



Q-Ride Registered Service Provider Standards

The Q-Ride Registered Service Provider Standards are made by the Chief Executive, the Department of Transport and Main Roads under the Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005.

Version 7.0

Contents

1	Business Requirements	1
1.1	Current structure of the organisation and its operation	1
1.2	Business history for the initial application	1
1.3	Business status.....	1
1.4	Insurance policies	1
2	Management System	2
2.1	Customer relations procedure.....	2
2.2	Marketing strategy.....	2
2.3	Advertising strategy	2
2.4	Nominating a person to sign Q-Ride competency declarations	2
2.5	Data collection.....	3
2.6	Information required by the Department of Transport and Main Roads.....	3
2.7	Communication with the Department of Transport and Main Roads	3
2.8	Changes to procedures.....	3
2.9	Integrity of learner records	3
2.10	Secure storage of documents	4
2.11	Keeping of documents and records	4
2.12	Continuous improvement of management system	4
2.13	Scheduled compliance audits	4
2.14	Renewing Q-Ride registration.....	4
3	Equipment Necessary for Q-Ride Training and Assessment	5
3.1	Provision of motorbikes	5
3.2	Inspection certificates.....	5
3.3	Registration and safety of motorbikes.....	5
3.4	Servicing of motorbikes	5
4	Training and Assessment Areas.....	6
4.1	Training room.....	6
4.2	Training and assessment areas	6
4.3	Authority to use training and assessment area	6
4.4	Training and assessment on roads	7
4.5	Notification of changes to training and assessment areas	7
5	Employment and Training	8
5.1	Employing accredited rider trainers	8
5.2	Employee training program.....	8

5.3	Employee training records.....	8
5.4	Employee skills upgrade	8
6	Eligibility of Learners for Q-Ride Training and Assessment.....	9
6.1	Eligibility of learner	9
6.2	Validity of learner details	9
7	Provision of Q-Ride Training and Assessment.....	10
7.1	Documented training program.....	10
7.2	Train to program.....	10
7.3	Documented assessment process.....	10
7.4	Assess to documented process	10
7.5	Protective clothing.....	10
7.6	Separation procedure	10
7.7	Training and assessment records	11
7.8	Other records	11
7.9	Review of training and assessment	11
7.10	Competency recommendation notice - accredited rider trainer responsibility.....	12
7.11	Q-Ride competency declaration - registered service provider responsibility	12
7.12	Lost or destroyed competency declarations	12
7.13	Student Trainer Ratio	12
8	Code of Practice for Q-Ride Training and Assessment	13
8.1	Developing the Code of Practice.....	13
8.2	Distributing the Code of Practice	13
	Appendix A - Q-Ride Monthly Activity Report.....	14
	Appendix B – Consistent Assessment Process	14
	Appendix C – Self Assessment Checklist.....	14

1 Business Requirements

The registered service provider must demonstrate they have a structure in place that supports their ability to manage a business. They must also demonstrate that they have the required business registrations and insurance policies.

The structure must be supported with documented evidence that includes:

1.1 Current structure of the organisation and its operation

- a details of the current management structure of the organisation
- b an organisational chart showing the name, position and responsibility of each person who is involved in management and delivery of Q-Ride training and assessment
- c a procedure for notifying the department of any changes to staff including employment and termination dates, and authorities and responsibilities of staff, who are involved in the management and provision of Q-Ride training and assessment
- d details of ownership.

1.2 Business history for the initial application

Business history and extent of presence in Queensland, including:

- a documentary evidence relating to the registered service provider's ability to manage a business (eg. how long the business has existed, letters of support from clients and/or suppliers, information on previous businesses managed)
- b a letter from an independent accountant verifying that the business can trade financially if approval is gained as a Q-Ride registered service provider.

1.3 Business status

The registered service provider must provide:

- a For a business name – a full business name extract
- b For a company – a full company extract

The "Trading As" business name must be registered with the Office of Consumer Affairs. The registered business is issued a "Registered Business Certificate" and a Business Number. The Business Number format has a prefix of "(BN)" followed by 7 or 8 numeric characters. Status of the BN must be registered. Free search is available on the Australian Securities & Investments Commission website at: <http://www.search.asic.gov.au/gns001.html>

A company is an organisation registered with the Australian Securities and Investments Commission and issued with a "Certificate of Incorporation" and an "Australian Company Number" (ACN). The ACN number format consists of 9 numeric characters. Status of the ACN must be registered.

