FY 2026

POLICY AND PROCEDURE MANUAL

MOST

Motorcycle Operator Safety Training

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I   FOREWORD

This Policy and Procedure Manual FY 26 is provided to each Colorado Motorcycle Operator Safety Training (CO MOST) approved CO MOST Program Vendor (Vendor) and CO MOST Program Instructor (Instructor) as written reference to the policies and procedures established for the CO MOST Program. Definitions of terms are per 8 CCR 1507-56 under Colorado State Patrol (CSP) Official Rules.

All applicable local, state, and federal laws and regulations must be adhered to by the Vendor's training operation, Instructors, and site administration staff pursuant to the policies of the CO MOST Program Agreement. Should any provision contained in those agreements or herein conflict with state law, the laws of the State of Colorado shall govern Vendor operations. Rules governing CO MOST, 8 CCR 1507-56 under CSP, are incorporated herein by reference and may be cited regarding a violation of the CO MOST Policies and Procedures in the event of a Vendor or Instructor Show Of Cause letter.

Each Vendor, Training Site Manager, Instructor, and Vendor administration staff shall review this manual yearly and acknowledge their understanding and agreement to follow. New-to-MOST Vendors, Training Site Managers, Instructors, and Vendor administration staff must review this manual before actively working within the CO MOST program.

The Program Coordinator and CSP welcomes all suggestions for improvement at any time, and encourage full communication of any information and suggestions that will improve program effectiveness.
Please refer any suggestions for improvement to the Program Coordinator.

From time to time policies and procedures may be changed to accommodate the current goals, budgets, or practices of CO MOST. While this will be accomplished with sensitivity to the needs of the Vendor(s) and the Instructor(s), any changes allowable by law may be made at the sole discretion of the CO MOST Program Coordinator ("Program Coordinator") and CSP without notice of retroactive considerations. This document is reviewed on an annual basis by a
committee made up of stakeholders in the CO MOST program including the Program Coordinator, Vendors, Training Site Managers, and Instructors.

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II   GENERAL DEFINITIONS

"Accountability and Resolution Matrix" means the CSP CO MOST progressive disciplinary standards, protocols, corrective actions, and applicability thereof to address issues related to infractions/violations of law, regulations and rules, agreements, policy, rules of conduct, curricula standard, intolerable performance, and/or unacceptable conduct.

"Approved Beginner/Intermediate MOST Course" means a Motorcycle instruction course approved by the CO MOST Program designed to develop the knowledge, attitudes, habits, and skills necessary for the safe operation of a Motorcycle, and official recognition and/or approval of a MOST Course with written approval for use as an endorsement class meeting all applicable statutory requirements and is consistent with these rules.

Level 1 CO MOST approved courses, include the MSF Basic *RiderCourse* (BRC); 3-Wheel Basic *RiderCourse* (3WBRC); MSF- approved variants (e.g. Harley-Davidson Riding Academy); Total Control Beginner Riding Clinic; 3-Wheel Riding Clinic; and other MOST Courses as approved.

Level 2 CO MOST approved courses, include the MSF Basic *RiderCourse* 2-License Waiver (BRC2-LW); MSF-approved variants (e.g. Harley-Davidson Riding Academy Skilled Rider Course (SRC)); Total Control Intermediate Riding Clinic; and other MOST Course as approved.

MSF BRC2 within CO MOST will (only) provide the BRC Level II Knowledge Test as part of license requirements.

Only an approved MOST Course can offer a course Completion Card which can be used to obtain a driver's license motorcycle endorsement or permit via the DMV.

CO MOST does not provide oversight of other non-license waiver motorcycle related courses taught by a Vendor.

"CO MOST" See definition "Motorcycle Operator Safety Training (MOST) Program" for additional reference.

"CDOR" means the Colorado Department of Revenue who regulates and oversees Division of Motor Vehicles and the information technology system Driver license, Records, Identification, and Vehicle Enterprise System (DRIVES).

"CDOT" means the Colorado Department of Transportation.

"Certification" means official recognition, affirmation, or approval of status that may be expressed interchangeably and to the same effect within these rules as the certification, recognition, affirmation or approval of the same. As applied throughout these rules, certification is official recognition, affirmation, or approval of a CO MOST Vendor, Instructor, or Course as a CO MOST recognized, affirmed, or approved Vendor, Instructor, or Course, by the CO MOST Program.

   Course Certification is the official recognition, affirmation, or approval of a motorcycle safety education course that has been submitted to MOST for evaluation and has received written approval for use as a license waiver class meeting all applicable statutory requirements and is consistent with these rules.

   Instructor Certification is the official recognition, affirmation, or approval of a MOST Instructor who has applied

to perform as a course Instructor in Colorado for the CO MOST Program. To receive Certification, recognition, affirmation, or approval, a MOST Instructor must maintain compliance with applicable CO MOST Program Approved Beginner/Intermediate Course requirements, statutes, and these rules.

Vendor Certification is the official recognition, affirmation, or approval of a MOST Vendor who seeks to enter into agreement with the CO MOST Program to provide MOST Course instruction. To receive Certification, recognition, affirmation, or approval, a MOST Vendor must agree to operate consistent with the terms and conditions of the CO MOST Program Agreement, applicable statutes, and these rules.

"Course Completion Card" means the certificate issued to a student upon the successful completion of a CO MOST **Program Approved Course. The card must accurately include and validate: (1) NAME (exactly as appearing upon license or identification card); (2) DATE of course completion; (3a) VENDOR and (3b) STATE of Vendor and class taken in; (4) INSTRUCTOR NAME (legible signature or printed name); (5) INSTRUCTOR ###; (6a) STUDENT LICENSE or ID NUMBER; (exactly as appearing upon license or identification card); (6b) BIRTH DATE of Student; and CO MOST serial card number.**

"CSP" means the Colorado State Patrol.

"Curriculum Provider" means an approved MOST Motorcycle education course that has been submitted to MOST for evaluation and has received written approval for use as a Motorcycle license waiver endorsement class meeting all applicable statutory requirements and is consistent with these rules.

"DMV" means the Division of Motor Vehicles providing identification, driver and vehicle licensing services.

"Instructor," "MOST Program Instructor," "CO MOST Instructor," or "MOST Instructor" means an individual, satisfying applicable requirements of these rules (aka MSF RiderCoach or TCT Instructor), who is in good standing with CO MOST Program requirements, certified by the CO MOST Program to teach CO MOST Program Approved Courses.

"Instructor Certification" or "CO MOST Program Instructor Certification" means the certification provided to a person to operate as a CO MOST Program Instructor from the CO MOST Program.

"Instructor Training Candidate" or "CO MOST Instructor Training Candidate" or "Candidate" means an individual satisfying the requirements of these rules, in good standing with CO MOST Program requirements, who, upon successful Course completion, may apply for Certification from the CO MOST Program to instruct MOST Courses.

"Instructor Training Course" or "CO MOST Program Approved Instructor Training Course" or "RiderCoach Prep (**RCP**)" or "Total Control Instructor Training (**TCIT**)" means an approved course of instruction which prepares an Instructor Candidate to teach CO MOST Program Approved Courses.

"Motorcycle Operator Safety Training (MOST) Program", "CO MOST" or "MOST" means the Motorcycle Safety Training Program created pursuant to §43-5-501, et. seq., CRS. oversees Approved Beginner/Intermediate Courses for use to obtain a driver's license motorcycle endorsement or permit.

"MOST Course" or **"CO MOST Approved Course"** means any beginner or intermediate MOST Course officially recognized and approved license waiver course by the CO MOST Program.

"PnP", "CO MOST PnP", or "Policies and Procedures" means the CO MOST Program document provided through the CO MOST Office that outlines expectations, guidelines, and requirements for Vendors, Instructors, Students, and Program partners. The PnP encompasses information relevant to Quality Assurance, Instructor certification, administrative protocols and responsibilities and expectations aligned to CO MOST Program goals.

"Program Agreement" means the Motorcycle Operator Safety Training (MOST) Program agreement between the CO MOST Program and Certified CO MOST Program Vendors.

"Program Coordinator," or "CO MOST Program Coordinator," means the individual to whom the Colorado State Patrol Chief has delegated responsibility for the administration of the CO MOST Program.

"Program Office" or "CO MOST Program Office" means the main office for the CO MOST Program located at the CSP.

"Program Vendor," "MOST Vendor," "CO MOST Program Vendor," "Colorado MOST Program Vendor," "MOST Vendor," or "Vendor" means a person that offers Motorcycle training meeting applicable CO MOST Program requirements set forth, referenced, and/or adopted by these rules.

"Vendor Certification" means the certification, affirmation, recognition, and/or approval provided to a person to operate as a CO MOST Program Vendor from the CO MOST Program.

"Provisional Instructor" means a Coach/Instructor who maintains curricula certification while in process of becoming a MOST Instructor. (Not yet MOST "active". Not yet in DRIVES. Not yet able to issue Completion Cards.)

"Range" means a Motorcycle Course area of asphalt, pavement, or concrete that is recognized by one or more CO MOST Program Approved Course providers and recognized by the CO MOST Program for Motorcycle (two and/or three- wheeled) training, having sufficient run-off area around the perimeter and any/all obstacles or barriers; adequate run-up and run-out space; defined for a maximum level of students; and designed, painted, and audited consistent with applicable CO MOST Program Approved Course standards.

"Quality Assurance (QA)" means actions through which the CSP or agents of evaluate the compliance of CO MOST Program Vendors or CO MOST Program Instructors with applicable statutes, these rules, the CO MOST PnP, applicable contractual or agreement obligations, applicable CO MOST Program Approved Courses, and CO MOST Program directives, policies, and initiatives.

"**QAR**" means Quality Assurance Report

 "**QAS**" means Quality Assurance Specialist

"Training Site" means CO MOST approved and program affirmed permanent, non-temporary site for training having at least one (1) CO MOST Approved Range Course and the ability to provide instruction consistent with these rules.

III   PROGRAM ORGANIZATION, ROLES, AND STRUCTURE

CO MOST THREE PILLARS OF OPERATION

1. **Risk Adversity and Quality Instruction**   Mitigation of injury, hazard, and liability for all stakeholders via policies, practices, and quality assurance.

2. **Continuing Education**   For all Vendors, Instructors, stakeholders via workshops, best practices of other programs, and meetings to align to standards, protocols, and regulations.

3. **Collaborative/Co-Teaching**   Positive, supportive, and cooperative model of engaging quality assurance to assess, communicate, and improve course delivery to be safe, effective, and compliant.

CO MOST THREE LEVELS OF RESPONSIBILITY:

A. Colorado State Patrol (CSP) is the agency responsible for administration of the MOST Program.
B. Motorcycle Safety Foundation (MSF) serves as CO MOST contractor under direction of the Program Coordinator.
C. MOST Vendors provide approved training courses directly to eligible students.

A. Colorado State Patrol (CSP)

The CO MOST Program was created pursuant to § 43-5-501. CSP, through revised statute 43-5-501 that took effect January 1, 2018, is entrusted with overseeing the motorcycle operator safety-training program ("MOST Program") that promotes motorcycle safety awareness and supports courses that teach students to safely operate a motorcycle and train Instructors.

The MOST Program rules, 8 CCR 1507-56, under CSP became effective on September 1, 2018. Updated rules became effective 02/14/2022.

B. CO MOST Contractor: Motorcycle Safety Foundation (MSF)

CSP designates a CO MOST Contractor who, with oversight and direction from the Program Coordinator, supports program activities as specified by contract. These responsibilities include, but are not limited to:

1. customer service provided to Vendors, Instructors, and Stakeholders
2. management of the quality assurance program
3. management of the quality assurance team performance of visits, report tracking, and report follow-up
4. providing MOST student training statistics

Contractor personnel involved directly with MOST include a Project Manager, additional support staff, and service providers (as determined by the Program Coordinator) to support functions as appropriate.

C. CO MOST Vendors

Vendors are responsible to the Program Coordinator and the MOST Contractor for complying with all the provisions contained in the Program Agreement, all CDOR license requirements, curricula specific agreement(s) and standards, and criteria within this Policies and Procedures Manual.

The Vendor who delivers the Colorado Motorcycle Endorsement license waiver must adhere to provisions set forth in a legally binding Program Agreement to deliver rider education and training according to CSP guidelines.

Vendors are businesses with which CO MOST has a Program Agreement with, to provide rider education services. Vendors may delegate tasks associated with these obligations, but may not delegate any responsibility thereof. Their Instructors, Site Manager, Staff and/or authorized representatives are direct agents and representatives of the Vendor's standards and quality of services provided.

Nothing in this manual shall preclude a Vendor from conducting other courses, provided such training is not represented as being a MOST Course until such time as officially approved and recognized.

ADDITIONAL ROLES:

D. MOST Instructor

Instructors are hired by MOST Vendors as either an independent contractor or an employee to deliver training services.

Notes:

1. *No Instructor can be required to work for any specific Vendor unless it is their choice to do so.*
2. *No Vendor can be required to hire any specific Instructor unless it is their choice to utilize the services of.*

Instructors are required to maintain appropriate curriculum certifications as well as active MOST certification. Additional accountabilities and obligations are located in the MOST Instructor Responsibilities section.

E. RiderCoach Trainer/Total Control Trainer Instructor

RiderCoach Trainers (RCT) and Total Control Trainer Instructor (TCTI) are qualified and recognized curriculum certified trainers who conduct the New Instructor training.

Trainers are reimbursed for services by either the CO MOST Program or Vendor(s).

F. Training Site Managers

Training Site Managers may be hired or appointed by a Vendor to perform on-site services under direction and agreement, such as scheduling, motorcycle maintenance, and paperwork administration.

Some Vendors may also serve as a Training Site Manager.

Additional information is located in the Vendor and Training Site Manager Responsibilities section.

CO MOST STRUCTURE

In collaboration with Vendors, Instructors, stakeholders, and contracted service suppliers, CO MOST strives to provide motorcycle rider education and outreach with a focus on reducing motorcycle fatalities.

This Policy and Procedure Manual outlines expectations, guidelines, and requirements set by the MOST Program for Vendors, Instructors, students, and program partners, for approved license waiver curriculum delivery, training site set-up, training site administration, and record keeping.

