

Business Rules for providing Q-Ride training

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Effective date

This policy will take effect from 26 November 2018.

Terms and abbreviations

Term, abbreviations and acronyms	Definition
Accreditation Regulation	<i>Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2015.</i>
Act	<i>Transport Operations (Road Use Management) Act 1995.</i>
appraisal	A written assessment performed by TMR or a senior trainer, of a rider trainer's ability to deliver the Q-Ride curricula.
approval holder	The person/business/company that has been approved by TMR to deliver Q-Ride training as a RSP.
Business Rules	Business Rules for providing Q-Ride training.
competency declaration	A TMR approved declaration given to an eligible person by an RSP or their nominated person, declaring the eligible person has been trained and assessed as competent in the course stated on the declaration.
Driver Licensing Regulation	<i>Transport Operations (Road Use Management – Driver Licensing) Regulation 2010.</i>
eligible person	A person who has met the pre-requisites to undertake Q-Ride training (learner rider).
information notice	A notice sent to RSPs containing information relevant to the Q-Ride scheme.
letter of authority	A letter from a land owner/occupier authorising the approval holder use of the land for Q-Ride training.
nominated person	A person nominated by an approval holder to sign a Q-Ride competency declaration on their behalf.
PAW	Practical Assessment Workshop, delivered by TMR to a rider trainer to become a senior rider trainer.

practical modules	<p>Modules 3,4,5,6,7,8,9,10,11,12,13,15,16,17,18,21,22,23,24,25,26,27,28,29,32 (Pre-learner)</p> <p>Modules 3,4,5,6,8,9,12 (RE)</p> <p>Modules 2,3,4,5 (R)</p> <p>Covers all modules in the Q-Ride curriculum conducted on a motorbike.</p>
Q-Ride curricula	The Q-Ride curricula (Pre-Learner Training Manual and Restricted RE Training Manual and Unrestricted R Rider Training Manual), as provided by TMR to approval holders for the delivery of Q-Ride training to a learner rider (as per the Accreditation Regulation).
Q-Ride online system	TMR online system available to check the eligibility for Q-Ride and complete an online competency declaration.
Q-Ride training	The training and assessment provided by an RSP in the Q-Ride curriculum for delivery to a learner rider (as per the Accreditation Regulation).
range	A defined section of the training area approved by TMR for the delivery of one Q-Ride curricula at a time.
rider trainer	Accredited rider trainer (as per the Accreditation Regulation).
risk assessment	An assessment undertaken by the RSP of the potential risks of a training area/range.
RSP	Registered Service Provider, approval holder.
RTCT	Rider trainer curriculum training – Q-Ride training provided by a senior trainer to a rider trainer or rider trainer applicant.
senior trainer	Rider trainer nominated by an approval holder to perform the role of senior trainer who has successfully completed the initial five day TMR curriculum workshop (no longer available) or a Q-Ride PAW to become a senior trainer.
status of licence	The determination of whether a licence is valid – ie not cancelled, expired, suspended or disqualified
<i>Suitable Persons Policy Accreditation Policy and Services</i>	TMR policy used to assess a person's suitability to be approved as a Q-Ride RSP.
tenure	The time a driver's licence is held.
theory modules	<p>Modules 1,2,14,19,20,30,31,33 (Pre-learner)</p> <p>Modules 1,2,7,10,11,13, 14,15 (RE)</p> <p>Modules 1,6,7 (R)</p> <p>Covers all modules conducted in a classroom type environment</p>

TMR	Department of Transport and Main Roads.
training area	An off-road area approved by TMR, for the delivery of Q-Ride training. A training area may consist of multiple ranges.
Vehicle Standards Regulation	<i>Transport Operations (Road Use Management – Vehicle Standards and Safety) Regulation 2010.</i>

1. Business Rules

The Department of Transport and Main Roads (TMR) may grant an approval as a Q-Ride Registered Service Provider (RSP) if the application provides sufficient information for the TMR Chief Executive to make a decision and the applicant is able to comply with the *Business Rules for providing Q-Ride training* (Business Rules).

The Business Rules detail the requirements an approval holder, senior trainer, rider trainer and nominated person must comply with.

2. Authorisation of the Business Rules

The Business Rules provide the requirements for the operation of an RSP (approval holder). The approval holder must comply with these requirements as a condition of their approval under s76 of the *Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2015* (Accreditation Regulation). The Business Rules are authorised under section 93 of the Accreditation Regulation.

The Business Rules have been developed to be read in conjunction with the *Transport Operations (Road Use Management) Act 1995* (Act), *Transport Operations (Road Use Management - Driver Licensing) Regulation 2010* (Driver Licensing Regulation), and the *Transport Operations (Road Use Management - Vehicle Standards and Safety) Regulation 2010* (Vehicle Standards Regulation), the Accreditation Regulation and the *Suitable Persons Policy Accreditation Policy and Services*.

3. Business Operations

The approval to operate as a RSP is granted based on the applicant's:

- 3.1 suitability to be an approval holder
- 3.2 history of compliance with these Business Rules and relevant legislation.

The approval holder must ensure that:

- 3.3 their approval is current.
- 3.4 they are the holder of a current public liability insurance policy, with a minimum of \$10 million value, which lists TMR as a third party.
- 3.5 they provide written notice to TMR within 14 days of any change to the legal structure, office bearer/s, or contact details of the RSP.
- 3.6 the Pre-Learner, Restricted RE and Unrestricted R Q-Ride training curricula are not published, shared or otherwise made available to a third party not involved in the delivery of Q-Ride training.
- 3.7 all communication with TMR occurs via electronic methods, wherever appropriate (email gride@tmr.qld.gov.au).

- 3.8 written notice is provided to TMR, within 7 days of a rider trainer commencing or ceasing delivering Q-Ride training with the approval holder.
 - 3.9 any rider trainer commencing employment with the approval holder is appraised as competent in all modules of each of the three (3) curricula by a senior trainer where the rider trainer is to be employed. This is to be done prior to delivering unsupervised Q-Ride training to learner riders.
 - 3.10 the rider trainer holds a current driver licence.
 - 3.11 rider trainers employed or otherwise engaged are provided with all relevant information, communications and updates related to the delivery of Q-Ride training or where requested by TMR.
 - 3.12 The delivery of Q-Ride curricula does not occur unless at least one rider trainer, but no more than two rider trainers are either employed or otherwise engaged as a senior trainer and can comply with the responsibilities of the role (see Business Rule 4).
 - 3.13 only a senior trainer delivers the TMR approved Q-Ride rider trainer curriculum training (RTCT) to rider trainers or rider trainer applicants.
 - 3.14 a suitable environment for theory modules is provided with access to appropriate shelter, amenities, seating and refreshments.
 - 3.15 any off-road training area must have a dated and signed letter of authority from the landowner/occupier (see Business Rule 10.2) and a completed training area risk assessment, including all ranges (if applicable) prior to commencing Q-Ride training.
 - 3.16 a suitable on-road training route, which provides for an eligible person to demonstrate all riding tasks in environments outlined in the Q-Ride curricula, is selected.
 - 3.17 any additional content to be delivered with the Q-Ride curricula is approved by TMR prior to being delivered and is available upon request.
 - 3.18 rider trainers and eligible persons wear protective clothing. Protective clothing includes:
 - a motorbike helmet complying with AS/NZS 1698 or AS1698 or the United Nations Economic Commission for Europe standard (ECE 22.05) or better
 - full-length pants
 - a jacket or long sleeve shirt made from heavy material*
 - fully enclosed gloves designed for use by motorbike riders
 - fully enclosed shoes
 - eye protection designed for use by motorbike riders
 - high visibility vest (for eligible person)
- *NOTE: An exception to the obligation to wear a jacket applies for low speed off-road Q-Ride training activities where extreme weather means that to comply with the requirement would cause fatigue from heat exhaustion. However, if this occurs, a long sleeve shirt must be worn. This exception is at the discretion of the rider trainer, and dependant on the policy of the approval holder.
- 3.19 “Q-Ride” does not appear as part of their company/business name.
 - 3.20 a rider trainer in their employ does not represent themselves orally or in writing as an approval holder.