1.4 Insurance policies

- a Workcover policy that meets the requirements of the Workers' Compensation and Rehabilitation Act 2003.
- b Public Liability policy with a minimum cover of \$10 million. The policy must state that both the department and the registered service provider are covered for third party liability.

2 Management System

The registered service provider must demonstrate that they have a management system in place, with procedures and records that are planned, documented, and implemented with provision for continuous improvement, to show they can effectively provide Q-Ride training and assessment.

The management system must be supported with documented evidence for each of the following:

2.1 Customer relations procedure

- a The registered service provider must provide information to learners covering:
 - schedule of fees and charges for Q-Ride training and assessment
 - refund policy in accordance with Part 3 of the Fair Trading Act 1989
 - access and equity strategies for all applicants. The procedure must show the process for assessing and determining appropriate assistance needed for all applicants to achieve competencies. This includes, but is not limited to, providing language, literacy and/or numeracy assistance, and assistance to those with a physical disability
 - procedure for ensuring that they, their employees and sub-contractors who are involved in providing Q-Ride training and assessment are aware of the access and equity strategies and implement them
 - grievance and review processes for learners to follow if they have issues in relation to training and assessment provided or the manner in which it was delivered. This must include access to third party mediation if required
 - provision of training equipment such as motorbikes, helmets and protective clothing
 - their policy about liability for damage to their training equipment while being used by learners for Q-Ride training and assessment.
- b The registered service provider must declare their policy to learners about the release of the information they hold about the learner and who it will be released to
- c The registered service provider must have a procedure detailing how learners can access the information.

2.2 Marketing strategy

The registered service provider must have a marketing strategy for Q-Ride training and assessment. When developing the strategy, the registered service provider must show they meet the requirements of Part 3 of the Fair Trading Act 1989, particularly to ensure they are not “bait” advertising.

2.3 Advertising strategy

The registered service provider must have an advertising strategy for Q-Ride training and assessment. When developing an advertisement, the registered service provider must ensure:

- a the advertisement states the name of the Q-Ride registered service provider responsible for the Q-Ride training and assessment
- b the Queensland government logo is not reproduced, as it is subject to copyright.

2.4 Nominating a person to sign Q-Ride competency declarations (A nominated person must be an accredited rider trainer.)

The registered service provider must have a procedure for:

a Companies

If the registered service provider is a company, and they intend nominating additional people to sign Q-Ride competency declarations on behalf of the company. The procedure must include a process for using the department’s form F4233 (Nominated Officer for Q-Ride Competency Declarations) and also for notifying the department about the removal of a nominated signatory.

b Sole traders/partnerships

If a sole trader/partnership intends nominating additional people to sign Q-Ride competency declarations on their behalf. The procedure must include a process for using the department's form F4233 (Nominated Officer for Q-Ride Competency Declarations) and also for notifying the department about the removal of a nominated signatory.

Note: The department will only accept the nomination of a person other than the sole trader or members of the partnership if they have been duly authorised under a legal power of attorney to sign Q-Ride competency declarations on behalf of the sole trader or members of the partnership. A copy of the power of attorney must be presented with the nomination form F4233 (Nominated Officer for Q-Ride Competency Declarations).

2.5 Data collection

The registered service provider must have a procedure for:

- a collecting relevant data from all locations where they provide training and assessment
- b completing the department's Q-Ride activity report for each calendar month within 7 days of the end of the month (see Appendix A for proforma)
- c providing any other statistical or training-related information as required by the department.

2.6 Information required by the Department of Transport and Main Roads

A procedure must be in place to forward:

- a copies of Q-Ride competency declarations and Q-Ride activity reports to the department within 7 days of the end of each month either by hand delivery to Q-Ride administration, or by certified or express mail
- b any other information as required by the department by e mail, unless otherwise agreed to by the department.

