



NQ RIDE Rider Training

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STUDENT COURSE

INFORMATION KIT

FOR Q-RIDE

TRAINING & ASSESSMENT COURSES

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PURPOSE OF COURSE

The aim of the course is to provide participants with the skills, knowledge and attitude to meet competency standards of the Q-Ride Training Program specified by the Queensland Department of Transport.

The four units of competency are

1. Prepare motorcycle for operation
2. Manoeuvre motorcycle at low speed
3. Control motorcycle at road speeds
4. Apply roadcraft

On successful completion of the training, the learner undertaking training in the Q-Ride Program will have fulfilled the Queensland Licensing requirements for that specific class of motorcycle in which training was given.

The qualification issued by the Registered Q-Ride Service Provider will be recognised by Queensland Transport for the purpose of issuing the applicant with a licence.

TRAINING AND ASSESSMENT PROVISION:

The Q-Ride Training is advice, demonstration, instruction and training in the competencies for riding a class RE or R motorcycle and assessment of the competencies provided by a registered service provider.

If using a riding school bike, the cost arising from any accidental damage caused while in training will be the responsibility of the Riding School. Any malicious damage caused by the student must be paid for by that student.

COURSE DELIVERY

Q-Ride courses will be conducted either as individual per hour, or in a group session on a one or two day course.

All students will be assessed for competency during the Q-Ride course, in house, by the NQ RIDE Motorcycle Training trainers.

ELIGIBILITY TO UNDERTAKE Q-RIDE TRAINING AND ASSESSMENT COURSE

Class RE licence learners must:

Hold and produce a current RE learner licence.

Class R licence learners 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 if RE class not obtained through Q-Ride; or

PROCESS FOR LEARNER RIDERS TO ATTEND Q-RIDE PROGRAM

- 1) Determine licensing pre-requisites for course. (See eligibility for Course). Ensure all licences held are not suspended, cancelled or disqualified. A check can be conducted by telephoning Queensland Transport on 13 23 80 with your identification details.
- 2) Complete the Application Form enclosed.
- 3) Submit your course fees to NQ RIDE Motorcycle Training with the application.
- 4) When your enrolment is accepted by the training school, a receipt will be issued and given to you on the first day training is undertaken. You will be required to carry a verified receipt from the provider at all times. This receipt is only valid for six months from the date of issue. The school will contact you to arrange a mutually acceptable time for your training sessions.
- 5) On the day of training, complete and sign a "Queensland Transport Q-Ride Learner Declaration form (F3961) and associated paperwork. Produce your current licence for the trainer and enrol in the Q-Ride Training Program for the class of licence you require.
- 6) Demonstrate competency in all the skills, knowledge and attitude specified in the Q-Ride Program and be capable of performing these competencies consistently over a period of time in a range of contexts on multiple occasions.

- 7) When the Learner Rider has achieved competency in all the competencies of the program, the learner will be presented with a “Competency Declaration” Certificate for the class of motorcycle for which the training is given.
- 8) This “Competency Declaration” Certificate must be presented to a Queensland Transport Customer Service Centre, (within one year of receiving the Certificate). Until the licence class is issued by Queensland Transport you will not be licensed to ride unaccompanied, until the class is endorsed on to your driver licence.

Once competency has been achieved in the R class, and a Competency Declaration Certificate issued, the R class cannot be endorsed by Queensland Transport until such time as:

- the participant has held the RE class licence for 12 months; or
- the Certificate still needs to be presented to Queensland Transport within 12 months of obtaining competency.

COURSE TRAINING AND ASSESSMENT

Riders will be required to perform a range of competencies involving preparation for riding, on road and off road, static and road speed manoeuvres, general road driving displaying correct attitude, risk management and defensive skills and classroom competencies covering legislation, roadcraft, motorcycle personal safety and vehicle maintenance.