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IV VENDOR ADMINISTRATION AND RESPONSIBILITIES

A. TRAINING ADMINISTRATION

The MOST Vendor acknowledges the requirement to comply with all the provisions detailed in the Program Agreement and any MOST approved curriculum specific requirements. The MOST Vendor cannot delegate or abrogate their overarching responsibility for the Training Site to a Training Site Manager or Instructor(s).

B. MOST VENDOR RESPONSIBILITIES

The MOST Vendor maintains responsibility for compliance of all MOST, curricula, and legal requirements and standards of any designated personnel including Training Site Manager(s) and/or Instructor(s), working on their behalf (as contractor or employee) to conduct and facilitate a MOST Course, at their training site(s).

Vendor acknowledges and agrees to:

1. Review and abide by all rules and regulations as established on behalf of the CO Motorcycle Operator Safety Training program: 8 CCR 1507-56; Policies and Procedures; Accountability and Resolution Matrix
2. Establish and maintain suitable location(s) for conducting approved license waiver training: MOST Course.
   a. Conducting Level 1 CO MOST approved courses, which may include the MSF Basic *RiderCourse* (BRC); 3-Wheel Basic *RiderCourse*; MSF-approved variants (e.g. Harley-Davidson Riding Academy); Total Control Beginner Riding Clinic; 3-Wheel Riding Clinic; and others as approved.
   b. Conducting Level 2 CO MOST approved courses, if able/willing, which may include the MSF Basic *RiderCourse* 2-License Waiver ("BRC2-LW"); MSF-approved variants (e.g. Harley-Davidson Riding Academy Skilled Rider Course); Total Control Intermediate Riding Clinic; and others as approved.
   c. $\leq$3" tolerance of component design.

      Note: During skills test evaluations, all cones (marked by 'dots' on cards) <u>must</u> be placed on range, in order to help students clearly see scored components/areas and provide consistent testing.

3. Conduct training at their site(s) that meets or exceeds minimum provisions consistent with the terms, standards, and principles of the curricula provider and course(s) being conducted, with safety as the prioritized emphasis.
4. Regularly visit, monitor, and quality assess site(s) while (classroom and/or range) instruction is being conducted to ensure Instructors are adhering to MOST rules, policies, and guidelines, including 8 CCR 1507-56 as applicable. Documentation shall be made available to CSP upon request.
5. Identify one staff member to MOST as Training Site Manager(s) responsible for all aspects of training and equipment at their site(s).
   a. The Vendor will notify MOST immediately of any changes in Training Site Manager staffing.
6. Utilize only certified curricula certified RiderCoaches or Instructors for the course being taught.
7. Utilize only MOST Instructors who are active and certified to teach MOST Courses
   a. CO MOST will post via on-line platforms: MOST website and/or MOST Google Drive.
      i. a listing of voluntary "on call" Instructors who may be available to teach.
      ii. a listing of active/current Instructors recognized in DRIVES
8. Ensure their designated personnel:
   a. Maintain CO MOST and curriculum certification while ensuring Instructors following the applicable

Instructor Rules of Professional Conduct as required by curriculum provider.

    b. Conduct all activities in a manner consistent with the best interests of CO MOST and stakeholders.

    c. Conduct all aspects of curriculum training in a manner consistent with specific guidelines.

    d. Acknowledge that participant safety is the highest priority.

9. Will inform CO MOST of any site-specific disciplinary action(s) taken against Instructor(s) resulting from violations of site policy and/or curricula standards that may affect CO MOST.

10. Courteously cooperate and participate with all Quality Assurance activities initiated by CSP or MOST personnel or their designees.

    a. Provide all students enrolled in a MOST Course the required materials via curricula provider's approved delivery method.

    b. Materials to become property of the student who will be allowed to retain at the conclusion of the class.

11. Not require any student to complete assignment(s) in advance of their training course outside the scope of an authorized electronic course as designed per the curricula.

NOTE:

Per curricula provider recommendations, MSF accepted eCourse completion certifications can be no earlier than 30-days from the start of posted class schedule.

no later than 30-days after the end of posted class schedule

e.g. Class dates 09/01/23 - 09/02/23   completed no earlier than   08/02/23 (30 days)

*   completed no later than   10/02/23 (30 days)*

12. Require all course participants to wear required protective gear, at any time during training when mounting a motorcycle, sitting upon, or riding, per curriculum specific guidelines and as set forth in 8 CCR 1507-56.

13. Ensure their Training site(s) supplies required:

    a First Aid Kit (Type III) that meets or exceeds ANSI/ISEA Z308.1-2021 requirements as intended for portable (moisture resistant) outside use.

    b. Fire Extinguisher (Class B) designed for flammable liquids, gas, and/or oil, that is operational and appropriately charged per green-zone indicator or on pressure gauge.

    c. Telephone   (either mobile or landline)

    d. Camera   (cell phone camera will suffice)

    e. Incident Report forms

    f. Motorcycle Maintenance forms and/or logs

    h. Emergency Information sheet/chart, in a conspicuous location during instructional times that participants to easily recognize and access (at or in close proximity to classroom and/or range), to include:

        i.   Emergency Contact Info   (#911 *or other if required)

        ii. Emergency Vendor Contact Info

        iii. Site physical address, including cross street(s)

        iv. Site directions from nearest highway or cross street.

        v.   Local (non-emergency) police phone number

        vi. Nearest medical facility

NOTE: "proximity" defined as being in Equipment Cart, Supply Bin, or container on-range.

i.e. Not, in the back of an Instructor's car, trunk, or in a distant/far-away container.

i. Emergency Procedures sheet/chart, in a conspicuous location during instructional times that participants to easily recognize and access (at or in close proximity to classroom and/or range), to include protocols for:

   i. Active Shooter to include:

   Established protocols/procedures of business or lot owner to protect all participants.

   ii. Instructor(s) experiencing any incident or condition that renders them as patient/incapacitated.

   iii. Concussion to include:

   If at any time a participant suffers a blow/impact to head, via ground or object, when wearing a helmet or not, they will be immediately counseled-out/removed from course due to concussion safety protocols, concerned for potential recurrent impacts causing brain injury.

   Reference guidelines and information to share:
   https://www.cdc.gov/traumaticbraininjury/pdf/TBI_Wallet_Card-a.pdf
   https://www.cdc.gov/traumaticbraininjury/pdf/TBI_Patient_Instructions-a.pdf

   NOTE:

   Each site/range will maintain inventory of supplies and equipment for use during training.

   i.e. If two adjacent ranges are in-use at same time, and the supplies/equipment can be safely maintained between, then only 1 set is needed.

   If two or more ranges are in-use, and supplies/equipment cannot be safely maintained between two, then each range is required to maintain inventory of all supplies/equipment.

14. Have readily available (web, emailed, or printed copies of) company specific policies for:
    a. Registration and tuition fees, refund fees, re-test fees
    b. Consequences of a self-drop, a no-show, cancellation, and/or a counseling out
    c. Returning for Completion: Re-Take and/or Re-Testing

       Taking into account stress, fatigue, timing of, student need, and most importantly safety.

    d. Attendance and Late/Tardiness
    e. Walk-Ins

15. Track and maintain integrity of current and appropriate forms including:
    a. curricula approved/specific waivers * most up to date and current
    b. secured MOST Course and curricula specific Completion Cards for appropriate issue/use
    c. secured MOST Course and curricula specific knowledge test(s)/answer sheets for appropriate use
    d. secured other MOST Corse or curricula specific recognized documents/forms for use

16. Acknowledge that eCourse variants do not comply with CDOR and MOST license standards for testing. For a course to comply, a written and proctored knowledge test must be given within each MOST Course following MOST testing guidelines:
    a. Instructor(s) are the only personnel permitted to:
       i. administer the Knowledge Test to student(s)
       ii. proctor the Knowledge Test. Tests will not be taken outside the observation of the Instructor.
    b. Only Instructors are allowed to score course Knowledge Tests.

       Under no circumstances may participants exchange and score each other's tests.

    c. Must review missed answers of Knowledge Test, and have students initial and date the acknowledgement

of understanding correct content.

    d.   Instructors are the only personnel permitted to administer the course skill tests.

17. Provide a MOST Course Completion Card only to student who has successfully completed training to all CO MOST and curricula standards and criteria.

NOTES:

    a.   Out-Of-State or other non-MOST Completion Cards may not be accepted by DMV for licensing.

    b.   CO MOST Completion Cards may, or may not, be accepted by other states for licensing.

        It is the student's obligation to verify with the state they wish to get licensed in to confirm reciprocity

    c.   No completion records, other than a Course Completion Card may be provided to a student as 'proof' of any partial completion of the course. e.g. Screenshot of 'passing' knowledge test.

        DMV cannot legally issue a MC Learner Permit based upon any class participation. (Only a DMV in-person knowledge test can utilized to issue a MC Learner Permit.)

18. Return, upon request, any unused CO MOST or CSP-approved/CDOR-recognized materials and course Completion Cards to the Program Coordinator within two (2) business days.

    e.g. Suspension, Termination, and/or Expiration of Program Agreement

19. Provide a copy of training site-specific policies or procedures, immediately upon request, to CO MOST.

20. Support their Instructor Candidates by ensuring:

    a.   all required program paperwork is signed/dated and submitted

    b.   they have completed a BRC within one (1) year of the RCP/TCIT

    c.   they have completed an apprenticeship

    d.   complete the mentorship program within 90-days of RCP/TCIT

    e.   encourage all required post-RCP/TCIT forms and requirements to become a MOST Instructor

NOTE:

Instructors must be recognized by CO MOST and CDOR before they are legally able to teach solo in any MOST Course and issue course Completion Cards.

21. Direct all communications concerning MOST, or pursuant to the Program Agreement, to the Program Coordinator.

22. Acknowledge that the curriculum provider, at its sole discretion, may reject, suspend or revoke curriculum certification when the curriculum provider has determined that the Vendor/School or agent of has acted or has represented in connection with training or otherwise, in a manner contrary to the curriculum provider mission.

C. TRAINING FACILITIES

1. Facilities for use in MOST Courses will appropriately and safely accommodate all eligible students in the manner of curricula required standards and criteria:

    a.   **Classrooms** should be equipped with suitable writing surfaces for students; appropriate and working audio-visual equipment capable of displaying training aids, such as PowerPoint, or equivalent media as appropriate). *if being utilized*

    b.   **Ranges** (on-motorcycle training areas) must have written recognition from the curricula provider prior to

any MOST Course training being conducted.

    i.   Range area(s) must meet all curricula specific course standards, run-off, and other criteria.

    ii.   No range session of a MOST Course shall be conducted requiring artificial lighting, without prior written authorization from CO MOST.

2. MOST will provide updated general/overall training numbers to all Vendors upon request, up to two times per fiscal year, to be used to assess market coverage of training demand. This will allow a determination of additional Training Sites as needed.

   Data specific to a location/vendor will only be provided to requestor after receiving written authorization provided by the vendor, whose information will be released.

3. To add a Range, Vendors will follow curriculum guidelines and protocols.

   NOTES:

   a. *Submitting documentation to request adding a range does not constitute permission to operate.*
   b. *Failure to secure written recognition from the curriculum developer prior to use of range is considered an act of non-Compliance. Appropriate action will be taken based on the Accountability and Resolution Matrix which may include suspension or termination of Program Agreement.*

4. To move or adjust/modify a Range, Vendors will follow curriculum guidelines and protocols.

   NOTES:

   a. *Failure to secure written recognition from the curriculum developer prior to use of range is considered an act of non-Compliance. Appropriate action will be taken based on the Accountability and Resolution Matrix which may include suspension or termination of Program Agreement.*
   b. *Submitting documentation to request a range change does not constitute permission to operate.*

5. The loss or closure of a site, Vendor(s) are required to notify the Program Coordinator immediately.

   NOTES:

   a. *If the loss inhibits the CO MOST Program so that the Vendor cannot resume scheduled classes within a reasonable time, then the Project Manager may be utilized to assist, in a reasonable capacity, to secure a new training site.*
   b. *If Vendor plans to cease business operations at training site, they are required to notify MOST within 30 business days prior to ceasing operations. All training records will be made available to CO MOST.*

D. TRAINING EQUIPMENT

1. No student will be permitted or required to push, walk, or ride a training motorcycle to or from storage areas before, during, or after a range training session.

   NOTE:
   It is the Instructor's responsibility to have training motorcycles in position before a range session begins, and to return all equipment to storage locations after a range session ends conclusion of activities.

2. A separate, non-shared training motorcycle will be provided during any Level I (basic) or Level II (intermediate) MOST Course, for any student who has not brought their own.

NOTES:

    a. *If a personal motorcycle does not satisfy the safety requirements of curricula standards, or MOST via 8 CCR 1507-56, then a training motorcycle may be provided to the student.*

    b. *3-wheel BRCs may allow sharing 3-wheel motorcycle(s) depending upon curricula standards. MOST refers to the curricula provider and course specifics for sharing standards.*

3. A separate DOT compliant helmet will be provided during any Level I (basic) or Level II (intermediate) MOST Course, for any student who has not brought their own.

NOTES:

    a. *Any/All helmets used in a course must fit properly, are in appropriate condition, and are free from any provocative, suggestive, or offensive themes, slogans, and/or graphics.*

    b. *Helmets in use within any MOST Course must be DOT FMVSS 218 compliant (effective 05.2013), as evidenced by:*

        i. *DOT sticker on outside of helmet;*

        ii. *Manufacturer's labeling permanently attached to inside of the helmet (of Brand Name, Size, and Month/Year of manufacture);*

        iii. *Energy-absorbing liner (expanded polystyrene or polyurethane foam), of at least one inch (1");*

        iv. *Hard outer shell preventing/reducing penetration; and*

        v. *Sturdy retention system (chin strap that fastens) of a variety of construction designs.*
        NOTE: Projections:

            A helmet shall not have any rigid projections inside its shell.
            Rigid projections outside any helmet's shell shall be limited to those required for operation of essential accessories, and shall not protrude more than 0.20 inch (5 mm).

E. REPORTING RESPONSIBILITIES

CO MOST Notification

1. Loss of Range: Within two (2) business days, the Vendor must notify the Program Coordinator upon becoming aware of any actual, or potential, loss of range, to include disputes or other problems affecting training delivery, or any circumstances that could compromise the quality or safety of the training. *NOTE:*

   MOST will collaborate with the Vendor to coordinate corrective action and an appropriate solution.

