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| Business Rules for providing Q‑Ride training  Version 2 | 1 September 2023 |



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**Effective date**

This policy version 2 will take effect from 1 September 2023.

# Definitions

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| Term | Definition |
| Accredited Rider Trainer (ART) | Accredited rider trainer (per the Regulation) |
| AOP Regulation | Transport Operations (Road Use Management—Accreditation and Other Provisions) Regulation 2015 |
| 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 an RSP |
| Audit | A verification activity to seek objective evidence with which to evaluate the performance and practice of the RSP, including levels of compliance with the specified requirements. |
| Authorised officer | An officer authorised by section 20 of the *Transport Operations (Road Use Management) Act 1995* |
| Business Rules | Business rules for providing Q-Ride training |
| Code of conduct | TMR's Code of Conduct for Queensland Accredited Rider Trainers (2022) |
| Competency declaration | A Q-Ride Competency Declaration Certificate |
| Complaint | The verbal or written expression of dissatisfaction about the provision of Q-Ride training |
| Corrective action plan (CAP) | A plan of action developed by the RSP or senior trainer to address non-compliances identified through audit |
| Critical non-compliance | Critical non-compliance indicates business activity which significantly compromises the RSP approval and/or delivery of Q-Ride training deviating significantly from the curricula requirements, compromising student safety or learning outcomes |
| Currency | Training delivery and/or direct industry experience as a paid employee or contractor within the past six month period. |
| Driver Licensing Regulation | Transport Operations (Road Use Management—Driver Licensing) Regulation 2021 |
| Eligible person | A person who has met the pre-requisites to undertake Q-Ride training (learner rider) |
| Information notice | A notice sent to registered service providers containing information relevant to the Q-Ride scheme |
| Learner Approved Motorcycle (LAM) | The learner approved motorcycle (LAM) scheme sets out engine size rules for RE licence holders |
| Learner rider | A person who is undertaking rider training within the Q-Ride scheme |
| Letter of authority | A letter from a landowner/occupier authorising the approval holder use of the land for Q-Ride training |
| Minor non-compliance | Minor non-compliance is typically an administrative error or oversight, presenting low or no risk to the effectiveness or assurance provided by the RSP approval or accreditation. |
| Major non-compliance | Major non-compliance indicates a failing in Q-Ride training delivery or other business activity which compromises the assurance provided by the RSP approval |
| Nominated person | A person nominated by an approval holder to sign a Q-Ride competency declaration on their behalf |
| Place of business | A location that Q-Ride training and assessment is delivered |
| Practical modules | All modules in the Q-Ride curricula conducted on a motorbike |
| Qualifying licence | A current valid open licence authorising the holder of the licence to drive the class of motor vehicle (as defined in section s27 of the AOP Regulation) |
| Q-Ride competency declaration 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 curricula | All of the Q-Ride training courses (Pre-Learner Training Manual (Pre-Learner curriculum), Restricted (RE) Training Manual (RE curriculum) and the Unrestricted (R) Rider Training Manual (Unrestricted curriculum) to deliver Q-Ride training to a learner rider |
| Q-Ride 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 |
| Q-Ride RSP online system | TMR's online system for RSPs to check the eligibility of a student to undertake Q-Ride training and to complete an online Q-Ride competency declaration certificate |
| Q-Ride scheme | Administered by TMR for students to progress through the motorcycle graduated licensing scheme in Queensland |
| Q-Ride training | Q-Ride training courses are provided by TMR-approved registered service providers and delivered by accredited rider trainers to learner riders |
| 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 |
| Range | A defined section of the training area for the delivery of one Q-Ride curriculum at a time |
| Registered service provider (RSP) | An accredited Q-Ride Registered Service Provider with approval to deliver Q-Ride rider training |
| Rider trainer | An accredited rider trainer |
| Rider trainer curriculum training | The 'Q-Ride Rider Trainer Curriculum Training' course provided by a senior trainer to an applicant wanting to become a Q-Ride ART or to an accredited driver trainer who holds accreditation to deliver driver training for a class R motorcycle (wanting to become a Q-Ride ART) |
| Risk assessment | An assessment undertaken by the registered service provider of the potential risks of a training area/range or the road ride |
| Senior trainer | A suitably experienced rider trainer nominated by an approval holder to perform the role of Senior Trainer, including provision of training and oversight of accredited rider trainers. |
| Status of licence | A licence may be valid, cancelled, expired, suspended or disqualified |
| Tenure | The period a driver’s licence is valid IE excluding periods of expiry, cancellation or suspension |
| Theory modules | All modules in the Q-Ride curricula conducted in a classroom-style environment: |
| TMR | Department of Transport and Main Roads |
| TORUM Act | *Transport Operations (Road Use Management) Act 1995* |
| Training area | An off-road training area for the delivery of Q-Ride training; a training area may consist of multiple ranges |
| Vehicle Standards Regulation | Transport Operations (Road Use Management – Vehicle Standards and Safety) Regulation 2021 |