1-DAY COURSE

NOTE: Courses generally run every Friday and Saturday

This 8hr course is for the confident and experienced rider. It is expected that students attending this course would be at a level where they are comfortably able to ride around the training range demonstrating complete familiarity with the basics such as clutch control, balance control, gear changing, cornering and braking. For example, current road or dirt bike riders who wish to either obtain a licence or to upgrade.

This course will move quickly into the Q-Ride competencies so the rider needs to be at the level described above. If not then the trainers will quite quickly suggest that they may need to do the 2-day course so as not to slow down the day for the rest of the class.

As the 1-day course is based on our “Defensive Riding” course it is also ideal for those who already have their licence and would like the opportunity to brush up on the everyday skills a rider uses to minimise the hazards while maximising the pleasure they can only come from riding a motorbike.

If you're still not sure please ring us to discuss the options further.

2-DAY COURSE

NOTE: Courses generally run every Wednesday/Thursday (some weekends available)

Though still designed around our “Defensive Riding” platform this 12 hour course is for the beginner or the rider with only limited (i.e. little or no) prior riding experience. This includes riders who've not been in the saddle for a few years so are perhaps a little “rusty”.

Day one starts from scratch then progresses steadily throughout the day so that the students can learn in a friendly, safe and relaxed environment. The classes are kept small to allow more training time and one-on-one feedback with our trainers. On the first day you are not being assessed for Q-ride but being taught to ride. We find this helps make the day a lot less stressful for the novice rider. If by the end of day 1 your confidence or skill level needs a little further refining then don't worry, you can do the day over for only a minimal additional cost.

Day two is where all the training from the previous day comes together and in the morning session the students get a little more practice with what has previously been covered before moving into the assessment side of the program. Additionally we will then cover the mental skills a rider uses to make their riding environment as safe as practical with the use of powerpoint and video presentations. This is to help the rider put in place the strategies used to manage hazards and the different riding scenarios a rider will come across every day.

We'll then put what we've learnt into practice by taking the students for a ride in the backstreets to start with where they can take their lead from the trainers. Finally the trainers will drop back to allow each rider a turn up front for some valuable feedback on how they are managing their ride before being assessed.

THE ASSESSMENT PROCESS

Assessment in each unit of the course will be conducted, in-house, by a fully certified and accredited motorcycle trainer and assessor employed by NQ RIDE Motorcycle Training

Learners must demonstrate the required level of skills and knowledge in all units of competency to successfully complete the outcomes of the course, (Prepare motorbike for operation, Manoeuvre motorbike at low speed, Control motorbike at road speeds, Apply roadcraft).

Assessment will be in the form of written and practical tests.

The practical assessment will be conducted in both the off road and on road environment, carried out on the class of motorcycle applicable for the student.

Written tests will be conducted in a classroom.

Assessment will validate the learner's knowledge by written and oral examination and practical assessment will demonstrate the application of that knowledge.

COURSE OUTCOME: 1 DAY COURSE

Lesson Plan	Outcome	Minimum Session Training Time
	Enrolment, WPH&S induction, and course introduction	30 minutes
1	Demonstrate a sound knowledge of the correct fit and application of safety protective clothing used in motorcycle riding to Queensland Transport Standards.	30 minutes
2	Identify and check motorcycle maintenance requirements and routine service requirements to manufacturers and Queensland Transport Standards	30 minutes
3 - 4	Demonstrate correct posture, mount and dismount motorcycle and use of controls prior to starting the motorcycle.	1 hr
5 - 9	To demonstrate basic operational skills and moving to an off-road area to undertake static riding skills in line with Queensland Transport standards.	1.5 hours
10 - 13	To demonstrate operational skills and maneuvers and moving off procedure to undertake on-road skills demonstration in line with Queensland Transport standards.	1.5 hours
14 - 15	Demonstrate skills, including observation skills, as applied to the defensive riding techniques on/off road for motorcycle riding to Queensland Transport standards.	2 hrs
	Demonstrate skills, including observation of relevant road rules and general on road behaviour as applied to motorcycle riding to Queensland Transport standards.	Included in above (14 - 15)
These times are estimates only – variables could include: number of participants, riding conditions, experience of riders, language, literacy and numeracy requirements. The two-day course outcomes will be the same only spread out over a two-day period for novice riders with less/no prior riding experience.		