2. Legal Notice: Vendor must notify the Program Coordinator, within two (2) business days, upon becoming aware of any potential or actual legal notice about training, student(s), Instructor(s), or site(s).

Program Reporting

1. Incident Reports: Within two (2) business days of incident, the Vendor will submit to reports to the Program Coordinator.

Note: Please use file naming protocol:
e.g. CO_RERP_12345_John Doe_07_01_2024
Note: Please use file naming protocol:

2. MOST Course reporting: Student and course information will be recorded into the CO MOST Contractor's (Motorcycle Safety Foundation) database: MSF's *RiderCourse* Enrollment System (RES)

a. Vendor is responsible to ensure all data reporting is accurate, complete, and timely . Information is required to be entered in the RES no later than 48 hours after course completion.

b. MOST Course completion and student information to be maintained and reported must include, but not be limited to:

    i. Course starting and ending dates;

    ii. RERP # (or similar designation to identify the range) and Course number;

    iii. Name of Course location(s);

    iv. Type of course (e.g. Level I (Basic) or Level II (Intermediate) rider training)

    v. Instructor name(s) and curriculum certification number(s)   *All who taught/participated in

    vi. Provisional Instructor name and certification number   *If applicable as part of class*

    vii. Student information:

        *   Name: First, Middle, Suffix, and Last name   *exactly as on License/ID

        *   Address

        *   City, State, Zip

        *   Phone Number   *at least one*

        *   Email Address

        *   ID Number (Driver license, Permit, or State ID)

        *   PR Code (if no license/permit held)   *student provided*

        *   Driver's License Country   *CO database defaults to US*

        *   Gender

        *   Date of birth

        *   Military (Branch/Status)   *only military RERPs using RES

        *   eCourse Certification   *of course type registered for

        *   Status: Pass, Fail, Dropped, Cancelled, No Show, etc. Cert   *incomplete for no eCourse

        *   Scores of Skills Test and Knowledge Test *if captured

        *   Completion Card number as issued

        *   Student Notes   *if applicable*

3. Course Reporting: Vendors will submit by the 10th of the following month all course reports, data, and waivers required to the Contractor: Motorcycle Safety Foundation.

F. RECORD RETENTION

1. Vendor will maintain all hard-copy or digital course records and materials pertaining to operations under the Program Agreement throughout the term of the Agreement and any renewal thereof and for at least three (3) years following date of termination of the Agreement, including the Required Student and Required Course information listed above for each enrolled student who starts a course, as well as:

a. Course Completion Form

b. Field Roster

c. Skills Test Score Sheet(s)

d. Knowledge Test Answer Sheet(s)   *for each student tested

e. Hold Harmless/Liability Waivers   *for each participant (student, re-test, passenger, etc.)

f. Incident Report forms

NOTE:

Curricula standards may require different/longer record retention timeframes. Records must be retained to the longest timeframe as required.

2. Vendor will provide copies of all course paperwork materials to MOST upon request.
3. Student records shall not be sold, shared, or used for commercial marketing purposes. All such materials must be made available for review and/or copying by CSP upon request.
4. Comply with all local and state laws, MOST Program rules 8 CCR 1507-56, curriculum provider rules and standards.

G. CONSEQUENCE OF NON-COMPLIANCE

1. Failure to comply with all MOST Policies and Procedures, curricula standards, and/or legal requirements will be dealt with in accordance with the Accountability and Resolution Matrix which may include suspension or loss of MOST-recognition and/or termination of the MOST Program Agreement.
   a. A probationary or suspension period may precede termination/loss of MOST-recognition
   b. A verbal or written warning may precede the probationary or suspension period.
2. The decision for warning, probation, suspension or termination established by the Accountability and Resolution Matrix, is based on the severity, and/or recurrent nature, and/or totality of non-compliance and is solely up to CO MOST and CSP to determine disciplinary action(s).

H. TERMINATION OF PROGRAM AGREEMENT

1. Vendor may terminate their Agreement, without cause, upon written notice to CSP.
2. CSP may deny, suspend and revoke Certification of this Agreement immediately for:
   a. Breach of any provision of the Agreement
   b. Failure of Vendor to implement corrective measures within the time frame established by QA or other inspection activity
   c. Failure to implement adjustments or modifications prescribed by CSP within the time allotted; or
   d. Failure to comply in performing MOST duties and responsibilities as required by statute and rules 8 CCR 1507-56.
3. Upon termination, Vendor will immediately cease representing itself as a MOST Program Vendor or Site and cease using any MOST Program materials and equipment.

V   MOST INSTRUCTOR RESPONSIBILITIES

Instructors are required to observe and execute the responsibilities, standards, and protocols provided in the curricula Coach/Instructor/Trainer Guide, Range Cards, Rules of Professional Conduct, and MOST Policies and Procedures for all MOST Courses.

CORE VALUES:

1. Lead by example:

    a. Promoting countermeasures for unsafe riding based on relevant and timely data and proven best practices in rider education, training, and public awareness.

    b. Being personally and professionally responsive to coaching/training.

2. Engage students by:

    a. Maintaining a positive, safe, low-threat/high-challenge learning environment.

    b. Teaching to curriculum standards, instructions, and objectives.

    c. Providing objective-focused, timely, and concise coaching.

    d. Striving to keep wheels in motion – students learn by doing.

    e. Providing learning experiences that are enjoyable, meaningful, and rewarding.

3. Strive to always:

    a. Treat participants/stakeholders with dignity and respect.

    b. Be positive, helpful, patient, empathetic, and understanding.

    c. Respect students' limits and learning conditions and limitations.

    d. Embrace diversities of culture, race, religion, gender, and bike style and/or brand (not condescending, harassing, or judgmental thereof).

4. Support personal, professional, and organizational development.

5. Be accountable to each other, to your student(s), to your Vendor(s), and to CO MOST. Program Rules 8 CCR 1507-56 under CSP are incorporated into the following required responsibilities:

A. MOST PROGRAM INSTRUCTORS ARE RESPONSIBLE TO:

1. Maintain CO MOST and curriculum certifications while following applicable Instructor Rules of Professional Conduct as required by curriculum provider.

2. Maintain current certification in, at least, Basic First Aid and Cardiopulmonary Resuscitation (CPR). Advanced programs such as Accident Scene Management, Inc. (AMS), or Certified First Responder (EMT) are acceptable.

3. Exhibit professionalism, integrity, respect, and excellence at all times to appropriately represent CO MOST, CSP, Curricula provider, and Vendor, by positively engaging students and stakeholders.

4. Acknowledge that the primary method of communication between MOST and the training community is through email. Thus, it is essential to maintain current and correct contact information with CO MOST.

5. Facilitate courses in an appropriate and compliant manner to curricula and CO MOST guidelines and standards. All Instructors teaching the course are equally responsible to provide a safe, effective, and efficient experience.

6. Effectively facilitate instruction equally between Instructors.

MOST does not distinguish between primary/lead and secondary/support Instructor roles.

7. Maintain a low-risk positive learning environment for all participants.

8. Be professional when/if working for more than one Vendor.

    a. Instructors cannot be restricted by a Vendor as to where and when they are able to provide duties and services.

    b. Instructors will respect and not share any business trade secrets or practices from one Vendor to another.

9. Cooperate and accommodate Quality Assurance activities initiated by MOST and/or CSP personnel or designees, whether the visit is announced or unannounced.

10. Not use tobacco, vape, or e-cigarettes products while the course is in session, except during scheduled breaks, and then only in designated and site-authorized areas.

11. Not use, or be under the influence of, or be suspected of impairment by any legal drug while representing or performing MOST duties and functions and/or instructing a training course:

    In that any use or influence adversely affecting the Instructor and their ability to perform their duties by putting the safety of participants and stakeholders at risk.

    a. The Instructor may continue to work, even though under the influence of a legal drug, if determined they do not pose a threat to safety or risk to participants in the performance of their duties.

    b. If suspected of being impaired and a safety risk, the Instructor may be required to take a leave of absence and/or comply with other appropriate actions.

        NOTE:

        A legal drug may include prescribed and/or over-the-counter medications, which have been obtained and are being used for the purpose for which they were prescribed or manufactured.

12. Not use, sell, purchase, transfer, or be in possession of any illegal drug and/or alcohol while representing, performing MOST duties and functions, and/or instructing a course.

    a. Trained CSP personnel may conduct unannounced searches for illegal drugs or alcohol at any MOST facility being used by or representing MOST or MOST Courses.

    Instructors, Trainers, or other Vendor personnel will fully cooperate in the event of such a search.

    b. Vendors may reserve the right to require a drug test for any suspected and/or reported impairment issue involving safety or curricula delivery compliance by an Instructor/Trainer.

        Test results should be kept confidential, but may be utilized for disciplinary action.

13. Not carry or possess any firearms or illegal weapons that are exhibited or displayed while representing or performing MOST duties and functions, and/or instructing a MOST Course.

NOTE:

Authorized law enforcement agent(s) conducting official duties are allowed.

14. Not use electronic communication devices (i.e. cell phones) while actively coaching (classroom or range) unless for an emergency, health, or instructional necessity.

    Approved Electronic Devices (for Instructors)

    a. Wrist device

    b. Smart device such as a phone (with camera and/or weather app), needs to be stored in a pocket
       Prohibited use include:

    i. Walkie-talkies

    ii. Phones to call (non-emergency numbers), text and/or post or review social media

    iii. Cameras to take pictures/videos of students while motorcycles are in motion

       *Instructor not actively teaching may utilize, if appropriate waiver/model release is completed.

    iv. Cordless headsets

    v. Use of phone while riding

    vi. Internet to access illegal or inappropriate content to retain and/or show to others

    vii. Camera or Voice Recorder to record/photograph any sensitive or personally identifiable information (i.e. driver license information; under 18 students in any way)

    viii. Any electronic distraction that can impair coaching or range management and participant safety (i.e. texting or social media engagement during any active classroom or range session)

       Allowed use include:

    i. Phones to call emergency services

    ii. Weather app to alert pending hazardous situations;

    iii. Medical monitoring, such as blood sugar (i.e. CGM: Dexcom, Libre, Apollo, etc.)

    iv. Time observation

    v. Electronic "scoring" of skills testing

    vi. Any electronic devices appropriate for use during breaks. (Not when actively coaching or managing range safety.)

15. Not photograph a student's personal identification (e.g. License, ID, or other)

    A photocopy is permitted, but must be provided to Vendor for administrative purposes only and included within course paperwork.

16. Ensure all course forms are filled out completely and are signed and dated by the participant. This must occur prior to a participant beginning course instruction.

    No waiver completed outside witnesses of Instructor or Vendor authorized representative will be accepted.

NOTE:

Students under 18 years of age are required to have a parent or guardian complete to sign waiver(s) in the presence of the Vendor authorized representative. If unable to have parent or guardian present, the student can bring the waiver(s) completed and signed by a parent or guardian and properly notarized to their first course session.

17. Appropriately use MOST Course Coach/Instructor/Trainer Guide, Range Cards, and all other curriculum materials as intended.

18. Follow scheduled breaks as defined by curricula.

    NOTE:

    Additional breaks may be provided to accommodate weather, fatigue, or other safety conditions.

19. Arrive early enough to scheduled class start time to be able to set-up appropriately, and should leave only after all equipment and facilities have been secured.

20. Ensure curricula standards and precautions are addressed to safeguard the safety of all participants.

21. Be responsible for the condition of the range and/or classroom for use.

    e.g. Removing debris, obstacles, or hazards from the range prior to the start of training.

22. Ensure the safety of students and instructional staff by determining if training will be, or will continue to be, conducted during inclement weather.

    NOTES:

    a. *CO MOST recommends that training not be conducted during a thunderstorm in close proximity, a snowstorm, an excessive wind storm, or with ice on range; or if ever Instructor(s) determine safety of participants is being compromised.*

    b. *Instructors possess authority to postpone or cancel a scheduled class if determined that, due to inclement weather or other factors could jeopardize the health, safety, and welfare of participants.*

23. Perform and document an inspection of all equipment involved prior to start of riding portions of course.

    i.e. T-CLOCS of all motorcycles potentially being ridden

    NOTE:

    If safe conditions cannot be met, the Instructor(s) should immediately contact the Vendor for support.

24. Not permit or perform any Range exercise set-up, layout, or maintenance functions while upon a training motorcycle or other vehicle.

    NOTE:

    Equipment and materials may be transported to the range prior to any exercise set up.

25. Acknowledge the responsibility to have training motorcycles in position before the range session begins. *NOTE: Motorcycles must be moved into position as specified by approved Range guidelines prior to participant arrival.*

26. Not permit, require, or allow participants to push, walk, or ride training motorcycles to/from range area.

(e.g. Any area beyond the 20' buffer/run-off; to/from storage area.)

NOTE:

Course insurance may not cover students or equipment outside the boundaries of the range area, or during non-curriculum specific exercise/activity.

27. Permit, require, or allow participants to ride only during course instruction and testing under direct supervision within the recognized and approved Range area.

28. Ensure that any participant mounting a training motorcycle is wearing all the required protective gear prior to doing so.

29. Allow use of student-owned:

    a. helmet, if DOT-compliant, fits appropriately, is structurally sound, and has working retention system.

    b. motorcycle, if determined to suitable and safe for the purposes of the course, as allowed by curricula.

30. Accurately and fully complete Incident Report Forms for any/every crash or incident requiring a report to CO MOST standards.

    NOTE:

    Complete incident reports should have NO BLANK SPACES. If no information for field, consider using N/A.

31. Not permitted to ride with, or allow any passengers in a Level I course, unless allowed by curricula.

32. Not allow participants to ride training motorcycles (or student provided motorcycles) on/around the Range after the course and testing is complete.

NOTE:

Course insurance may not cover students or equipment after the course is complete.

33. Make reasonable and appropriate accommodations for any student who is determined to have reading or language challenges prior to the Knowledge Test.

NOTE:

Instructors may read the Knowledge Test to students. Students are allowed to bring their own interpreter.

34. Must follow curriculum and MOST testing guidelines, including:

    a. Conducting and scoring tests that are accurate and complete to standard
       i.   Skills Test evaluations will follow curricula standards
       ii. Skills Test evaluations will follow range card instructions
        e.g. U-Turns, as stated, "a left U-Turn indie area bounded by coned" (No right turn allowed.)
             Swerves, as stated, "to the right" (Re-Run allowed if to left.)(Scored if 2nd run is also to left.)

    b. Instructors are the only personnel permitted to administer and proctor the Knowledge Test to student(s). Tests will not be taken outside the observation of the Instructor.

    c. Only Instructors are allowed to score course Knowledge Tests.

