



“Checking on Standards ... A Canadian Perspective”

By

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“Checking on Standards ... A Canadian Perspective.”

Introduction

The National Motorcycle Training Program in Canada originated in 1974 with seed funding from the Federal Department of Transportation. The previous year motorcycle fatalities had soared to 903 victims. Under the Canada Safety Council umbrella, the National Motorcycle Training Program marketed as “Gearing Up” grew from its humble beginning in 1974 to over 20,000 English graduates in 2005. Another 7,000 French motorcyclists are trained under the mandatory rider training program in Quebec. Motorcycle fatalities for 2004 stood at 199 (Transport Canada 2004).

This presentation “Checking on Standards, a Canadian Perspective” looks at the importance of mandatory annual motorcycle instructor refreshers and periodical course audits. It discusses the pros and cons of refreshers and audits while stressing the importance of proper follow up. This information is intended for rider training program course managers and administrators who wish to ensure quality control and course safety.

Slide # 2

Why Mandatory Instructor Refresher



- Importance
- Frequency (annual)
- Why it should be mandatory
- What should be included
- Who should do it
- Reporting procedure

Training novice motorcyclists can be a risky endeavour. Even with proper riding gear and a closed circuit training site, incidents such as falling down and minor injuries are not uncommon. To minimize such instances and mishaps it is important that all instructors are teaching the riding skills correctly. In order to maintain these teaching

standard Instructors must periodically review curriculum standards and their coaching skills.

All Canada Safety Council instructor teaching certifications end annually on December 31. In order to re-certified motorcycle training course Instructors must attend a twelve-hour rider training program refresher prior to the beginning of the training season each year. The Instructor refresher course must be delivered by a Chief Instructor. No more than three hours of that program may be given over to in-class or administrative work. The remainder must be devoted to mutual instruction / practice teaching using Instructors as "students". Only Instructors, Senior Instructors and Instructor candidates may participate in the annual refresher training program.

Instructors that were unable to attend the annual refresher must undergo a formal practice teaching evaluation and receive a satisfactory grade by a Senior or Chief Instructor prior to their instructor teaching certificate being renewed. In all cases, rider training program site operators also called program sponsors must document the refresher training program or the evaluation for audit purposes.

Slide # 3 and # 4

<h3>Why Periodical Course Audits</h3> <ul style="list-style-type: none">■ Importance■ Frequency (periodical)■ Why it should be mandatory■ What should be included■ Who should do it■ Appendix A - CSC site inspection standards■ Reporting procedure <p><small>Motorcycle Safety Foundation Conference, March 28 to 30, 2006</small></p> <p>3</p>	<h3>Appendix A - CSC site inspection standards</h3> <ul style="list-style-type: none">■ Topics included<ul style="list-style-type: none">– Facilities– Student dress– Instructor dress and equipment– Motorcycles– Instructional standards– Exercise layouts– Test standards– Emergency procedures <p><small>Motorcycle Safety Foundation Conference, March 28 to 30, 2006</small></p> <p>4</p>
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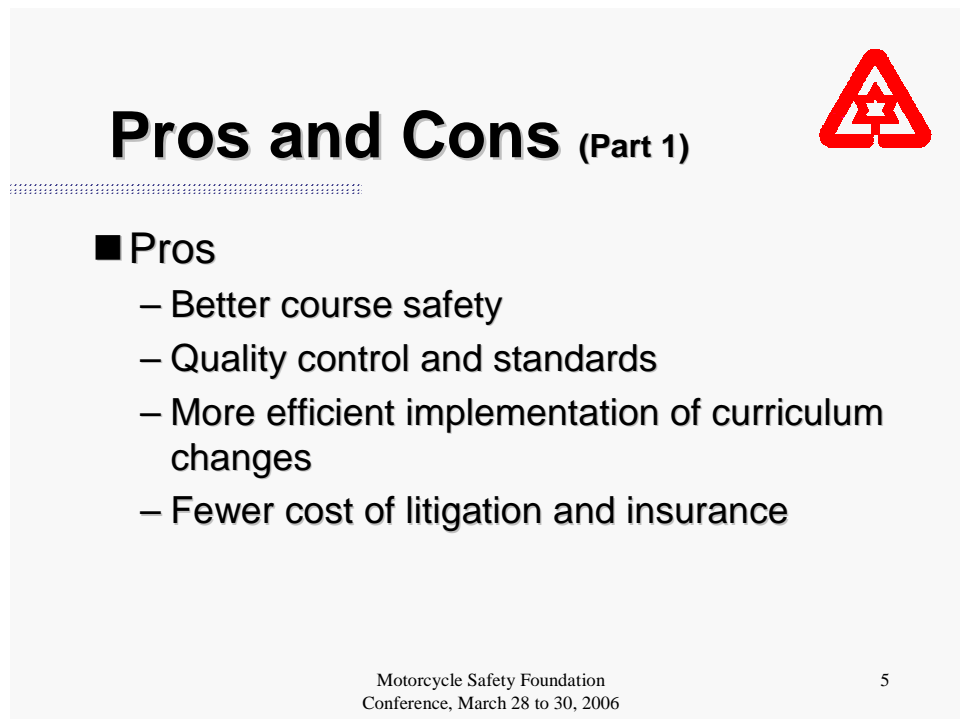
Motorcycle Instructors overall are dedicated motorcycle enthusiasts who wish to share their knowledge and skills to help novice motorcyclists learn to ride safely. They opted to provide this service in most cases for intrinsic reward but for little pay. For those reasons, some Instructors are greatly affected if a student gets hurt on the training program or even when riding on their own soon afterward. Program sponsors may also decide to abandon rider training programs if legal or insurance costs are considered too high. Provincial licensing authorities providing incentives such as recognizing rider training program graduate final evaluations for licensing done by authorized Instructors may reconsider such incentives unless periodical audit are done.


