

Business Rules for providing Q-Ride training

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Effective date

This policy version 1.5 will take effect from 31 January 2022.

Terms and abbreviations

Term, abbreviations and acronyms	Definition
accredited rider trainer	a person who holds an approval under Part 2 of the 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
appraisal	a written assessment of an accredited rider trainer’s ability to deliver the Q-Ride curricula performed by TMR or a senior trainer
approval holder	a person or entity approved by the Department of Transport as a registered service provider (RSP) to deliver Q-Ride training
ART	accredited rider trainer
authorised officer	an officer authorised by section 20 of the <i>Transport Operations (Road Use Management) Act 1995</i>
Business Rules	the Business rules for providing Q-Ride training authorised by section 93 of the <i>Transport Operations (Road Use Management) Act 1995</i>
code of conduct	TMR’s Code of Conduct for Queensland accredited driver trainers (2021)
competency declaration	a Q-Ride Competency Declaration Certificate
complaint	the verbal or written expression of dissatisfaction about the provision of Q-Ride training
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
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

nominated person	a person nominated by an approval holder to sign a Q-Ride competency declaration on their behalf
place of business	location that Q-Ride training and assessment is delivered
practical modules	all modules in the Q-Ride curricula conducted on a motorbike: 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) Modules 3, 4, 5, 6, 8, 9, 12 (RE) Modules 2, 3, 4, 5 (R)
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	any of the Q-Ride training courses consisting of theoretical and practical modules (the curriculum) to deliver Q-Ride training to a learner rider (Pre-Learner Training Manual, Restricted (RE) Training Manual and Unrestricted (R) Rider Training Manual)
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	a person or entity approved by TMR to provide Q-Ride training
rider trainer	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
RSP	Q-Ride Registered Service Provider
senior trainer	an accredited rider trainer who has successfully completed and passed a Q-Ride Practical Assessment Workshop delivered by TMR
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: Modules 1, 2, 14, 19, 20, 30, 31, 33 (Pre-Learner) Modules 1, 2, 7, 10, 11, 13, 14, 15 (RE) Modules 1, 6, 7 (R)
TMR	the Department of Transport and Main Roads
TORUM Act	<i>Transport Operations (Road Use Management) Act 1995</i>
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 motorcycle rider training courses 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.

Under the Q-Ride scheme, the Department of Transport and Main Roads (TMR) may approve individuals or entities as Q-Ride Registered Service Providers (RSPs), and authorises Q-Ride accredited rider trainers (ARTs) to deliver the Q-Ride training courses.

This *Business Rules for providing Q-Ride training* (Business Rules) sets out the requirements that an RSP, nominated person, senior trainer and ARTs must comply with.

2. Authorisation of the Business Rules

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 audits and desktop audits.

The AOP Regulation allows TMR to make business rules for operational requirements and codes of conduct.

The Business Rules have been developed to be read in conjunction with the TORUM Act, *Transport Operations (Road Use Management – Driver Licensing) Regulation 2021* (Driver Licensing Regulation), *Transport Operations (Road Use Management – Vehicle Standards and Safety) Regulation 2021* (Vehicle Standards Regulation) and the AOP Regulation.

3. Business operations

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

- 3.1 suitability to be an approval holder
- 3.2 place of business being located in Queensland
- 3.3 history of compliance with these Business Rules and relevant legislation (where relevant)

The approval holder must ensure that:

- 3.4 their approval is current
- 3.5 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
- 3.6 they provide written notice to TMR within 14 days of any change to the legal structure, officeholder/s, or contact details of the RSP
- 3.7 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
- 3.8 all communication with TMR occurs via electronic methods wherever possible: email Qride@tmr.qld.gov.au
- 3.9 written notice is provided to TMR within seven (7) days of an ART commencing or ceasing delivering Q-Ride training with the approval holder.
- 3.10 any ART commencing employment with the approval holder is appraised as competent in all modules of each of the three (3) Q-Ride curriculum by a senior trainer prior to delivering unsupervised Q-Ride training to learner riders