4. Senior Trainer Responsibilities

The approval holder must ensure:

- 4.1 a rider trainer is nominated by the approval holder to attend the PAW.

- 4.2 the senior trainer complies with the requirements of the *Guidelines for Q-Ride Senior Trainers*.
- 4.3 the senior trainer has the ongoing capacity to organise and deliver training courses.
- 4.4 they have in place planning, implementing, managing, monitoring and reviewing risk management practices for curriculum activities to ensure the safety of learner riders and others.

5. Motorbike requirements

The approval holder must ensure:

- 5.1. any motorbike supplied by the RSP for the purpose of undertaking Q-Ride training:
 - is registered in Queensland
 - must have a registration Purpose of Use (POU) of “driver training or tuition” or “commercial”
 - is maintained in a safe and legal condition and according to manufacturer’s recommendations
 - is recorded on a motorbike maintenance register. (see Business Rule 11.5)
- 5.2. any motorbike used for a Pre-Learner and Restricted RE course is not a:
 - a. moped, conditionally registered motorbike, a motorbike with a sidecar attached or a three (3) wheeled motorbike. A motorbike with a sidecar attached or a three (3) wheeled motorbike may be used if the learner rider holds a special need approval letter.
- 5.3. any motorbike used for an Unrestricted R course is not a:
 - a. moped, LAM, conditionally registered motorbike, a motorbike with a sidecar attached or a three (3) wheeled motorbike. A motorbike with a sidecar attached or a three (3) wheeled motorbike may be used if the learner rider holds a special need approval letter.
- 5.4. any motorbike provided by the learner rider is registered and is serviceable.
- 5.5. if the motorbike provided by the learner is modified, reasonable steps are taken to ensure it complies with the requirements for use on the road.
- 5.6. any motorbike used by a learner rider for Q-Ride:
 - a. correctly displays an L-plate or the rider wears a vest with an ‘L’ plate on it for RE and R course
 - b. meets the requirements for the conditions of the rider’s licence
- 5.7. a learner rider presenting for a course with a two (2) wheeled motorbike with a side-car attached or a three (3) wheeled motorbike provides the approval holder with the correct documentation (see Business Rule 11.2).

6. Eligibility requirements

An approval holder must ensure the learner is eligible for the course prior to the commencement of Q-Ride training.

- 6.1 the approval holder must ensure the learner:
 - meets the required tenure
 - has the required licence status
 - has the correct class of licence
 - has a compliant motorbike.
- 6.2 the eligibility of the licence holder can be checked by:
 - the Q-Ride on line system

- the TMR Eligibility Declaration form
- the declaration print out from the learner’s TMR portal.

6.3 a copy of any relevant documentation must be kept with the learner rider’s training records.

7. Delivery of the Q-Ride Curricula

The Q-Ride curricula includes:

- Pre-Learner training manual
- Restricted RE training manual
- Unrestricted R training manual

The approval holder must ensure:

- 7.1 only a rider trainer delivers or assists in the delivery of the Q-Ride curricula.
- 7.2 the Q-Ride curricula is delivered to a maximum ratio of one rider trainer to five learner riders per range.
- 7.3 a register of the rider trainers employed or otherwise engaged by the approval holder to deliver Q-Ride training is maintained. (see Business Rule 11.7)
- 7.4 each rider trainer:
 - holds a current valid open R class driver licence
 - holds a current valid accreditation as a rider trainer (class QR) under the Accreditation Regulation
 - has successfully completed the RTCT delivered by a senior trainer for the delivery of the Q-Ride curricula.
- 7.5 the delivery of the Q-Ride curricula by rider trainer(s) is monitored by the senior trainer to ensure the delivery complies with the instructions provided in the Q-Ride curricula and these Business Rules.
- 7.6 the course is delivered in accordance with the instructions provided in the Q-Ride curricula and these Business Rules.
- 7.7 the current version of the Q-Ride curricula is accessible at the training area.
- 7.8 where the approved additional content is to be delivered, a copy of the additional content is available at the training area. The approval holder must ensure:
 - the approved additional content does not form part of the Q-Ride curriculum assessment
 - the approved additional content does not replace the time specified for the Q-Ride curriculum
 - the eligible person is informed at the time when additional content is being delivered.
- 7.9 the Pre-Learner or Restricted RE training courses are delivered within 30 days of commencement of the first module. Modules may only be separated at points in the Q-Ride curriculum where breaks are provided.
- 7.10 the Unrestricted R training course is completed on the day of commencement.
- 7.11 practical activities are only conducted between sunrise and sunset, unless approved by TMR.
- 7.12 courses delivered to Special Need approval holders do not also contain students riding standard bikes.

8. Completing a competency declaration

The approval holder must ensure:

- 8.1 a competency declaration is only completed after the eligible person has been assessed as competent in all modules of the curriculum.
- 8.2 a competency declaration is only completed by the approval holder or an authorised person (nominated person).
- 8.3 nominated persons agree to, and complies with, the Q-Ride online system terms and conditions or the *Directions of Use* for paper competency declarations.
- 8.4 a nominated person is informed that:
 - their user name and password for the Q-Ride online system must not be shared
 - they must not leave their user name and password written/recorded in a place where another person may find it
 - they must agree to and comply with the Q-Ride online system terms and conditions of use.
- 8.5 nominated persons accurately complete a competency declaration.
- 8.6 written notice is provided to TMR within 7 days of a nominated person ceasing to act as a nominated person for the approval holder (see Business Rule 11.8).
- 8.7 a register of all nominated persons is maintained (see Business Rule 11.8).

9. Risk assessment

The approval holder or senior trainer must:

- 9.1 complete a risk assessment for each training area. All ranges within a training area (if applicable) must have a separate risk assessment. The risk assessment must be completed prior to the commencement of Q-Ride training to ensure the training area/range is suitable to undertake the Q-Ride curriculum
- 9.2 ensure a copy of the risk assessment is kept with the training records (see Business Rule 11.5)
- 9.3 provide a copy of the risk assessment to TMR within five (5) days, if requested
- 9.4 ensure a copy of the risk assessment is available at the training area.

10. Training area

The approval holder must ensure:

- 10.1 the training area must meet the following ongoing conditions:
 - being of sufficient size to permit an eligible person to navigate the whole Q-Ride curricula safely
 - having a smooth hard surface and free of loose material
 - being blocked from public access with suitable equipment for the duration of the delivery of Q-Ride training
 - having a completed training area risk assessment, including all ranges (if applicable) that identifies any potential hazards and describes how they will be mitigated
 - having surrounding roads and any other significant traffic issue/s that may affect the use of the area for Q-Ride training identified and a description of how they will be mitigated.

- 10.2 if a training area is not owned or leased by the approval holder, to obtain TMR approval for use, a letter of authority to use the area from the land owner/occupier must be obtained prior to the commencement of Q-Ride training. The written authority must be current and include:
- the full name of the legal entity (the approval holder) to whom the authority is given
 - the address of the training area including street number, street name and suburb, town or city
 - the days and times when the area may be used by the approval holder for Q-Ride training
 - the days and times when the approval holder is authorised to use the area for Q-Ride training and that they can block public access to the area
 - acknowledgement that the landowner has sighted the risk assessment
 - acknowledgement that the landowner has been given and read the TMR information sheet for landowners on how the training area will be used, and that TMR accepts no responsibility for the land use.
- 10.3 a copy of the letter of authority must be kept with the training area register (see Business Rule 11.5)
- 10.4 a register of all training areas used for the delivery of Q-Ride training is maintained. (see Business Rule 11.5)
- 10.5 TMR is notified within 14 days of any training area no longer required by the approval holder
- 10.6 if the land owner/occupier changes for any reason, a new letter of authority must be submitted to TMR within 14 days of the change occurring.