1. Business Rules

In Queensland, individuals seeking to obtain a motorcycle licence are required to undertake a motorcycle rider training course through the Q-Ride scheme, unless they reside more than 100 kilometres from a Q-Ride provider and are eligible to undertake a QSAFE test.

The Q-Ride scheme and standardised course curricula supports the quality and consistency of learner motorcycle rider training within the graduated licensing system in Queensland.

The Department of Transport and Main Roads (TMR) regulates the Q-Ride scheme by way of the *Transport Operations (Road Use Management) Act 1995* (TORUM Act), the Transport Operations (Road Use Management—Accreditation and Other Provisions) Regulation 2015 (AOP Regulation), Q-Ride policies and procedures, including the Business Rules, together with regular scheduled on-site and desktop audits.

This *Business Rules for providing Q-Ride training* (Business Rules) sets out the requirements that a Registered Service Provider (RSP), nominated person, senior trainer and accredited rider trainer (ART) must comply with.

1. Business operations

The approval to operate as a Q-Ride RSP is granted based on an applicant’s:

1. suitability to be an approval holder
2. place of business being located in Queensland
3. history of compliance with these Business Rules and relevant legislation (where relevant).

The approval holder must ensure that:

1. their approval is current
2. they hold a current public liability insurance policy, with a minimum of $10 million value, which lists TMR as a third party
3. they provide written notice to TMR within 14 days of any change to the legal structure, officeholder/s, or contact details of the RSP
4. all communication with TMR occurs via electronic methods wherever possible: email [qride@tmr.qld.gov.au](mailto:qride@tmr.qld.gov.au)
5. the term ‘Q-Ride’ or ‘Q-Ride RSP’ does not appear as part of your business structure and any registered company/business/trading names
6. information and updates are distributed to all ARTs, Senior trainers and nominated persons employed or otherwise engaged by the RSP.
7. Trade mark

3.1 TMR has secured the Q-RIDE RSP ® trade mark. Approved Q-Ride RSPs must hold a signed agreement with TMR in order to display or otherwise use the trade mark in any way.

3.2 RSPs must apply to TMR in writing to seek signed agreement to use the Q-RIDE RSP ® trade mark. The trade mark agreement forms part of the RSP ongoing approval.

3.3 The term 'Q-Ride RSP' must be used only for the purposes of clearly indicating a service provided by the RSP. The trade mark must not appear as part of the business structure name or the registered business name (where applicable) on the Australian Securities and Investment Commission (ASIC) register/s.

3.4 Misuse of the trade mark by a current RSP may be subject to action for breach of the statutory conditions of approval and registration as a Q-Ride RSP under the AOP Regulation, as well as penalties under the Trade Marks Act 1995 (Cth).

3.5 Misuse of the trade mark by a party that is not an approved Q-Ride provider with a current agreement may be subject to penalties.

1. Nominated persons

4.1 The approval holder may authorise a nominated person to sign student competency declarations on behalf of the RSP using the Q-Ride online system or paper competency declarations.

4.2 Nominations must be made in writing to TMR using the form available, and the nominated person must be approved in writing by TMR prior to signing student competency declarations.

4.3 Nominated persons must agree to, and comply with the terms and conditions of the Q-Ride online system or the Directions of Use for paper competency declaration.

