

Transport and Main Roads

Q-Ride Registered Service Provider Information

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1 Introduction

1.1 Aim of Q-Ride

The aim of Q-Ride is to improve road safety for motorbike learner riders in Queensland. Q-Ride supports identified rider education and safety strategies by improving the quality of pre-licence rider instruction. Q-Ride is a competency-based training and assessment program that aims to ensure participants reach a demonstrated level of skill and proficiency as a motorbike rider.

The Q-Ride scheme operates parallel with the Department of Transport and Main Roads (the department) Q-SAFE practical test as an alternative for those seeking to obtain a motorbike licence.

Q-Ride is designed to ensure participants continue their training until they demonstrate they are competent against each of the competency standards that have been developed for satisfactory performance. The program focuses on improving the quality of pre-licence rider training, with the aim of boosting education and awareness, and enhancing road safety.

The focus of Q-Ride is on the attainment of competency in motorbike riding by gaining the skills necessary to safely ride a motorbike and attain a positive attitude toward using these skills while riding, demonstrated that they are competent and have gained the skills and attitude to ride safely, a Q-Ride competency declaration is issued. The learner can then take the Q-Ride competency declaration to the department and apply for the class of licence shown on the declaration.

1.2 Who is eligible for Q-Ride training

Any person who meets the Queensland driver licensing requirements can undertake Q-Ride training.

All newly licensed motorbike riders will be required to hold their RE class motorbike licence for a minimum of 12 months before being able to progress to their R class motorbike licence.

This is in addition to the requirement to hold a provisional car licence for 12 months prior to getting a motorbike learner licence (class RE).

1.3 Who provides the training and assessment

Only Registered Service Providers (RSP) can provide Q-Ride training and assessment. Training and assessment can only be conducted by an accredited rider trainer, who is:

- A. an RSP
- B. employed by an RSP.

Accredited rider trainers must adhere to the RSP's training program when delivering Q-Ride training and assessment.

A person must not represent themselves, either orally or in writing as an RSP unless registered by the department. This includes the publishing of any advertisement stating or implying that the person is an RSP or may provide Q-Ride training or may give a person a competency declaration. A fine of up to \$6,000 may be incurred for a conviction of this nature.

1.3.1 How to become an accredited rider trainer

To become an accredited rider trainer the person must:

A. Meet the requirements for accreditation as a rider trainer under the Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005 including:

- hold a current driver trainer accreditation to give driver training for a class R motorbike.
- successfully complete one of the following assessment units:
 - Assess Competence TAEASS402A or TAAASS402
 - Plan and Organise Assessment TAESS401A or TAAASS401
 - Certificate IV in Training and Assessment (TAE40110 or TAA40104)

NOTE: Certificate IV in Transport and Logistics (Road Transport Driving Instruction) TLI41410 or TLI41409 is the current driver trainer qualification accepted by the department and offers specialisation in the motor cycle stream.

B. Lodge a rider trainer accreditation application form, F3948 in person at the department's customer service centre (CSC). There is no application fee. The application must be accompanied by:

- the original (or certified copy) of the Level IV certificate or other equivalent certificate; and
- the applicant's current driver licence and driver trainer identity card.

If the application is approved, an accredited driver/rider trainer industry authority card is issued to the person. This card must be displayed when giving Q-Ride training. The rider trainer must also comply with the Statutory Accreditation Conditions for Accredited Driver Trainers or Rider Trainers and the Code of Conduct (refer to *Transport Operations (Road Use Management-Accreditation and Other Provisions) Regulation 2005*). A contravention of these conditions may result in the department amending, suspending or cancelling the person's accreditation.

1.4 Legislation

The following legislation applies to the conduct of Q-Ride training, the registration of service providers, the accreditation of rider trainers, the eligibility criteria for learning to drive and the road rules for driving:

- Registration of RSPs

Part 4 of the *Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005*.

- Accreditation of Rider Trainers

Part 3 of the *Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005*.

- Eligibility criteria for learning to drive

Transport Operations (Road Use Management – Driver Licensing) Regulation 2010

Road Rules – *Transport Operations (Road Use Management – Road Rules) Regulation 2009*

Note: Legislation is available at www.legislation.govnet.qld.gov.au/Acts_SLs/Acts_SL_T.htm.