11. Records and documents

The approval holder must ensure:

- 11.1 all records and documents created are accurate
- 11.2 the following records and documents are kept:
- a completed TMR Training Record and Q-Ride Competency Recommendation Declaration for each eligible person
 - a completed Road Ride Competency Assessment Record (not required for Pre-Learner)
 - a completed “in case of emergency” information form for each eligible person
 - the evidence provided to support an eligible person’s application to undertake a Q-Ride training course
 - signed Declaration of Eligibility for Q-Ride Training (if relevant)
 - for a special need approval holder, a copy of the:
 - (a) TMR special need approval letter, and
 - (b) Medical Certificate for Motor Vehicle Driver form completed by the special need approval holder’s doctor stating the type of motorbike they can ride is a two (2) wheeled motorbike with a side car attached or a three (3) wheeled motorbike, and
 - (c) Rider’s Certificate for a Class R driver licence, if relevant.

NOTE: The TMR special need approval letter is required for both the Class RE and R driver licence

- a copy of paper competency declarations
- the serial number of the competency declarations
- a record of lost or stolen competency declarations completed and blank

- an incident report to indicate a person fell from or crashed a motorbike or QPS were notified and/or attended.
- 11.3 TMR is notified within 24 hours and an incident report is completed if:
- a person requires treatment by a medical practitioner, emergency services, or
 - the Queensland Police Service were notified of an incident.
- 11.4 any other information or documentation collected for the purpose of delivering Q-Ride training, is kept.
- 11.5 a register of all training areas is maintained. A training area register must include:
- identification of each training range
 - address of the training room/area and a copy of the letter of authority, if the training area is not owned or leased by the approval holder
 - date authority to use training area commenced and finished/s
 - days and times the letter of authority for the training area is valid for
 - any conditions specified for the use of the training area
 - the date TMR approved the training area
 - each training area risk assessment, including all ranges (if applicable).
- 11.6 a register of maintenance for each motorbike supplied by the approval holder is maintained. A maintenance register must include the:
- registration number
 - expiry date of registration
 - date of servicing and schedule of repairs/maintenance
 - name of the person or business who carried out the repairs.
- 11.7 a register of rider trainers is maintained. Register must include:
- rider trainer's full name
 - rider trainer's accreditation number
 - commencement and expiry date of the rider trainer's accreditation
 - certificate of completion for the RTCT
 - date the rider trainer successfully completed the RTCT delivered by a senior trainer
 - the name of the senior trainer who delivered the RTCT
 - rider trainer appraisals and corrective action plans, (if relevant)
 - the date and details of any other relevant training received.
- 11.8 a register of the nominated person/s is maintained. This register must include:
- name of the nominated person
 - date nomination authority commenced and finished
 - date the nomination was accepted by TMR.
- 11.9 a register of all attendees who have undertaken the RTCT is maintained. The register must include:
- rider trainer/rider trainer applicant name
 - rider trainer accreditation number and expiry date
 - commencement and completion of RTCT
 - name of the senior rider trainer delivering the RTCT.

- 11.10 records relating to the administration, management and training for the Q-Ride Scheme are kept for two (2) years from the date the record was made and must be made available to TMR within five (5) days, if requested.
- 11.11 training records are made within one (1) day of providing Q-Ride training and given to the approval holder within one (1) day of providing Q-Ride training.
- 11.12 TMR is notified of the address where records will be kept during ordinary business hours. This address must be in Queensland.
- 11.13 records and unused competency declaration books are kept at an address in Queensland and made available to TMR on request.
- 11.14 records and unused competency declaration books are kept in a safe and secure place to avoid fire, flood, vermin and any other pests.
- 11.15 all physical and electronic records related to Q-Ride training, including backups, archived or accessible records are stored in a secure manner.
- 11.16 if the approval holder's approval expires, is cancelled or otherwise stops being an approval holder, TMR is notified of the address where records will be kept within 14 days.

12. Entry by officers

The approval holder must permit:

- 12.1 authorised officers to enter their premises to investigate matters as required under section 26 of the Act.
- 12.2 authorised officers' reasonable access to their business premises, training room(s) and training area(s) to conduct investigations and assess compliance with the conditions of approval.

13. Auditing

The approval holder must:

- 13.1 upon request, allow TMR to undertake auditing of the Q-Ride scheme.

The audit may include:

- the approval holder's compliance with the Business Rules and relevant legislation
 - the approval holder's and senior trainer's compliance with the Guidelines for Q-Ride Senior Trainers
 - the approval holder's compliance with the Q-Ride curricula
 - the senior trainer's compliance with delivery of the Q-Ride curricula and RTCT
 - the rider trainer's compliance with delivery of the Q-Ride curricula
 - the nominated person's compliance with the completion of a competency declaration.
- 13.2 upon request, attend the TMR Q-Ride audit of rider trainers employed or otherwise engaged by the approval holder.
- 13.3 upon TMR's request, make available a specified rider trainer for Q-Ride auditing activities.

14. Code of conduct

The approval holder must:

- 13.1 avoid any conflict between personal interests and duties as an approval holder
- 13.2 behave courteously and respectfully towards any persons the approval holder comes in contact with, when providing Q-Ride training.
- 13.3 not engage in unacceptable behaviour towards an eligible person, family member or guardian of the eligible person, any TMR staff or other RSP's or rider trainers. Unacceptable behaviour includes:
 - intimidation, bullying, abuse, insults, making physical advances or threatening a person
 - making offensive remarks, or publishing defamatory material (including through social media), which may cause distress to others
 - acting in a manner or publishing material (including through social media) to bring into disrepute TMR, Q-Ride, the rider training industry or an individual RSP or rider trainer.
- 13.4 ensure rider trainers (including senior trainers) employed or otherwise engaged, are aware of and comply with the Code of Conduct for Accredited Driver Trainers (available at www.tmr.qld.gov.au)

15. Information notices

The approval holder must:

- comply with any Q-Ride Information Notices
- distribute information notices to all rider trainers and nominated persons employed or otherwise engaged
- Ensure all rider trainers and nominated persons understand and comply with the information notices.

16. Additional materials to be read in conjunction with this document

- *Procedure for conducting Q-Ride training area risk assessments* (current version)
- *Guidelines for Q-Ride Senior Trainers* (current version)
- Q-Ride training curriculum (current version)
- *Audit and Compliance Policy for Registered Service Providers* (current version)

17. Review of the Business Rules

These Business Rules will be periodically reviewed to ensure they remain relevant and effective.

18. Legislation Requirements

An approval holder must comply with all legislated requirements, including but not limited to:

Requirement	Regulation	Section
Only accredited rider trainers can deliver the Q-Ride curricula	Accreditation Regulation	Subdivision 3 Rider trainers
Rider Trainer must comply with Statutory Conditions	Accreditation Regulation	s36
Rider Trainer Statutory Conditions	Accreditation Regulation	Schedule 1
RSP must comply with Statutory Conditions	Accreditation Regulation	s76
RSP Statutory Conditions	Accreditation Regulation	Schedule 2
Competency recommendation notice	Accreditation Regulation	s38
Ratio of eligible person to rider trainer	Accreditation Regulation	39
RSP must comply with the Business Rules	Accreditation Regulation	s93
RSP approval - immediate cancellation	Accreditation Regulation	s79
Training records	Accreditation Regulation	s40, s41, s84, s85
Requirement to give a Competency Declaration	Accreditation Regulation	s86
Restriction of giving a competency declaration	Accreditation Regulation	87

New Q-Ride registered service provider application information

The following information is provided to assist you in the process of seeking approval as a Q-Ride Registered Service Provider (RSP). The information will enable you to gain a better understanding of the purpose and approach to RSP approval and will:

- provide information about the RSP application process
- provide information about the initial audit
- encourage you as the applicant to only submit the application once you are fully prepared
- reduce the time it takes to be approved by ensuring you supply the required information to a level that is satisfactory to the Department of Transport and Main Roads (TMR).

Throughout the approval process, it is your responsibility to prove your ability to satisfy the requirements.

Step 1. Preparation prior to making application

Prior to making an application to become an RSP, you need to review the information on the Q-Ride RSP page, including the *Business Rules for providing Q-Ride Training* (Business Rules).

The Business Rules are available from the TMR website at: www.tmr.qld.gov.au

Consider your ability to comply with the requirements and if necessary, email the Q-Ride Administrator at gride@tmr.qld.gov.au with any questions.