4.4 The RSP must maintain a register of nominated person/s which includes:

* name of the nominated person/s
* date the nomination authority commenced and finished
* date the nomination was accepted by TMR.

4.5 The approval holder remains responsible for all Q-Ride student competency declarations signed by the nominated person.

4.6 Approval holders operating as a sole trainer may self-nominate for access to the Q-Ride online system by submission of the form available.

1. Senior trainers

The role of the senior trainer is to provide training, guidance and support to Q-Ride ARTs, overseeing and ensuring high level and accurate delivery of the Q-Ride curricula. Senior trainers may continue to perform all typical training functions of an ART, as well as the additional oversight functions unique to the senior trainer role.

5.1 RSPs with *three or more* ARTs are required to nominate a suitably experienced ART as senior trainer

5.2 The approval holder must ensure senior trainers:

* maintain relevant industry experience, currency in delivering the curricula, and knowledge of rider training principles at all times in their role as senior trainer
* conduct delivery of the 'Q-Ride Rider Trainer Curriculum Training' to new ARTs as required
* conduct delivery of the 'Q-Ride Rider Trainer Curriculum Training' to a Q-Ride Accredited Rider Trainer applicant, or to an Accredited Driver Trainer who holds accreditation to deliver driver training for a class R motorcycle (seeking to become a Q-Ride ART)
* assess and appraise each new ART as competent in the delivery of each curriuculum (Pre-learner, Restricted and Unrestricted) prior to the ART delivering any courses to learner riders, and at least annually thereafter, noting that:
* an appraisal must be all of either day 1 or 2 of the Pre-learner course, *or*
* the full Restricted (RE) course, and
* a different course must be appraised each year.
* are provided with and utilise Q-Ride curricula and other relevant written material in conjunction with the Q-ride rider trainer appraisal to ensure rider trainer competence in delivering the approved TMR curricula. Written material resources including the Rider Training Support notes provided by TMR must be used to:
* support delivery of Q-Ride training to all new rider trainer applicants; and
* address areas of ART non-compliance identified by TMR or the senior trainer (eg:where a non-compliance has been identified in any Q-Ride course, the relevant section of the specific curricula and module must be used as reference to provide the correct content and practice)
* undertake an appraisal of an ART following identification of any non-compliance, including supporting the ART to remedy areas of non-compliance using a continuous improvement framework
* maintain appraisal records consistent with recordkeeping requirements detailed in Section 13.

Templates for conducting a rider trainer appraisal and a corrective action plan are set out in Attachments 1 and 2.

5.3 Approval holders are not required to have a nominated senior trainer if:

* the approval holder is operating as a sole trainer, or
* the approval holder has *less than* three ARTs.

In such cases, the RSP may elect to nominate a senior trainer at any time, but is not required to do so.

1. Accredited rider trainers

The approval holder must ensure:

6.1 all ARTs holds a current driver licence and rider trainer accreditation with QR class

6.2 all new ARTs are appropriately trained in all modules of each of the three (3) Q-Ride curriculum and declared competent by the senior trainer or approval holder prior to delivering unsupervised Q-Ride training to learner riders

6.3 ARTs employed or otherwise engaged by RSPs are provided with all relevant information, communications and updates related to the delivery of Q-Ride training or where requested by TMR

6.4 written notice is provided to TMR within seven (7) days of an ART commencing or ceasing delivering Q-Ride training with the approval holder

6.5 at least one ART, but no more than two ARTs are nominated as a senior trainer

6.6 ARTs and learner riders wear protective clothing while undertaking practical training. 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, ECE 22.06) or better
* full-length pants (preferably of a heavy material)
* 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 learner riders)

\*NOTE: An exception to the requirement 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. In this circumstance, a long sleeve shirt may be worn instead. This exception is at the discretion of the ART, and dependant on the policy of the approval holder.

6.7 issues of non-compliance by an ART are addressed promptly through an appraisal, including reference to the Rider Training Support notes and section of the curriculum to which the non-compliance relates

6.8 where the ART is found to have repeated non-compliances in the same area of the curriculum, the ART must demonstrate and be appraised as competent by the senior trainer or approval holder on the full relevant course module relating to the area of non-compliance prior to delivering any further learner rider training.