2.7 Communication with the Department of Transport and Main Roads

The registered service provider must have a procedure in place to ensure that, wherever possible, all communication with the department, particularly enquiries relating to Q-Ride training and assessment, are forwarded by e-mail.

2.8 Changes to procedures

A procedure must be in place:

- a to obtain written approval from the department for any changes that will affect the registered service provider's approved Q-Ride system
- b for implementing the approved changes in the registered service provider's Q-Ride system, including updating their manual.

2.9 Integrity of learner records

The registered service provider must have a procedure for managing and ensuring the integrity of learner records in all locations where training and assessment is provided. The procedure must cover the security, confidentiality, electronic storage including back up (DVD/CD Rom, Tape Drive or Scanned), archiving and accessibility of records.

2.10 Secure storage of documents

The registered service provider must:

- a have a secure storage place in Queensland for Q-Ride competency declarations and learner records
- b advise the department of the address and location of each storage place
- c have a procedure to ensure that the records are secure and that they are only accessible to nominated authorised persons
- d ensure records are kept to avoid fire, flood, vermin or any other pests.

2.11 Keeping of documents and records

A procedure must be in place for keeping documents and records associated with the provision of Q-Ride training and assessment for at least 5 years. This includes electronic documents and records from all locations where training and assessment is provided. The procedure must:

- a state the location and address in Queensland where the documents and records will be kept
- b ensure that any handwritten documents and records will be legible
- c ensure that all documents and records will be easy for departmental officers and Q-Ride auditors to access.

2.12 Continuous improvement of management system

A procedure must be in place for:

- a acting on opportunities for improvement identified by any means; and
- b continuous improvement of the system established for Q-Ride training and assessment.

2.13 Scheduled compliance audits

The registered service provider must have a procedure for:

- a scheduling compliance audits
- b notifying the department of auditor's name and date of the audit within at least 28 days of the audit date
- c ensuring the audit is completed by the due date for the audit
- d ensuring the audit report is sent to the department by the due date for submitting the report.

2.14 Renewing Q-Ride registration

The registered service provider must have a procedure to ensure that they apply for renewal of their Q-Ride registration at least 28 days before the expiry date if they intend to continue providing Q-Ride training and assessment past the expiry date. A new letter of authority must be included with each renewal application.

3 Equipment Necessary for Q-Ride Training and Assessment

The registered service provider must:

- provide the following motorbikes as a minimum to provide Q-Ride training and assessment
- adequately maintain the motorbikes to ensure they can be operated safely and legally.

To meet this standard, the registered service provider must demonstrate how they will comply with the following requirements:

3.1 Provision of motorbikes

The registered service provider must supply motorbikes which suit the class of motorbike licence for which the learner is eligible to train.

3.2 Inspection certificates

The registered service provider must ensure each motorbike has a current Department of Transport and Main Roads Certificate of Inspection. This requirement does not apply to a new motorbike during the year after it is first registered.

3.3 Registration and safety of motorbikes

The registered service provider must ensure all motorbikes they supply and those provided by learners, and which are used for Q-Ride training and assessment:

- a are currently registered; and
- b comply with the vehicle standards as specified in Chapters 2 and 3 of the Transport Operations (Road Use Management - Vehicle Standards and Safety) Regulation 1999. If a learner is using their own motorbike, they must supply the Q-Ride registered service provider with a declaration that their motorbike complies with the Pre-Ride safety check listed in the Competency Standards Unit 1 (Prepare motorbike for Operation), and the motorbike suits the class of motorbike licence for which the learner is eligible to train.

3.4 Servicing of motorbikes

The registered service provider must establish, implement and maintain procedures and records for scheduling and performing periodic maintenance and repairs of all motorbikes supplied for Q-Ride training and assessment. The motorbikes must be maintained in a safe and legal condition and as recommended by the manufacturer.

The registered service provider must have a maintenance schedule for each motorbike that shows:

- a due dates of the scheduled services
- b dates scheduled services are completed
- c details of repairs required and date work is carried out
- d name, occupation and signature of person completing maintenance and/or repairs
- e name, position in the organisation and signature of person who ensured that the work was carried out.

4 Training and Assessment Areas

The registered service provider must provide safe training and assessment areas that are appropriate to each element of the Q-Ride competency standards in all locations where Q-Ride training and assessment is provided.