Step 2. Apply to become a Q-Ride RSP

Application form

You are required to complete the 'Q-Ride registered service provider registration new/renew/amend application' form (F3946).

This form is available from the TMR website at: www.tmr.qld.gov.au

Evidence of identity

Individual/Partnership

You will be required to produce evidence of identity (EOI) that will verify the legal existence of your name and date of birth as stated on the application form.

Only original documents will be accepted. In most cases, the production of your Queensland driver licence (current or expired within the last 2 years) will be sufficient.

For a full list of EOI documents, you can refer to the Evidence of Identity Requirements form (form F4362) available on the TMR website at: www.tmr.qld.gov.au

Business or company extract

If you are applying using a business or company name, a business name extract or a full company extract naming all Directors, must be lodged with the application.

Criminal history check

As part of the application process, you will need to have a criminal history check performed by a TMR Customer Service Centre. There is a fee for this check.

Your application may be refused if you have been convicted of a disqualifying offence or convicted of a road transport offence within 5 years of the application.

A disqualifying offence means an offence against the Queensland Criminal Code or a law of another jurisdiction, including a jurisdiction outside Australia, that substantially corresponds to an offence against the Queensland Criminal Code.

Documentation requirements

Your application to become an RSP must contain:

- a copy of a current public liability Certificate of Insurance (must be in the name of the proposed approval holder) with a minimum of \$10 million and listing TMR as a third party
- details of a suitable training area (refer to Business Rules, Rule 10-Training area)

Please note: It is your responsibility to ensure you comply with all relevant legislation. Legislative requirements may take precedence over, or provide additional criteria to those detailed in this document. Legislative requirements can be found in the *Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2015*, specifically in Part 3 and Schedule 2.

Training area requirements

Your application to become an RSP must include a suitable off road training area you have authority/permission to use for the delivery of Q-Ride training and assessment. The training area must comply with Business Rule 10.

You will need to obtain a letter of authority from the landowner/occupier to use the area for Q-Ride training and assessment.

Once a training area is sourced, you will need to conduct a risk assessment for each training area including all ranges (if applicable) as stated in Business Rule 9. Further information on how to conduct a risk assessment is contained in the *Procedure for conducting Q-Ride training area risk assessments*.

The *Procedure for conducting Q-Ride training area risk assessments* is available from the TMR website at: www.tmr.qld.gov.au

Accredited Rider Trainer requirements

An RSP must employ (or otherwise engage) only accredited rider trainers (ART) to deliver the Q-Ride training curriculum. There is no limit to the number of ARTs an RSP may have. You as the RSP can be an ART.

Information on how to become an ART is available from the TMR website at: www.tmr.qld.gov.au

Once your approval is granted, you must ensure that your ARTs meet following requirements:

- hold an R class driver licence;
- hold a rider trainer accreditation (class QR); and
- have completed the delivery of Q-Ride training with a Senior Trainer and have been appraised as developed in the Rider Trainer Appraisal criteria.

Senior Trainer requirements

As an RSP, you must employ or otherwise engage at least one but no more than two ARTs as a Senior Trainer (Business Rule 3) and must ensure the Senior Trainer meets the responsibilities of a Senior Trainer (Business Rule 4). You can be both the RSP and a Senior Trainer.

A Senior Trainer is a rider trainer who has successfully completed a TMR curriculum workshop (no longer available) or who has attended and successfully passed a Q-Ride Practical Assessment Workshop (PAW).

Once approved by TMR as a Senior Trainer, they are authorised to train and assess ARTs and ART applicants in the delivery of the Q-Ride curriculum. Only ARTs who have undergone Q-Ride curriculum training from a Senior Trainer may deliver Q-Ride courses to learner riders.

The *Guidelines for Senior Rider Trainers* provides the details of the Senior Trainer's role and responsibilities.

The *Guidelines for Senior Rider Trainers* is available from the TMR website at: www.tmr.qld.gov.au

Step 3. Submit an application

Your application to become a RSP needs to include the following:

- 'Q-Ride Registered Service Provider Registration New/Renew/Amend Application' (F3946) completed in full and signed
- copies of all certificates and documentation referred to in question seven on the application
- a receipt from a TMR Customer Service Centre for a Criminal History check (if relevant)

Step 4. Assessment of applicant

Assessment of the application will include:

- suitable person assessment, and
- an assessment of information provided to determine your ability to comply with the scheme

An explanation of these assessments is provided below.

Suitable person assessment

As mentioned earlier, TMR will carry out a criminal history check on all applicants. For a company applying for approval as a RSP, all directors must have a criminal history check conducted by TMR. A Police Certificate submitted by the applicant is not acceptable.

Relevant criminal convictions may affect your ability to meet our suitable person criteria. This includes, but is not limited to, convictions relating to stealing, fraud, assault, and forgery.

Desk Assessment

TMR will assess your business operations, systems and capacities to ensure you comply with the Business Rules requirements. The assessment will identify any areas where additional information is required before approval can be granted.

Step 5. Decision

TMR will consider the application within 28 days of receiving all relevant information and advise you of the decision made within a further 14 days.

If your application is successful, an approval letter (including conditions) and any further information, including online system access requirements will be sent to you within 14 days of making a decision. The initial period of approval is for 1 year.

When an application is refused, you will be advised in writing.

Step 6 Initial Audit

The initial audit is conducted soon after approval has been granted. The objective of the audit is to establish whether the RSP is meeting the requirements stated in the Business Rules, *Guidelines for Q-Ride Senior Trainers* and Q-Ride Curricula.

The audit findings are documented and provided to you as a written audit report within seven (7) working days of the date of the audit. The audit report includes the audit result (pass or fail), details of evidence and associated findings of compliance and /or non-compliance. The audit result will be determined by the number and classification of non-conformities detected during the audit.

An audit will result in either:

- a pass (with no non-conformities)
- a pass (with non-conformities)
- a fail (with non-conformities)

Depending on the outcome of the audit, further action may be taken.

Further information is contained in the *Audit and Compliance Policy for Registered Service Providers* which is available from the TMR website at: www.tmr.qld.gov.au

Communication with the Q-Ride Administrator

Electronic communication with the Q-Ride Administrator is recommended at: qride@tmr.qld.gov.au

Further Q-Ride information

Administrative enquiries:

Email: qride@tmr.qld.gov.au

Post: Department of Transport and Main Roads

Q-Ride Administrator

PO Box 673, Fortitude Valley Qld 4006

Website: www.tmr.qld.gov.au

Complaints Management Procedure for Q-Ride

July 2021

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Terms and abbreviations

Term, abbreviations and acronyms	Definition
accredited rider trainer	a person who holds an approval under Part 2 of the Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2015 (AOP Regulation) as an accredited person with the function of a rider trainer
AOP Regulation	the Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2015
ART	accredited rider trainer
ASQA	Australian Skills Quality Authority
audit	a verification activity aimed at evaluating the conformance or non-conformance of a RSP or an ART against the requirements outlined in the <i>Business Rules for Providing Q-Ride Training, Guidelines for Q-Ride Senior Trainers</i> and the Q-Ride training curricula
business rules	the <i>Business Rules for Providing Q-Ride Training</i> authorised by section 93 of the Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2015
code of conduct	TMR's <i>Code of Conduct for Queensland accredited driver trainers (2015)</i>
complaint	the verbal or written expression of dissatisfaction about the provision of Q-Ride training
learner rider	a person who is undertaking rider training within the Q-Ride scheme
Q-Ride certificate	a student who has successfully completed a Q-Ride training course will be issued with a Q-Ride Competency Declaration Certificate which can be submitted to TMR for a licence outcome
Q-Ride scheme	administered by the Department of Transport and Main Roads (TMR) for students to progress through the motorcycle graduated licensing scheme in Queensland
Q-Ride Senior Trainer	an accredited rider trainer who has successfully completed and passed a Q-Ride Practical Assessment Workshop delivered by TMR
Q-Ride training	Q-Ride training courses are provided by TMR-approved registered service providers and delivered by accredited rider trainers
Q-Ride training courses	the three Q-Ride motorcycle training courses: Pre-learner, Restricted (RE) and Unrestricted (R), that form a standardised competency-based training and assessment program in Queensland's motorcycle licensing system

registered service provider a person or entity approved by TMR as a registered service provided to deliver Q-Ride training

RSP registered service provider

student a learner rider or returning rider who is eligible to receive Q-Ride training

TMR the Department of Transport and Main Roads

Policy statement

The Q-Ride scheme, administered by the Department of Transport and Main Roads (TMR), is the most direct way to improve safety outcomes for motorcycle riders by providing learner riders with the relevant skills and experience to ride a motorcycle safely on the road. Once a learner rider has successfully completed a Q-Ride training course, they are issued with a Q-Ride Competency Declaration Certificate (Q-Ride certificate) which they can submit to TMR for a licence outcome.