    Under no circumstances may participants exchange and score each other's tests.

d. Must review missed answers of Knowledge Test, and have students initial and date the acknowledgement of understanding correct content.

e. Instructors are the only personnel permitted to administer the course skill tests.

    i. No Instructor to provide "coaching" or "tips" during, or prior to, a Skills Test, to assist rider(s) passing.

    ii. No Instructor "walking" or "tutoring" of any component path of travel to assist rider(s) passing.

35. Secure and maintain training motorcycles and other range equipment at the end of the riding session(s).

36. Be responsible to counsel out participants who present a safety hazard to themselves or others, who are disruptive in a class to the point it adversely affects others, or are not meeting exercise objectives.

37. Acknowledge that the curriculum provider, at its sole discretion, may reject, suspend or revoke curriculum certification when the curriculum provider has determined that the individual has acted or has represented in connection with training or otherwise, in a manner contrary to the curriculum provider mission.

38. Immediately report to Vendor any unique, serious, and/or critical issues with site, equipment, or course.

e.g. Medical transport, critical injury, serious safety issue or experience, shut-down of site, etc.

B. RE-TEST PROTOCOLS AND RESPONSIBILITIES

1. Re-tests must occur within 30 days of the original failed end-of-course test.

2. In the event a participant does not successfully pass the Knowledge Test

    a. One (1) Knowledge Test re-take is allowed under Vendor-specific guidelines or curriculum policy.

    b. Re-tests require that the entire Knowledge Test to be re-administered.

    c. A new and different version of the Knowledge Test must be utilized.

    d. Re-tests require a new answer sheet to be utilized.

    Answers of the re-test cannot be placed on the originally failed Knowledge Test. Updating / changing incorrect answers on a test is not permitted.

    e. The version of the original and re-test must be marked on both answer sheets.

3. In the event a participant does not successfully complete the Skill Test

    a. It is recommended that a 2nd Skills Test not be performed on the same day.

    However, one (1) Skills Test re-take is permitted if allowed via Vendor-specific guidelines and curriculum requirements.

    b. In the event of a Skill re-test, the entire skill test must be administered.

    Scoring only portions of a test, or updating / changing component scores is not permitted.

    c. A warm-up prior to a skill retest must only consist of a previously performed curriculum exercise(s) or curriculum based formal remedial training.

    d. The Instructor should exercise discretion in considering any safety issues associated with a participant's second attempt.

NOTE:

Scenario: If a student fails or doesn't complete the class by the course end date (this includes not completing any required eCourse), they have 30-days to complete or re-test. If wanting to retake a "day 2", it must be within

30-days of original course to be eligible for a course completion card. (Date on card must identify the date they complete all final components of course: eCourse and/or re-test.)

Otherwise, they must retake a class including redoing an eCourse, a Knowledge Test, and a Skills Test(s).

C. CONSEQUENCES OF NON-COMPLIANCE

1. Failure to comply with all MOST Policies and Procedures, curricula standards, and/or legal requirements will be dealt with in accordance with the Accountability and Resolution Matrix which may include suspension or loss of MOST-recognition, and/or decertification of Instructor status.

    a. A probationary or suspension period may precede termination/loss of MOST-recognition

    b. A verbal or written warning may precede the probationary or suspension period.

2. The decision for warning, probation, suspension or termination established by the Accountability and Resolution Matrix, is based on the severity, and/or recurrent nature, and/or totality of non-compliance and is solely up to CO MOST and CSP to determine disciplinary action(s).

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VI   BECOME A MOST INSTRUCTOR

Instructors must be recognized by CO MOST and CDOR before they are legally able to teach solo in a MOST Course and issue course Completion Cards.

For additional information and forms, please refer to the CO MOST website:
https://comost.com/become-an-Instructor/

Vendors should advise CO MOST of their estimated Instructor resource needs for the next calendar year training season and throughout the year if localized needs change.

CO MOST requires a minimum of six (6) prepared Candidates for funded Instructor Training events to be conducted.
e.g. MSF Rider Coach Prep (RCP) or Total Control Instructor Training (TCIT)
Vendors and Trainers will comply with all curricula training standards for non-funded RCPs/TCITs.
NOTE:
FUNDED RCPs/TCITs will be open to any/all Vendors and their candidates, no matter where the RCP/TCIT is held at.

A. NEW TO RIDER EDUCATION CANDIDATES

Instructor Candidates wishing to teach in Colorado must:

1. Satisfy the requirements as described 8 CCR 1507-56 At minimum, the Instructor candidate must:
    a. Be at least eighteen years of age. (as required by State Statute)
    b. Possess a valid driver license with motorcycle endorsement.
    c. Have no driver license suspension, or revocation, and/or alcohol related driving conviction within the three (3) years prior to teaching for MOST.
    d. Submit a New CO MOST Instructor Application
    e. Submit current CO driving record or provide form DR 2559.

        Out of state candidates must provide an out of state driving record or similar as provided by that state.
    f. Other requirements as required by Vendor policies and/or curricula requirements.

2. Additional protocols and requirements will be sent after these steps have been completed.

NOTE:
Instructors who graduate from an Instructor Training must be recognized by CO MOST and CDOR before they are legally able to teach solo in any MOST Course and issue course Completion Cards.

B. INSTRUCTOR CANDIDATE TRAINING AND CURRICULA CERTIFICATION

Instructor Training is provided at no cost to Colorado residents intending to teach MOST Courses.

Instructors who graduate from an Instructor Training must be recognized by CO MOST and CDOR before they are legally able to teach solo in any MOST Course and issue course Completion Cards.

For additional information, Vendors and Candidates interested in a MSF RiderCoach Prep or Total Control Instructor Training course should refer to APPENDIX A3: NEW INSTRUCTOR TRAINING

Vendors will not send Instructor Candidates to out-of-state or non-MOST Training Course(s) without prior written authorization from the Program Coordinator.

Vendors are advised to retain candidate applications and supporting documents for a minimum of 90 days after the start of the training.

Upon graduation of an MSF RiderCoach Prep or Total Control Instructor Training, the curricula certified Instructor must:

1. Intern as a Provisional Instructor and successfully teach two (2) complete BRCs under the supervision of an Instructor within 90 days of graduation; results being supplied to CO MOST in writing by the Vendor.
2. Passing of a Vendor proctored CO MOST Knowledge Test with a score of 80% or better.

Vendor to discuss relevant policies, standards, and rules, and submit results upon scored answer sheet.

3. Passing of a curriculum Skills Test to CO-MOST specific scoring standard of ≤5 penalty points total. Scored within a RCP/TCIT, or administered by MOST Quality Assurance (QAS) post training.
4. Collaborate with Vendor to ensure review of the 8 CCR 1507-56, CO MOST Policies and Procedures Manual, and relevant Vendor policies.

NOTE:

Instructors who graduate from an Instructor Training must be recognized by CO MOST and CDOR before they are legally able to teach solo in any MOST Course and issue course Completion Cards.

C. POST CURRICULUM TRAINED, OUT-OF-STATE CERTIFIED COACH/INSTRUCTOR, MILITARY MOST INSTRUCTOR REQUIREMENTS

Instructors must be recognized by CO MOST and CDOR before they are legally able to teach solo in any MOST Course and issue course Completion Cards.

Coaches/Instructors who are curricula certified and desire to teach in Colorado must:

1. Provide CO MOST Program Approved Curricula identification. (i.e. MSF, Total Control Training, or other as approved)

via: https://comost.com/become-an-Instructor/

2. Satisfy the requirements as described 8 CCR 1507-56
3. Submit CO MOST Program office, the following:
   a. New CO MOST Instructor Application
   b. Driver Record Release. Or, current driving record for the last three (3) years if from out-of-state.
4. Complete the CO MOST Diversity & Harassment eCourse.

   The MOST Program will provide the link to the course after the New Instructor Application is received.

5. Passing of a Vendor proctored CO MOST Knowledge Test with a score of 80% or better.

Vendor to discuss relevant policies, standards, and rules, and submit results upon scored answer sheet.

6. Passing of a curriculum Skills Test to CO-MOST specific scoring standard of ≤5 penalty points total. Scored within a RCP/TCIT, or administered by MOST Quality Assurance (QAS) post training.

7. Collaborate with Vendor to ensure review of the 8 CCR 1507-56, CO MOST Policies and Procedures Manual, and relevant Vendor policies.

8. Submitting current certification in, at least, Basic First Aid and Cardio Pulmonary Resuscitation (CPR) Advanced First Aid programs such as Accident Scene Management, Inc. (ASMI) or Certified First Responder/ Emergency Medical Responders (EMT) are also acceptable.

9. Complete a successful Co-Teaching QA with a member of the MOST QA Team.

The QA team member will provide a successful or non-successful score within the report.

Successful is defined as being two (2) or less "Needs Improvement" within both the range and classroom segment of the BRC are obtained. The reports (successful or non-successful) will be provided to the MOST Program Office *NOTES:*

a. *It is suggested the Coach/Instructor new-to-CO may want to work with a Vendor's mentor prior to their Co-Teaching QA. The Coach/Instructor would count toward course ratio, as they are curriculum certified.*

b. *Once the successful QA and all documentation is received by MOST, the Instructor's name will be forwarded to the Department of Revenue to be entered into DRIVES and will be listed as a Certified Instructor.*

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VII MOST RECERTIFICATION

The primary method of communication between MOST and the training community is through e-mail. Therefore, it is essential that Instructors maintain current and correct contact information with MOST.

In a case that the Instructor does not maintain an email address, they must arrange with their Vendor or Training Site Manager to receive any/all communications from MOST.

A. TO <u>RECERTIFY</u>, INSTRUCTORS ARE RESPONSIBLE TO:

1. Maintain their annual MOST certification according to 8 CCR 1507-56. Certification period is March 1 –Feb 28/29, Fiscal Year.
2. Teach a minimum of three (3) CO MOST Program Approved Courses annually
3. Maintain their certification(s) of the curricula provider course(s) according to their standards and protocols and course requirements:

i.e. MSF: BRC, BRC2, 3WBRC

Total Control: BRC, IRC, 3WRC

4. Attend MOST mandated/required updates and meetings.   *if applicable*
5. Attend and participate in at least one (1) technical update or professional development workshop (PDW) annually, within the Instructor certification period, as mandated by CO MOST Rules:
   a. During the PDW, the Instructor must be put in a student role.
   b. Any update or activity that addresses only administrative issues may not be accepted as a PDW.
   c. Any virtual course that does not provide testing, aka knowledge checks during, or at end, and does not pause when the primary screen is not actively engaged during the course will not be accepted.
6. Complete the annual Sexual Harassment and Diversity Training.
7. Submit current certification in, at least, Basic First Aid and Cardio Pulmonary Resuscitation (CPR)

   Advanced First Aid programs such as Accident Scene Management, Inc. (ASMI) or Certified First Responder/ EMT are also acceptable.

8. Maintain compliance with CO MOST Program requirements, terms, and conditions of applicable approved courses, applicable laws, and these rules, by completing and submitting recertification documents:
   a. Instructor Renewal Form
   b. Driving Record Release   *if out-of-state resident, you must provide your own Driving Record.*
   c. PDW Attestation
   d. Course Attestation

B. TO REQUEST <u>AN EXTENSION</u> FOR CO MOST RECERTIFICATION:

If needed, a special dispensation may be granted at the discretion of MOST, as a make-up session and/or other assignments considered on a case-by-case basis, for situations such as family/medical leave, severe illness, military duties, and other special situations.

1. PDW not accomplished:

a. Requests for an extension must be made in writing prior to current certification period expiration.

b. Any potential make-up session and/or assignment must be approved by the Program Coordinator.

c. Make-up sessions and/or assignments must be completed in the timely manner as approved, or recertification will not be granted. They must be completed prior to conducting any MOST Course.

2. Military related extension:

An Instructor who is unable to complete their recertification requirements due to military obligations, which has them away at a duty station for more than six months, is able to apply for a 90-day extension upon return.
NOTE:

Orders showing assignment and to/from dates away must be presented to MOST at the time of extension request.

3. Medical related extension:

An Instructor who is unable to complete their recertification requirements due to a medical or family medical issue, or caregiver leave obligation, is able to apply for a 90-day FMLA extension.
NOTE:

For a personal medical leave extension, a physician's Medical Release noting the Instructor can return to full duty is required to be presented to MOST at the time of the extension expiration.

Courses taught during an extension period will count toward the original certification period for which the extension was offered. An additional three (3) courses are required to satisfy the current certification cycle.

C. TO REQUEST RECERTIFICATION AFTER LOSS OF CURRICULA CERTIFICATION VIA EXPIRATION:

Upon loss of curriculum provider certification, the Instructor will be "inactive" as a MOST Instructor and removed from DRIVES.

To request reinstatement, the Instructor will be deemed as "Provisional" to complete the certification process for MOST.

1. Complete and submit to MOST, the following:
   a. MOST (NEW) Instructor Application
   b. Submit completion of Diversity & Harassment Training
   c. Submit certification of First Aid & CPR
   d. Submit a Driver Record Release form
   e. Successfully passed Vendor proctored CO specific Knowledge Test with a score of 80% or better submitted upon answer sheet.

   Documented Vendor discussions of relevant policies, standards, and rules.

   f. Successfully passed Curriculum riding Skills Test with a score sheet of 5 penalty points or less documented by MOST QAS with results submitted upon score sheet.
   * Completed prior to any co-teaching QA
2. Successfully co-teach a BRC Reinstatement QA, with Project Manager and/or QAS, within 90 days of expiration.

   Documented "successful" if two (2) or less "Needs Improvement" are noted within both Range and/or Classroom segments of the BRC, with results submitted via QA Report

IF SUCCESSFUL, then the Instructor's name will be forwarded to the Department of Revenue to be entered into DRIVES and will be listed as a Certified MOST Instructor.

IF UNSUCCESSFUL, then the Provisional Instructor will be:

a. Referred to Vendor to provide CO MOST with a developmental plan to address performance areas of concern, that will be submitted prior to 30 days' post QAV, then;

b. Submit documentation of completed development plan with Vendor's assistance, and completion of two (2) successful Mentorship BRCs submitted to CO MOST within 90 days of QAV.