2 Becoming an RSP

2.1 Criteria for registration

- A. To become a Q-Ride RSP, applicants must meet the requirements of the Q-Ride RSP Standards, which include business system management and competency standards.
- B. One of the Q-Ride RSP Standards require that all Q-Ride RSPs must have internet access and e-mail capability for communication with the department.
- C. Applicants have to undergo an entry audit to become registered. This audit consists of a desktop review followed by an on-site audit of the business facilities and equipment.
- D. When completing an application to become a Q-Ride RSP, applicants are required to declare that they agree to comply with the statutory conditions for RSPs under Schedule 5 of the *Transport Operations (Road Use Management – Accreditation and Other Provisions) Regulation 2005*.

2.2 Applying for registration

2.2.1 Application form

A person applying for registration as an RSP must apply to the department using the Q-Ride RSP Registration Application form F3946 which is available on the department website www.tmr.qld.gov.au under forms.

2.2.2 Conflict of Interest

A conflict of interest could occur if the applicant or their employees carry on any other form of business or employment that could directly or indirectly impact or influence the carrying out of their responsibilities as a Q-Ride RSP.

Any potential conflict of interest must be declared to the department at the time of their application.

2.2.3 Suitable Persons

The department will conduct a check to see if you have any criminal convictions that may affect your ability to meet the 'suitable person' criteria. The department will also take into account complaints and/or show cause proceedings it has had with you.

Criminal history checks are carried out to ensure you are a suitable person for the appointment. This is a legislated requirement under *Transport Operations (Road Use Management) Act 1995*.

When a corporation applies for approval as an RSP, they must provide a Police Certificate (name only) for all directors.

You can obtain a Police Certificate (name only) from any police station. You will be required to produce photo identification.

The department undertakes criminal history checks for:

- corporate name
- sole traders
- partnerships (checks on both partners).

If however, you are an individual or partnership applying for accreditation, you must pay \$35.30 per applicant listed on the application to a departmental CSC and post the receipt into Q-Ride Administration with your application. This fee is for the department to complete a criminal history check.

2.2.4 Nominating a person to sign Q-Ride competency declarations

A. Companies

If registered as a company, you can nominate other people in your business to sign Q-Ride competency declarations. You must nominate the person using form F4233 - Nominated Signatory for Q-Ride Competency Declarations.

B. Sole traders/partnerships

If you are a sole trader or in a partnership, you can nominate additional people to sign Q-Ride competency declarations if they have been duly authorised under a legal power of attorney to sign Q-Ride competency declarations on your behalf. A copy of the power of attorney must be presented when you nominate the person using form F4233 - Nominated Signatory for Q-Ride Competency Declarations.

2.2.5 Evidence of identity

You will be required to produce evidence of identity that will verify the legal existence of your name and date of birth as stated on the application form. Any person who you have nominated as being authorised to sign Q-Ride competency declarations on behalf of the business will also be required to produce evidence of identity. The evidence of identity must be produced at the on site entry audit which is conducted by the department. Only original documents will be accepted.

A list of acceptable Category A and Category B evidence of identity documents is contained on the department website at www.tmr.qld.gov.au/Home/Licensing/Driver_licence/Identification_requirements.

In most cases, the production of your Queensland driver licence (current or expired less than 2 years) will be sufficient.

2.3 Preparing a submission

A person applying for registration as an RSP is required to attach a detailed submission to their application form. In the submission, the applicant must address all of the Q-Ride RSP Standards.

When addressing the Q-Ride RSP Standards, the applicant must provide a written procedure that explains how they intend to meet the standards, who (position they hold rather than a person's name) in their organisation will be responsible for ensuring that the procedure is followed, when and how the functions will be carried out, where it will be recorded that the functions have been carried out and where the record will be stored.

2.3.1 Format of submission

A. All submissions must:

- address the Q-Ride RSP Standards in the same numerical order that they appear in the RSP Standards
- include a number for each procedure that is the same number shown in the RSP Standards
- have all pages numbered
- contain an index, version number and date.

B. Any forms referred to in the submission that will be used in Q-Ride training must:

- include a version number and the date they were either created or amended

- be contained in an appendix to the submission.

