

Maritime Safety Queensland

BoatSafe Information Bulletin - 023

Advertising of service prices

Purpose

This BoatSafe Information Bulletin (BIB) outlines the service price advertising requirements for BoatSafe Training Organisations (BTOs) and Boatsafe Training Providers (BTPs).

Requirements

Situation

The BoatSafe team have received feedback from the boating community, BoatSafe students and authority holders regarding confusion surrounding the way BoatSafe course fee are currently advertised.

A review of BoatSafe advertised service prices identified that accreditation holders across the BoatSafe program are advertising service prices inconsistently. It is identified that some business or companies may be advertising fees that are not inclusive of all relevant fees, duties and taxes (such as GST or any compulsory processing fees). Some businesses or companies are separating the training and assessment components of the course without clear communication to the student that further fees must be paid to complete the course.

Requirement

Maritime Safety Queensland (MSQ) have consulted with the Australian Competition and Consumer Commission (ACCC) regarding advertised service prices. In agreement with the ACCC's feedback, BoatSafe's approach is for consistency and transparency for students across the program. When a business or company displays or quotes prices, it must clearly state the total price payable by the consumer which is inclusive of the GST component.

Required Action

BTOs are to review their current advertising practices with relation to fees, to advertise one price which is inclusive of all applicable fees/charges for the course, noting the three possible combinations of RMDL, PWCL and both.

BTOs found to be not complying with the condition of the BoatSafe Information Bulletin 022 by **30 August 2024**, may be subject to compliance action against their authority.

Further Information

For further information contact the BoatSafe Team – boatsafe@msq.qld.gov.au