- 3.11 the ART holds a current driver licence and rider trainer accreditation with QR class
- 3.12 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
- 3.13 at least one ART, but no more than two ARTs are employed or otherwise engaged as a senior trainer
- 3.14 only a senior trainer delivers the 'Q-Ride Rider Trainer Curriculum Training' course. This is to either an applicant wanting to become Q-Ride accredited rider trainer, 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)
- 3.15 the senior trainer maintains their currency in delivering the curricula, relevant industry experience and knowledge of rider training principles
- 3.16 a suitable environment for delivery of theory modules is provided with access to appropriate shelter, amenities, seating and refreshments
- 3.17 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
- 3.18 suitable on road training routes are selected that provides environments for an eligible person to demonstrate all riding tasks as outlined in the Q-Ride curricula
- 3.19 any additional content to be delivered with the Q-Ride curricula must be approved by TMR prior to being delivered and must be made available to TMR upon request
- 3.20 ARTs 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, 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 eligible persons)
- *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 ART, and dependant on the policy of the approval holder.
- 3.21 "Q-Ride" does not appear as part of the company/business name
- 3.22 an ART 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 the senior trainer complies with the requirements of the *Guidelines for Q-Ride Senior Trainers*.

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 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 according to manufacturer’s recommendations
 - is recorded on a motorbike maintenance register (see Business Rule 11.6)
- 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 only be used if the learner rider holds a special need approval letter, issued by TMR
- 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 only be used if the learner rider holds a special need approval letter, issued by TMR
- 5.4 any motorbike provided by the learner rider is registered and serviceable
- 5.5 any motorbike used by a learner rider for Q-Ride:
- a. is a 'learner approved motorcycle' (LAM) specified by the LAM scheme
 - b. for an RE and R course must correctly display an L-plate on the vehicle or by the rider wearing a vest with an 'L' plate on it, as required by the Driver Licensing Regulation
- 5.6 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 (see Business Rule 11.2).

6. Eligibility requirements

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

- 6.1 The approval holder must ensure the learner rider:
- eligibility is checked as close as practicable to the commencement of the course
 - meets the required tenure (must be 90 days for Restricted (RE) course)
 - has the required licence status
 - has the correct class of licence for the vehicle being ridden
- 6.2 The eligibility of the licence holder must be checked by one of the following:
- the Q-Ride online system
 - the TMR Eligibility Declaration form
 - a contemporary declaration printout from the learner rider’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 an accredited ART 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 ART to five learner riders per training area
- 7.3 a register of the ARTs employed or otherwise engaged by the approval holder to deliver Q-Ride training is maintained (see Business Rule 11.7)
- 7.4 each ART:
 - holds a current valid open R class driver licence (qualifying licence)
 - holds a current valid accreditation as an ART (class QR) under the AOP Regulation
 - has successfully completed the rider trainer curriculum training course delivered by a senior trainer for the delivery of the Q-Ride curricula
- 7.5 the delivery of the Q-Ride curricula by ART(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 only approved additional content can be delivered, provided:
 - a. the content does not form part of or replace the Q-Ride curriculum assessment
 - b. the content does not replace the time specified for the Q-Ride curriculum
 - c. the eligible person is informed at the time when additional content is being delivered
- 7.9 where approved additional content is to be delivered, a copy of the additional content is available at the training area.
- 7.10 the Pre-Learner or Restricted (RE) training courses are to be delivered within 30 days of commencement of the first module
- 7.11 the Unrestricted (R) training course is to be completed on the day of commencement
- 7.12 only one training course (Pre-Learner/RE/R) can be delivered at any given time; courses cannot be combined or merged.
- 7.13 An ART may deliver the Pre-learner and Unrestricted (R) courses consecutively on one day, provided:
 - all appropriate breaks are taken by students and the ART during the course, as well as a break taken by the ART between each of the courses on the same day
 - the R course is delivered first to eliminate the risk of conducting a road ride in poor light conditions
- 7.14 practical activities are only conducted between sunrise and sunset, unless otherwise approved by TMR
- 7.15 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.

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 declaration*

- 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 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 seven (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 (Appendix 1) and ensure all risks are managed in line with the assessment. All ranges within a training area (if applicable) must have a separate risk assessment
- 9.2 ensure a copy of the applicable risk assessment is kept with the training records (see Business Rule 11.5)
- 9.3 provide a copy of the applicable risk assessment to TMR within five (5) days, if requested
- 9.4 ensure a copy of the applicable risk assessment is available at the training area.