2.3.2 RSP Standards

The eight Q-Ride RSP Standards that must be addressed in the submission are:

Standard 1 – Business requirements

Standard 2 – Management system

Standard 3 – Equipment necessary for Q-Ride training and assessment

Standard 4 – Training and assessment areas

Standard 5 – Employment and training

Standard 6 – Eligibility of learners for Q-Ride training and assessment

Standard 7 – Provision of Q-Ride training and assessment

Standard 8 – Code of practice for Q-Ride training and assessment

2.3.3 Development of training program

Applicants are also required to develop their own training and assessment programs in accordance with the Q-Ride RSP and Competency Standards for a learner undertaking Q-Ride training.

2.4 Submitting application

Before submitting the application, ensure that:

- copies of all certificates and other paperwork referred to in question seven on the application form have been included
- procedures that are asked for have been explained, and examples have been included wherever possible (e.g. 7.7 give example of training and assessment record you will use)
- copies of records referred to have been included
- any attachments included have been numbered and reference has been made to the number where appropriate
- all pages of the application have been numbered
- a contents index has been included; and
- the relevant fees have been paid to the department CSC and receipts included.

The applicant must refer to the Q-Ride RSP Standards and Q-Ride Competency Standards to complete their application.

The application is to be posted to:

Q-Ride Administrator
Department of Transport and Main Roads
PO Box 673
Fortitude Valley Qld 4006

2.5 Assessment of application

When an application is lodged, the department will assess the applicant's ability to comply with the Q-Ride RSP Standards by conducting a desktop review and an entry audit.

The department is required to review any application within 28 days of receiving all relevant information and advise the applicant of the decision made within a further 14 days.

2.5.1 Desk top review

The desk top review will be undertaken by a departmental staff member to ascertain whether the applicant has adequately addressed the Q-Ride RSP Standards. The following decisions will be made after assessing the application:

- **Satisfactory** – all requirements have been adequately met, and on-site audit will be conducted.
- **Corrective action request** – some of the information provided is adequate but some needs further explanation. The applicant will be provided with details of the actions that are required to be completed before the application can proceed.
- **Refusal** – there are excessive non-compliances for the application to be approved. Applicants will be notified in writing, and provided with a copy of the desktop review detailing the issues.

2.5.2 On site audit

If the desk top review of the application is satisfactory, the department will arrange an audit of the site where Q-Ride training will be conducted. There are some requirements in the Q-Ride RSP Standards that can only be assessed by a site visit, for example, motorbikes to be used for training, storage of records or other requirements. If corrective action requests are made at this audit, the applicant will be given a timeframe for their correction. The application cannot proceed until these requests have been finalised

2.6 Result of application

The department will notify the applicant of the result of their application in writing within 14 days of making a decision.

2.6.1 Period of initial registration

An RSP can be registered for a period of up to two years. The period is decided by the department and the successful applicant will be advised at the time of approval.

2.6.2 RSP number

Where the application is approved, the applicant will be issued with a unique RSP number, given appropriate documentation and advised of administrative arrangements.

3 Registration

3.1 Adding nominated signatories once registered

If the RSP is a registered company, additional people can be nominated as signatories after approval has been granted by completing form F4233. The nominated signatory needs to take the completed form and their original evidence of identity document (e.g. driver licence) to the nearest department CSC. The nominated signatory will be given a photocopy of the form which they must give back to the RSP who will retain it for audit purposes.

Where an RSP is a sole trader or in a partnership, they can nominate additional people to sign Q-Ride competency declarations if they have been duly authorised under a legal power of attorney to sign Q-Ride competency declarations on your behalf. A copy of the power of attorney must be presented when you nominate the person using form F4233 - Nominated Signatory for Q-Ride Competency Declarations.

3.2 Renewal of registration

It is the RSP's responsibility to ensure that they apply for renewal of their registration at least 28 days prior to its expiry.

Failure to maintain registration will mean that the RSP is no longer registered and is not able to continue providing Q-Ride training and assessment.

If the RSP allows their registration to lapse, the RSP must return all unused competency declaration forms to the department within 14 days.

