

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