1. Motorbike requirements

The approval holder must ensure:

7.1 any motorbike supplied for the purpose of undertaking Q-Ride on-road training:

* is currently 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 serviced according to manufacturer’s recommendations
* is recorded on a motorbike maintenance register.

7.2 any motorbike used for a Pre-Learner and Restricted (RE) course is not 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 only be used if the learner rider holds a special need approval letter issued by TMR

7.3 any motorbike used for an Unrestricted R course is not 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 only be used if the learner rider holds a special need approval letter, issued by TMR

7.4 any motorbike provided by the learner rider is registered and serviceable

7.5 any motorbike used by a learner rider for Q-Ride:

* is a 'learner approved motorcycle' (LAM) specified by the LAM scheme
* for an RE and R course must correctly display an L-plate on the vehicle and/or by the rider wearing a vest with an ‘L’ plate on it, as required by the Driver Licensing Regulation.

7.6 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.

1. Eligibility requirements

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

An 'eligible person' is defined in the AOP Regulation as a person who is eligible to receive Q-Ride training for a class RE or R motorbike in line with the relevant sections of the Driver Licensing Regulation.

8.1 The approval holder must ensure the learner rider has:

* their eligibility checked as close as practicable to the commencement of the course
* met the required tenure (must be 90 days for Restricted (RE) course)
* the required licence status
* the correct class of licence for the vehicle being ridden

8.2 The eligibility of the licence holder must be checked by one of the following:

* the Q-Ride RSP online system (shows 'Eligible' result)
* the TMR Eligibility Declaration form
* a contemporary declaration printout from the learner rider’s TMR portal

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

1. 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:

1. only a currently accredited rider trainer delivers or assists in the delivery of the Q-Ride curricula
2. the Q-Ride curricula is delivered to a maximum ratio of one ART to five learner riders per training area
3. the course is delivered in accordance with the instructions provided in the Q-Ride curricula and these Business Rules
4. delivery of the Q-Ride curricula is monitored by the senior trainer to ensure delivery complies with the instructions provided in the Q-Ride curricula and these Business Rules
5. the current version of the Q-Ride curricula is accessible at the training area
6. only approved additional supporting content can be delivered, provided:

* the addition supports the existing Q-Ride curriculum content
* the content does not form part of or replace the Q-Ride curriculum assessment
* the content does not replace the time specified for the Q-Ride curriculum
* the learner rider is informed at the time when additional content is being delivered
* any additional supporting content to be delivered alongside the Q-Ride curricula must be approved by TMR prior to being delivered and must be made available to TMR upon request
* where approved additional content is to be delivered, a copy of the additional content is available at the training area.

1. the Pre-Learner or Restricted (RE) training courses are to be delivered within 30 days of commencement of the first module
2. the Unrestricted (R) training course is to be completed on the day of commencement
3. only one training course (Pre-Learner/RE/R) may be delivered at any given time; courses cannot be combined or merged.
4. An ART may deliver the Pre-learner and Unrestricted (R) courses consecutively on one day, provided:

* R course is delivered first to eliminate the risk of conducting a road ride in poor light conditions
* practical activities are only conducted in daylight hours, unless otherwise approved by TMR.

1. 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
2. Pre-Learner and RE courses delivered to special need approval holders are to be delivered stand-alone and not combined with students riding standard motorbikes.