3.3 Q-Ride training incident reporting

RSPs 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 professional
- was hospitalised
- was involved in a reportable incident to the Queensland Police Service.

The aim of the training incident reporting policy is to improve the design and delivery of Q-Ride training and assessment by having a better understanding of the causes of incidents through the monitoring and analysis of the incident data.

Reporting of incidents to the department should be completed using the Q-Ride Incident Reporting Form (see Attachment A).

3.4 Audits

The department utilises both second and third party auditing within Q-Ride including:

- entry audit – conducted by the department to verify that the RSP has demonstrated that they can meet the Q-Ride RSP Standards.
- scheduled compliance audit – conducted annually by an approved Q-Ride auditor to gather evidence that the RSP has complied with the Q-Ride RSP Standards.

- non-compliance audit – conducted by approved Q-Ride auditors if there is any doubt that the RSPs are complying with the Q-Ride RSP Standards, or a complaint has been made and substantiated, the department can initiate a non-compliance audit to gather evidence to determine if the RSP is complying with the RSP Standards.
- training and assessment audit – conducted by qualified departmental officers to monitor consistency in training provided and assessment undertaken.
- record maintenance audit – conducted by qualified departmental officers to monitor consistency in training provided and assessment undertaken.
- exit audit – conducted by qualified departmental officers and may include a sampling of records and ensure that any unused documentation is retrieved.

Further information about Q-Ride auditing or to become a Q-Ride auditor can be found at www.tmr.qld.gov.au/Home/Licensing/Learn_to_drive/Training_and_courses/Q_ride/Audits/Q_ride_audits.

3.4.1 Scheduled compliance audits

To ensure continued conformance with the Q-Ride RSP Standards, RSPs are required to be audited within 12 months of accreditation and annually thereafter by an approved Q-Ride auditor.

RSPs must:

- A. schedule an audit no sooner than 28 days before the anniversary date of registration and complete no later than 28 days after the anniversary date
- B. engage an approved Q-Ride auditor and notify the department of the auditor and audit date no later than 28 days prior to the commencement of the audit
- C. pay for the service they contract
- D. provide a copy of the audit report to the department within 14 days of the audit being completed.

RSPs must produce documented evidence to show compliance with the procedures and policies that have been approved by the department.

RSPs who fail to meet their legal obligations in having the audit conducted in the required time will be suspended from providing Q-Ride training until the matter is resolved. If their registration is due for renewal at the same time, they will automatically be suspended and their registration cancelled.

3.4.2 Non-scheduled compliance audits

Where the department reasonably believes the RSP may not be complying with the standards, a preliminary enquiry will be conducted to determine whether a non-scheduled compliance audit is warranted.

If it is decided that an audit is required, the RSP will be required by written notice to arrange an audit to be carried out within the time stated in the notice. The RSP must provide an audit report to the department within 14 days of the audit being completed.

Such audits must be conducted by external RABQSA International Inc quality management system auditors who have been approved by the department to conduct Q-Ride audits.

3.4.3 Training and assessment audits

To ensure Q-Ride training and assessment is being delivered to a consistently high standard, training and assessment audits are conducted by qualified departmental staff. These reviews focus on the Consistent Assessment Process,

Q-Ride Competency Standards, adherence to the approved training program of the RSP and the training environment.

Further information about Q-Ride auditing or to become a Q-Ride auditor can be found at www.tmr.qld.gov.au/Home/Licensing/Learn_to_drive/Training_and_courses/Q_ride/Audits/Q_ride_audits.

3.4.4 Record maintenance audits

Monitoring records for continued compliance with the Q-Ride RSP Standards.

3.4.5 Exit audits

On exiting the scheme RSPs must make suitable close out provisions to ensure the integrity of learner records. The department will assess compliance with the RSP Standards since the last scheduled audit and the close out provisions.

4 Industry meetings

The Q-Ride RSP Meeting was established as an advisory forum to Government to promote and support the development of effective rider training and assessment. The department conducts quarterly meetings and the role of these meetings is to:

- provide a forum for discussions between the department and the RSP/rider training industry
- raise and resolve state-wide issues affecting the motorbike industry
- enable information exchange and distribution state-wide to the rider training industry
- encourage consistent training and assessment..