When training and assessing on roads, the registered service provider must include as many of the situations and conditions listed in the range of variables in Unit 4 of the Q-Ride Competency Standards as is practicable. (Available on the department's website at

http://www.transport.qld.gov.au/Home/Licensing/Learn_to_drive/Training_and_courses/Q_ride/How_to_become_a_registered_service_provider/Q_ride_becoming_a_registered_service_provider)

The registered service provider must comply with the following in all locations where Q-Ride training and assessment is provided:

4.1 Training room

The registered service provider must provide a training room or area suitable for the accredited rider trainer to conduct introductory Q-Ride training, theory lessons and discussions.

The registered service provider must advise the department of the address of your training room or mobile unit where theory lessons are conducted.

4.2 Training and assessment areas

The registered service provider must have access to a safe and secure training and assessment area which cannot be accessed by any other person than those involved in the Q-Ride training and assessment. The training and assessment area must be safe and have a smooth hard surface, free of loose material.

The registered service provider must provide the department with a documented description of each training and assessment area which includes the address, photographs, a map showing the location of the training and assessment area and include a diagram of the area showing:

- a dimensions of the area
- b access points including any gates
- c surrounding roads
- d any other significant traffic issue that may affect the area
- e how the security and safety of the learners and accredited rider trainers will be maintained during training
- f hazardous points.

Note: The department may require a diagram of where the manoeuvres listed in the Competency Standards will be conducted.

4.3 Authority to use training and assessment area

If the training and assessment area is not owned or solely leased by the registered service provider, a letter of authority from the property owner must be provided to the department. This letter must be in the name of the legal entity of the registered service provider applying for approval of the training and assessment area. The letter of authority must include the following information:

- a when the area will be available for Q-Ride training (eg nominated days and specific times for training and assessment)
- b that the registered service provider has sole use of the area during these times
- c that the owner agrees that access to the area can be blocked during Q-Ride training
- d the physical address of the training and assessment area

Note: A new letter of authority must be included with each renewal application

4.4 Training and assessment on roads

The registered service provider must have a procedure for determining suitable locations on roads where learners can be trained and assessed to meet the requirements. The procedure may include a documented description of these routes that outlines the traffic situations that a learner rider must be assessed against (listed in the Competency Standards Unit 4 Apply Roadcraft).

4.5 Notification of changes to training and assessment areas

The registered service provider must apply for approval of any changes to a training and assessment area prior to conducting any Q-Ride training and assessment in that area.

5 Employment and Training

The registered service provider must ensure that:

- only accredited rider trainers conduct Q-Ride training and assessment
- they have an employee training program that explains the registered service provider's procedures for all employees and sub-contractors providing Q-Ride training and assessment.

To meet this standard, the registered service provider must demonstrate how they will comply with the following requirements:

5.1 Employing accredited rider trainers

The registered service provider must have a procedure for ensuring that only accredited rider trainers conduct Q-Ride training and assessment, and that:

- a their accreditation is current; and
- b they hold a current driver licence with the appropriate class.

5.2 Employee training program

The registered service provider must have an employee training program that explains:

- a the registered service provider's training program
- b the accredited rider trainer's responsibility to deliver Q-Ride training and assessment in accordance with the registered service provider's procedures for providing Q-Ride training and assessment
- c the responsibilities of management and administration staff to support the delivery of Q-Ride training and assessment in accordance with the registered service provider's procedures for providing Q-Ride training and assessment.

5.3 Employee training records

The registered service provider must keep training records that show the date each employee and sub-contractor providing Q-Ride training and assessment completed the employee training program.

5.4 Employee skills upgrade

The registered service provider must keep records for each employee and sub-contractor, detailing any further training undertaken to maintain and/or upgrade their qualifications and skills.

6 Eligibility of Learners for Q-Ride Training and Assessment

The registered service provider must have a procedure for:

- determining the eligibility of learners to undertake Q-Ride training and assessment
- ensuring Q-Ride training and assessment is only provided to eligible learners.