10. Training area

The approval holder must ensure:

- 10.1 TMR is informed of all training areas to be used by an RSP
- 10.2 the training area must meet the following ongoing conditions:
- be located in Queensland
 - be of sufficient size to permit an eligible person to navigate the whole Q-Ride curricula safely
 - have a smooth hard surface and free of loose material
 - is blocked from public access with suitable equipment for the duration of the delivery of Q-Ride training
 - has a completed training area risk assessment, including all ranges (if applicable) that identifies any potential hazards and describes how they will be mitigated
 - identifies 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.
- 10.3 if a training area is not owned or leased by the approval holder, prior to delivering Q-Ride training, a letter of authority to use the area from the land owner/occupier must be obtained. 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.
- 10.4 a copy of the letter of authority must be kept with the training area register (see Business Rule 11.5)

- 10.5 a register of all training areas used for the delivery of Q-Ride training is maintained (see Business Rule 11.5)
- 10.6 TMR must be notified within 14 days of any training area that is no longer required by the approval holder.

11. Records and documents

The approval holder must ensure:

- 11.1 all records and documents created are complete and accurate
- 11.2 the following records and documents are kept for two years:
- an attendance sheet recording student name, date, course type and signature
 - Q-Ride Training Record and Q-Ride Competency Recommendation Notice for each eligible person
 - Road Ride Competency Assessment Record (not required for Pre-Learner)
 - an '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
 - 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 completed and blank
 - an incident report to indicate a person fell from or crashed a motorbike, required medical treatment or if Queensland Police Service (QPS) were notified and/or attended
 - for a special need approval holder, a copy of the:
 - a. TMR special need approval letter
 - 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 Pre-learner, RE and R class courses.

- 11.3 TMR is notified within 24 hours if:
- a person requires treatment by a medical practitioner, emergency services, and/or
 - QPS were notified of the incident
- 11.4 any other information or documentation collected for the purpose of delivering Q-Ride training, including any incident involving a student, must be recorded on the student record and retained
- 11.5 a register of all training areas must be maintained and must include:
- 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)

- 11.6 a register of maintenance for each motorbike supplied by the approval holder is maintained and includes:
- 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 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 a senior trainer
 - the name of the 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
- 11.8 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
- 11.9 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 senior ART delivering the rider trainer curriculum training course
- 11.10 records relating to the administration, management and training for the Q-Ride Scheme are kept for at least two (2) 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
- 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 and 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 damage from such things as 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 the RSP's 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 TORUM 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, upon TMR request:

- 13.1 allow TMR to undertake auditing of the Q-Ride scheme, which 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 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.
- 13.2 attend the Q-Ride audit of ARTs employed or otherwise engaged by the approval holder
- 13.3 make available a specified ART for Q-Ride auditing activities.

14. Code of conduct

The approval holder must:

- 14.1 ensure their ARTs comply with the *Code of conduct for Queensland-accredited rider trainers* (Code of conduct).

15. Complaints management

The approval holder must:

- 15.1 ensure students are advised of the RSP's complaints management policy and procedure
- 15.2 cooperate with TMR in its investigation of complaints in line with TMR's [Complaints management policy](#).

16. TMR information and updates

The approval holder must:

- 16.1 distribute information and updates to all ARTs and nominated persons employed or otherwise engaged

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

The current version of the:

- *Procedure for conducting Q-Ride training area risk assessments*
- *Guidelines for Q-Ride Senior Trainers*
- *Q-Ride curricula*
- *Audit and Compliance Policy for Registered Service Providers*
- *Code of conduct for Queensland Accredited Rider Trainers*
- *Complaints Management Procedure for Q-Ride.*

18. Review of the Business Rules

These Business Rules will be periodically reviewed to ensure they remain relevant and effective. TMR will notify RSPs when the Business Rules are updated.

19. Legislative requirements

An approval holder must comply with all legislated requirements, including, but not limited to, the following sections of the AOP Regulation:

Requirement	section
RSP application	Part 3, Subdivision 4
RSP statutory conditions and compliance	s76, Schedule 2
authority to create Business Rules for providing Q-Ride training	s93
RSP must comply with the Business Rules	Schedule 2, Part 2
RSP approval - immediate cancellation	s79
only ARTs can deliver the Q-Ride curricula	s35
ART statutory conditions and compliance	s36, Schedule 1
Ratio of eligible persons to rider trainers	s39
Competency recommendation notices	s38
Requirement to give a competency declaration	s86
Restriction of giving a competency declaration	s87
Q-Ride training records	s40, 41, 84, 85