Each RSP is eligible to have a representative attend the meeting.

5 Q-Ride industry development day

The industry development day is an annual event, designed to ensure that accredited rider trainers and RSPs are given opportunities to learn new skills and to be exposed to best practices in teaching motorbike riding skills and knowledge. They are organised jointly by the department and RSPs.

6 Q-Ride administration

Q-Ride accreditation is administered by the Road System Management Division of the Department of Transport and Main Roads. Q-Ride staff can be contacted by e-mail at:

Q-Ride@tmr.qld.gov.au or by telephone on 3253 4109.

7 Attachment A - Q-Ride Incident Reporting Form

Q-Ride Incident Reporting Form									
Please complete all details and tick the appropriate response.									
1. RSP Details									
Name:						Phone No:			
Business address:									
Accredited rider trainer's name:						Accreditation No:			
2. Incident scene and event									
Date :			Time:		Place:				
3. Type of incident			Drop motorbike		Crash motorbike		Learner abusive behaviour		
Other (give details)									
4. Learner involved in incident – details									
Learner's name:				Date of Birth:			Phone No:		
Learner's address:									
Age group	17-20	21-24	25-29	30-39	40-49	50-59	60-69	70-79	
Sex	Male	Female	Licence Number						
Severity of incident									
Minor injury – observed by trainer		Minor injury – reported by learner		First aid by trainer		First aid self-administered		No treatment	
Medical treatment		Property damage over \$500		Hospitalisation		Fatal			
Was helmet secured?		Yes		No					
Witness name & address and phone no.									
5. Incident details									
Motorbike involved in incident (unit)				Make/Model/Size			Reg. No.		
No. of learners in the group		1	2	3	4	5	6		
Number of trainers and proximity of the trainer(s)									
standing nearby			following the group on-road			leading the group on-road			

Other (give details)									
During which Q-Ride unit did the incident occur?									
Unit 1 – Prepare motorbike for operation				Unit 2 – Manoeuvre motorbike at low speed					
Unit 3 – Control motorbike at road speeds				Unit 4 – Apply roadcraft					
Incident location - Off-road On-road									
Nature of incident									
Hit object			Hit pedestrian			Head-on			
Low side /high side			Rear-ended another vehicle			Fall from motorbike			
Hit by another vehicle			Hit parked vehicle			Hit animal			
Contributing factors									
Disobeyed road rules			Inexperience			Speed			
Road conditions			Other, describe at Section 8						
Learner intended action									
Move off/stop			Cross carriageway			Enter carriageway			
Go straight ahead			Make U turn			Cornering			
Make right or left turn			Overtake			Change lanes			
Overall damage									
Nil			Minor			Moderate – rideable/drivable			
Moderate – towed away			Major – towed away			Extensive – unrepairable			
Unknown									
6. Other casualty as a result of the incident NA									
User type unit	Driver of vehicle		Passenger of vehicle			Other rider / pedestrian			
Age group	17-20	21-24	25-29	30-39	40-49	50-59	60-69	70-79	
Sex	Male	Female							
Severity	Minor injury		Medical treatment		Property damage	Hospitalisation		Fatal	
7. Police (QPS)									
Was the crash reported? Yes/No			Which police station?			Police report no. (if known)			

Did police attend the scene of the incident?

8. Description of how the incident occurred (include a diagram)

9. Preventative action

This section is for the accredited rider trainer and RSP to discuss and document what the RSP intends putting in place or recommends to Q-Ride administration to prevent this from occurring again?

OR State the reason that no remedial or preventative action is necessary.

Example – learner riders must be allowed sufficient practice time before progressing, trainer amended training technique for this learner or motorbike down sized for learner.

Signed _____ Date _____

Authorised person

Signed _____ Date _____

Learner

Privacy disclaimer

The Department of Transport and Main Roads provided this form under the *Transport Operations (Road Use Management) Act 1995* for the reporting of incidents that occur during the provision of Q-Ride training and assessment by Registered Service Providers. This information is accessible by authorised departmental officers and some of this information may be disclosed to various government agencies. The Department of Transport and Main Roads will not disclose your personal details to any other third parties without your consent unless required by law.