



VIRGINIA RIDER TRAINING PROGRAM POLICY AND PROCEDURES

Overview

The Department of Motor Vehicles' Virginia Rider Training Program was established in 1984. In 2004, the Virginia General Assembly passed a law mandating that all motorcycle rider safety training sites be licensed by DMV. In response to that mandate, the Department of Motor Vehicles ("DMV") has created a committee to review and approve motorcycle rider safety training site license applications.

Mission

To administer the laws set forth in the Virginia Code related to the licensing and operation of the Motorcycle Rider Safety Program in the Commonwealth.

Curriculum

1. The current DMV-approved curriculum for basic rider training is the Motorcycle Safety Foundation's Basic Rider Course. Each participant enrolled in a basic rider course must receive no less than the minimum number of hours of classroom and on-cycle instruction as specified in the current curriculum. Basic rider training will include a module on the effects of alcohol and other drugs on motorcycle operation, and a thorough review of Virginia laws and rules of the road applicable to motorcycles. All basic rider course participants must be provided one copy of the course textbook and one copy of the Virginia Motorcycle Operator Manual. During on-cycle instruction, no more than six students may be under the supervision of any one instructor at any one time, and no more than 12 students may operate motorcycles on the same range at the same time.
2. The current DMV-approved curriculum for experienced rider training is the Motorcycle Safety Foundation's Experienced Rider Suite. Each participant enrolled in an experienced rider course must receive no less than the minimum number of hours of classroom and on-cycle instruction as specified in the current curriculum. All experienced rider courses will include a module on the effects of alcohol and other drugs on motorcycle operation, and a review of Virginia laws and rules of the road applicable to motorcycles. During on-cycle instruction, no more than six students may be under the supervision of any one instructor at any one time, and no more than 12 students may operate motorcycles on the same range at the same time.

3. The current DMV-approved curriculum for sidecar and three-wheeled motorcycle rider training is the Evergreen Safety Council's Sidecar/Trike training course (basic and advanced). Each participant enrolled in a sidecar and three-wheeled motorcycle rider course must receive no less than the minimum number of hours of classroom and on-cycle instruction as specified in the current curriculum. All sidecar and three-wheeled motorcycle course participants will include a module on the effects of alcohol and other drugs on motorcycle operation, and a thorough review of Virginia laws and rules of the road applicable to motorcycles. During on-cycle instruction, no more than six students may be under the supervision of any one instructor at any one time, and no more than six students may operate sidecars or three-wheeled motorcycles on the same range at the same time.
4. All course participants must wear the following protective gear during on-cycle instruction:
 - a. A minimum three-quarter shell motorcycle helmet that meets U.S. Department of Transportation Safety standards;
 - b. Eye protection;
 - c. A pair of boots or shoes that cover and protect the ankles and feet;
 - d. A long sleeved jacket or long sleeved shirt and long pants of denim or other material of equivalent durability; and
 - e. A pair of full-fingered gloves of leather or other material with resistance to abrasion.
5. Individuals that complete the approved basic rider course through one of the licensed training sites will receive a course completion certificate, which serves as a 30 day provisional motorcycle classification. The individual then must bring the certificate to the local DMV Customer Service Center to have a class "M" designation added to his or her license.

Virginia Rider Training Program License Application Process

No person or entity may operate a motorcycle training site in Virginia without obtaining a license from DMV. Applicants for a Virginia Rider Training Program license may apply for either a reimbursed license or non-reimbursed license. No person or entity may operate both reimbursed and non-reimbursed sites. Equipment or motorcycles obtained by a reimbursed site through the DMV Motorcycle Program may not be utilized by a non-reimbursed site.

DMV determines the number of reimbursed licenses issued or renewed based on (i) the training site meeting the requirements established by DMV, (ii) regional demand for such training, and (iii) availability of funding. Those licenses issued or renewed for providers of training courses that do not require reimbursement are awarded based on the training site's ability to meet the requirements established by DMV.

Reimbursed Training Site

1. Prior to submitting an application to become a reimbursed training site, applicants must submit a written letter to the DMV Motorcycle Program Manager indicating the funds requested, location of the training range, and the number of students projected to be trained annually.
2. DMV will determine if the requested funds, equipment, and geographic area are available. DMV will contact the applicant and advise the applicant to formally apply for a training site license.
3. The applicant must then complete application form TSS 96 and submit all necessary documentation indicated on the form.
4. The application for training site licenses must include the following:
 - a. The address and detailed description of the facility or facilities where the course will be conducted;
 - b. The name, address, federal identification number, and telephone number of the agency, organization, school, institution of higher education, partnership, or corporation organized as a training site;
 - c. The name, addresses, social security number, and telephone number of the individual who is authorized to obligate the training site;
 - d. The names, addresses, social security numbers, and telephone numbers of the administrator and the instructors;
 - e. For those agencies, organizations, businesses, and individuals that apply to receive reimbursement, the names, addresses, social security numbers, and telephone numbers of all individuals who are to receive reimbursement;
 - f. A planned course schedule including course type, dates, and hours of course conduct;
 - g. The projected number of students to be trained in the program during the calendar year;
 - h. Detailed specifications of the curricula intended for use;
 - i. For those agencies, organizations, businesses, and individuals that apply to receive reimbursement, a planned course budget to include all estimated costs for course operation, administration, instructors' salaries, insurance, advertising, purchase of test books, equipment and materials, and other course-related expenses;
 - j. For those agencies, organizations, businesses, and individuals that apply to receive reimbursement, estimated course fees to be charged to participants;