The importance of learner riders being adequately trained and assessed by accredited rider trainers (ARTs) cannot be understated. Q-Ride Registered Service Providers (RSPs) and ARTs provide a valuable and critical role to the public on behalf of TMR, and the public place a high degree of trust in TMR to ensure quality training outcomes are achieved and that the integrity of the Q-Ride scheme and Queensland's motorcycle licensing system is maintained.

As the regulator, TMR has a responsibility to assess and investigate complaints relating to the delivery of the Q-Ride scheme. TMR must decide on appropriate complaint outcomes, including no further action, education, audit or compliance action. TMR has clear responsibility to take action, with legislative grounds to amend, suspend or cancel approvals, on this basis.

The purpose of this complaints management procedure for the Q-Ride scheme is to ensure that a consistent and responsive process is in place to support the effective and prompt resolution of complaints received about the delivery of the Q-Ride scheme and support the achievement of TMR's objectives for the scheme – the entry of safe and skilled new motorcycle riders on Queensland roads.

It is consistent with the information, practices and procedures outlined in TMR's Complaints Management Policy (for further information, visit the TMR website: [Compliments and complaints](#)). This procedure provides information specific to managing complaints relating to the delivery of the Q-Ride scheme.

Objective

This complaints management procedure provides a consistent and effective approach to manage the prompt resolution of complaints received about the delivery of Q-Ride training.

The procedure provides Q-Ride scheme stakeholders, including learner riders, RSPs, ARTs and members of the public, with a framework of what they can expect when they submit a complaint to TMR. It also informs stakeholders of what TMR can advise them about the progress of an investigation and the outcome of a complaint.

The procedure clarifies the type of Q-Ride scheme complaints that TMR may investigate, such as complaints relating to TMR's *Code of Conduct for Queensland accredited driver trainers* (December 2015) (code of conduct). It also clarifies the types of complaints that TMR considers out of scope for investigation, such as complaints relating to fees or other types of defamatory conduct.

Scope

What is a complaint?

A complaint is the **verbal or written expression** of dissatisfaction about the delivery of the Q-Ride scheme, where there are implications for learner rider safety and/or public safety.

A complaint relating to the Q-Ride scheme may be anonymous. TMR may receive complaints in person, by telephone, letter, email, facsimile or by way of TMR's online complaint form. This procedure covers external complaints made to TMR by Q-Ride students, members of the public, ARTs and RSPs.

What is in scope?

This complaints management procedure applies to the Q-Ride scheme which includes RSPs, ARTs, Q-Ride Senior Trainers, students undertaking a Q-Ride course or members of the public.

TMR will investigate complaints about RSPs, ARTs and Senior Trainers with respect to their:

- compliance with the business rules and other conditions of their accreditation or approval
- delivery of Q-Ride training
- compliance with the code of conduct, including inappropriate behaviour.

TMR will also investigate complaints raising:

- broader issues about the effectiveness of the regulation of the Q-Ride scheme
- serious allegations, including criminal conduct
- allegations about the conduct of TMR staff.

What is out of scope?

TMR does not have authority to investigate and action matters it assesses as being outside the scope of TMR's role as regulator of the Q-Ride scheme, as defined in the AOP Regulation, business rules and code of conduct.

Where TMR receives a complaint that is more appropriately considered through other mechanisms, TMR may advise the complainant to refer their complaint or may seek the complainant's permission to do so on their behalf.

For example:

- complaints about a RSP's daily operations (such as poor customer service) should be referred to the RSP
- complaints about a RSP's conduct as a private business demonstrating unfair business practices should be referred to the Office of Fair Trading (Queensland)
- complaints about an ART's or RSP's conduct considered defamatory in nature should be referred to the Queensland Human Rights Commission.

Complaints about an ART's or RSP's conduct considered criminal in nature should be referred to the Queensland Police Service (QPS). However, as these matters may also be relevant to a trainer's compliance with the code of conduct (such as complaints about inappropriate behaviour) customers may also report these matters directly to TMR. TMR takes such complaints very seriously and has clear responsibility to take action, with legislative grounds to amend, suspend or cancel approvals, on this basis.

Benefits

This procedure will benefit Q-Ride stakeholders, including students, ARTs, RSPs and members of the public and TMR by:

- ensuring a consistent approach to complaints management
- providing an effective way to manage complaints
- providing accurate and timely decision making
- working with the rider training industry and community to identify complaint trends, system issues, and corrective action
- continuing to improve Q-Ride scheme policies and procedures

- increasing industry confidence and compliance
- providing assurance that TMR will provide a fair, accountable and transparent response to complaints management for the Q-Ride scheme
- clearly linking to related complaints management frameworks.

Complaints management process

TMR will follow this process for managing all complaints relating to the Q-Ride scheme:

Step 1 – Receiving and assessing a complaint

- receive written information and assess if the information is a question, enquiry, request for information, feedback or a complaint
- determine if the complaint is in scope
- determine if the complaint appears genuine, has substance and is credible
- determine if some or all parts of the complaint be referred to a third party or other agency (as set out in 'Out of scope')
- if appropriate, advise the complainant to raise the complaint with the Q-Ride RSP and ART for resolution in the first instance (note: for complaints that are sensitive in nature, where the customer may be uncomfortable doing so, TMR will manage the complaint, without providing this advice)
- decide to investigate the complaint
- decide to take no further action
- complaints of a serious nature will be reviewed by the Manager (Industry Accreditation and Licensing).

Step 2 – Complaint investigation process

- identify the relevant matters raised within a complaint
- if applicable – seek the consent of the complainant to raise the matter with the RSP or ART
- gather all relevant information (including contacting the stakeholders concerned to request further information)
- determine and rely upon the relevant facts, documentation, legislation, and policy (factual findings must be based on sufficient, relevant, and reliable information)
- apply procedural fairness, that is, providing a person who may be adversely affected by a decision a reasonable opportunity and time to respond
- identify if any human rights may be relevant to a complaint
- impartially consider all parties' submissions
- analyse and weigh information for value and reliability (more serious issues will require stronger evidence to meet this standard)
- disregard any irrelevant factors
- apply legislation to make an informed decision, including the reasons for the decision and any applicable review rights
- decisions will be made by an officer with appropriate delegation and suitability (no conflicts of interest)
- all investigations documents, including emails, letters, reports, notes, briefs, and recordings associated with a complaint, will be retained in accordance with TMR's recordkeeping practices.

Step 3 – Complaint timeframe and responses

- complaints will be acknowledged within five (5) working days and generally responded to within 15 working days
- more complex complaints may require an investigation which can take up to 45 working days
- the complainant will be provided with updates throughout an investigation process
- the complainant will be advised when a complaint and investigation (where applicable) has been finalised and will be provided with an adequate explanation of the outcome
- the outcome may include advising if the complaint was substantiated, the reasons for this determination, and measure/s to be taken by TMR as a result of the complaint
- the outcome of a complaint may consist of no further action, education, audit, or compliance/disciplinary action against an accredited rider trainer or a registered service provider
- TMR will not disclose specific details of the outcome of an investigation to a complainant, including resulting disciplinary or compliance actions. This is due to information privacy legislation obligations (refer to the 'Linked documents' section).

Frivolous and/or vexatious complaints

TMR has a responsibility to assess and manage complaints relating to the Q-Ride scheme to support road safety. This complaints management procedure supports the effective management of complaints to demonstrate to all parties that a complaint has been seriously considered that appropriate action was taken, and that the outcome is in line with the range of available outcomes and established policy.