 * If the Provisional Instructor attains two (2) successful Mentorship BRCs, then the Provisional Instructor will contact the Project Manager to schedule a Quality Assurance Visit (QAV) to assess their (lead or solo) role as a BRC Instructor, to be completed within 120 days of QAV.

 * The Project Manager or QAS will sign Completion Cards if the Provisional Instructor is teaching solo.

 * If successful with the QAV, then the Instructor's name will be forwarded to the Department of Revenue to be entered into DRIVES and will be listed as a Certified MOST Instructor.

 * If the Provisional Instructor does not attain two (2) successful Mentorship BRCs, then the Provisional Instructor is required to contact the Project Manager to schedule a Technical Assurance Visit (TAV) to assess their (lead or solo) role as a BRC Instructor, to be completed within 120 days of QAV.

 * The Project Manager or QAS will sign Completion Cards if the Provisional Instructor is teaching solo.

 * If successful with the TAV, then the Instructor's name will be forwarded to the Department of Revenue to be entered into DRIVES and will be listed as a Certified MOST Instructor.

 * If the TAV is unsuccessful, then the Provisional Instructor will be referred back to CO MOST, no longer being considered "Provisional" to retake an Instructor (RCP or TCT) Training Course.

NOTE:

Provisional Instructors are not recognized by CDOR and are not legally able to teach solo in any MOST Course or issue course Completion Cards.

D. TO REQUEST <u>RECERTIFICATION</u> AFTER <u>LOSS OF CO MOST CERTIFICATION</u> <u>VIA EXPIRATION</u>:

Upon loss of CO MOST certification, the Instructor will be "inactive" and removed from DRIVES.

To request reinstatement, the Instructor will be deemed as "Provisional" to complete the certification process for MOST.

1. Complete and submit to MOST, the following:
    a. MOST (NEW) Instructor Application
    b. Submit completion of Diversity & Harassment Training
    c. Submit certification of First Aid & CPR
    d. Submit a Driver Record Release form
    e. Successfully passed Vendor proctored CO specific Knowledge Test with a score of 80% or better submitted upon answer sheet.

Documented Vendor discussions of relevant policies, standards, and rules.

    f. Successfully passed Curriculum riding Skills Test with a score sheet of 5 penalty points or less documented by

MOST QAS with results submitted upon score sheet.

 * Completed prior to any co-teaching QA

2. Successfully co-teach a BRC Reinstatement QA, with Project Manager and/or QAS, within 90 days of expiration.

Documented "successful" if two (2) or less "Needs Improvement" are noted within both Range and/or Classroom segments of the BRC, with results submitted via QA Report

IF SUCCESSFUL, then the Instructor's name will be forwarded to the Department of Revenue to be entered into DRIVES and will be listed as a Certified MOST Instructor.

IF UNSUCCESSFUL, then the Provisional Instructor will be:

a. Referred to Vendor to provide CO MOST with a developmental plan to address performance areas of concern, that will be submitted prior to 30 days' post QAV,

then;

b. Submit documentation of completed development plan with Vendor's assistance, and completion of two (2) successful Mentorship BRCs submitted to CO MOST within 90 days of QAV.
    i. If the Provisional Instructor attains two (2) successful Mentorship BRCs, then the Provisional Instructor will contact the Project Manager to schedule a Quality Assurance Visit (QAV) to assess their (lead or solo) role as a BRC Instructor, to be completed within 120 days of QAV.
       * The Project Manager or QAS will sign Completion Cards if the Provisional Instructor is teaching solo.
       * If successful with the QAV, then the Instructor's name will be forwarded to the Department of Revenue to be entered into DRIVES and will be listed as a Certified MOST Instructor.
    ii. If the Provisional Instructor does not attain two (2) successful Mentorship BRCs, then the Provisional Instructor is required to contact the Project Manager to schedule a Technical Assurance Visit (TAV) to assess their (lead or solo) role as a BRC Instructor, to be completed within 120 days of QAV.
       * The Project Manager or QAS will sign Completion Cards if the Provisional Instructor is teaching solo.
       * If successful with the TAV, then the Instructor's name will be forwarded to the Department of Revenue to be entered into DRIVES and will be listed as a Certified MOST Instructor.
       * If the TAV is unsuccessful, then the Provisional Instructor will be referred back to CO MOST, no longer being considered "Provisional" to retake an Instructor (RCP or TCT) Training Course.

NOTE:
Provisional Instructors are not recognized by CDOR and are not legally able to teach solo in any MOST Course or issue course Completion Cards.

E. TO REQUEST <u>RECERTIFICATION</u> AFTER <u>LOSS OF CO MOST OR CURRICULA CERTIFICATION</u> <u>VIA SUSPENSION</u>

Upon suspension of CO MOST and/or Curricula, the Instructor will be "inactive" and removed from DRIVES.

To request reinstatement, Instructor will be deemed "Provisional" to complete the certification process for MOST.

1. Complete and submit to MOST, the following:
   a. MOST (NEW) Instructor Application
   b. Submit completion of Diversity & Harassment Training
   c. Submit certification of First Aid & CPR
   d. Submit a Driver Record Release form
   e. Successfully pass Vendor proctored CO specific Knowledge Test with a score of 80% or better submitted upon answer sheet.

   Documented Vendor discussions of relevant policies, standards, and rules.

   f. Successfully pass Curriculum riding Skills Test with a score sheet of 5 penalty points or less documented by MOST QAS with results submitted upon score sheet.
      * Completed prior to any co-teaching TAV

2. Successfully
   Re-Certify via complete RCP or TCIP to curriculum provider standards.
   All aspects, portions, and criteria of RCP or TCIP must be successfully completed.

*If sanctioned by Curriculum Provider,

Part A   Teach a BRC Reinstatement TAV with the Project Manager and/or QAS Team designated. Documented "successful" if two (2) or less "Needs Improvement" are noted within both Range and/or Classroom segments of the BRC, with results submitted via QA Report

Part B   Complete an appraisal of Course Packets (minimum of 4 past classes) to be objectively assessed, researched, and documented with the Instructor, Vendor -or Vendor agent assigned.
Review of packets will document any/all errors, recurrent pattern of omissions, incorrect use of forms, inappropriate data entry, negligence and/or potential fraud.
Documented "successful" if 90% or more of all errors, issues, or oversights are identified.

IF SUCCESSFUL, then the Provisional Instructor must complete two (2) "successful" Mentor BRCs through their Vendor within 60 days of the Reinstatement TAV.
IF UNSUCCESSFUL, then the Provisional Instructor will be:

a. Referred to Vendor to provide CO MOST a developmental plan to address performance concerns. Documented plan completion must occur within 60 days of the Reinstatement QA.
b. Required to complete two (2) "successful" Mentor BRCs through their Vendor within 60 days of the Performance Plan completion.
   i. If the Provisional Instructor does not attain two (2) successful Mentorship BRCs, then the Provisional Instructor is required to contact the Project Manager to schedule a Technical Assurance Visit (TAV) to assess their (lead or solo) role as a BRC Instructor, to be completed within 120 days of the initial unsuccessful TAV.

ii. If the TAV is unsuccessful, then the Provisional Instructor will be referred back to CO MOST, no longer being considered "Provisional" to retake an Instructor (RCP or TCT) Training Course.

c. Required to successfully co-teach a BRC Reinstatement QA with a member of the MOST QA team Documented "successful" if Two (2) or less "Needs Improvement" are noted within both Range and Classroom segments of the BRC, with results submitted via QA Report

   i. If successful with the QAV, then the Instructor's name will be forwarded to the Department of Revenue to be entered into DRIVES and will be listed as a Certified MOST Instructor.

   ii. If the QAV is unsuccessful, then the Provisional Instructor will be referred back to CO MOST, no longer being considered "Provisional" to retake an Instructor (RCP or TCT) Training Course.

NOTE:

Provisional Instructors are not recognized by CDOR and are not legally able to teach solo in any MOST Course or issue course Completion Cards.

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VIII COURSE ADMINISTRATION CURRICULUM PRODUCTS

The Vendor agrees to provide a Level I (Basic) course as a minimum requirement of the Program agreement. Vendors are required to use the current version/variant of an approved MOST Course.

MSF and TCT are curricula providers and owners of intellectual property. Recognition from them is required to provide their training partners the right to use their materials. Agreements between curriculum provider and Vendor do not allow a Vendor, or their Instructor(s), the right to alter or change, in any way, the content or sequence of any course product without the curriculum provider's prior written approval.

Neither CO MOST, nor the Project Manager, nor QAS, have any authority to approve alterations to curriculum delivery, standards, or requirements.

VENDOR POLICIES:

Vendors are required to have written policies available for Instructors, Students, and perspective Students upon their webpage, or be made available for each registering student, and/or printed copies on-site for:

1. Fees: Registration and tuition; Refund fees, Re-test; Cancellation; Re-schedule, etc.   *as appropriate
2. Consequences of a self-drop, a no-show, cancellation, and/or a counseling out
3. Returning for Completion: Re-Take and/or Re-Testing

    Taking into account stress, fatigue, timing of, student need, and most importantly safety.

4. Attendance and Late/Tardiness
5. Walk-Ins

NOTES:

   a. *Policies established for being late, should likely note that if important/significant content has already been addressed or a range exercise has begun, the student will not be permitted to participate*
   b. *Policies established for tardiness and/or the grace period allowed before a walk-in can join, can often reduce service issues.*
   c. *Policies will be made available to registering students and the general public either through a readily accessible public web page or through delivery to the student at time of enrollment.*
   d. *It is encouraged that the student read the policies at the time of registration. It is encouraged that Vendors opt to require a checked box to confirm reading of policy at the time of registration.*

CO MOST will not participate in any disputes of tuition or refunds between a Vendor and their customers.

COURSE PARTICIPANT ELIGIBILITY

Individuals who wish to participate as a student in a MOST Course must meet eligibility requirements as specified in Rules and Regulations 8 CCR 1507-1 "Eligible CO MOST Student".

Students enrolling in a MOST Course must be;

1. A resident of Colorado holding a valid driver license, a minor's (age-restricted, under 18-years of age) driver

2. license, instruction permit, or valid State ID, as authorized by §42-2-106, CRS; or

3. A member of the armed forces having moved to COLORADO consequent to a permanent change of station basis, holding a valid driver license issued by another state; or

4. An adult holding a valid driver's license, or valid state ID, from another state and is eligible for a motorcycle license or endorsement in that same state. (It is the student's responsibility to verify reciprocity in that state.)

    a. A PR Code (Pre-Registration) is required for all pre-licensed teens and/or out of state license holders who currently do not have a CIN (Customer Identification Number) on file with the CDOR and DMV

    b. CIN #s are Driver License or State ID numbers assigned by DMV.

    c. The PR code should be presented to the DMV clerk when utilizing their Course Completion Card, to allow the DMV Technician to easily access the customer's pre-registered account.

LICENSE/CERTIFICATE VERIFICATIONS

The Vendor, Instructor, or Vendor's authorized representative are responsible for verifying the eligibility of the student, by physically examining documentation.

NOTE:

Students who are 14 years of age, or 15 years and over but do not have their driver's permit will be required to provide a CO state issued identification card prior to registration. This allows the student to be entered into RES.

COURSE PARTICIPANT SPECIAL CONDITIONS

Age, physical stamina, language limitations, hearing limitations, or certain physical conditions may or may not hinder an individual's ability to learn to ride safely.

If a student has any concern about his/her ability or about any special conditions that might limit or endanger them while taking a motorcycle safety course, he/she should consult their personal physician prior to enrollment.

If a student informs the Vendor at the time of registration of any disabilities or special needs that may prevent them from completing the training, then reasonable accommodations, as required by law, shall be made.

The Vendor will attempt to reasonably accommodate the student. CO MOST will not reimburse monetarily for any special assistance.

NOTES:

    a. *If questions or concerns of safety or meeting reasonable accommodations, please contact CO MOST.*

    b. *If the student has a modified motorcycle, the motorcycle can be used during training if it meets safety and curricula standards set forth for the applicable course.*

When a student with special needs registers for a course, the Vendor, Training Site Manager, and/or Instructor must attempt to accommodate the student by taking the following steps:

1. Deaf / Hearing Impaired:

Title II of the American with Disabilities Act requires that CO MOST provide an interpreter, free of charge, for any Deaf or hearing-impaired individual that wishes to attend a training course.

The Vendor must contact the Program Coordinator to arrange for, or get recommendations for, an interpreter for hire.

a. CO MOST will reimburse the Vendor. To qualify for reimbursement, the Vendor must attain authorization prior

to retaining an interpreter and conducting the course.

 b. A family member or friend may provide these services, but will not be paid, unless they have been recognized and pre-approved prior to the course by CO MOST.

  Unless they have been recognized and pre-approved prior to the course by CO MOST.

2. Language barrier:

The Vendor may allow the student to bring a translator or helper in order to comprehend written material and/or the Instructor's verbal communication during the course.

 a. Spanish materials may be provided to support curriculum handbooks, tests, and/or course materials.

 b. Instructor(s) must discuss assistance and range safety concerns to make appropriate yet reasonable adjustments.

 NOTES:

  a. *Translators and/or helpers must sign waiver(s) prior to engaging in a course (classroom and/or range), and MOST does not reimburse the student monetarily for this support.*

  b. *No additional fees should be charged for meeting a student's special circumstances. However, fees are based solely on MOST Vendor written policy.*

NO GUARANTEE OF LICENSE ENDORSEMENT/PERMIT

Although successful completion of a MOST Course provides a waiver to CDOR license testing, CO MOST does not, and cannot, guarantee that completion of a course will ensure the individual will be issued a motorcycle endorsement or permit on their driver license.

 NOTES:

1. While some state license agencies accept a MOST Course Completion Card, some do not. CO MOST does not, and cannot, accept responsibility for other state agencies rules, or regulations of acceptance. (It is up to the student to verify reciprocity in the state they wish to be licensed in.)

2. CDOR and DMV do not accept non-CO MOST Course Completion Cards to be applied for endorsement or permit. (Active Duty Military may be excluded from this policy.)

COURSE REGISTRATION

Vendors are encouraged to offer online registration to students. Walk-in participation is allowed, if appropriate and complete registration information is collected prior to participation.