- k. Verification of adequate insurance coverage to protect both the Commonwealth and the training site and all instructors, aides, and participants in any course conducted under the program, including the following:
 - i. Minimum employer's liability - \$100,000;
 - ii. Minimum commercial general liability - \$500,000 combined single limit;
 - iii. Minimum automobile liability - \$500,000 combined single limit; and
 - iv. Workers' compensation insurance in accordance with Va. Code § 2.2-4332 and Chapter 8 (Va. Code § 65.2-800 *et seq.*) of Title 65;
 - l. Verification of proper safety equipment and a sufficient number of training motorcycles for novice rider courses;
 - m. Verification that the designated classrooms, ranges, and motorcycle and equipment storage areas are available for all training courses offered by the training site at that site and that they comply with all necessary zoning, health, and safety codes;
 - n. Criminal background checks on all corporate officers, owners, administrators, and all individuals authorized to obligate the training site; and
 - o. A statement as to the ability and willingness of the applicant to meet all requirements set forth in the Virginia Code.
5. Any applicant denied a license a license will, on his or her written request made within 30 days of the Commissioner's action, be given a hearing at a time and place determined by the Commissioner or his or her designee. All hearings under this section are public and will be held as soon as practicable, but in no case later than 30 days from receipt of the hearing request. The applicant may be represented by counsel. Any applicant denied a license may not apply again for the same type of license for 180 calendar days from the date of denial of the application.
6. All invoices must be sent to DMV, Fiscal Affairs Office, P.O. Box 25700, Richmond, Virginia 23260 or email to DALE.JOHNSON@dmv.virginia.gov. Applicants may apply for direct deposit through the following web site
http://www.doa.virginia.gov/General_Accounting/EDI/EDI_Main.cfm.
7. All reimbursement increase requests must be submitted to the DMV Motorcycle Program Manager in writing and include the following:
- a. Reason for increase;
 - b. Justification to program;
 - c. Cost benefit; and
 - d. Budget.

Non-Reimbursed Training Sites

1. Applicants must complete application form TSS 96 and submit all necessary documentation noted on the form.
2. The application for training site licenses must include the following:
 - a. The address and detailed description of the facility or facilities where the course will be conducted;
 - b. The name, address, federal identification number, and telephone number of the agency, organization, school, institution of higher education, partnership, or corporation organized as a training site;
 - c. The name, addresses, social security number, and telephone number of the individual who is authorized to obligate the training site;
 - d. The names, addresses, social security numbers, and telephone numbers of the administrator and the instructors;
 - e. A planned course schedule including course type, dates, and hours of course conduct;
 - f. The projected number of students to be trained in the program during the calendar year;
 - g. Detailed specifications of the curricula intended for use;
 - h. Verification of adequate insurance coverage to protect both the Commonwealth and the training site and all instructors, aides, and participants in any course conducted under the program, including the following:
 - i. Minimum employer's liability - \$100,000;
 - ii. Minimum commercial general liability - \$500,000 combined single limit;
 - iii. Minimum automobile liability - \$500,000 combined single limit; and
 - iv. Workers' compensation insurance in accordance with Va. Code § 2.2-4332 and Chapter 8 (Va. Code § 65.2-800 *et seq.*) of Title 65;
 - i. Verification of proper safety equipment and a sufficient number of training motorcycles for novice rider courses;
 - j. Verification that the designated classrooms, ranges, and motorcycle and equipment storage areas are available for all training courses offered by the training site and that they comply with all necessary zoning, health, and safety codes;
 - k. Criminal background checks on all corporate officers, owners, administrators, and all individuals authorized to obligate the training site; and
 - l. A statement as to the ability and willingness of the applicant to meet all requirements set forth in the Virginia Code.

3. Any applicant denied a license will, on his or her written request made within 30 days of the Commissioner's action, be given a hearing at a time and place determined by the Commissioner or his or her designee. All hearings under this section are public and will be held as soon as practicable, but in no case later than 30 days from receipt of the hearing request. The applicant may be represented by counsel. Any applicant denied a license may not apply again for the same type of license for 180 calendar days from the date of denial of the application.

Other Training Site Obligations

1. Each training site must possess or have access to the use of all classroom, range, storage facilities, and equipment. A training site's facilities and equipment must be approved by DMV and include the following:
 - a. A classroom for the presentation of the off-cycle instructional portion of the novice, experienced, and sidecar and three-wheeled motorcycle rider courses;
 - b. A paved range area for the on-cycle portion of the novice, experienced rider, and sidecar and three-wheeled motorcycle courses consistent with the minimum range requirements established by the DMV-approved curriculum used in the course;
 - c. For those agencies, organizations, businesses and individuals that apply to receive reimbursement, adequate storage to protect motorcycles and equipment from vandalism, theft, and environmental damage;
 - d. Audio-visual equipment; and
 - e. Fire extinguisher and first aid kit.
2. Training sites will contact the DMV Motorcycle Program Manager to obtain course books, course completion certificates (TSS 97), and other DMV forms.
3. Training sites are responsible for verifying that all participants are eligible for enrollment in a course under the program, based on the following:
 - a. Persons enrolling in a novice rider course must (i) possess a valid learner's permit or valid driver's license; (ii) have written parental or guardian permission if under the age of 18 years of age; and (iii) be physically able to balance and operate a motorcycle.
 - b. Persons enrolling in an experienced rider course must (i) possess a valid driver's license endorsed for motorcycle operation; (ii) have written parental or guardian permission if under the age of 18; (iii) use a motorcycle that may lawfully be operated on the highways of the Commonwealth during course training; and (iv) have valid proof of ownership of such motorcycle, or have its owner's written permission to use it and valid proof of insurance.