RECOGNITION OF PRIOR LEARNING (RPL stands for 'Recognition of Prior Learning')

Prior learning (RPL) will only be recognized following assessment of the learner by the accredited rider trainer against the units of competencies (Consistent Assessment Process). Assessment must take the form of written and oral assessment as well as the practical demonstration of competency.

TRAINEE SUPPORT SERVICES

NQ RIDE Motorcycle Training undertakes to give every reasonable assistance to students undertaking the course.

To achieve this, students will have reasonable access to instructors and materials. Each case will be dealt with on its individual merit, however, students having further difficulties can negotiate further tuition or assessment at a later time.

Those students who have completed only some of the outcomes of the course will receive a statement of attainment indicating which modules they have successfully completed.

THE PROVIDERS RESPONSIBILITY

NQ RIDE will supply the equipment and materials needed by the trainees to successfully complete the course. Such equipment and material will include:

- Suitable motorbike(s) for “RE” or “R” Training (registered and have current Queensland Transport Certificate of Inspection)
- Motorcycle helmets (to AS1698 displaying the ASA sticker) although participants will be encouraged to have their own helmet due to WPHS hygiene concerns and differing head sizes.
- Suitable off-road and on-road training areas
- Tea, coffee and water facilities will be provided by NQ RIDE on **one and two-day** courses only.
- Access to relevant Traffic Acts and Regulations
- Access to Queensland Drivers Guide
- Access to relevant policies and procedures as required by the Q-Ride program
- Learning material and folders for each competency unit

ACCESS AND EQUITY ARRANGEMENTS

Management will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. All trainees will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum of the National Competency Standards.

Our Access and Equity Policy ensures that trainee selection decisions comply with Equal Opportunity legislation ensuring the establishment of non-discriminatory student selection procedures which encourage access for members of under represented groups.

The School’s training staff will evaluate each trainee before any course is undertaken for a barrier to learning/disability. If a barrier to learning/disability is identified, the student will be analysed and a decision to overcome the barrier to learning/disability shall be determined prior to course being undertaken.

GRIEVANCE AND REVIEW PROCESSES

Students may use the provider’s complaints process for matters dealing with the management and administration of the course or employees, contactors, agents or service providers’ conduct.

All grievances should be reported as soon as practicable after the incident giving offence.

In the first instance, students are requested to approach their instructor and attempt to attain satisfaction.

If the grievance cannot be handled at this level or the instructor is the subject of the complaint. The complaint should be made to the training provider.

Outcomes could include:

- The complainant gaining a better understanding of the situation and no longer being aggrieved
- The complainant receiving a verbal or written apology
- The respondent receiving a verbal or written reprimand
- One or both parties agreeing to participate in some form of counseling

If the grievance cannot be sorted out at this level or the provider is the subject of the grievance, a third party may be offered to mediate the grievance.

Students who have issues that cannot be addressed in-house will be directed to the appropriate agency.

APPEALS

In the first instance students are requested to approach their instructor and attempt to attain satisfaction.

If satisfaction is not attained, an appeal should be made in writing to the manager of NQ RIDE Motorcycle Training and will be heard by an authorised external person. Any appeal should include detailed information.

All appeals about assessment issues must be made in writing within 3 months of the completion of the course. Appeals will be acknowledged within one (1) week of receipt to the involved party.

REFUND POLICY

Trainees unable to attend may defer to the next available course.

The first \$50.00 of any course fee is non-refundable. This will cover upfront enrolment/administration costs incurred by the School on initial enrolment.

Students can receive a refund of their fee paid (less the \$50.00 non-refundable portion) if:

- (i) they give written notification of withdrawal from the course 5 working days before the commencement of the course; or
- (ii) the student can supply an official medical certificate if the student was ill at the time of the course.
- (iii) Student's refund will be calculated on the modules not undertaken.