In order to be fair, effective and well received by instructors such audits need to be performed according to a standardized format by a qualified individual such as a Chief Instructor. The following topics should be included: facilities, student dress, Instructor

dress, equipment, motorcycles, instructional standards, exercise layouts, test standards and emergency procedures (see Appendix A).

Proper audits and follow ups will help minimize infractions involving course curriculum, improve course safety and instructor moral by stressing a coaching approach to the rider training program. Audit reports can also feedback useful information to the course curriculum advisory committee.

Slide # 5



Pros and Cons (Part 1) 

- **Pros**
 - Better course safety
 - Quality control and standards
 - More efficient implementation of curriculum changes
 - Fewer cost of litigation and insurance

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So, what are the pros and cons of such an approach? We learned that we can increase course safety by minimizing coaching differences from one Instructor to the next. We check that only qualified certified instructors are teaching. We redesigned certain course layouts to promote better site safety and test standards. We are better able to maintain Instructor and student dress standards and promote a safety first attitude. We believe that our students are happier and graduating with better skills and attitude when the training standards are more strictly enforced. We believe that curriculum changes are more efficiently implemented when regular audits are performed since management and sponsor are receiving feedback. During our 2003 curriculum rollout, there were a few sites that had difficulty implementing the new curriculum. Audit reports helped us in identifying who needed help and what help was needed.

Finally, good procedures are very helpful when an unfortunate even occurs. Lawyers from both sides and insurers want to see how a course is run and documented. Lack of

proper procedures and standards can lead to significant legal cost and increased insurance premiums.

Slide # 6



Pros and Cons (Part 2)

- Cons
 - Cost of Instructor refreshers and audits
 - Can be perceived by instructors as a waste of time or lack of trust
 - Can create conflicts between Instructors and course management
 - Can lead to increased responsibilities on the part of program sponsors due to a lack of implementation on recommendations from audits

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Looking at Instructor refreshers and audits without the benefit of the larger picture can be seen as costly and bureaucratic. Small sponsor sites, who never had a serious incident, may wonder what all the fuss is about. Experienced Instructors may believe that their time would be better spent on learning more advanced skills which would benefit them. Some Instructors are reluctant to change and to implement new procedures thus creating a conflict with management.

Furthermore, the lack of implementation of recommended solutions could lead to increased responsibilities on the part of sponsors. When safety related changes are outlined, it is important that proper implementation take place to avoid injuries and related cost.

Slide # 7

The Importance of a systematic approach



- Identification of issues
- Selection of a potential solutions
- Communication of recommended solutions to sponsors and Instructors
- Implementation of solutions
- Documenting results

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Success is contingent on a systematic approach. First we need qualified auditors that can identify root cause issues properly, in order to avoid band aid solutions at training sites. Second, we need experienced Chief Instructors that can outline potential solutions to solve these issues. Third, we need to communicate the recommendations effectively and in a way that sponsors and instructors will be motivated to act on the proposed solutions. Finally, we need to document results, both successes and failures as to build a database of best practices in rider training programs.