- c. Persons enrolling in a sidecar and three-wheeled motorcycle course must (i) possess a valid learner's permit or a valid driver's license; (ii) have written parental or guardian permission if under the age of 18; (iii) use a sidecar rig or three-wheeled motorcycle that may lawfully be operated on the highways of the Commonwealth during course training; and (iv) if providing their own sidecar rig or three-wheeled motorcycle, have valid proof of ownership of such sidecar rig or three-wheeled motorcycle, or have its owner's written permission to use it and valid proof of insurance.
4. The training site must issue a DMV-approved certificate of completion to each participant who successfully completes a course in the program.
5. Approved training sites must provide the following information to DMV for each course within 20 business days of course completion, on forms provided by DMV:
 - a. The type of course and date of completion;
 - b. The name, address, social security number, and certification number of each instructor;
 - c. The name, address, driver's license number, and date of birth of all participants enrolled in each course; and
 - d. The course completion status of each participant.
6. Training sites must (i) retain a copy of each participant's waiver form and original course evaluation form and (ii) establish and maintain records of course administration, including the information outlined in subsection 5 of this section, for a three-year period following the course completion. DMV may audit course records, and monitor and evaluate any and all aspects of a training site's operation.
7. Training sites must separate the course fee stated on the license agreement from other fees charged by the training site.
8. Training sites must submit a schedule of classes by December 15th for upcoming year.
9. Training sites will be evaluated based on the number of classes conducted. DMV will then review reimbursements and make adjustments as necessary.
10. The location of training sites must be in accordance with DMV's administrative districts and no training site may change its location without written DMV approval.
11. No license may be transferred or assigned as a result of any change in (i) the individual who is authorized to obligate the training site, (ii) ownership or (iii) officers in a corporation or other business entity without the written approval of DMV. Such approval is based on the licensing requirements established by DMV.

12. Training sites must ensure that instructors maintain the minimum qualifications and meet any other instructor requirements established in Virginia Code or otherwise established by DMV. DMV may terminate a training course if it finds an instructor in violation of any provision of Va. Code § 46.2-1188 et seq.

License Renewal

All applicants for renewed licenses must complete application form TSS 96 at least 30 days prior to the license expiration date. DMV will review and respond to such application within 30 days unless additional information is requested by DMV. Any applicant denied a license will, on his or her written request made within 30 days of the Commissioner's action, be given a hearing at a time and place determined by the Commissioner or his or her designee. All hearings under this section will be public and will be held as soon as practicable, but in no case later than 30 days from receipt of the hearing request. The applicant may be represented by counsel. Any applicant denied a license may not apply again for the same type of license for 180 calendar days from the date of denial of the application.

In addition to the TSS 96 and the required documentation, license renewal applications must include the following:

1. Overall program budget (only required for reimbursed sites);
2. Total cost of the training to the student;
3. Amount of funds requested from the DMV Motorcycle Program (only required for reimbursed sites);
4. Number of students expected to be trained for each year of license;
5. Use of approved curricula and course books;
6. Condition and safety of required equipment, facilities, including classroom, storage areas, and range;
7. Condition of motorcycles and helmets;
8. Statutorily required insurance; and
9. Statement as to the ability and willingness of the applicant to meet all requirements set forth in the license application.

Rider Coaches

Training sites may only employ instructors that have completed the appropriate applications and meet the following minimum qualifications:

1. Have completed a BRC within the current year;

2. Have a current, valid driver's license, endorsed for motorcycle operation, that is neither suspended, revoked, cancelled, nor under probation, with less than six demerit points in a 12-month period and no conviction for any of the offenses enumerated in subsection E of Va. Code § 18.2-270;
3. Be a valid training course instructor, as approved by DMV, which includes:
 - a. Attending all required program clinics offered by DMV that provide continuously updated course instructor and motorcycle safety education;
 - b. Conducting themselves in a professional manner, including, but not limited to, using appropriate language and having interactions with participants and others involved in the course that are free from threat and intimidation;
 - c. Avoiding putting course participants or others associated with course instruction in physical danger during periods of instruction through the use of appropriate instruction techniques and methods; and
 - d. Complying with other requirements specified in Virginia law or otherwise established by DMV;
4. Teach a minimum of 4 Basic Rider Courses per year; and
5. Notify DMV of any change in status.

These requirements do not apply to those persons who are valid training course instructors prior to being stationed outside the United States, during the period of such person's service, if any, in the armed services of the United States, and 60 days thereafter. However, temporary exemptions may not exceed five years. Any person who receives a temporary exemption must provide documentary or other proof that he or she is entitled to the exemption, and is required to meet the requirements prior to being eligible to provide course instruction.

Ranges

Approved training sites must have access to a paved range area for the on-cycle portion of the novice, experienced rider, and sidecar and three-wheeled motorcycle courses that is consistent with the minimum range requirements established by DMV-approved curriculum used in the course. The training site must have a current Rider Education Recognition Program ("RERP") number for the training range from the Motorcycle Safety Foundation ("MSF"). For more information on how to obtain a RERP, please refer to www.msf-usa.org.

Motorcycles

The training site is responsible for procuring and providing a minimum of one motorcycle that may lawfully be operated on the highways of the Commonwealth, has an engine displacement of no more than 500 cubic centimeters, weighs less than 400 pounds, and is equipped with a seat whose height will accommodate each novice rider course participant. Each participant in the experienced rider course must provide a motorcycle for use in the course. One sidecar rig or three-wheeled motorcycle, provided by either a participant or the training site, is required for use by every two students in the sidecar and three-wheeled motorcycle course.

