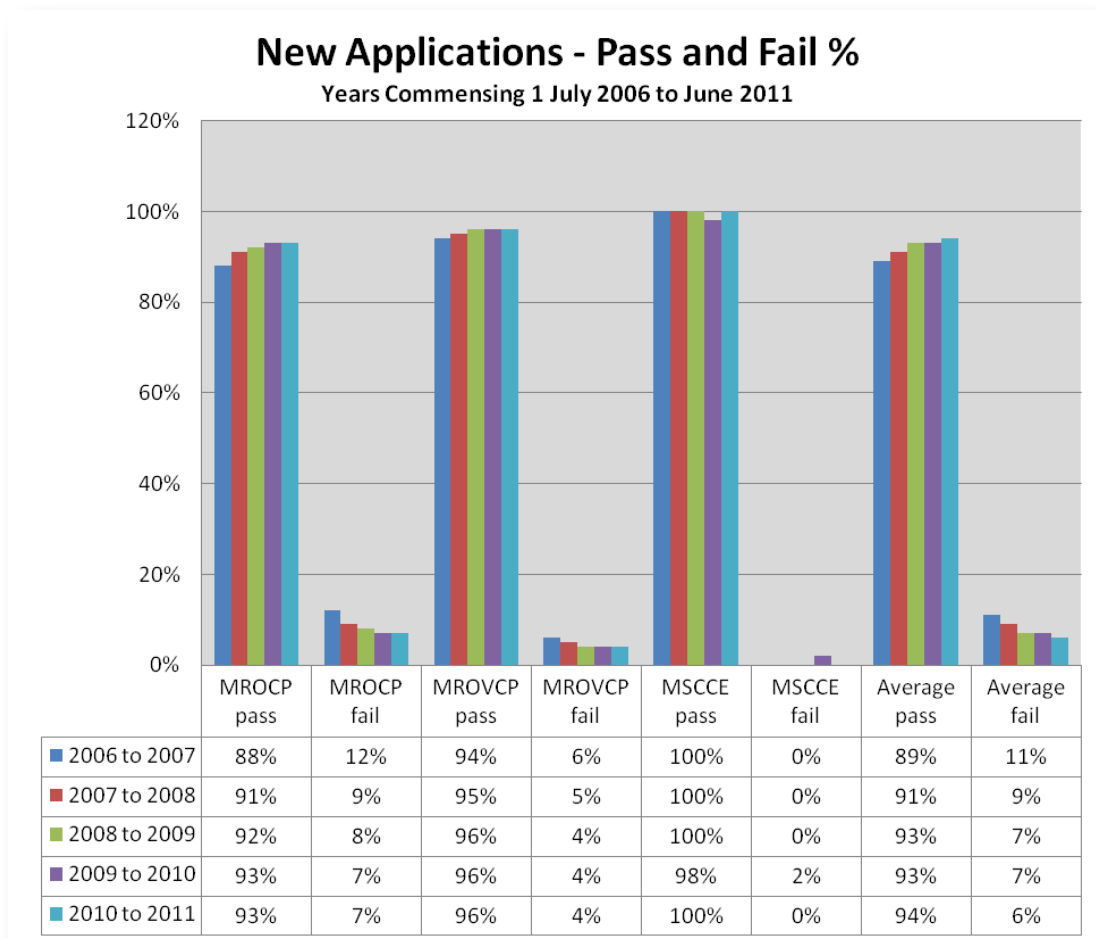
A comparison of new MROCP, MROVCP and MSCCE applications (excluding re-issues) over the period 1st July 2006 to 30th June 2011 is shown in Figure 3: Certificate Application. The 2010-2011 year saw an decrease of 12% (3% increase 2009-2010) in the number of MROCP applications (4294 excluding re-issues) and a decrease of 8% (21% increase 2009-2010,) in the MROVCP applications (1793 excluding re-issues). Whilst the number of MSCCE applications decreased by 61% (16 excluding re-issues).