There may be a small number of persons who choose to misuse complaints processes. TMR will assess all complaints and will not take any further action in relation to complaints where it is found that it is lacking in substance or credibility or has previously been dealt with.

Information privacy

The Information Privacy Act 2009 (IP Act) regulates the way in which Queensland government agencies, including TMR, must manage personal information. TMR is required to manage personal information in line with the Information Privacy Principles relating to collection, storage, use, and disclosure as set out in the IP Act.

For this reason, a complainant will be advised that their complaint has been investigated, appropriate action has been taken, and that the matter is considered finalised. TMR is unable to disclose specific details of the outcome of an investigation to a complainant or other third party.

Where any parties wish to apply for access to documents held by TMR, an application can be made under the Right to Information Act 2009 (Qld) (RTI Act). The RTI Act is intended to provide members of the community a right of access to information held by or under the control of government. This right of access is subject to limited exclusions, including grounds for refusal of access. For advice about applying for access to complaint and investigation documents, contact the Right to Information, Privacy and Complaints Management team on 3066 7108 or contactrti@tmr.qld.gov.au.

Linked documents

- TMR Complaints Management Policy: [Complaints Management Policy January 2020](#)

- TMR online form for compliments and complaints: [Online form](#)
- Information Privacy: [Information privacy](#)
- Information Privacy Principles: [Information Privacy Principles](#)
- Code of conduct (current version)
- Q-Ride Business Rules: [Information and resources for Q-Ride registered service providers](#)

Contact

If you have any questions about this procedure or the Q-Ride scheme, contact TMR's Industry Accreditation and Licensing (IAL) team for advice at Qride@tmr.qld.gov.au.

Guidelines for Q-Ride Senior Trainers

Version 2.0 October 2018

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Terms and abbreviations

Term, abbreviation and acronyms	Definition
appraisal	a written assessment performed by TMR or a senior trainer, of a rider trainer's ability to deliver the Q-Ride curricula.
audit	process to examine and evaluate the adequacy and effectiveness of agreed training and assessment in accordance with teaching, learning and assessment resources approved by TMR.
business rules	Business rules for providing Q-Ride training.
corrective action plan	plan of action developed by the senior trainer to address non-compliances identified through audit or appraisal.
Q-Ride training	training in the Q-Ride training curricula course material that comprises the Q-Ride Pre-Learner Rider Training Manual, Q-Ride Restricted RE Rider Training Manual and Q-Ride Unrestricted R Rider Training Manual.
rider trainer applicant	a person who has successfully completed the qualification requirements to become an Accredited Rider Trainer
rider trainer	a driver trainer who is accredited to deliver the Q-Ride training curriculum
RSP	Q-Ride Registered Service Provider/approval holder
senior trainer	rider trainer who has successfully completed a TMR approved course to become a senior trainer. See <i>Business Rules for providing Q-Ride training</i> [Business Rule 4] 'Senior Trainer Responsibilities and Q-Ride training'
the curriculum	The Q-Ride training curriculum (Pre-Learner Training Manual, Restricted RE Training Manual, Unrestricted R Rider Training Manual), as provided to approval holder by TMR.
TMR	Department of Transport and Main Roads

1. Introduction

The Queensland Government introduced a number of changes to Queensland's motorcycle licencing system on 1 October 2016. These changes aim to improve motorcycle rider safety by introducing graduated motorcycle licensing and standardised training and assessment to adequately prepare novice riders and encourage skill development.

TMR requires rider trainers to have a comprehensive understanding of the Q-Ride curricula and how it is required to be delivered. Q-Ride Registered Service Providers (RSP), through their nominated Q-Ride senior trainers (senior trainer), have the responsibility of ensuring their rider trainers have ongoing training and support. Similarly, senior trainers must ensure accredited rider trainer applicants are adequately trained in the delivery of Q-Ride training, prior to their rider trainer application being approved.

2. Purpose

The purpose of this guideline is to provide detail the senior trainer's role and responsibilities and provide a consistent approach to the training and assessment of rider trainers and rider trainer applicants in the delivery of the Q-Ride curricula.

3. Scope

This guideline is authorised by Business Rule four (4) of the *Business Rules for providing Q-Ride training* and applies to the training, assessment and administration requirements senior trainers must meet.

This guideline details the requirements and standards for:

- the audit and administration of senior trainers by TMR to evaluate their adequacy and effectiveness to deliver Q-Ride training and assessment;
- the prerequisite and ongoing criteria senior trainers must meet to deliver Q-Ride training and assessment to rider trainers and rider trainer applicants; and
- the criteria senior trainers must meet when appraising rider trainers, developing Corrective Action Plans (CAPs), implementing and delivering remedial training, closing out corrective actions and record keeping.

4. What is a senior trainer?

A senior trainer is a rider trainer who has successfully completed the initial five day TMR curriculum workshop (no longer available) or who has attended and successfully passed all four days of a Q-Ride Practical Assessment Workshop (PAW). Once approved by TMR as a senior trainer, they are then authorised to train and assess rider trainers and rider trainer applicants in the delivery of the Q-Ride curriculum for TMR. Only rider trainers who have undergone Q-Ride curriculum training from a senior trainer may deliver Q-Ride courses to learner riders.

5. Responsibilities

Transport and Main Roads

TMR is responsible for:

- performing audits of the RSP's management, administration and record keeping;
- performing audits of rider trainers and senior trainers to evaluate the adequacy and effectiveness of agreed training and assessment in accordance with TMR's standardised Q-Ride curriculum;
- providing advice and support to RSP's, senior trainers and rider trainers in relation to the business rules, Q-Ride curriculum and TMR's standard of training.

Senior trainers

Senior trainers are responsible for:

- maintaining their currency in delivering the curriculum; maintaining relevant industry experience and knowledge of rider training principles;
- ensuring rider trainers deliver the Q-Ride curriculum to a standard required by TMR;
- delivering Q-Ride training to rider trainers and rider trainer applicants, and appraising their competence against TMR standards;
- ensuring each new rider trainer, employed by the RSP, is appraised and assessed as competent in delivering the approved TMR curricula to the TMR standard, prior to the rider trainer delivering Q-Ride training to learner riders.
 - recording the outcome of an appraisal on the Q-Ride Rider Trainer Appraisal - see example Attachment 1;
 - the initial appraisal (by the senior trainer) is performed when the new rider trainer is first employed by the RSP with the senior trainer appraising all modules of the Pre-learner, Restricted RE and Unrestricted R courses;

- the appraisal is conducted by the senior trainer and accurately identifies any non-compliance in the rider trainer's delivery of the Q-Ride training.
- attending audits conducted by TMR of the RSP they are employed by;
- conducting one-on-one annual appraisals (annual appraisal) in the delivery of training by each rider trainer employed by the RSP. The appraisal must assess at least:
 - all of day one (1) of the Pre-Learner course, or
 - all of day two (2) of the Pre-Learner course, or
 - the full Restricted RE course.

Note: The annual appraisal cannot be the same as the previous year's appraisal (e.g. appraisal of day 1 from Pre-Learner course conducted two years in a row).

- ensuring an appraisal is not performed at the same time as a TMR audit.
- conducting an appraisal of a rider trainer's delivery of Q-Ride training;
- recording the outcome of an appraisal on the Q-Ride Rider Trainer Appraisal - see example Attachment 1;
- developing a Corrective Action Plan (CAP) (see example Attachment 2), when an appraisal performed by the senior trainer or audit by TMR, identifies any non-compliances. A CAP:
 - must be submitted to TMR (**see Section 8 Audit and Appraisal**) for review prior to implementing the corrective training detailed in the plan.
- developing, delivering and implementing relevant training to correct non-compliances identified during an appraisal of a rider trainer, TMR audit, or if otherwise instructed by TMR or the RSP;
- undertaking a follow up appraisal to review the effectiveness of the CAP, if TMR, or the senior trainer identified non-compliances;
- ensuring all training and appraisal records are retained in the rider trainer register - (see business rules 10.6);
- agreeing to notify TMR at least five (5) working days in advance of an upcoming rider trainer course that they intend to deliver; and

Note: If a senior trainer is unwilling or unable to deliver the Q-Ride curriculum to the TMR standard, TMR may withdraw their status as a senior trainer and cancel or suspend their rider trainer accreditation.