The DMV Motorcycle Program may furnish loan motorcycles for training sites through the current contractor Motorcycle Safety League of VA, INC. ("MSLVI"). The training site will be responsible for working with the MSLVI to repair and dispose of training motorcycles. All motorcycles used in course instruction must pass a safety inspection performed by the instructors prior to use in any training course.

Completion Certificates

All licensed sites will be provided DMV Completion Certificates for the Basic Rider Course and copies of those completion certificates must be kept on location at the training site. The certificates must include the students' names (last, first, middle initial, birth date), school name, school code, course completion date, and be signed by the rider coach. The certificate must have the correct school code or the certificate will not be processed by DMV.

Retesting of Skill and Knowledge Evaluations

Because DMV provides a 30 day provisional motorcycle license, there will be no retesting of the skill or knowledge test. The student is required to attend another course.

Rider Coach Preparation Course

All rider coach preparation courses will be organized, coordinated and approved through the MSLVI. All course documentation will be sent to MSLIV and the state director. The documentation must include the Student Information Form 90A, which must be filled out by all students attending the course.

Rider Coach Trainers

All rider coaches who would like to become a Rider Coach Trainer must coordinate and obtain approval through MSLVI.

Quality Assurance Program

See attachment A.

Penalties and Remedies for Violations of License Requirements

1. DMV will impose the following penalties on any training site for violations of the requirements established by DMV:
 - a. Limit the type of instruction provided by the training site;
 - b. Suspend or revoke the license of the training site;
 - c. Impose a civil penalty; or
 - d. Impose any combination of the penalties set forth in this subsection.
2. When violations occur that are not found by DMV to pose a threat to the health, safety or welfare of the public or the course participants, instructors or others associated with the course, DMV will (i) notify the training site of the violations that have occurred, (ii) direct corrective action to be completed by the training site within 30 calendar days, and (iii) require a formal written response documenting that corrections have been made as directed. Such violations are typically associated with, but not limited to, training site administration and operations. If corrections are not completed as directed, DMV will notify the training site and may impose any or all of the sanctions set forth in subsection 1 of this section. Such penalties will continue until all required corrections are made and DMV receives formal documentation confirming compliance.
3. DMV will suspend the license of any training site that receives three or more notices under subsection 2 within any 12-month period. Such suspensions will be for an initial 90-day period and will continue until all required corrections are made and DMV receives formal documentation confirming compliance.

4. When violations occur that are found by DMV to pose a threat to the health, safety or welfare of the public or the course participants, instructors or others associated with the course, DMV will (i) notify the training site of the violations that have occurred and immediately limit all types of instruction provided by the training site, (ii) direct corrective action to be completed by the training site within 30 calendar days of receipt of notice of such violations and (iii) will require a formal written response documenting that corrections have been made as directed. If corrections are not completed as directed, DMV will suspend the license of the training site and impose a civil penalty. The period of such license suspension will continue until all required corrections are made and DMV receives formal documentation confirming compliance. If the required corrections are not made within 30 calendar days of the suspension, DMV will revoke the license.
5. Once a training site license is revoked, DMV will not renew or reissue the license until (i) it receives formal documentation confirming compliance with the required corrective actions, and (ii) the training site applies for renewal or reissuance. Such training sites are not eligible to apply for a license again until 180 calendar days after DMV receives formal documentation confirming compliance with the required corrective actions.
6. Notice of an order suspending or revoking a license, imposing a limitation on training site operations or imposing a civil penalty, and advising the licensee of the opportunity for a hearing as a result of such order, will be in writing and mailed to the licensee by registered mail to the training site address as shown on the most recent licensee's application for license and will be considered served when mailed. Upon receipt of a request for a hearing appealing the order, the licensee will have the opportunity for a hearing as soon as practicable, but in no case later than 30 days from receipt of the hearing request. The order will remain in effect pending the outcome of the hearing.

License Denial, Suspension, and Revocation

A training site's license may be denied, suspended, or revoked based on any one or more of the following grounds, where applicable:

1. Material misstatement or omission in application for license;
2. Failure to comply subsequent to receipt of a written notice from DMV or any willful failure to comply with a lawful order, any provision of this article, or any term, condition, or restriction of a license;
3. Failure to comply with zoning or other land use regulations, ordinances, or statutes;
4. Use of deceptive business acts or practices;

5. Knowingly advertising by any means any assertion, representation, or statement of fact that is untrue, misleading, or deceptive relating to the conduct of the business for which a license is held or sought;
6. Having been found, through a judicial or administrative hearing, to have committed fraudulent or deceptive acts in connection with the training site for which a license is held or sought, or any consumer-related fraud;
7. Having been convicted of any criminal act involving the training site for which a license is held or sought;
8. Improper assignment, lending, or otherwise allowing the improper use of a license;
9. Any corporate officer, owner, administrator and any individual authorized to obligate the training site having been convicted of a felony;
10. Any corporate officer, owner, administrator and any individual authorized to obligate the training site having been convicted of any misdemeanor involving lying, cheating, stealing, or moral turpitude;
11. Failure to furnish DMV information, documentation, or records required or requested pursuant to this article;
12. Knowingly and willfully filing any false report, account, record, or memorandum;
13. Willfully altering or changing the appearance or wording of a training site license or a course completion certificate;
14. Failure to provide services in accordance with the terms, limitations, conditions, or requirements of the license; or
15. Failure to comply with other state and federal requirements relating to training site operations.