To meet this standard, the registered service provider must demonstrate how they will comply with the following requirements:

6.1 Eligibility of learner

The registered service provider must have a procedure to confirm whether a learner is eligible before commencing Q-Ride training and assessment. This procedure must include checking that the learner has completed and signed departmental form F3961 (Q-Ride learner declaration).

The procedure must also show that the following information will be considered when deciding a learner's eligibility for Q-Ride training and assessment:

- a for a class RE licence, the learner must hold and produce a current learner licence (class RE);
- b for a class R licence, the learner must hold and produce—
a class RE provisional, probationary or open licence and declare that they have held this licence for at least 12 months

6.2 Validity of learner details

If the registered service provider reasonably believes that the information provided by a learner on their Q-Ride learner declaration form is incorrect, the registered service provider may require the learner to provide a copy of their driver licence history from the relevant licensing authority.

The registered service provider must not allow a learner to participate in Q-Ride training and assessment unless they are reasonably satisfied that the learner is eligible to do so.

The registered service provider must have a procedure for requesting the learner to establish their eligibility to undertake Q-Ride training and assessment and for recording any information provided by the learner.

7 Provision of Q-Ride Training and Assessment

The registered service provider must have a procedure which ensures:

- their training and assessment is appropriately planned, provided and reviewed
- their accredited rider trainers follow the procedure when delivering Q-Ride training and assessment.

To meet this standard, the registered service provider must demonstrate how they will comply with the following requirements:

7.1 Documented training program

The registered service provider must develop and document a training program that enables attainment of the competency standards for a learner undertaking Q-Ride training and assessment.

7.2 Train to program

The registered service provider must have a procedure that ensures their accredited rider trainers provide Q-Ride training to their learners in accordance with the registered service provider's documented training program.

7.3 Documented assessment process

The registered service provider must develop and document an assessment process that:

- a includes the content of the Consistent Assessment Process detailed in Appendix B
- b shows how and by who the assessment of a learner's competency will be recorded
- c details how requests for recognition of prior learning will be managed including how the evidence presented will be retained.

Recognition of Prior Learning (RPL)

Regardless of any evidence a learner presents when requesting RPL, they must demonstrate their competency against the Q-Ride competency standards during an assessment by an accredited rider trainer.

7.4 Assess to documented process

The registered service provider must have a procedure that ensures their accredited rider trainers assess the learners in accordance with the assessment process.

7.5 Protective clothing

The registered service provider must have a procedure for ensuring that each Q-Ride learner and accredited rider trainer wear the following protective clothing:

- a pants that cover the full length of the leg
- b long sleeve shirt or jacket made from protective material designed to minimise abrasions
- c eye protection designed for use by motorbike riders
- d fully enclosed gloves designed for use by motorbike riders
- e fully enclosed shoes.

7.6 Separation procedure

The registered service provider must inform learners of their responsibility to be accompanied at all times by an accredited rider trainer while being trained for Q-Ride. The registered service provider must have a procedure in place:

- a in the event that the learner becomes separated from the accredited rider trainer under whose direction they are learning
- b to ensure learners are advised of actions to be taken if they become separated from the accredited rider trainer under whose direction they are learning to ride.

7.7 Training and assessment records

The registered service provider must keep training and assessment records for each Q-Ride learner in accordance with the Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005, that include:

- a learner's training and assessment records detailing:
 - learner's name and address
 - learner's driver licence number and licence type, class and expiry date
 - documents and information the learner produced to the provider to verify their eligibility for Q-Ride training and assessment
 - the date, the time, the registered service provider started providing the training and the duration of the training
 - serial number of the Q-Ride competency declaration, and date given to the learner.
- b Form F3961 (Q-Ride Learner Declaration) completed and signed by the learner
- c if applicable, a signed disclaimer from each learner who uses their own motorbike for the training and assessment, that it is compliant with Australian Design Rule 57/00 - Special Requirements for L-Group Vehicles
- d a copy of the learner's Q-Ride training and assessment record given to the registered service provider
- e if applicable, the competency recommendation notice for the learner given to the registered service provider by their accredited rider trainer
- f a copy of the Q-Ride competency declaration given to the learner.

