

Guidelines for Q-Ride Senior Trainers

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Terms and abbreviations

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

1. Introduction

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

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

2. Purpose

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

3. Scope

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

This guideline details the requirements and standards for:

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

4. What is a senior trainer?

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

5. Responsibilities

Transport and Main Roads

TMR is responsible for:

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

Senior trainers

Senior trainers are responsible for:

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

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

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

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

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

6. Delivery of training

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

The notes must be used:

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

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

7. Compliance requirements

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

TMR

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

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

Senior Trainer

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

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

8. Audit and Appraisal

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

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

Non conformity rectification

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

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

Corrective Action Plan

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

The CAP must:

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

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

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

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

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

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

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

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

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

10. Review of the guidelines

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

Attachment 1

Q-Ride rider trainer appraisal

Date: 19/11/17

Rider trainer name: A. Art

Senior trainer name: B. Senior Trainer

Senior trainer signature: *B. Senior Trainer*

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

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

Attachment 2

CAP

Registered Service Provider (RSP): A1 Motorcycle School

Audit Number: A1-002

Audit Date: 19/11/17

Audit Location: Brisbane St Brisbane

Accredited Rider Trainer Audited: A. Art

Auditor/Senior Trainer: B Senior Trainer

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

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

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

Instruction for completing CAP (TMR Audit)

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

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

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

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

Section F

RSP or Senior Trainer to complete:

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

Date: 21/11/17 _____

Section G

TMR to complete:

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

Date: _____

Section H

RSP or Senior Trainer to complete:

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

Date: 20/12/17 _____

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

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

RSP or Senior Trainer to complete:

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