Attachment A

VIRGINIA RIDER TRAINING PROGRAM (VRTP)

Quality Assurance Department (QAD)

QAD Policy and Procedure Manual



for all DMV VRTP licensed training sites & RiderCoaches

Approved and adopted by The Virginia Department of Motor Vehicles (DMV)

TABLE OF CONTENTS

<i>Mission</i>	3
<i>Objectives</i>	4
<i>Quality Assurance Organizational Chart</i>	5
<i>Quality Assurance Program Manager</i>	6
<i>Quality Assurance Reporter Coordinator</i>	7
<i>Senior Quality Assurance Reporter</i>	7
<i>Quality Assurance Reporter RiderCoach:</i>	8
<i>Professional Development Activity - Range</i>	9
<i>Professional Development Activity - Classroom</i>	10
<i>Submission of Completed QAR Reports</i>	11
<i>Recommendations for Improvement</i>	12
<i>Disciplinary Actions</i>	13
<i>Quality Assurance Reporter Qualifications</i>	14
<i>QAR Application Process</i>	15
<i>QAR RC Training Program (Process)</i>	16
<i>QAR RC Professional Development Requirements</i>	17
<i>RiderCoach Professional Development Requirements</i>	18
<i>Rider Coaches Applying for Teaching Privileges</i>	19

QUALITY ASSURANCE DEPARTMENT

Mission

The Virginia Rider Training Program (VRTP) Quality Assurance Department was founded in 2008 as a means of ensuring the provision of quality, standardized motorcycle rider training curricula throughout the State of Virginia. Operating under the Virginia Department of Motor Vehicles Transportation Safety Services, the VRTP Quality Assurance Department is responsible for ensuring the continual professional development of certified RiderCoaches and the implementation and monitoring of statewide motorcycle training curricula and licensed training centers for current and prospective riders. Continual emphasis is placed on advocating a training environment that fosters adult learning through mentorship, leadership and best practices for the purpose of ensuring the provision of those skills necessary to safely operate a motorcycle on Virginia roadways.

Mission

To ensure the provision of quality standardized motorcycle-training curricula by licensed training centers throughout the State of Virginia for the purpose of fostering adult-learning processes for current and prospective riders and the continual professional development of certified RiderCoaches (RC).



QUALITY ASSURANCE DEPARTMENT

Objectives

Objectives

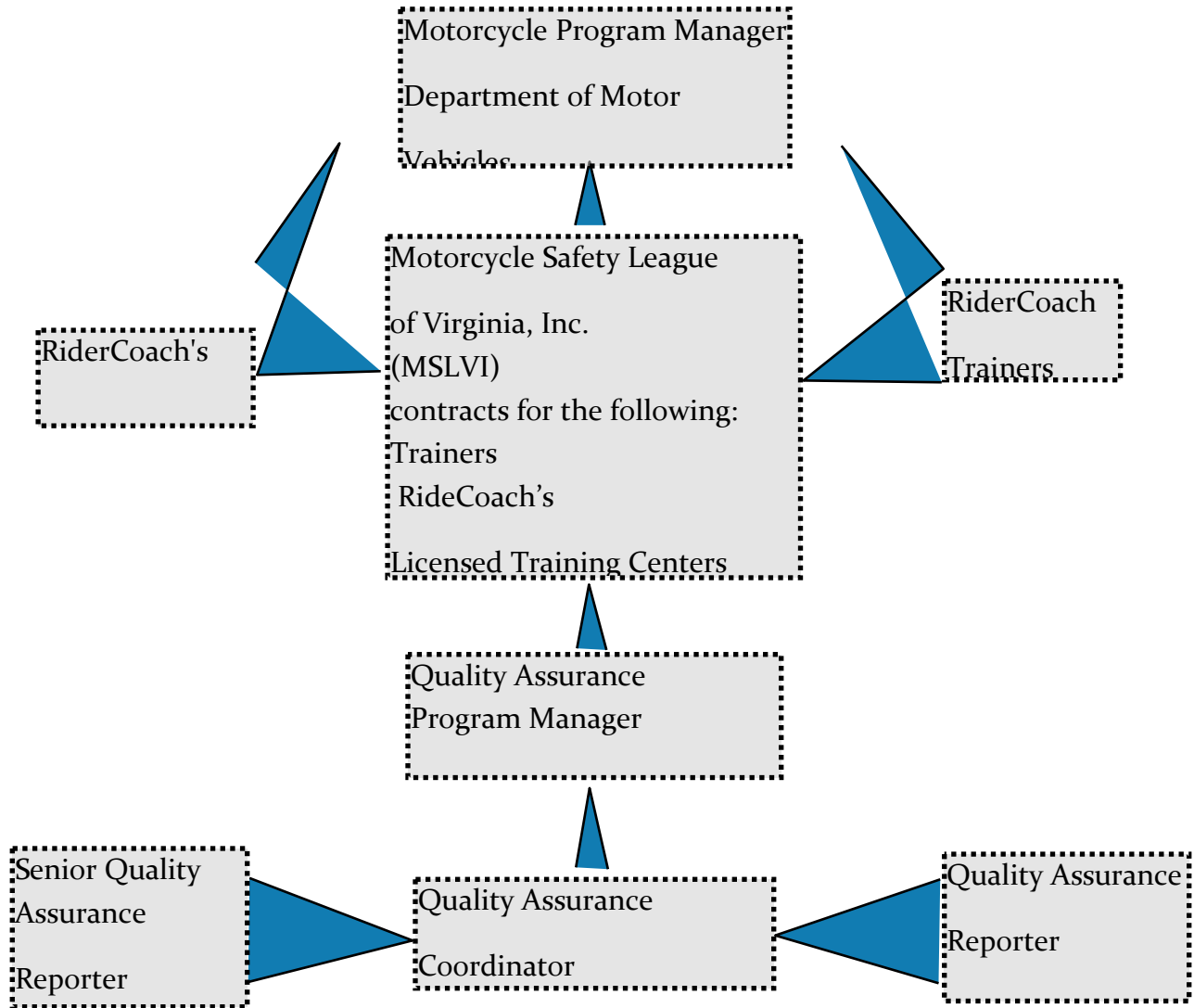
Objectives for the VRTP Quality Assurance Department include:

1. Ensuring each RC with privileges to teach in the State of Virginia at any DMV VRTP licensed training site receives a minimum of two Quality Assurance Reports (QARs) annually.
2. Ensuring each RC with privileges to teach in the State of Virginia at any DMV VRTP licensed training site meets mandatory professional development requirements annually.
3. Training Quality Assurance Report (QAR) RC candidates.
4. Development and dissemination of best-practice standards for RCs and QARs throughout the State of Virginia.
5. Maintenance of Quality Assurance Records.
6. Management of RC recommendations for improvement and disciplinary actions.



QUALITY ASSURANCE DEPARTMENT

Organizational Chart



QUALITY ASSURANCE DEPARTMENT

Roles and Responsibilities

Quality Assurance Program Manager

To ensure the provision of quality standardized motorcycle-training curricula by licensed training centers throughout the State of Virginia for the purpose of fostering adult-learning processes for current and prospective riders and the continual professional development of certified RiderCoaches (RC).



1. Develop a strategy to ensure each RC with privileges to teach in the State of Virginia receives a minimum of two Quality Assurance Reports (QARs) annually.
2. Develop a strategy to ensure each RC with privileges to teach in the State of Virginia meets mandatory professional development requirements annually.
3. Training Quality Assurance Report (QAR) RC candidates.
4. Development and dissemination of best-practice standards for RCs and QARs throughout the State of Virginia.
5. Maintenance of Quality Assurance Records.
6. Management of RC recommendations for improvement and disciplinary actions>
7. Additional roles and responsibilities may be added at the discretion of the DMV or VRTP Manager.
8. Develop and maintain a strategy for ensuring that all QAR RC meet and/or exceed minimum standards as set forth by the Quality Assurance Department and Motorcycle Program Manager.

QUALITY ASSURANCE DEPARTMENT

Roles and Responsibilities

Quality Assurance Reporter Coordinator

The Quality Assurance Reporter Coordinator (QARC) is responsible for coordinating and scheduling the training of QAR RC candidates and providing updates and feedback regarding the Quality Assurance Program to the Quality Assurance Program Manager. Additional duties include but are not limited to: Any RC who is a RC Trainer, site coordinator, site owner, site manager, or other position that DMV may deem as a conflict of interest shall not hold the Quality Assurance Reporter Coordinator (QARC) position.

1. Ensuring that each RC receives a minimum of two-quality assurance reviews each calendar year.
2. Review; re-submit for editing or additions, rejection or approval of all QARs submitted by the QAR RC.
3. Ensuring that all completed QARs are forwarded to the Quality Assurance Department within 48 hours of receipt by the QAR Coordinator.
4. Providing the Quality Assurance Department with QAR RC and RC candidate progress reports when requested.
5. The Quality Assurance Senior Reporter position shall not be held by any RC who is a RC Trainer, site owner or other position that DMV may deem as having a conflict of interest that may arise to the perception of impropriety.

Senior Quality Assurance Reporter

The Senior Quality Assurance Reporter retains all of the roles and responsibilities of the Quality Assurance Reporter RiderCoach. Assist in the training of the QAR RC Candidates and other duties by the QA Program Manager. Additional roles and responsibilities may be added at the discretion of the DMV or VRTP Manager.

QUALITY ASSURANCE DEPARTMENT

Roles and Responsibilities

Quality Assurance Reporter RiderCoach:

The Quality Assurance Reporter RiderCoach (QAR RC) is responsible for objectively observing, critiquing and documenting the performance of individual RiderCoaches during the curriculum and administrative duties associated with the Basic Rider Course. QAR RC duties include but are not limited to:

1. Immediate recognition, correction and documentation of issues posing potential or actual safety risks to include notification of the Quality Assurance Program Manager in writing or via email as soon as possible following the identified issue.
2. Reporting of general curriculum or administrative corrections on the approved QAR form to the QAR Coordinator within 48 hours of the review.
3. Ensuring that the QARC is provided with the names and dates of each completed RiderCoach quality assurance review

The QAR RC retains no management authority unless a safety issue arises as identified above. In these instances, the QAR RC is empowered to intervene immediately to correct the identified safety issue. All RiderCoaches are expected to follow the advice of the QAR RC and make the immediate corrections pertaining to the identified safety issue.

4. The Quality Assurance QA Reporter position shall not be held by any RC who is a RC Trainer, site owner or other position that DMV may deem as having a conflict of interest that may arise to the perception of impropriety.



QUALITY ASSURANCE DEPARTMENT

Quality Assurance Policies & Procedures - Range

Professional Development Activity - Range

Individual range QARs will consist of three hours for each RC being reviewed. The QAR RC will objectively critique each RC being reviewed with regards to best practice standards, curricula requirements and practices that foster adult-learning. QAR RCs will document detailed descriptions of each RC's completion of the following range components of the BRC:



1. Accurate exercise setup.
2. Duration of range exercise including start and stop times within required parameters.
3. Effective explanation of range exercise.
4. Accurate instructions provided.
5. Correct demonstration of path of travel.
6. Use of proper riding technique when demonstrating range exercises.
7. Effective management of simulated practice.
8. Exercise evaluations covered.
9. Accurate and safe coaching positions maintained.
10. Primary teaching methodology involved coaching to the group or individual students.
11. Maintenance of safe learning environment.
12. Effective overall range management.
13. Presence of any unsafe actions & if yes, corrective actions taken and by whom.
14. Other observations noted.

