

AUSTRALIAN MARITIME COLLEGE – 2019 ANNUAL PERFORMANCE REPORT

AMATEUR RADIO

1 Introduction

The Australian Maritime College (AMC) is delegated by a Deed for the Supply of Goods and Services (Deed), effective 25 February 2019, by the Australian Communications Authority (ACMA) to provide Statutory Functions and Administrative Services (SFAS) in regard to amateur radio operator qualifications in accordance with the *Radiocommunications Act 1992*. The AMC – Amateur Radio (AMC-AR) performs the following SFAS requirements:

- Conducting examinations as an approved body
- Issuing Amateur Operator Certificates of Proficiency (AOCP)
- Issuing replacement certificates and letters
- Provide callsign recommendation and database services
- Provide recognition of prior learning services

2 Statutory Functions

2.1 Annual Performance

2019 was the first year of delivery under the Deed with a stepped introduction of services, as per Schedule 1 of the Deed as follows:

Exam commencement date: 25 February 2019

Certificate commencement date: 25 March 2019

Call sign commencement date: 8 April 2019

The services delivered by activity were as follows:

Exams

The total applications by exam type were as follows:

The forecast is based on the tender submission and is for a full year of activity.

	Actual 2019				
Foundation	276				
Standard	82				
Advanced	69				
Regulations	118				
RPL	18				
Practicals	0				
Re-issues	6				
Totals	569				

Certification services

	Applications	Pass	Fail	Pass Rate %
Foundation	276	251	25	91%
Standard	82	75	7	91%
Advanced	69	49	20	71%
Regulations	118	110	8	93%
RPL	18	n/a	n/a	n/a
Practicals	0	0	0	
Re-issues	6	n/a	n/a	n/a
Totals	569	485	84	85%

Note: Stand alone practicals have not been separately identified but are estimated to have been a maximum of five (5).

3 Non-Statutory Functions

Certificates of Proficiency – Replacements six (6) as noted above

Callsign Database – Public List

AMC completed the building of a callsign database look up webpage in January 2020.

This list is updated daily.

Callsign Database

AMC maintains a Callsign Reserve List which stands behind the Public List.

Callsign Recommendations

	Actual 2019				
Level 1	167				
Level 2	414				
Level 3	43				
Level 4	24				
Level 5	11				
Totals	659				

Recognition of Prior Learning (RPL)

AMC offered RPL services and processed eighteen (18) applications in 2019

Developing Fee Schedules

Fees are set in line with the tender and will be reviewed in line with actual experience.

Legislative Change

There were no changes in 2019

Syllabus Review Panel

A syllabus review process was started in November 2019 however this function will return to the ACMA in 2020 with a variation to the Deed.

Reporting

The exceptional circumstances of 2020 have resulted in the reports being delivered outside the due date.

Financial Reports have been produced separately.

Service Levels

OMC met all Service Levels subject to time being allowed for system development.

Complaints

There was one serious complaint during the transition period which was all resolved as follows:

[REDACTED]
[REDACTED] issue of [REDACTED] intellectual property. The ACMA was notified of this on 1 August.

The issue was resolved as an agreement was reached [REDACTED] in relation to this issue in October 2019.

There was one other notable complaint [REDACTED] concerning the alleged behaviour of one of [REDACTED]. Resolved by the [REDACTED].

4 Deed Clauses

4.1 Compliance with Deed

OMC remains compliant with all other clauses in the Deed. Copies of current insurance certificates are in Attachments A through C. All personnel have undergone an Australian federal Police records and background check prior to interacting with any ACMA Material or Personal Information.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