Registration should address:

1. eligibility and valid identification information

2. student personal and contact information

3. links to Vendor policies and waiver information

 NOTE:

 Student waiver(s) must be completed before the student begins any portion of a MOST Course.

COURSE WAIVER(S)

Curricula approved waivers/forms must be accurately and thoroughly completed by all participants prior to beginning of any course instruction.

Waivers should be provided to students at least 48 hours prior to the start of the course to review. Providing waivers to students prior to class allows them the ability to read and understand the conditions before the beginning of the course.

If the student is a walk-in, or registers for the course within 48 hours of a course starting, then the waivers are required to be provided as soon as possible.

Participants should be given ample time to read and understand the waiver(s) and information contained within. It is encouraged that Instructors provide time and the opportunity for participants to ask questions about.

Required protocols:

No waiver may be signed/dated outside the witnesses of an Instructor or Vendor authorized representative students under 18 years of age are required to have a parent or guardian complete and sign the waiver(s) in the presence of an Instructor or Vendor authorized representative.

* If a parent or guardian is unable to be present, the student can bring the waiver(s) completed and signed by a parent or guardian and properly notarized to their first course session.

NOTE:

If unsure of current forms, contact your curricula provider to request current waiver(s) for use in courses.

Repeat / Re-Testing Students:

All students must complete a new waiver if returning for any additional training, testing, or completion of any course portion, other than the original class session(s).

It is solely the Vendor's policy to assess any additional fees for services.

Students under 18 years of age are required to have a parent or guardian complete and sign the waiver(s) in the presence of the Vendor authorized representative. If unable to have a parent or guardian present, the student can bring the waiver(s) completed and signed by a parent or guardian and properly notarized to their first course session.

CLASS SIZE

Instructor-to-Student ratios for course training must conform to standards set forth by the approving curriculum.

Ratios for ranges as well as maximum number of students are determined by the square footage of the range and/or by course requirements.

CO MOST does not and will not issue any "Grandfather clauses" or exceptions for courses. Such as to have:

a. additional riders on range during any portion of instruction
b. more than the approved Instructor-to-student ratio
c. offer split classes during any portion of instruction.

CURRICULA COURSE MATERIALS

Students will receive any/all materials as required by the curricula.

* Vendors may not photocopy or otherwise mass-produce any copies of curriculum specific materials without consent of the curriculum provider.

Instructional materials used within MOST Courses are to be purchased directly through the curriculum provider.

COURSE COMPLETION REPORTING

After a MOST Course has been completed, the Vendor or authorized representative must enter course completion data into the MOST Contractor database: *RiderCourse* Enrollment System (RES) within 48 hours of class completion. Course completion data course entered into RES, must be accurate and thorough to include, but not be limited to:

1. Course date(s)
2. RERP # (or designation to identify range) and Course number
3. Name of Course location
4. Type of course   * BRC, BRC2, IRT, 3WRC
   etc.
5. Instructor name(s) and curriculum certification number(s)   * <u>All</u> who
   taught/participated in
6. Provisional Instructor name and certification number   * If applicable
7. Student information:
   a. First name, last name, and middle   *exactly as on License/ID
   b. Address
   c. City, State, Zip
   d. Phone Number*at least one
   e. Email Address (they must enter it twice)
   f. Driver's license, Permit number, State ID
   g. PR Code (if no license/permit held)   *student provided
   h. Driver's License Country   *CO database defaults to US
   i. Gender
   j. Date of birth
   k. Military (Branch/Status)   *only for military RERPs using RES
   l. eCourse Certifications - ### and completion date validated   *appropriate to course variant
   m. Status: Pass, Fail, Dropped, Cancelled, No Show, etc.   *incomplete for no eCourse Cert
   n. Scores (Skills and Knowledge)

   o. Completion Card number as issued to Student
   p. Student Notes *if applicable
      NOTES:

      i. eCourse certificates are only valid for <u><30</u> days prior and/or <u><30</u> days post class participation.
      ii. eCourse certificates are not interchangeable between course variants.

         a. e.g. Basic eCourse vs eP1; Street Strategies vs eP2
         b. i.e. eCourse Certifications are color-coded, as of 2023, to:
         c. BRC <u>eP1</u>x11 BLUE; BRC <u>e3</u>x5x10 GREEN; BRC2 <u>e2</u>x3x5 ORANGE; BRC2 <u>eP2</u>x6 PURPLE

      iii. If a student does not complete the required eCourse by the end date of class, the student does not qualify for a completion card, and must be marked as "Incomplete" in the course.
      iv. If a student completes the required eCourse after the end date of the class, they are to be processed in RES as a "returning student". (The original training record must not be changed/altered after the fact.)

Course Completion Form is used by the Vendor to provide MOST a summary of course completion information, including type of course conducted, the Instructor name(s), and numbers of students in various categories, including the number of students issued Completion Cards. The form is generated in RES, and is printed in the "Reports" tab.

When reporting this information into RES, students must be grouped together by who completed the course and skill evaluation at the same time during their final Range session. (Sets cannot be any larger than 12 students.)
Please refer to the MSF RES User Guide for details of entering Returning and/or Re-Testing students.

COURSE COMPLETION PACKET SUBMISSION TO MOST CONTRACTOR

Vendors must submit a course completion packet for each training class no later than the 10th day of the following calendar month. (Packets may be submitted individually after a course, or in batches at the end of the month.) The packet is to be assembled in the following order:

1. Course Completion Form (generated by RES)
2. Student Waiver/Indemnification Forms, including COVID if applicable, for all participants.

   NOTES:
   Separate course packets must be submitted by class end dates and by types of courses. Delays in submitting paperwork may result in a reduction in Completion Cards shipments.

   No extraneous forms are to be included inside the course packets (e.g. incident reports, eCourse certificate copies, voided completion cards, replacement completion card data, etc.)

   Repeated delays or failure to enter data or submit reports may result in suspension or termination of a Vendor's Program Agreement. Noncompliance of paperwork deadlines will be dealt with in accordance with the Accountability and Resolution Matrix and may include suspension or termination of Program Agreement.

MOST COURSE COMPLETION CARDS

Only students who successfully complete all components of a MOST course are eligible to receive a Completion Card. Course Completion Cards:

   a. Are state-recognized legal license documents, for which Vendors and Instructors are responsible to control.
   b. Must be secured from public unrestricted and/or inappropriate access, and are for use only by Instructor(s) recognized by the DRIVES system or a Vendor's authorized representative.
   c. Inventory assigned to Vendor, must be secured and accounted for at all times until issued to the student.
   d. Do not have to be immediately distributed at the end of the course.
   e. Vendors retain the option of allowing students to pick up their card from the office, or mailing to students.
   f. Must be dated to match the date the student completed all required components of the MOST course, including complete attendance, passing of Knowledge Test and Skills Test, and completion of eCourse   *if applicable*

   The CO MOST Contractor will maintain a master list of all Completion Cards approved by CSP/CDOR. When a

Completion Card is entered into RES as part of course completion, the number is checked against the series of card numbers assigned to the Vendor. Thus, the system has a self-auditing function.
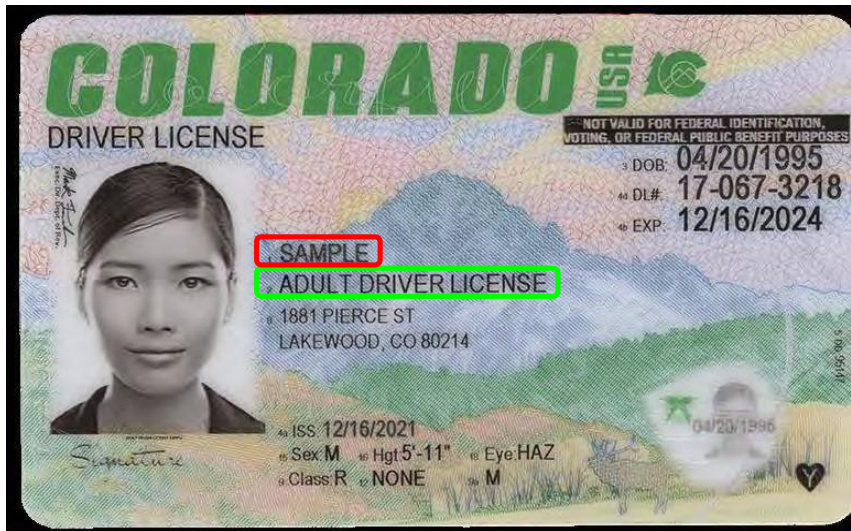
Unaccounted for, inappropriate use of, or lack of security of Completion Cards will result in immediate requests for investigation and resolution:

1. If a Vendor is unable to account for assigned Completion Cards, appropriate action will be taken based on the Accountability and Resolution Matrix and may include suspension or termination of Program Agreement.
2. If a Vendor becomes aware of an unaccounted or fraudulent use of Completion Cards, the Vendor must notify the Project Manager and Program Coordinator immediately.
3. The Vendor is required to cooperate and participate in audits of Completion Cards in cooperation with the CO MOST Contractor and/or CO MOST and account for any missing Cards.

4. The Vendor may be required to photograph or scan all Completion Cards in possession to submit to CO MOST as part of an audit or investigation.
5. The Vendor may be required to return all MOST Completion Cards to the program upon request.

ISSUANCE OF COMPLETION CARDS

Cards must include:

1. include the STUDENT'S NAME printed exactly as appearing on their License/State ID:
   a. Field #1 Last Name
   b. Field #2 FIRST, MIDDLE, SUFFIX
2. the (a) VENDOR (Sponsor) name and (b) STATE class was taken in include the legibly printed or signed INSTRUCTOR NAME
3. the legibly printed, or stamped, MOST INSTRUCTOR ###
4. the (a) LICENSE ### and (b) BIRTH DATE of student exactly as on their License/State ID
5. NOTES:
   a. *A non-legible signature on a Completion Card, may render that card unacceptable at the DMV*
   b. *It is acceptable to stamp the Vendor's Training School Name and/or Instructor's ID #.*
   c. *It is unacceptable to pre-sign and/or pre-date cards.*

Example of card: **ADULT DRIVER LICENSE SAMPLE**

Per CDOR/DMVs policy:

For students under-the-age of 18 submitting MOST Course Completion Cards:

1. Students between 15 and 16 years old must have completed a MOST program course before receiving the instruction permit.

2. Students under 18, must either 'hold a permit for 12 months', and be at least 16 years of age before it may be converted to an M endorsement; OR, turn 18 within the 12 months of holding a permit. Although not required, it may be best to bring in (original card) past the 180-day expiration as proof.

VOIDED / LOST CARDS

Vendors must account for any Completion Card number within two (2) business days of awareness and recognition, if:

1. VOID: when any mistake, defaced, damaged, or otherwise unusable card is discovered (whether administrative error, printer error, date, or other).

2. LOST: when any misplaced, missing, or unaccounted for card is discovered.

   NOTES:

   Scratching out and writing over, or using whiteout, is unacceptable for card issuance.

VOIDED

Alert CO MOST and curricula provider by:

1. Writing "VOID" across card(s) without covering up the serial number.

2. Scanning copy of card(s) and send to MOST Contractor by email with subject line: Voided Cards

3. Shredding card(s) only after receiving confirmation from MOST Contractor they received the notification. Completion Cards shall never be shredded on the range or by an Instructor.

LOST

alert CO MOST and curricula provider by:

1. Identifying the card(s) that are unaccountable by serial number.

2. Validate the series of card numbers preceding and subsequent to the lost card(s) on-hand in inventory and are accounted for.

3. Investigate protocols and processes to identify who had cards, where, and when to resolve integrity concern.

4. Notify MOST Contractor of any unaccounted for cards immediately and include the card type(s) and sequence number(s).

STUDENT REQUESTS FOR REPLACEMENT CARDS

Vendors may issue a replacement Completion Card to a student upon request when their original certificates is lost, stolen, defaced, or mutilated.

The student must request, in writing, a replacement Completion Card from the Vendor where the course was originally taken. Requests must include:

* the student's name, date of birth, driver license or identification number

* reason for request.

Upon verification of successful course completion and student information, the Vendor may issue a new card.

The Student Record in RES must be edited using the "replacement tool" to assign the replacement card's serial number (see current RES User Guide in MSF RES Library).

NOTES:

a. *It is preferred that the replacement card is signed by the original coach. However, in the event that the coach is not available, the vendor may print the RC name and ID number on the card.*

b. *Completion Date on the replacement card must be the same as on the original card.*

c. *Charging a processing fee for this service may be administered per the MOST Vendor's policy and procedures.*

REQUESTING COMPLETION CARDS

Official serialized MOST Completion Cards will be distributed by the CO MOST Contractor to the Vendor by request on an as-needed basis.

The number of cards supplied to Vendors is based on current and/or anticipated training demand of site(s), typically not exceed a 60-day supply. Vendors are responsible for maintaining an appropriate supply and ordering additional cards.

Contact the CO MOST Contractor, to request more MSF cards, when down to a two weeks' supply of cards. Please do not wait until 'out of' cards to request more.

Vendor must validate/verify current MSF Completion Card inventory with the CO MOST Contractor prior to requesting a shipment of additional cards.

To request an additional supply of cards, Vendors will:

1. Use the "Allocated State Documents" report (from RES) to audit current Completion Cards assigned, to validate/verify current inventory.

   Any card(s) designated "Unassigned" on report must be accounted for, to proceed with a request.

   a. "Voided" cards must be identified and reconciled.

   b. "Lost" cards must be identified for reconciliation and will likely begin an inquiry and/or investigation. Please see RES User Guide if information is needed on how to run the Completion Card report

2. Email the completion card request to BSchemm@msf-usa.org to include:

   a. current copy of reconciled "Allocated State Documents" report   (printed from RES)

   b. confirmed on-hand card sequence for each MOST Course type   (BRC, BRC2-LW, 3WBRC)

   c. number of scheduled/anticipated students for next 60 Days

   d. number of cards needed to bring stock up to 60 days' worth

   e. confirmed interest for a +10% overage to accommodate for voids and/or replacements indicated

   f. shipping method desired

      e.g. ground, express, 2-day, standard overnight, priority overnight, etc.

   g. confirmation of date that cards are needed by

   h. confirmation of shipping address

The CO MOST Contractor will confirm card audit and possibly question any non-confirmed on-hand cards, to assess whether additional cards, and how many, will be supplied to the Vendor.

