

# 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](mailto: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](http://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