1. Completing a competency declaration

The approval holder must ensure:

1. a competency declaration is completed only after the learner rider has been assessed as competent in all modules of the curriculum
2. a competency declaration is completed only by the approval holder or an authorised nominated person
3. nominated persons agree to, and comply with, the terms and conditions of the Q-Ride online system or the Directions of Use for paper competency declaration
4. nominated persons complete competency declarations accurately.
5. Risk assessment

The approval holder or a nominated senior trainer must:

1. complete a risk assessment for each training area and ensure all risks are managed in line with the assessment. All ranges within a training area must have a separate risk assessment (refer to Appendix 1 of the Procedure for conducting Q-Ride training area risk assessments)
2. complete a separate risk assessment for the on-road component of Q-Ride training (road ride) and ensure all risks are managed in line with the assessment (refer to the Procedure for conducting Q-Ride training area risk assessments)
3. review the risk assessments prior to the commencement of Q-Ride training to ensure the training area and road ride are safe for delivery of the Q-Ride curriculum, recording any additional identified risks and managing these risks accordingly
4. ensure a copy of the applicable risk assessment is kept with the training records
5. provide a copy of the applicable risk assessment to TMR within five (5) days, if requested
6. ensure a copy of the applicable risk assessment is available at the training area.
7. Training area

The approval holder must ensure:

1. TMR is informed of all training areas to be used by an RSP
2. the training area must meet the following ongoing conditions:

* be located in Queensland
* be unoccupied and dedicated for the sole purpose of Q-Ride training activities for the entire duration of each training activity
* be of sufficient size to permit a learner rider to navigate the whole Q-Ride curricula safely
* have a smooth hard surface free of debris and loose material
* is suitably blocked from public access for the duration of the delivery of Q-Ride training
* has a completed training area risk assessment to identify any potential hazards and describe how they will be mitigated.

1. if a training area is not owned or leased by the approval holder, the approval holder must identify surrounding roads and any other significant traffic issue/s that may affect the use of the area for Q‑Ride training and a description of how they will be mitigated.
2. if a training area is not owned or leased by the approval holder a letter of authority to use the area from the land owner/occupier must be obtained prior to delivering 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 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.

1. a copy of the letter of authority must be kept with the training area register
2. TMR must be notified within 14 days of any training area that is no longer required by the approval holder.
3. Records and documents

The approval holder must ensure:

1. all records and documents created are complete and accurate
2. the following records and documents are maintained for a minimum period of five years:

* an attendance sheet recording student name, date, course type and signature
* Q-Ride Training Record and Q-Ride Competency Recommendation Notice for each learner rider
* Road Ride Competency Assessment Record (not required for Pre-Learner)
* an 'in case of emergency' information form for each learner rider
* the evidence provided to support a learner rider’s application to undertake a Q-Ride training course
* a signed Declaration of Eligibility for Q-Ride Training (if relevant)
* a copy of paper competency declarations
* the serial number of the competency declarations
* a record of lost or stolen competency declarations, both completed and blank
* an incident report to indicate a person fell from or crashed a motorbike, required medical treatment or if police or emergency services were notified and/or attended the training area
* for a special need approval holder, a copy of the:
  + TMR special need approval letter (Required for all courses)
  + 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
  + Rider’s Certificate for a Class R driver licence, if relevant.

1. TMR is notified within 24 hours if any of the following occurs while undertaking training, or during the delivery of any Q-Ride theoretical or practical modules:

* a person requires treatment by a medical practitioner
* emergency services attend your classroom/training location
* QPS are notified of an incident during training.

1. any other information or documentation collected for the purpose of delivering Q-Ride training, including any incident involving a student, is recorded on the student record and retained
2. a register of all training areas is maintained, including:

* the date TMR was notified of the training areas to be used
* identification of each training area and each 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
* each training area risk assessment, including all ranges (if applicable).

1. a register of maintenance and upkeep per manufacturer service schedule for each motorbike supplied by the approval holder is maintained and includes:

* registration number
* expiry date of registration
* date of servicing and schedule of significant repairs/maintenance
* name of the person or business who carried out the servicing/repairs.

1. a register of ARTs is maintained and includes:

* ART’s full name
* ART’s accreditation number
* commencement and expiry date of the ART’s accreditation
* certificate of completion for the rider trainer curriculum training course
* date the ART successfully completed the rider trainer curriculum training course delivered by the RSP or the ~~a~~ nominated senior trainer
* the name of the nominated senior trainer who delivered the rider trainer curriculum training course
* annual ART appraisals (including dates) and corrective action plans
* the date and details of any other relevant training received.