NOTES:

   Upon request for completion cards, a reconciliation audit will be performed by eh CO MOST Contractor via MSF's RiderCourse Enrollment System (RES) and by DOR. 100% accurate resolution of any misplaced, void(ed), or lost cards must be accounted for. DOR may take 5 business days to reconcile.

a. If Vendor has enough cards for the upcoming 60 days of training, no additional cards will be sent.

b. If no cards are left, then a full 60-day supply will be sent.

c. If Vendor has a partial supply, then the amount of cards to get a 60-day supply, will be sent.

Cards will be sent to Vendors through the method of shipping they opt for. It is suggested to use a shipping method that requests/tracks signatures and provides a receipt of delivery.

After receiving the cards, the Vendor or designee must verify the correct number of, and sequence of cards received. It is presumed the number of, and sequence of cards received is correct, unless the notified, at time of delivery, of a potential error.

CO MOST or the MOST Contractor may limit, at their sole discretion, the supply of Completion Cards to a Vendor for reasons associated with quality control measures.

BASIC COURSE RANGE TIME GUIDELINES

MOST Courses require students to experience an established number of hours of range exercise instruction.
BRC Range Levels:

LEVEL I	MSF	Exercises	#01-08	typical timeframe:	@ 5 hours
	TCT	Exercises	#01-11	typical timeframe:	@ 5 hours
LEVEL II	MSF	Exercises	#09-14	typical timeframe:	@ 5 hours
	TCT	Exercises	#12-20	typical timeframe:	@ 5 hours

NOTE:

Day 1 range instruction, for all Level I courses, will not exceed six (6) hours of range exercise instruction.

Any amounts that are excessively short or long exercise time may violate curricula expectations and standards.

Failure to provide a BRC to curriculum and CO MOST Policy guidelines related to hours of range course instruction will be dealt with per the Accountability and Resolution Matrix, and may result in suspension or termination of the Program Agreement and/or the Instructor Certification.

TRAINING MOTORCYCLES

Motorcycles may be Vendor-owned, dealer-loaned, or participant-owned. All motorcycles utilized in a MOST Course must adhere to 8 CCR 1 507-56 and be verified/inspected to be in safe operating condition.

Vendor-supplied motorcycles that have been modified, or have had aftermarket equipment added, that do not conform to curricula criteria may not be used as training motorcycles.

NOTES:

a. *Motorcycles modified to accommodate a physical disability can typically be utilized.*

   If a Vendor or Instructor has questions or concerns about modifications, they should contact MOST.

b. Student-provided motorcycles used in a MOST Course must follow curricula guidelines and standards.

c. Harley-Davidson Riding Academy motorcycles have pre-approved aftermarket protection kit equipment added.

MOTORCYCLE MAINTENANCE

The Vendor, their Instructors, or their authorized agents/representatives must perform, or arrange for a qualified mechanic to perform basic maintenance, upkeep, as well as ongoing maintenance and repairs for all Vendor-supplied motorcycles used in training.

Students may not perform any maintenance tasks or fuel motorcycles.

Vendors or their agents will conduct a pre-ride (T-CLOCS) inspection as clarified by the curriculum prior to use in any MOST Course. This includes any/all student-provided or Instructor-provided motorcycles.

Vendors, or their agents, will perform maintenance to schedules prescribed by the curricula and/or as listed in the motorcycle's owner's manual.

Typical maintenance noted by QA are:

1. Tires

   a. Tread   < 2/32"

   b. PSI   > ± 8 PSI * see note in TIRE STANDARDS of PSI

   c. Age   > 8 years old

2. Levers   bent or broken and inappropriate for use

3. Fork Seal leaks unsafe dripping on to rotors

MOTORCYCLE MAINTENANCE RECORDS

Vendors must maintain maintenance records for the entire period training motorcycles are in use and/or in possession. This is for any owned or loaned motorcycles.

Records can be stored in either hard copy or electronic format. Maintenance records must be retained for a minimum of three (3) years after the Vendor has removed the motorcycle from usage and/or ownership.

Training Motorcycle maintenance records may be requested by CO MOST.

If requested, Vendor(s) must provide CO MOST the maintenance records within two (2) business days of request. Failure to do so will be dealt with in accordance with the Accountability Matrix and may include suspension or termination.

IX STUDENT ASSESSMENT AND EVALUATION

A PASSING STUDENT

To pass, students of a MOST Course must attend all curricula required components (Classroom, and/or Range exercise sessions) and successfully complete the Riding Skills Test, the Knowledge Test and appropriate eCourse. *if applicable On-line eCourse (chapter) tests do not satisfy CDOR and MOST Course license testing standards.

A NON-PASSING STUDENT

Students enrolled in a MOST Course that completes all curricula required components (e.g. eCourse, Classroom, and/or Range sessions) but who does not successfully complete both the Riding Skills Test and Knowledge Test with passing scores, is classified as non-passing.

A non-passing student will be individually notified by the Instructor at the completion of the course. It is inappropriate for an Instructor to call out names of passing students as this may single out and embarrass student(s) who did not.

NOTE:

The Instructor must use their judgment to determine whether or not a Knowledge Test failure was due to a learning disability or language barrier. If determined that one or both of these factors played a role in the ability to read and comprehend the test, reasonable accommodations should be employed, per the Vendor policy.

AN INCOMPLETE STUDENT

For any student not completing a MOST Course, the "Student Notes" section in RES should be used to document the reason they did not complete, as being:

1. **NO SHOW**

A no-show student is a participant who officially enrolled but does not show to attend any portion of.

2. **LATE**

A student who officially enrolled in a course but arrives late to any session and is excused.

3. **DROP –EARLY**

A student who officially enrolled in a course but self-drops out before completing the end of Day 1 range.

i.e. MSF BRC exercises #01 - #08; TCT BRC exercises #01 - #11

*Only the modules that the student completed should be selected in RES

*Reasons may include, No-Show, Late Attendance, Self-Drop

4. **DROP –LATE**

A student who officially enrolled in a course but self-drops out before completing the end of Day 2 range.

i.e. MSF BRC exercises #09 - #14; TCT BRC exercises #12 - #20

*Only the modules that the student completed should be selected in RES

*Reasons may include, No-Show, Late Attendance, Self-Drop

5. **COUNSELED-OUT**

A student who participates in a course, but is dismissed after being counseled to do by an Instructor.

   a. Typically counseled for demonstrating they may be a danger to themselves or others, or unwilling/unable to achieve exercise objectives.

   b. As courteously and considerately as possible, after reasonable efforts to provide remedial training.

   c. Only modules that the student completed should be selected in RES

6. **INCOMPLETE**

A student who completes all classroom/range components, but does not complete their required eCourse.

NOTES:

   1. *It is encouraged that Vendors use an assessment form, or Did Not Finish form, requesting student signature (if possible) to acknowledge the situation, deficiencies, and/or choice.*

   2. *Documenting these details may provide the Vendor and CO MOST with supporting documentation in the event of a complaint or refund request.*

CUSTOMER RESPONSE VIA CO MOST

MOST will generally not intervene in a dispute between a student and the Vendor that focuses on the policies and procedures that are the Vendor -specific policies, tuition or refund grievances or failure/dismissal of a course.

A rare case-by-case situation may be reviewed by the Program Coordinator in an attempt to consult with any and all parties involved to resolve a matter.

If a student contacts the program directly with a complaint about training, MOST will initially inquire if they have already spoken with the Vendor about their concern.

If a complaint of safety, risk, or impropriety of Instructor/Vendor, then CO MOST and the Project Manager will attempt to attain a written statement about the situation. Once information is gathered, an investigation may be initiated.

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X   QUALITY ASSURANCE (OVERVIEW)

MISSION AND PURPOSE

To assist Colorado MOST Vendors and Instructors in becoming the preeminent Motorcycle safety-training program within the US by modeling best practices and building trust through positive, collaborative team experiences.

Our purpose being to focus on developing a culture of accountability; increase awareness of curricula standards; share best practices; and evaluate, encourage and mentor stakeholders toward success; while reducing crashes, injuries, and fatalities through student-centered training within an inspirational environment.

QA MEMBERS (QAS)

QAs do not have any actual, or implied, authority beyond being authorized to objectively assess and report observations, and assist and encourage Instructor development.

QAs are:

1. RCs/Instructors who have completed a Quality Assurance Specialist certification course.

2. Invited to be a part of the team.

3. Not employees of CO MOST or CSP.

4. Focused on ensuring statute, rule, and policy compliance as well as curriculum/instructional consistency in both process and results.

5. Capable of conducting themselves in a professional manner as a reflection of CO MOST and CSP.

6. Willing to positively collaborate with stakeholders.

    CO MOST and/or Curricula Providers decide upon any/all remedial or disciplinary actions to be taken for reported observations concerning violations of curriculum or program standards.

COLLABORATION WITH VENDORS & INSTRUCTORS

QA is committed to positively collaborate with Vendors and Instructors, to recognize strengths and/or opportunities. The Project Manager will propose and engage a variety of follow-up methods designed to ensure awareness and understanding of compliance needs to statute, rules, and policies, as well as promoting continuous quality improvement of curriculum delivery methods while maintaining the highest quality in rider education.

MOST places emphasis on consistency of process to attain consistent results. QA efforts focus on objective based assessment of training methods, standards, and outcomes.

QA Specialists are trained through the Quality Assurance Specialist Certification Course, Project Manager one-on-one mentoring, PDWs, and formal/informal communication assessment and tutoring. All QAS are provided on-going support and training to improve Safety, Adult and accelerated learning, and Motor skill development (SAM) principles.

NOTE:

MOST QA has separate and detailed Policy and Procedures included in **A5** Appendix: QA POLICIES AND PROCEDURES

QUALITY ASSURANCE STRATEGY

CO MOST engages in a variety of methods designed to strategically address and support risk mitigation and positive learner-centered rider training.

A. SITE VISITS

QA site visits, as required by MOST Rules, are essential for direct observation of administration, curriculum delivery, and safety practices. QAS will interact with the site personnel in a respectful and helpful way.

QA strives to cooperatively observe and verify practices and assist, as able, to improve operations, administrative processes, equipment and maintenance protocols, as well as instructional and evaluative methods.

Site visits seek to maintain a high-challenge/low-threat, collaborative, two-way learning environment in the same spirit that each Instructor strives to establish and maintain with their students.

MOST Vendors will receive a minimum two visits per fiscal year: one announced, one unannounced. Additional QAVs may be performed based on

1. Vendor or Instructor request

2. essential Instructor appraisal; or numbers of students trained or classes-held in the past fiscal year

3. challenges, opportunities, and/or reports of non-compliance

QA Visits are a typically a minimum of four hours, but may encompass the entire training session, or the entire course.

Visits will normally address all aspects of Classroom, Range, and administrative areas. QAS may:

1. Measure the Range, including run-off area.

2. Confirm the student-to-Instructor ratio as appropriate to range and curricula standards.

3. Verify exercise layouts and/or any modifications during instruction.

4. Time exercises /activities to assist the Instructor with time management and appropriate allotment of time(s) per curriculum standards.

5. Inspect equipment, materials, and supplies appropriate to the curriculum being delivered.

    e.g. motorcycles, tires, helmets, fire extinguisher(s), first aid kit(s), emergency info and instructions, restroom facilities, etc.

6. Interact with students about their experiences in different parts of the course.

7. Interact with the Instructor(s), and debrief during breaks or following the conclusion of the course session to share observations and/or ask relevant questions.

8. Collaborate and co/team-teach as welcomed by the Instructor(s).

   NOTES:

   a. *Vendors do not need to be present during the QAV, but can request to be called when the visit has commenced.*

   b. *A QA Report (QAR) will be generated in a web-based system: RES.*

      i. *The MOST Vendor and Instructor(s) will be sent the QAR and CO MOST QA Follow-Up Letter via email.*

      ii. *Inconsistencies or questions concerning the QAR can be discussed with the Project Manager.*

      If there are objections or contradictions, the Project Manager will contact the QAS, the Instructor(s), the MOST Vendor, and the Program Coordinator to investigate, clarify, and resolve .

   c. *Notations of any non-compliance concerns or violations will be addressed within the QAR and CO MOST QA Follow-Up Letter with references to Statue, Rule(s), Program Agreement, Policies and Procedures, and/or curricula standards.*

   d. *QAR notations will note required corrective action(s) and standard time allotments to complete corrections of said violations or issues.*

   e. *QARs that detail non-compliance concerns or violations will have follow-up visits scheduled at 30, 60, and 90 day intervals to provide the opportunities to document improvement and success.*

      NOTE:

      Failure to comply with a QAV or correct a QA non-compliance issue within the allotted time period, will be dealt with per the Accountability and Resolution Matrix and may result in suspension or termination of the Program Agreement or the Instructor Certification.

B. PROFESSIONAL DEVELOPMENT WORKSHOPS (PDWS)

MOST assists in developing and supporting both quality and consistency by maintaining engagement with Vendors and Instructors through PDWs.

PDWs are provided to Vendors and Instructors at no cost and interact directly with those who deliver and administer the curriculum directly with students.

MOST conducts a variety of PDWs throughout the state. PDW topics are developed in conjunction with QA observations, Program Coordinator and Project Manager priorities, Vendor interest and requests.

NOTES:

   a. *PDWs provided by MOST are not mandatory, unless specifically stated by the Program Coordinator.*

   b. *Any costs incurred by a Vendor or Instructor(s) with respect to travel to or lodging to attend the PDW will not be reimbursed by MOST.*

   c. *PDWs must put the Instructor in a role of a student, unless approved by CO MOST.*

d. *The MOST Vendor may hold Company/Site-specific PDWs to provide sharing of ideas, constructive coaching assessments, peer evaluation, and mentoring.*

e. *If a Vendor wants to host a PDW for their Company/Site, an agenda must be provided to the Program Coordinator for approval. A PDW is not authorized to count as a required PDW until approved by MOST.*

f. *If a Vendor or Instructor is unsure if a PDW may qualify, they should contact MOST prior to registration.*

INFORMATION SHARING OPPORTUNITIES

MOST aims to maintain informal communications with Instructors and Students contact via impromptu site visits as well as through emails or postings on the MOST website when applicable.