**FIGURE 3: CERTIFICATE APPLICATION**



The total average failure rate for the 2010-2011 periods is 6%. This is a 1% decrease compared to the 7% reported failure rate for 2009-2010 (7% in 2008-2009, 9% in 2007-2008, 11% in 2006-2007, and 9% in 2005-2006). A comparison of MROCP, MROVCP, MSCCE and the total average pass and failure rates for new applications for a five year period 1st July 2006 to 30th June 2011 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 2010-2011	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total for Year Ended 30 June 2011
<b>Total Applications</b>	<b>1837</b>	<b>1631</b>	<b>1167</b>	<b>1626</b>	<b>6261</b>
Pass	1689	1509	1066	1481	5745
Fail	115	83	66	94	358
Reissue	33	39	35	51	158
% Fail	6%	5%	6%	6%	6%
% Pass	94%	95%	94%	94%	94%
<b>MROCP</b>	<b>1228</b>	<b>1172</b>	<b>823</b>	<b>1213</b>	<b>4436</b>
Pass	1106	1079	739	1080	4004
Fail	94	57	56	83	290
396	28	36	28	50	142
% Fail	8%	5%	7%	7%	7%
% Pass	92%	95%	93%	93%	93%
<b>MROVCP</b>	<b>598</b>	<b>456</b>	<b>340</b>	<b>409</b>	<b>1803</b>
Pass	576	428	324	397	1725
Fail	21	26	10	11	68
Reissue	1	2	6	1	10
% Fail	4%	6%	3%	3%	4%
% Pass	96%	94%	97%	97%	96%
<b>MSCCE</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>18</b>
Pass	7	2	3	4	16
Fail	0	0	0	0	0
Reissue	0	1	1	0	2
% Fail	0%	0%	0%	0%	0%
% Pas	100%	100%	100%	100%	100%
<b>New Applications Made</b>	<b>1804</b>	<b>1592</b>	<b>1132</b>	<b>1575</b>	<b>6103</b>
New Certificates Issued	1689	1509	1066	1481	5745
Notifications Sent	115	83	66	94	358
<b>Examinations Marked</b>	<b>1802</b>	<b>1590</b>	<b>1129</b>	<b>1573</b>	<b>6094</b>
RROCP Reissue	4	0	0	0	4
Under 16s (OMC)	8	8	3	1	20

## 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 2010-2011	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Total
Certificates not issued within 15 working days of receipt of exams.	Note A 2	0	Note B 1	0	Note C 3
Written contact from clients not responded to within 20 working days.	0	0	Note D 1	0	1
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:** Two MCSSE certificates were issued after the 15th working day, due to a revision of the wording on the back of the certificates.

**Note B:** One certificate was not issued until the 17th working day due a clerical error.

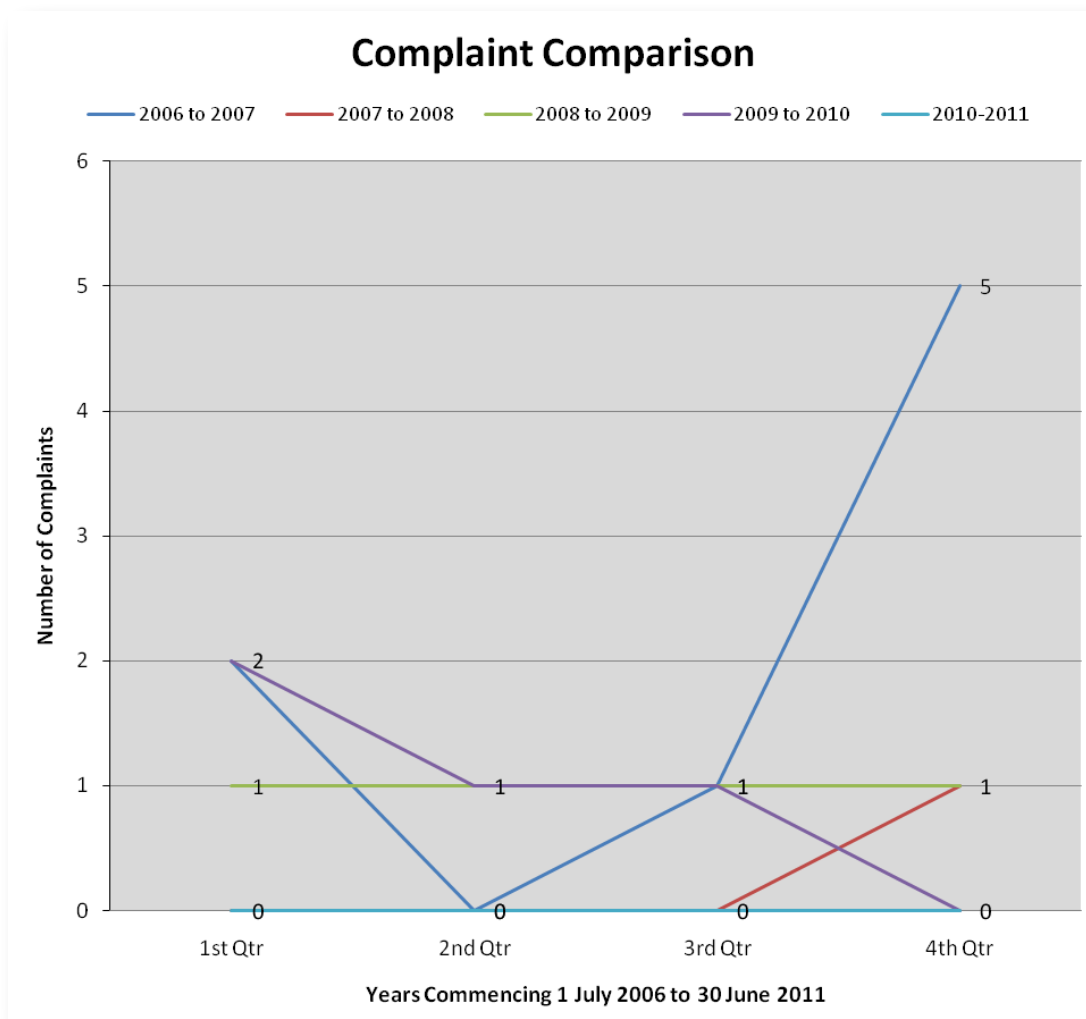
**Note C:** During the 2010-2011 period OMC staff have worked to improve and monitor data entry anomalies (duplicate entries due to various spelling interpretations, files not being closed, etc). The number of applications not responded to in 15 working days equates as 0.05% of total applications made. This is an increase of 0.03% when compared to the 2009-2010 year of 0.01% (0.08% in 2008-2009, 0.16% in 2007-2008 and 0.08% in 2006-2007).