1. a register of the nominated person/s is maintained and includes:

* name of the nominated person
* date the nomination authority commenced and finished
* date the nomination was accepted by TMR.

1. a register of all attendees who have undertaken the rider trainer curriculum training course is maintained and includes:

* ART/ART applicant name
* ART accreditation number and expiry date
* commencement and completion of the rider trainer curriculum training course
* name of the nominated senior ART delivering the rider trainer curriculum training course.

1. records relating to the administration, management and training for the Q-Ride Scheme are maintained for at least five (5) years from the date the record was made, and must be made available to TMR in an electronic format within five (5) days on request
2. 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
3. TMR is notified of the address where records will be kept during ordinary business hours and this address must be in Queensland
4. records and unused competency declaration books are kept at an address in Queensland and made available to TMR on request
5. records and unused competency declaration books are stored in a safe and secure place to avoid damage from such things as fire, flood, vermin and any other pests
6. all physical and electronic records related to Q-Ride training, including backups, archived or accessible records are stored in a secure manner
7. if the approval holder’s approval expires, is cancelled or otherwise stops being an approval holder, TMR is notified of the address where the RSP's records will be stored within 14 days.
8. Entry by authorised officers

The approval holder must permit authorised officers to enter their premises to investigate matters as required under section 26 of the TORUM Act.

1. Audit

The approval holder must permit TMR Auditors and authorised officers’ reasonable access to their business premises, training room(s) and training area(s) to conduct audits, investigations and/or assess compliance with the conditions of approval.

The approval holder must, upon request:

1. allow TMR to undertake auditing and/or investigations of the Q-Ride scheme, which may include:

* the approval holder’s compliance with the Business Rules and all relevant legislation
* the approval holder and senior trainer’s compliance with the Q-Ride curricula
* the senior trainer’s compliance with delivery of the Q-Ride curricula and the rider trainer curriculum training course
* the ART’s compliance with delivery of the Q-Ride curricula
* the nominated person’s compliance with the completion of a competency declaration.

1. attend the Q-Ride audit of ARTs employed or otherwise engaged by the approval holder
2. make available a specified ART for Q-Ride auditing activities.
3. Code of conduct

The approval holder must ensure all employees, contractors and representatives comply with the *Code of Conduct for Queensland Accredited Rider Trainers* at all times while undertaking delivery of Q-Ride training or other student interactions.

1. Complaints management

The approval holder must:

1. ensure students are advised of the RSP’s complaints management policy and procedure
2. cooperate with TMR in its investigation of complaints in line with TMR’s [Complaints management policy](https://www.publications.qld.gov.au/dataset/complaints-management/resource/a4c44745-9c2c-43f3-a043-198240372f33).

1. Additional materials

This document must be read in conjunction with:

* [Code of conduct for Queensland Accredited Rider Trainers](https://www.tmr.qld.gov.au/_/media/busind/accreditations/driverandridertrainers/code-of-conduct-for-queensland-accredited-rider-trainers-january-2022.pdf?sc_lang=en&hash=9CF2E4E5281E785F1EF3DBC61A172B7A" \l ":~:text=An%20ART%20must%20hold%20and,prospective%20students%20or%20to%20TMR.)
* [Complaints Management Procedure for Q-Ride](https://www.tmr.qld.gov.au/_/media/busind/accreditations/qride/q-ride-complaints-management-procedure-july-2021.pdf?sc_lang=en&hash=18781A52EA3CE93844BFB9679A0A0E13)
* [Procedure for conducting Q-Ride training area risk assessments](https://www.tmr.qld.gov.au/_/media/busind/accreditations/qride/qride-training-area-risk-assessments-procedure-1018.pdf?sc_lang=en&hash=BDEC33682E3A5879DC43694A4E1503EB)
* Audit and Compliance Policy for Registered Service Providers
* Q-Ride training curriculum
* [Queensland Road Safety Strategy 2022-31](https://www.publications.qld.gov.au/dataset/queensland-road-safety-strategy/resource/d28d7b57-2e59-456c-810d-5a4cf9654ddb)
* [*Transport Operations (Road Use Management - Accreditation and Other Provisions) Regulation 2015*](https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2015-0087)
* *[Transport Operations (Road Use Management) Act 1995 (TORUM Act)](https://www.legislation.qld.gov.au/view/html/current/act-1995-009)*
* [*Transport Operations (Road Use Management - Driver Licensing) Regulation 2021 (Driver Licensing Regulation)*](https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2021-0112)
* [*Transport Operations (Road Use Management - Vehicle Standards and Safety) Regulation 2021 (Vehicle Standards Regulation)*](https://www.legislation.qld.gov.au/view/html/inforce/current/sl-2021-0114)
* [*Trade Marks Act 1995* (Cth)](http://www.austlii.edu.au/au/legis/cth/consol_act/tma1995121/).