6. Delivery of training

To ensure the delivery of training is consistent, TMR has developed the senior trainer notes (notes). These notes include lesson plans and content material and are to be used in conjunction with the Q-ride rider trainer appraisal to ensure rider trainers are competent in delivering the approved TMR curricula to the TMR standard.

The notes must be used:

- in full to deliver Q-Ride training to rider trainer applicants;
- where non-compliances have been identified by TMR or the senior trainer, the CAP may include only unit/s from the senior trainer notes relevant to the specific non-compliance to be delivered in the first instance (for example if a non-compliance has been identified in module 6 of the Pre-Learner course, the relevant section of the senior trainer notes must be delivered in the first instance);
- if following the delivery of the relevant unit (above), a follow up appraisal is performed and identifies further non-compliances in the same area, the senior trainer must deliver, demonstrate and appraise the rider trainer, on the full relevant course module that the non-compliance has occurred;

The content delivered must consist of the notes as a minimum. Additional training that is consistent with the teaching of the Q-Ride curriculum may also be provided.

7. Compliance requirements

TMR acknowledges the need for shared responsibility in achieving improved motorcycle rider safety. For this reason, compliance with the Q-Ride training program will be identified through auditing and ongoing senior trainer appraisal of rider trainer skills and knowledge and their ability to deliver training to the TMR standard.

TMR

TMR will undertake a program of audits including but not limited to:

- initial audits to determine a new RSP's ability to comply with legislation, including the business rules and the Q-Ride curricula to the standard set by TMR;
- periodic audit to review and evaluate the ongoing delivery of curricula to ensure compliance;
- follow up audit to re-assess previous non-compliance issues;
- random or targeted audits;
- triggered audits that are performed as a result of a complaint against the RSP or a rider trainer.

Senior Trainer

The senior trainer will also be required to undertake a regular program of appraisals and reviews including:

- delivering Q-Ride training to rider trainers and rider trainer applicants;
- attending TMR audits;
- conducting one-on-one annual appraisals for each rider trainer;
- conducting a rider trainer appraisal following the completion of retraining to resolve identified non-compliances.

8. Audit and Appraisal

The aim of a TMR audit or senior trainer to rider trainer appraisal is to:

- gather objective information and evidence;
- control the actual or potential risks;
- identify any non-compliance, and if a non-compliance is identified:
 - evaluate the evidence;
 - select a suitable resolution;
 - deliver the resolution;
- review the non-compliance to ensure its resolution will deter future non-compliance.

Non conformity rectification

When the RSP fails to meet the requirements for approval they are deemed to be non-compliant and this non-compliance needs to be rectified. Failure to address non-compliance, or a history of non-compliance may result in the suspension or cancellation of the RSP approval.

The CAP will specify a date by which the non-conformity (observed non-compliance) must be rectified. Depending on the classification of non-conformity detected, the rectification timeframe will vary.

Corrective Action Plan

To promote a continuous improvement culture within RSPs, a CAP is to be used when either TMR (as a result of an audit) or a senior trainer (as a result of an appraisal) identifies non-compliance with requirements. The purpose of the CAP is to define the corrective actions for resolving any non-conformances identified during an appraisal of an ART. The timeframe for rectification and close out of non-conformances shall reflect the seriousness of the non-conformance.

The CAP must:

- identify the course, module, specific non-compliance;
- outline the resolution of the non-compliance (such as what, how and when corrective training will be delivered); and
- be signed by the RSP or senior trainer.

TMR considers non-compliance to be potentially systemic across the RSP's network of rider trainers. Therefore, a CAP must be developed and implemented to ensure all rider trainers employed by the RSP are competent in the relevant module where the non-compliance was identified (See Attachment 1 Q-Ride rider trainer appraisal and Attachment 2 (CAP) for examples of how to complete a rider trainer appraisal and CAP).

For non-compliance identified at TMR audit, the CAP identifying corrective actions to be undertaken and the person responsible for completing those corrective actions, must be forwarded for approval to TMR within seven (7) working days receipt of the audit report. The CAP is to be signed by the RSP or Senior Trainer and forwarded to TMR once the corrective actions have been completed. (See Audit and compliance – information for Registered Service Providers Q-Ride Scheme).

For non-compliance identified at a senior trainer to rider trainer appraisal, the CAP identifying corrective actions to be undertaken and the person responsible for completing those corrective actions must be completed within seven (7) working days of the appraisal. The CAP is to be signed by the RSP or Senior Trainer once the corrective actions have been completed. CAPs developed as a result of a senior trainer to rider trainer appraisal must be forwarded to TMR if requested.

Note: CAPs developed as a result of a TMR audit must be forwarded to TMR for approval within seven (7) days after receiving the audit report.

CAPs developed as a result of a senior trainer to rider trainer appraisal must be forwarded to TMR if requested.

All non-compliance resolutions must be delivered within the set timeframe stated in the CAP and be reviewed by the senior trainer within the set timeframe.

9. Additional materials to be read in conjunction with this document

- *Business Rules for providing Q-Ride training (current version)*
- *Q-Ride training curriculum (current version)*
- *Audit and Compliance Policy for Registered Service Providers (current version).*

10. Review of the guidelines

The guideline will be periodically reviewed to ensure it remains relevant and effective.

Attachment 1

Q-Ride rider trainer appraisal

Date: 19/11/17

Rider trainer name: A. Art

Senior trainer name: B. Senior Trainer

Senior trainer signature: *B. Senior Trainer*

THEORY BASED TEACHING ACTIVITY			
Criteria	Requirement (as per course guide)	Developed (D) Needs development (ND) Not applicable (NA)	Comments
FACILITATES LEARNING	Prerequisites, location, resources and set up are met	D	
	Scenarios are used to prompt discussion	D	
	Participants' personal experiences & beliefs are sought	D	
	Coaching is used to promote constructive discussion	D	
	Corrective feedback is provided	ND	<i>Corrective feedback not provided.</i>
	Frank and respectful discussion is encouraged & supported	D	
	Support provided to participants where necessary	D	
	Meaningful - the why, reason for learning emphasised	D	
	Appropriate educational delivery mode used	ND	<i>Appropriate educational mode not used. Module 14 Roadcraft tactics (one) was largely presented by the ART and not facilitated, thus not allowing the student to contribute.</i>
Recap and link to next module	ND	<i>No recap or link to next module. Certain modules were not fully completed to curricula requirements, therefore recap and link to the next module was not completed.</i>	
TRAINING AREA ACTIVITY			
DELIVER - DEMONSTRATION AND TRAINING	Prerequisites, location, resources and set up are met	D	
	Protective gear explained	D	
	Required performance explained	D	
	Required performance demonstrated	D	
	Support provided to participants where necessary	D	
	Meaningful - the why, reason for learning emphasised	D	

	Appropriate educational delivery mode used	D	
	Recap and link to next module	D	
COMPETENCE ASSESSMENT	Performance errors identified	ND	<i>Performance errors not identified. The student had two feet on the ground with the side stand down for Module 6 Minor Controls; the student did not demonstrate the appropriate speed for Module 17 Riding Curves.</i>
	Corrective feedback & reinforcement provided	D	
	Recap and link to next module	D	
MANAGE TRAINING AREA SAFETY	Course safety, rules and training information provided	D	
	Course safety breaches rectified	ND	<i>Course safety, rules and information not adhered to. The ART dismounted the motorcycle whilst the engine was running for the student to then mount.</i>
	Fatigue monitored	D	
ROAD RIDE COACHING & ASSESSMENT ACTIVITY			
DELIVER - DEMONSTRATION AND TRAINING	Prerequisites, location, resources and set up are met	D	
	Meaningful - the why, reason for learning emphasised	D	
	Protective gear explained	D	
	Required performance explained	D	
	Required performance demonstrated	D	
	Road ride prebrief provided	ND	<i>Road ride pre-brief not conducted.</i>
	Road ride debrief provided	D	
	Fatigue monitored	D	
	Appropriate educational delivery mode used	D	
COMPETENCE ASSESSMENT	Performance errors identified	D	
	Corrective feedback & reinforcement provided	D	
	Recap and link to next module	D	
MANAGE ROAD RIDE	On-road safety rules explained	D	
	On-road safety breaches detected and actions taken	D	
	Riding tasks and riding environment met	D	
	Discussion stop structure met	D	