The student may either ask for a refund or gain a credit to restart on a later course.

This period for restarting the course must not exceed one year from the time of the original course.

All monies received are placed in an account and are not accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible students. All applications for refunds should be in write to the "Manager, NQ RIDE Motorcycle Training, 11 Southwood Road Stuart, Queensland. 4811" A decision will then be made by the Manager of rider training and the student will be notified of that decision within four working days.

Students undertaking Q-RIDE courses while licences are suspended, cancelled or disqualified will result in a non-refund of monies and inability to obtain your Q-RIDE Certificate. Any Certificates issued to students that have provided false information to the RSP when completing their declarations are void.

EXPECTED CONDUCT OF LEARNERS

It is the trainee's responsibility to attend all training at the appointed place, on time and in physical condition to undertake riding. It is mandatory that all learners carry a verified receipt issued by the provider at all times when riding a motorcycle on the road.

Each trainee will need to be dressed appropriately for rider training or training will not be undertaken due to safety reasons.

It is recommended by Queensland Transport that the learner rider in the Q-Ride program wear the following protective clothing:

- 1) Pants that cover the full leg length
- 2) Long sleeve shirt or jacket made from heavy material
- 3) Eye protection designed for motorcycle use
- 4) Fully enclosed gloves designed for motorcycle use
- 5) Fully enclosed shoes; and
- 6) Motorcycle helmet (it is recommended you use your own helmet due to WPHS hygiene requirements and head size).

We'd suggest you also bring:

- A hat or cap
- A water bottle

NQ RIDE Rider Training has a limited number of helmets.

However, as there are not enough helmets for everyone, please book a helmet on enrolment prior to the course.

NQ RIDE Rider Training "Code of Practice" is displayed on the wall in both the training room and the mobile classroom.

TRAINING FEES

1-Day Q-Ride Training and assessment course. (8hrs) #	\$330.00 all gear and bike supplied
2-Day Q-Ride Training and assessment course. (12hrs) *	\$625.00 all gear and bike supplied
Pre-learner course. (3hrs)	\$125.00 all gear and bike supplied
One on one training/coaching on/off road	\$75.00 per hour (Limited availability)

It is expected but NOT guaranteed that a person with current riding experience should be able to complete the course within 1 day. Make-up lessons are available.

* It is expected but NOT guaranteed that a person with no riding experience should be able to complete the course within 2 days. The first day can be repeated for an additional cost of \$125. Time limits do apply and fees are not transferable to other courses.

If the student has prior learning (RPL) and can produce written documentation from an RSP or RTO then the fees and training course will be structured to accommodate that student for the remaining of the outstanding competencies.

If using a riding school bike, the cost of any accidental damage caused while in training will be the responsibility of the Riding School. Any malicious damage cause by the student must be paid for by that student. All Rider Training bikes are fully insured.

Use of NQ RIDE Motorcycle Training motorcycles and GST is included in these prices.

PAYMENT OF FEES

To attend the course the applicant must complete the attached application form and forward with payment to:

**The Manager
NQ RIDE Rider Training
11 Southwood Road,
Stuart. 4811**

Q-Ride training will be conducted on the training area situated in

**Townsville at:
NQ RIDE Motorcycle Training
11 Southwood Road,
Stuart. 4811**

OR

**In Bowen at:
Port Denison Sailing Club & adjacent grounds.
Thomas St,
Bowen. 4805**

IMPORTANT NOTE

Unfortunately due to the number of students failing to give sufficient or any warning when cancelling courses payment must be received within 5 business days of your booking or your booking will be cancelled. This is to allow us time to fill a vacant position.

If full payment cannot be made at the time of enrolment, a minimum deposit of 25% will secure a place in the training program, with the balance payable upon arriving to undertake the course.

For further information please telephone **NQ RIDE Motorcycle Training on 07 4726 7900**