1. Review of the Business Rules

These Business Rules will be periodically reviewed to ensure they remain relevant and effective. TMR will notify RSPs in writing at any time the Business Rules are updated.

# Attachment 1

|  |  |  |  |
| --- | --- | --- | --- |
| **RIDER TRAINER APPRAISAL** | | | |
|  |  |  |  |
| **DATE:   COURSE:**    **NUMBER OF STUDENTS:   ACCREDITED RIDER TRAINER NAME:   SENIOR TRAINER/APPROVAL HOLDER:   SENIOR TRAINER/APPROVAL HOLDER SIGNATURE:** | | | |
|
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|  |  |  |  |
| **THEORY BASED TEACHING ACTIVITY** | | | |
| **Criteria** | **Requirement**  **(As per course modules)** | **Classification**  **(D, ND, NA)** | **Comments** |
| **Context** | Prerequisites, location, resources and set up |  |  |
| Objectives met |  |  |
| **Delivery**  **(Facilitated discussion)** | Scenarios used |  |  |
| Participant knowledge & beliefs discussed |  |  |
| Corrective feedback & reinforcement provided |  |  |
| Appropriate educational delivery mode used |  |  |
| Recap and link to next module |  |  |
| **Competence assessment** | Correct assessment method used |  |  |
| Student performance criteria confirmed |  |  |

**Classification key: D – Developed ND – Needs Development NA – Not Applicable**

|  |  |  |  |
| --- | --- | --- | --- |
| **TRAINING AREA ACTIVITY** | | | |
| **Criteria** | **Requirement**  **(As per course modules)** | **Classification**  **(D, ND, NA)** | **Comments** |
| **Context** | Prerequisites, location, resources and set up |  |  |
| Objectives met |  |  |
| **Delivery** | Introductions.  Reasons for learning stated |  |  |
| Explanations.  Required performance explained |  |  |
| Demonstrations.  Required performance demonstrated |  |  |
| Practise.  Performance errors identified |  |  |
| Feedback.  Corrective feedback & reinforcement provided |  |  |
| Recap and links |  |  |
| Appropriate educational delivery modes used |  |  |
| **Competence assessment** | Correct assessment methods used |  |  |
| Student performance criteria confirmed |  |  |
| **Manage training area safety** | Course safety, rules and training information applied |  |  |
| Course safety breaches rectified |  |  |
| Fatigue monitored |  |  |

**Classification key: D – Developed ND – Needs Development NA – Not Applicable**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **ROAD RIDE COACHING & ASSESSMENT ACTIVITY**  **(Includes module 11; Road ride pre-brief, and module 13; Road ride de-brief)** | | | |  |
| **Criteria** | **Requirement**  **(As per course modules)** | **Classification**  **(D, ND, NA)** | **Comments** |  |
| **Context** | Prerequisites, location, resources and set up |  |  |  |
| Road ride pre-brief provided (Mod 11) |  |  |  |
| Road ride de-brief provided (Mod 13) |  |  |  |
| Objectives met |  |  |  |
| **Delivery** | Road ride structure explained |  |  |  |
| Required performance explained (Mod 12) |  |  |  |
| Riding tasks and riding environment met |  |  |  |
| Discussion stop structure met |  |  |  |
| Performance errors identified |  |  |  |
| Corrective feedback & reinforcement provided |  |  |  |
| Recap and link |  |  |  |
| Appropriate educational delivery mode used |  |  |  |
| **Competence assessment** | Correct assessment methods used |  |  |  |
|  |
| Student performance criteria confirmed |  |  |  |
|  |
| **Manage Road ride** | On-road safety rules explained |  |  |  |
| On-road safety breaches detected, and actions taken |  |  |  |
| Fatigue monitored |  |  |  |