Attachment 2

CAP

Registered Service Provider (RSP): A1 Motorcycle School

Audit Number: A1-002

Audit Date: 19/11/17

Audit Location: Brisbane St Brisbane

Accredited Rider Trainer Audited: A. Art

Auditor/Senior Trainer: B Senior Trainer

Audit Criteria includes: Business Rules for providing Q-Ride training Q-Ride Curricula training program

Instruction for completing CAP (Senior Trainer to Rider Trainer Appraisal)

1. Section **A, B, C, D & E** of the CAP to be completed by the Senior Trainer or the RSP within seven (7) working days of the appraisal.
2. Section **F** of the CAP to be completed by the RSP and/or Senior Trainer.
3. Section **G** of the CAP **not applicable for Senior Trainer to Rider Trainer Appraisal.**
4. Section **H** of the CAP to be completed by the RSP and/or Senior Trainer when the corrective actions have been closed out.
5. Section **I** of the CAP to be completed by the RSP and/or Senior Trainer when presenting supporting evidence to close out the corrective actions.

Instruction for completing CAP (TMR Audit)

1. Section **A, B & E** of the CAP will be completed by TMR and forwarded to the RSP along with Q-Ride Audit Report within seven (7) working days of the audit.
2. Section **C, D & F** of the CAP to be completed by the RSP and/or Senior Trainer within seven (7) working days receipt of the Q-Ride Audit Report and CAP and is to be forwarded to TMR (csa@tmr.qld.gov.au) for approval.
3. Section **G** of the CAP to be completed by TMR within seven (7) working days receipt of CAP from RSP and then forwarded to the RSP.
4. Section **H** of the CAP to be completed by the RSP and/or Senior Trainer when the corrective actions have been closed out. The CAP is to then be forwarded to TMR (csa@tmr.qld.gov.au) on or prior to the completion date indicated in Section E.
5. Section **I** of the CAP to be completed by the RSP and/or Senior Trainer when presenting supporting evidence to close out the corrective actions.

Section A Performance criteria	Section B Observed non-conformance	Section C Corrective action(s) to be undertaken <i>Action taken to correct non-conformance to prevent reoccurrence.”</i>	Section D Person responsible to close out corrective actions	Section E Completion date for corrective action(s) and how this will be recorded <i>Indicate how corrective actions will be recorded, e.g. Rider trainer re-appraisal record, training record or other objective evidence to demonstrate corrective actions have been closed out.</i>
Theory Based Teaching Activity	<ol style="list-style-type: none"> 1. <i>Corrective feedback not provided.</i> 2. <i>Appropriate educational mode not used. Module 14 Roadcraft tactics (one) was largely presented by the ART and not facilitated, thus not allowing the student to contribute.</i> 3. <i>No recap or link to next module. Certain modules were not fully completed to curricula requirements, therefore recap and link to the next module was not completed.</i> 	<ul style="list-style-type: none"> • <i>ART will shadow Senior Trainer on RE course to gain experience on how to deliver feedback and recap and link to next module</i> • <i>Senior Trainer will deliver 1 hour training session to all ARTs on corrective feedback, appropriate educational mode delivery and recapping and linking to next module.</i> 	<i>Senior Trainer (B Senior Trainer)</i>	<p><i>20 December 2017</i></p> <p><i>All ARTs to sign a training record to indicate they have attended a 1 hour training session on corrective feedback, appropriate educational mode delivery and recapping and linking to next module (run by B Senior Trainer).</i></p> <p><i>Rider trainer A. Art to sign a training record to indicate they have been provided training by shadowing B Senior Trainer on RE course.</i></p> <p><i>A follow up appraisal of A. Art (against the criteria where the corrective actions were raised) will be conducted prior to 20 December 2017 and recorded on a Q-Ride Rider Trainer Appraisal record</i></p>

Section A Performance criteria	Section B Observed non-conformance	Section C Corrective action(s) to be undertaken <i>Action taken to correct non-conformance to prevent reoccurrence.”</i>	Section D Person responsible to close out corrective actions	Section E Completion date for corrective action(s) and how this will be recorded <i>Indicate how corrective actions will be recorded, e.g. Rider trainer re-appraisal record, training record or other objective evidence to demonstrate corrective actions have been closed out.</i>
Training Area Activity	<p>4. <i>Performance errors not identified. The student had two feet on the ground with the side stand down for Module 6 Minor Controls; the student did not demonstrate appropriate speed for Module 17 Riding Curves.</i></p> <p>5. <i>Course safety, rules and information not adhered to. The ART dismounted the motorcycle whilst the engine was running for the student to then mount</i></p>	<ul style="list-style-type: none"> • <i>Senior Trainer will deliver 1 hour training session to all ARTs on how to identify performance errors and provide feedback to learner riders</i> • <i>Senior Trainer to provide training to A. Art on course safety, rules and information</i> 	<i>Senior Trainer (B Senior Trainer)</i>	<p><i>20 December 2017</i></p> <p><i>All ARTs to sign a training record to indicate they have attended a training session on how to identify performance errors and provide feedback to learner riders (run by B Senior Trainer).</i></p> <p><i>Rider trainer A. Art to sign a training record to indicate they have been provided training on course safety, rules and information by B Senior Trainer.</i></p> <p><i>A follow up appraisal of A. Art (against the criteria where the corrective actions were raised) will be conducted prior to 20 December 2017 and recorded on a Q-Ride Rider Trainer Appraisal record</i></p>

Section A Performance criteria	Section B Observed non-conformance	Section C Corrective action(s) to be undertaken <i>Action taken to correct non-conformance to prevent reoccurrence.”</i>	Section D Person responsible to close out corrective actions	Section E Completion date for corrective action(s) and how this will be recorded <i>Indicate how corrective actions will be recorded, e.g. Rider trainer re-appraisal record, training record or other objective evidence to demonstrate corrective actions have been closed out.</i>
Road Ride Coaching and Assessment Activity	6. <i>Road ride pre-brief not conducted</i>	<ul style="list-style-type: none"> • <i>ART will shadow Senior Trainer on RE course to gain experience on how to deliver road ride pre-brief.</i> • <i>Senior Trainer will re-appraise other ARTs in RSP to ensure road ride de-brief is occurring.</i> 	<i>Senior Trainer (B Senior Trainer)</i>	20 December 2017 <i>Rider trainer A. Art to sign a training record to indicate they have been provided training by shadowing B Senior Trainer on RE course.</i> <i>A follow up appraisal of A. Art (against the criteria where the corrective actions were raised) will be conducted prior to 20 December 2017 and recorded on a Q-Ride Rider Trainer Appraisal record.</i> <i>All ARTs to sign a training record to indicate they have been re-appraised in road ride de-brief by B Senior Trainer.</i>
Business Rules for providing Q-Ride training	<i>No non-conformances identified</i>			

Section F

RSP or Senior Trainer to complete:

CAP approved by: _____ *B Senior Trainer* _____ (RSP or Senior Trainer signature and date)

Date: 21/11/17 _____

Section G

TMR to complete:

CAP approved by: _____ **Not applicable** _____ (TMR Auditor signature and date)

Date: _____

Section H

RSP or Senior Trainer to complete:

Corrective Actions Closed Out: _____ *B Senior Trainer* _____ (RSP or Senior Trainer signature and date)

Date: 20/12/17 _____

When the corrective actions have been closed out the CAP needs to be signed by the RSP or Senior Trainer.

Section I (Supporting evidence to close out the non-conformities)

RSP or Senior Trainer to complete:

1. Training records and follow up Rider Trainer Appraisal of A. Art to address the corrective actions raised at the audit on 19 November 2017.