QUALITY ASSURANCE DEPARTMENT

Quality Assurance Policies & Procedures - Classroom

Professional Development Activity - Classroom

Individual classroom QARs will consist of no less than 2.5 hours for each RC being reviewed. The QAR RC will objectively critique each RC being reviewed with regards to best practice standards, curricula requirements and practices that foster adult-learning. QAR RCs will document detailed descriptions of each RC's completion of the following classroom components of the BRC:



1. Topic/unit setup:
 - a. Presented primarily in a lecture format.
 - b. Instituted teaching methodologies that engaged students in the learning process.
2. Primary use of positive or negative vocabulary.
3. Effective use of small group structure.
4. Learner centered questions used.
5. Key points reinforced.
6. Effective use of training aids.
7. All required activities covered.
8. Effective time management.
9. Maintenance of effective learning environment.
10. Other observations noted.

QUALITY ASSURANCE DEPARTMENT

QAR Report Submission

Submission of Completed QAR Reports

All completed QAR reports are to be sent to the QAR Coordinator by the QAR RCs within 48 hours of the date of review. The QAR Coordinator will review, resubmit for editing or additions, reject or approve all QARs for submission to the Quality Assurance Program Manager within 48 hours of receipt from the QAR RC. All QARs submitted to the QAR Coordinator more than 48 hours after the date of review will be returned to the QAR RC and will not be kept on file. QAR RC submitting QARs greater than 48 hours following the review date will not receive reimbursement for the report. The Quality Assurance Program Manager or his/her designee will review each report and then provide written feedback/recommendations for improvement to the individual RC. A copy of the QAR report along with feedback/recommendations will also be forwarded to the QAR RC who conducted the review and the appropriate District RiderCoach Trainer. Each QAR report will be retained as part of the RC's permanent employment record, entered into the DMV RiderCoach Database and maintained by the Quality Assurance Department.



QUALITY ASSURANCE DEPARTMENT

Recommendations for Improvement

Recommendations for Improvement

Recommendations for improvement may include but are not limited to:

1. Verbal or written feedback from the Quality Assurance Department.
2. Remedial training under the direction of the Quality Assurance Department.
3. Future QARs to assess for improvement in practice.

QUALITY ASSURANCE DEPARTMENT

Disciplinary Actions

Disciplinary Actions

When necessitated by the results of a QAR or other facts observed or brought to the attention of DMV and at the direction of DMV's VRTP Program Manager or designee he or she may institute the following disciplinary actions.

1. Verbal counseling will remain with your records for a period of 12 months.
2. Written counseling will remain with your records for 12 months. Third or subsequent written counseling will remain with your records for 24 months.
3. Suspension (defined as 12 months or less).
 - a. The Quality Assurance Program Manager when directed by DMV may be ask to notify a RC of said suspension for no more than 60 days in writing or verbal.
 - i. It is the responsibility of the suspended RC to schedule a meeting with the Quality Assurance Program Manager and the DMV VRTP Motorcycle Program Manager within 60 days of being suspended in order to seek reinstatement of teaching privileges. Failure to do so will result in revocation of teaching privileges and/or termination. Reinstatement of teaching privileges will be at the discretion of the DMV VRTP Program Manager.
 - ii. Revocation of teaching privileges (defined as 12 months or greater).
 - b. It is the responsibility of the revoked RC to schedule a meeting with the Quality Assurance Program Manager and Motorcycle Program Manager within 60 days of having their privileges revoked in order to seek reinstatement. Failure to do so will result in termination. Reinstatement of teaching privileges will be at the discretion of the Quality Assurance Program Manager and Motorcycle Program Manager, may be conditional and require remedial training and future QARs under the direction of the Quality Assurance Program Manager
 - c. Termination (defined as indefinite).



QUALITY ASSURANCE DEPARTMENT

Quality Assurance Reporter Application Process

Quality Assurance Reporter Qualifications

Quality Assurance Reporters RiderCoaches (QAR RC) are self-directed, highly-motivated individuals who are dedicated to fostering a learning environment that focuses on best-practices for motorcycle training curricula and the professional development of RiderCoaches throughout Virginia. Qualifications for RiderCoaches interested in applying for a position as a QAR include:

1. A minimum of two continuous years of teaching experience with any DMV VRTP licensed training site.
2. Expert knowledge of the Basic Rider Course (BRC) curriculum and VRTP preferred coaching methodologies
3. Excellent communication and conflict resolution skills
4. Possess good writing and observation skills. QARs must be able to write an objective and concise report of the observations reviewed in order to accurately show a “snap shot” of the evaluation being recorded.
5. Superior student evaluations
6. Received no disciplinary actions within the preceding 24 months
7. Teach a minimum of six BRC classes per calendar year at any DMV VRTP licensed training site to include six classroom portions. (Classroom sessions can be by direct teaching, assisting or monitoring each full classroom session including the knowledge test. Range time must be actual coaching of every range exercise including the skills test.)

The Quality Assurance Senior Reporter and QA Reporter positions shall not be held by any RC who is a RC Trainer, site owner or other position that DMV may deem as having a conflict of interest that may arise to the perception of impropriety.