**Classification key: D – Developed ND – Needs Development NA – Not Applicable**

# Attachment 2

**Corrective Action Plan (CAP)**

**Registered Service Provider (RSP):** A1 Motorcycle School

**Audit Number:** A1-002

**Audit Date:** 19/11/22

**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 Approval Holder within seven (7) working days of the appraisal.
2. Section **F** of the CAP to be completed by the Approval Holder 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 Approval Holder and/or Senior Trainer when the corrective actions have been closed out.
5. Section **I** of the CAP to be completed by the Approval Holder 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 Approval holder 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](mailto: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 Approval Holder 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](mailto: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 Approval Holder 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  *Action taken to correct non-conformance to prevent reoccurrence.”* | **Section D**  Person responsible to close out corrective actions | **Section E**  Completion date for corrective action(s) and how this will be recorded  *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.* |
| --- | --- | --- | --- | --- |
| **Theory Based Teaching Activity** | 1. *Corrective feedback not provided.* 2. *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.* 3. *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.* | * *ART will shadow Senior Trainer on RE course to gain experience on how to deliver feedback and recap and link to next module* * *Senior Trainer / Approval Holder will deliver 1 hour training session to all ARTs on corrective feedback, appropriate educational mode delivery and recapping and linking to next module.* | *Approval Holder/Senior Trainer (B Senior Trainer)* | *20 December 2022*  *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).*  *Rider trainer A. Art to sign a training record to indicate they have been provided training by shadowing B Senior Trainer/Approval Holder on RE course.*  *A follow up appraisal of A. Art (against the criteria where the corrective actions were raised) will be conducted prior to 20 December 2022 and recorded on a Q-Ride Rider Trainer Appraisal record* |
| **Training Area Activity** | 1. *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.* 2. *Course safety, rules and information not adhered to. The ART dismounted the motorcycle whilst the engine was running for the student to then mount* | * *Senior Trainer / Approval Holder will deliver 1 hour training session to all ARTs on how to identify performance errors and provide feedback to learner riders* * *Senior Trainer/ Approval Holder to provide training to A. Art on course safety, rules and information* | *Approval Holder/Senior Trainer (B Senior Trainer)* | *20 December 2022*  *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/ Approval Holder).*  *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/ Approval Holder.*  *A follow up appraisal of A. Art (against the criteria where the corrective actions were raised) will be conducted prior to 20 December 2022 and recorded on a Q-Ride Rider Trainer Appraisal record* |
| **Road Ride Coaching and Assessment Activity** | 1. *Road ride pre-brief not conducted* | * *ART will shadow Senior Trainer/ Approval Holder on RE course to gain experience on how to deliver road ride pre-brief.* * *Senior Trainer/ Approval Holder will re-appraise other ARTs in RSP to ensure road ride de-brief is occurring.* | *Approval Holder/ Senior Trainer (B Senior Trainer)* | *20 December 2022*  *Rider trainer A. Art to sign a training record to indicate they have been provided training by shadowing B Senior Trainer / Approval Holder on RE course.*  *A follow up appraisal of A. Art (against the criteria where the corrective actions were raised) will be conducted prior to 20 December 2022 and recorded on a Q-Ride Rider Trainer Appraisal record.*  *All ARTs to sign a training record to indicate they have been re-appraised in road ride de-brief by B Senior Trainer/ Approval Holder.* |
| **Business Rules for providing Q-Ride training** | *No non-conformances identified* |  |  |  |

**Section F**

**Approval Holder/Senior Trainer to complete:**

CAP approved by: \_\_\_\_\_\_\_\_SIGN HERE \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Approval Holder or Senior Trainer signature and date)

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_SIGN HERE \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Approval Holder or Senior Trainer signature and date)

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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

**Approval Holder 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 x date 2023.