**Note D:** A responding email was sent to the wrong address, this was unrealised until the person recontacted the office.

## 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. In the 2010-2011 operational years there were no communications of complaint. A comparison of the number of complaints (4 in 2009-2010, 4 in 2008-2009, 1 in 2007-2008 and 8 in 2006-2007) is illustrated in Figure 5: Complaint Comparison.

**FIGURE 5: COMPLAINT COMPARISON**



## 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 three incidences to the ACMA security advisor for investigation. One incident involved a group discussion after the examination, resulting in the examination answers sheets being altered. Whilst in another incident, the examination was conducted allowing the use of the handbook and assistance from a third party. The third incident involved an invigilator charging for invigilating services, which is a breach of the guidelines.

OMC deregistered a total of four invigilators in the 2009-2010 period for various breaches of the Invigilator Guidelines.

## COMPLIMENTS

Through the 2010-2011 year OMC has also received 9 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 3: COMPLIMENT ANALYSIS**

Compliment Analysis 2010 to 2011	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	TOTALS
General Office Assistance		2	1	4	7
Marine Radio Operators Handbook					
Marine VHF Radio Operators Handbook					
OMC Newsletter					
Examination Process				2	2

## Appendix I: OMC Complaint Analysis

Service Level – expression of dissatisfaction or grievance with the Administrative Services or Statutory Functions 2010 - 2011						Total
Communication of Complaint received	Telephone	Written /Electronic				
	0	0				<b>0</b>
	Immediate – by Telephone	Within 10 Working Days	Outside 10 Working Days		In Progress	
Acknowledgement Time	0	0	0		0	<b>0</b>
Source of Complaint	Volunteer Organisation (Invigilator or Official)	Educational Institution Invigilator	Private Invigilator	Client	Other	
	0	0	0	0	0	<b>0</b>
Action Taken	Remedial	Written Reply	Other		In Progress	
	0	0	0		0	<b>0</b>
Decision Advised	Immediate – by Telephone	Within 40 Working Days	Outside 40 Working Days			
	0	0	0		0	<b>0</b>
Complainants Level of Satisfaction	Satisfied	Dissatisfied but Understands	Dissatisfied	No Response		
	0	0	0	0		<b>0</b>
Follow up Action	Written Decision Sent	Independent Appeal Received within 30 Working Days	In progress	Advised of Independent Decision within 30 Working Days	Dissatisfied Advised to Appeal to ACMA	Other
Expression of Dissatisfaction	Examination Questions	Examination Cost	Examination Results	Handbook General	Handbook Cost	Other
Nature of Dissatisfaction	0	0	0	0	0	<b>0</b>



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