QUALITY ASSURANCE DEPARTMENT

Quality Assurance Reporter Application Process

QAR Application Process

Qualified RiderCoaches interested in applying for a position as a QAR RC must do so in writing to the VRTP Quality Assurance Department at P.O. Box 6162, Ashland, Virginia 23005. Applicant letters must include the following documentation:

1. Verification of achievement of the minimum qualifications as outlined above
2. Reason for seeking appointment as a QAR RC
3. Current address, telephone number and email address

Applicants will be contacted by the Quality Assurance Department either via telephone or in person to discuss their application. The Quality Assurance Department may contact the applicant's District RiderCoach Trainer, Site Coordinator or peer RiderCoaches in order to discuss the applicant's qualifications.

QAR RC applications are maintained on file for a period of 36 months in the Quality Assurance Department in Richmond, Virginia.



QUALITY ASSURANCE DEPARTMENT

Quality Assurance Reporter Training Process

QAR RC Training Program (Process)

The training of Quality Assurance Reporter RiderCoach (QAR RC) candidates will occur in Richmond, Virginia under the direction of the Quality Assurance Department. While accompanied by a QAR Coordinator or his/her designee, the QAR RC candidate will learn the process for objectively critiquing RiderCoach performance during the Basic Rider Course in accordance with best-practice standards, training curricula requirements and teaching methodologies designed to maximize adult-learning. It is important to note that ALL QAR RC candidates must be proficient with the VRTP preferred ways of teaching the BRC range and classroom prior to attending the QAR RC Training Program (Process). Remedial training regarding the BRC will not be provided during the QAR Training Program. For a copy of the currently approved VRTP range cards go to:

<http://homepage.mac.com/mscv/> the password is vrtp in lower case. The scheduling of QAR RC candidates will occur under the direction of the Quality Assurance Department. There will be no more than two QAR RC candidates with each QAR Coordinator or his/her designee at any given time in order to ensure more effective interactions, learning, and feedback. The length of the QAR training process will vary depending on the amount of time required for each candidate to demonstrate satisfactory acquisition of the skills necessitated by this position. The QAR training process may continue until such time as two separate QAR RC and/or the QAR Coordinator certify to the Quality Assurance Program Manager that the candidate consistently demonstrates the skills required by this position. The maximum time allowed for any candidate to participate in the Training Program shall be no longer than 40 hours for the range portion and 15 hours for the classroom portion (4 level I's and 4 level II's BRC range / classroom 15 hours for level I & II).

If the candidate does not display a proficiency or understanding of the VRTP preferred range or classroom procedures, is unable to accurately write the reports as required, exhibits a demeanor that is not acceptable for the good of the program, violates the MSF Rules of Professional Conduct or demonstrates conduct that violates Virginia State Government Policy and Procedures, the candidate will be withdrawn from the QAR Training Program.

QUALITY ASSURANCE DEPARTMENT

Professional Development Requirements

QAR RC Professional Development Requirements

Quality Assurance Reporters must meet the following minimum annual requirements in order to maintain their position:

1. Teach a minimum of six BRC classes per calendar year at a DMV VRTP licensed training site to include six classroom portions either by direct teaching, assisting or monitoring the full session
2. Receive four “better than average” evaluations per calendar year by RCT’s, site coordinators, or the QA Department.
3. Maintain 24 months of continuous service with a DMV VRTP licensed training site with no interruption in service due to suspension or disciplinary actions.
4. Receive no disciplinary actions within the preceding 12 months.
5. Receive two QA Reports annually from the QA Department with exceptional reviews and no disciplinary or remedial actions recommended.
6. Obtain fifteen hours of professional development per calendar year which may include but is not limited to:
 - a. Instructor courses.
 - b. Workshops sponsored or approved by VRTP.
 - c. Participate in QAR observations under the supervision and approval of the Quality Assurance Department.
7. Updating RC information and professional development activities in the State Rider-Coach Database.
8. Submission of documentation of above requirements to Quality Assurance Department annually to maintain teaching privileges in the State of Virginia.

QUALITY ASSURANCE DEPARTMENT

Professional Development Requirements

RiderCoach Professional Development Requirements

RiderCoaches must meet the following minimum annual requirements in order to maintain their positions:

1. Ten hours of professional development per calendar year which may include but is not limited to:
 - a. Instructor courses.
 - b. Workshops sponsored or approved by VRTP.
 - c. Participate in QAR observations under the supervision and approval of the Quality Assurance Department.
2. Submission of documentation of above requirements to Quality Assurance Department annually to maintain teaching privileges in the State of Virginia.
3. Updating RC information and professional development activities in the State RiderCoach Database.



QUALITY ASSURANCE DEPARTMENT

Application for Teaching Privileges

RiderCoaches Applying for Teaching Privileges

All RiderCoaches are required to contact the Quality Assurance Department in order to obtain teaching privileges in the State of Virginia for DMV VRTP licensed training sites. Current requirements for new RCs in the State of Virginia including but not limited to out of state applications from currently certified RC's wishing to teach in Virginia and Virginia RC's who have missed professional development hours and want to become active again.

1. 30 hours of professional development to include:
 - a. 15 hours assigned to a QAR by the QA Department.
 - b. 15 hours teaching a BRC under the supervision of the QA Department and a RiderCoach Trainer or his/her designee.
 - c. Final approval will be determined by the QA Department or Program Manager.
 - d. RiderCoach's applying for teaching privileges in Virginia shall be required to submit to the QA Department two written letters of recommendations from site owners and or RiderCoach Trainers with whom they have had prior employment as a RiderCoach. In addition, the Virginia Program Manager shall be required to contact the State Motorcycle Program Manager where the applicant was previously a RiderCoach or Trainer to obtain favorable recommendations. Unfavorable recommendations may be reason to deny teaching privileges in Virginia.