Slide # 8

Conclusion



- Management and Chief Instructors support
- Better trained and safer novice motorcyclists
- Behaviours of motorcyclists on our roads are shaped by their acquired knowledge, skills and attitude


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There must be solid management and Chief Instructors support in order to achieve and maintain training program standards. The benefits come in better trained and safer novice motorcyclists. Ultimately, the behaviours of motorcyclists on our roads are shaped by their acquired knowledge, skills and attitude. We only have a short period of time during a rider training program to provide novice riders with the knowledge, skills and attitudes they need to survive on the street. We have a responsibility to make the best of this leaning tool. Mandatory Instructor refreshers and audits are two of the tools to reach this goal.


Slide # 9

Q&A ?



■ Question?

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Reference:

Transport Canada TP 3322, Canadian Motor Vehicle Traffic Collision Statistics, collected in cooperation with the Canadian Council of Motor Transport Administrators 2004

Appendix A

**General Site Inspection Criteria
For the
Canada Safety Council
Gearing Up, National Motorcycle Training Program**

Facilities

- ease of location by students
- proximity of student parking
- size and configuration of pavement
- any obstructions in lot
- condition of pavement (debris, cracks, etc.)
- security from intrusion by non-course vehicles
- method of securing training area
- location of classroom
- classroom equipment
- washrooms in close proximity
- ready access to food and drink facilities
- access to phone for student use
- immediate protection from extreme inclement weather

Student Dress

- approved motorcycle helmet in good condition
- heavy, long-sleeved jacket
- full leather gloves covering wrist
- heavy pants
- leather boots covering ankle
- method of readily identifying student

Instructor Dress, Equipment

- same protective clothing as students
- easily identified from a distance as an instructor
- name tag with rank
- clipboard, pen, whistle, accident report forms

Motorcycles

- approved engine capacity
- meets provincial (where applicable) or acceptable standards for mechanical fitness certificate (removal of lights, speedometers, etc. excepted)
- motorcycle cleanliness
- plastic, glass lenses taped
- tire inflation
- chains adjusted and lubricated
- cosmetic damage (severely dented tanks, broken fenders, badly ripped seats, badly dented mufflers, etc.)
- broken, badly bent levers

Instructional Standards

- site supervisor clearly identified
- advertised/actual course length
- break times
- taught by a currently-certified instructor
- instructor/student communication (concise verbal presentation)
- accurate demonstration (where warranted)
- only lessons which are part of CSC curriculum are taught within the identified course time frame
- taught according to CSC Instructor Manual
- minimum one copy of CSC Instructor Manual on-site
- student/instructor ratio maintained at 5:1
- student/motorcycle ratio maintained at 1:1
- clothing regulations enforced
- relevant safety precautions in place
- student supervision/observation while on-bike
- practise exercises coached/supervised/controlled according to CSC standard and safety considerations
- written procedures for deployment of instructors while engaged in training
- written procedures for deployment of instructors when interacting with students in a "non-instructional" setting during course

Exercise Layouts

- accurately laid out (painted or available measuring device)
- sufficient number of pylons to easily identify layout
- laid out according to course standard
- sufficient run-out area for student motorcycles
- proximity to curbs, light poles, etc.
- proximity to other groups of students

Test Standards

- laid out according to MOST II Manual and/or CSC Instructor Manual and/or supplementary sheets provided by CSC
- test permanently marked on training area or acceptable method developed to place test on training area
- sufficient run-off area around test layout
- adequate section timing method in place
- test pattern clearly identifiable to students
- MOST score sheet used
- approved MOST scoring system used
- each student briefed on test route using a standard set of instructions taken from the MOST manual
- authorized examiners administering and marking test
- student debriefing at conclusion of test

Emergency Procedures

- first aid kit kept in readily accessible place known to all instructors
- immediate access to phone
- written procedures for the handling of accident sites (securing of area, supervision of students not involved in accident)
- individual responsible for "managing" accident and accident site identified at start of each course
- written instructions for the direction of emergency vehicles to training area
- written procedures for the recording of relevant data and instructor, witness statements
- written procedure for communication with police, ambulance attendants and hospital personnel
- written procedure for reporting accidents to sponsor's administrative staff
- procedure for reporting serious accidents (those requiring external assistance) to Canada Safety Council