7.8 Other records

The registered service provider must keep other records showing that each:

- a learner receiving Q-Ride training and assessment has been:
 - instructed to wear a motorbike helmet that meets Australian Standard 1698-1988
 - instructed that they must wear the protective clothing (refer to Standard 7.5)
 - trained and assessed in accordance with the documented training program and the documented assessment process for Q-Ride training and assessment.
- b accredited rider trainer has been:
 - instructed to wear a motorbike helmet that meets Australian Standard 1698
 - instructed that they must wear the protective clothing (refer to Standard 7.5)
- c a registered service provider must have a procedure in place to report any situation by the next business day where a learner, accredited rider trainer or anyone else:
 - requires medical treatment from a trained health professional
 - was hospitalised or
 - was involved in a reportable incident to the Queensland Police Service.

7.9 Review of training and assessment

The registered service provider must have a procedure for:

- a regular consultation with employees and sub-contractors about training, assessment and management issues including provision to complete training and assessment reviews:
 - at least three monthly for each accredited rider trainer in the organisation using appendix C (self assessment checklist)
- b obtaining feedback from learners
- c keeping records of any consultation and/or feedback actions taken and completed self assessment checklists
- d producing the kept records on request by auditors or the department

This information may be used to assist with reviews of training and assessment, and to ensure continuous improvements to their training and management systems.

7.10 Competency recommendation notice - accredited rider trainer responsibility

The registered service provider must have a procedure to ensure that in each location where training and assessment is provided:

- a each accredited rider trainer who is an employee or contractor of the registered service provider gives to the registered service provider a competency recommendation notice for those learners who have attained all the Q-Ride competencies, recommending that the registered service provider give the learner a Q-Ride competency declaration in accordance with the Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005
- b the recommendation is given to the registered service provider no later than 1 day after the accredited rider trainer assesses the learner as having attained all the competencies.

7.11 Q-Ride competency declaration - registered service provider responsibility

The registered service provider must have a procedure to ensure that, in each location where training and assessment is provided, the registered service provider or a nominated executive officer gives a Q-Ride competency declaration to a learner who is assessed as having attained all the competencies, within 3 days.

7.12 Lost or destroyed competency declarations

The registered service provider must have a procedure for managing lost or destroyed competency declarations in accordance with the Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005 sections 90 and 91.

The registered service provider must:

- a ensure that the learner completes a signed statement advising when, where and how they have lost or destroyed their competency declaration
- b forward the original statement to the department within 3 days, and hold a copy for their records
- c cancel the original competency declaration and forward a photocopy to the department with the statement
- d notify the department in writing within 3 days of the replacement competency declaration details.

7.13 Student Trainer Ratio

The registered service provider must have a procedure in place to ensure that their accredited rider trainers do not breach the legal maximum student trainer ratio.

8 Code of Practice for Q-Ride Training and Assessment

Before delivering Q-Ride training and assessment, the registered service provider must develop and distribute a Code of Practice for providing training and assessment.

8.1 Developing the Code of Practice

The code of practice must include the following information:

- a about learners
 - training and assessment fees and charges for Q-Ride training and assessment
 - refund policy
 - access and equity arrangements
 - grievance and review process
 - objectives and outcomes of the training and assessment
 - expected conduct of the learners during training and assessment.
- b about the employees and sub-contractors

A code of conduct developed by the registered service provider for their employees and sub-contractors involved in providing Q-Ride training. This should include information from the “Code of Conduct for accredited driver trainers”. This can be view on the Department’s website at:

http://www.transport.qld.gov.au/Home/Industry/Accreditations/How_to_become_an_accredited_trainer/

- c about the registered service provider

How the registered service provider will market and advertise the provision of Q-Ride training and assessment.

8.2 Distributing the Code of Practice

The registered service provider must have a procedure that details how they will ensure:

- a learners are made aware of the Code of Practice, and
- b that they and their employees, and/or contractors involved in providing Q-Ride training and assessment sign a statement that they understand and will comply with the registered service provider’s Code of Practice.

Appendix A - Q-Ride Monthly Activity Report

Appendix B – Consistent Assessment Process

Appendix C – Self Assessment Checklist

These appendices can be view on the Department’s website at:

http://www.transport.qld.gov.au/Home/Licensing/Learn_to_drive/Training_and_courses/Q_ride/How_to_become_a_registered_service_provider/