STANDARDIZED OBJECTIVE EVALUATION AND RESEARCH EFFORTS:

SECRET SHOPPER PROGRAM

MOST utilizes a Secret Shopper program to:

1. observe the Vendor and/or Instructor who has received a complaint through a student, Instructor, or QA; or

2. assess the Vendor's or Instructor's competency in providing the curriculum.

Secret Shopper visits may be performed via

1. a certified Instructor who understands the curriculum. Typically utilized after a complaint was filed.

A more in-depth report will be filed to address the full scope of the course

2. a rider (non-Instructor) to provide general information of experience through a questionnaire.

The questionnaire may consist of basic and objective questions that the "student" will be able to easily answer without having curriculum experience.

The program provides tuition reimbursement to the new or experienced rider and provides the same plus additional funds to the certified Instructor.

Upon receiving the report, MOST will redact personal information and then supply it to the Vendor and Instructor.

If the report discloses or reveals a situation where immediate action needs to take be taken, QA will then be engaged.

Unless being utilized due to complaint, the secret shopper program will be random. No Vendor will receive an unusual number of secret shoppers, unless warranted by necessity.

No specific number of secret shoppers per calendar year will be required or capped.

STUDENT FOLLOW-UP SURVEYS

Periodic surveys that consist of a questionnaire, may be administered by telephone or email to randomly selected students.

Surveys may include questions about tuition, waiting time, course length, receipt of Completion Card, condition of facilities and equipment, and/or general satisfaction.

These surveys will be used to evaluate the overall experience and process to improve the program.

Surveys will be the property of MOST and will be distributed to appropriate parties after request and after redaction of personal information.

PROGRAM EVALUATIONS

CO MOST will assess and evaluate the quality of the QA program by utilizing methods implemented as part of a yearly appraisal

These evaluations may measure standard benchmarks, administration processes, equipment, maintenance performance standards, licensing compliance, and assessment of day-to-day performance measures.

In addition, evaluations may gather information regarding student riding experiences and how their experiences may have been affected by course participation.

CO MOST may contract with outside companies to conduct evaluations of training programs, geographic representation, incidence distribution, and/or causal factors of crashes/fatalities, and others as appropriate.

COMPLIANCE AUDITS / PERFORMANCE MANAGEMENT

As CO MOST is committed to ensuring quality training, audits are a systematic approach of assessing compliance with the Program Agreement, curricula, state requirements, and program policies.

Per CSP contract, the CSP designated CO MOST Contractor will support Vendor compliance audits as availability allows.

While individual administrative and equipment elements may vary, generally each Compliance Audit will include requirements associated with:

1. Course files   (documentation and file retention)

2. Facilities (Range and Classroom)   *if being utilized

3. Required equipment   (inventory, placement, and condition of)

4. Motorcycles   (inventory and maintained condition of)

5. Internal QA   (defined and established/ functioning program and results of)

6. Administrative functions   (secured tests and Completion Cards, and student information)

7. Other requirements

XI   INCIDENTS AND REPORTING OF

With participant safety the highest priority of rider education, we are all aware incidents can happen. When any incident occurs, even if seemingly only a minor issue at the time, there may be far-reaching implications.

INCIDENT HANDLING

Safety of ALL participants is a fundamental priority. Instructors will act, as soon as they are safely able, to attend to the medical needs of any injured or potentially injured participants.

It may take some time to stop all other riders before being able to attend to the injured. Instructor(s) must manage the situation by:

1. Stopping and securing all riders and motorcycles. (Making sure all motorcycles are "off".)
2. Act as soon as safely possible, in a manner consistent with their level and competence of training, to provide first aid to any injured party, up to and including dispatch of emergency personnel
3. Document the "time", "rider", "bike", and "notes" to complete an Incident Report
4. Discussing with student(s) their ability/interest in continuing, or not, with training
5. Inspecting and/or test-riding the motorcycle(s) to ensure it is mechanically sound and safe for use
6. Documenting all factual information thoroughly on an Incident Report
7. Providing positive customer service by following-up with student(s) to assess their condition/status.

If a serious event occurs, (i.e. student needs more than basic first aid, or when emergency personnel and services are required), then, the Instructor(s) must contact:

1. Emergency services as appropriate.

   e.g.   #911, or other, as required by site

2. Local police to request a case number be assigned.

   e.g. If student is transported

3. Vendor (via phone) if a potential life-threatening injury.

   NOTE:
   Consider preserving evidence (e.g. motorcycle, photographs of scene, witness statements, etc.)

INCIDENT REPORTING REQUIREMENTS

To mitigate liability for all stakeholders, it is vital that information related to all incidents be thoroughly and accurately documented and reported.

A curricula recognized Incident Report Form (with ALL data fields completed) must be completed if any of the following occur:

1. **MOTORCYCLE**:

   If any part of the motorcycle other than tires, side stand, foot pegs or curricula approved Harley-Davidson Riding Academy protection kit touches the ground; then the occurrence must be reported.

2. **PARTICIPANT**:

   If any participant trips, falls, or experiences any other event that results in any injury, complaint of (potential) injury, or requires any type of aid or assistance; then the occurrence must be reported.
   i.e. If a participant becomes visibly ill at any time within the course. (faints, or vomits, delirium, seizure, etc.)

3. **STRUCTURES AND/OR OTHER**:

   If there is ever any:

   a. damage, no matter how minor, to any vehicle other than the motorcycle ridden by a participant
   b. damage, no matter how minor, to any facility or structure
   c. impact to any other hazard that put a participant at risk

   NOTES: *These may become legally discoverable documents.*

   i. *Instructor(s) teaching at time of incident must complete the Incident Report.*
   ii. *Reports may be completed during the next scheduled student break, as long as participant continues the course. However, if the participant is not continuing, then the report must be completed immediately.*
   iii. *All blank spaces must be filled out completely and accurately. If a field is non-applicable, list N/A.*
   iv. *Attempt to attain witness statements and contact information should be made, when appropriate.*
   v. *Both Instructor(s) and the participant involved must sign the report.*
   vi. *Completed reports must be provided to Vendor along with all other course paperwork.*
   vii. *Vendor must provide the entire incident report to CO MOST Program, Curriculum developer, and insurance company utilized within two (2) business days after course completion.*
   viii. *Update: Any updates to the incident report or updates to personal addresses or other contact information must be reported to the CO MOST Program Office within 15 days of any such changes.*
   ix. *If a personal cell/camera is used to time-stamp photos and/or take a video of a student's account (including any "Am ok", "Am not continuing", or "NO aid needed/wanted", prior permission must be attained.*

   *Your uses of personal cell/camera may then become discoverable. (Be aware.)
   *Do not ever take photos/videos of an under 18 years of age participant, without parental waiver signed.

   NOTES: Examples of situations requiring incident reporting:

   1. A participant drops Motorcycle while upon it.

   i.e. whether or not damage to Motorcycle as there may be injury or potential injury to student

   2. A participant forgets to put side stand down and drops the bike.

   e.g. Some students have hurt themselves desperately trying to hold up their motorcycle.

   3. A participant suffers any injury or sudden illness.

e.g. Broken skin or bone, dislocation, strain, bruise, unconsciousness, heat exhaustion, hypothermia, etc.

4.   A rider hits/collides with another rider or other participant/bystander.

e.g. then, two reports: 1 for each are then required

5.   A rider hits/collides with a stationary object (other than cone(s)).

e.g. contact with a fence, vehicle, structure, light pole, etc.

6.   A participant trips/falls in Classroom or on Range, whether injury is immediately noted –or not.

e.g. Walking back from break, setting of cones, leaning a chair back and falling.

7.   Any time 911 or Emergency Services, other aid, or support is called.

e.g. Ambulance, Police, Fire, Site Security

NOTES: Errors and oversights to avoid:

    a.   Waiting until the next day or later (after class has ended) to start a report.
    b.   Not including factual descriptions of events, injuries, participants involved, damage, incident location, etc.
    c.   Not attaining signatures of Instructor(s) and/or participant(s) involved.
    d.   Not maintaining Incident Report and/or supporting records for the minimum retention period required.

XII   INSURANCE REQUIREMENTS

Vendors are required to have an adequate and appropriate insurance policy to conduct training under CO MOST.

Consideration should include: comprehensive, collision, medical, and liability to protect all parties and entities involved in the CO MOST training program.

Insurance Requirements

The Vendor will provide proof of obtained and current required coverage and their limits prior to being approved and recognized as a current and active Vendor.

Vendors shall ensure students, range motorcycles, Instructor(s), course aids, program entities to a minimum level required.

Insurance levels/limits:

1. Coverage for training and licensing services must be maintained at or above limits established by CSP, CO MOST, and/or Curricula Provider.

   Commercial General Liability Insurance written on ISO occurrence form CG 00 0110/93 or equivalent, covering premises operations, fire damage, independent contractors, products and completed operations blanket contractual liability, personal injury, and advertising liability with minimum limits as follows:

   a. $1,000,000 each occurrence;
   b. $1,000,000 general aggregate;
   c. $1,000,000 products and completed operations aggregate;
   d. $50,000 any one fire.

2. Worker's Compensation Insurance as required by State statute, and Employer's Liability Insurance covering all employees performing duties within the course as scope of their employment.

3. Automobile Liability Insurance covering any auto (including owned, hired, and non- owned autos) with a minimum limit of $1,000,000 each accident combined single limit.

4. Blanket medical insurance in the amount of $10,000 with $1,000 for accidental dental expense.

5. The State of Colorado, MOST-approved curriculum provider, and MOST agents and QA must be named as additional insureds on all policies.

6. Coverage shall be primary over any insurance or self-insurance program carried by the State of Colorado or the MOST-approved curriculum provider.

7. The insurance policy shall include provisions preventing cancellation or non-renewal with at least 30 days' prior notice to the State of Colorado and a MOST approved curriculum provider, and the MOST Vendor is required to forward such notice to the State of Colorado and the MOST approved curriculum provider within two (2) days of the Vendor receipt of such notice.

8. The insurance policy is required to include clauses stating that each carrier waives all rights of recovery, under subrogation or otherwise, against the MOST approved curriculum provider or the State of Colorado including agencies, institutions, organizations, officers, agents, employees, and volunteers.

9. Annual proof of insurance is to be provided to the Program Coordinator in conjunction with the renewal of the Program Agreement.

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XIII   PUBLIC AWARENESS

CO MOST promotional materials may include information displays that are provided to motorcycle dealers; press kits for media outlets, and licensing display inserts for use by the Colorado State Patrol.

The Vendor is encouraged to visit dealers, high schools, colleges, and other events throughout their community and distribute the materials CO MOST provides.

Public Awareness Materials

The following CO MOST materials may be provided in limited quantities to authorized training sites:

1.   Colorado Skill Rating Map
2.   Safety Brochures

For more information on these materials, The Vendor should contact the Program Coordinator.

Events/Promotions

The Vendor is encouraged to promote motorcycle-training programs in their communities, to increase public awareness of motorcycle safety issues, and to attract more students to the program.

If the Vendor is invited to participate on behalf of CO MOST at a local event, or if the Vendor is planning a promotional event at a training site and would like additional support or resources, they should contact the Project Manager a minimum of four weeks in advance of the event and include the following information:

1.   Type of event (school function, fair, dealer open house, enthusiast event, fundraiser)
2.   Event sponsor
3.   Date/time of event
4.   Nature of participation requested (making a presentation, setting up a display, demo)
5.   Fees or other costs for participating

NOTE:
If you would like to develop promotional material and use the CO MOST logo, please obtain prior written authorization from CSP prior to.

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A1 Appendix   ABBREVIATIONS / ACRONYMS

ANSI	American National Standards Institute
BRC	Basic Rider Course; Beginner Riding Clinic
BRC2	An improve your riding skills Basic Rider Course 1-day with "practice" or "license wavier" options.
CCR	Code of Colorado Regulations
CDOT	Colorado Department of Transportation
CPR	Cardiopulmonary Resuscitation
CSP	Colorado State Patrol
CDOR	Department of Revenue
DMV	Division of Motor Vehicles
DOT	Department of Transportation
DRIVES	CDOR: Driver license, Records, Identification, and Vehicle Enterprise System
eP1	MSF BRC variant with online package of Level I and Level II: Basic and Human Factors
eP2	MSF BRC2 variant with online package of Level I and Level II: Street Strategies and Human Factors
FMVSS	Federal Motor Vehicle Safety Standard (Helmet criteria, No. 218)
IRC	Intermediate Riding Clinic
IT	Instructor Training
MOST	Motorcycle Operator Safety Training
MSF	Motorcycle Safety Foundation
PnP	Policies & Procedures
PDW	Professional Development Workshop
PSI	Pounds per Square Inch (Tire Pressure)
QA	Quality Assurance
QAR	Quality Assurance Report/Review
QAS	Quality Assurance Specialist
QASCC	Quality Assurance Specialist Certification Course
QAV	Quality Assurance Visit
Range	Training area for on-motorcycle instruction
RC	RiderCoach
RCG	RiderCoach Guide
RCP	RiderCoach Prep
RERP	Rider Education Recognition Program
RES	MSF *RiderCourse* Enrollment System
T-CLOCS	Pre-Ride Inspection Checklist/Strategy
TAV	Technical Assurance Visit
TCT	Total Control Training
TCIT	Total Control Instructor Training
Vendor	CO MOST approved and certified training provider/school (aka MSF Sponsor, TCT Sponsor)

A2 Appendix   CURRICULUM SUBMISSION FOR MOST APPROVAL

Any new-to-CO MOST license waiver course(s) proposed, will be required to successfully fulfill a thorough assessment and evaluation to 8 CCR 1507-1, 8. criteria by a 3rd party outside of CO MOST.

The proposed new-to-CO MOST curriculum will be appraised as including, the following minimum requirements submitted in writing, but not be limited to:

1. All content, subjects, and topics detailed
2. Deliverables (classroom/knowledge and on-motorcycle/skills) and requirements
3. Delivery methods and techniques
4. Quality Assurance Program
    a. Training of QA Staff/Members
    b. Assessment protocols, standards, and evaluation of:
        i. Instructor performance and facilitation
        ii. Safety of participants
        iii. Safety of equipment and facilities
        iv. Qualitative Assessment requirements and evaluation
        v. Reporting process, evaluation, and disciplinary practices
5. Instructor-Trainer training deliverables:
    a. Train-The-Trainer protocols, standards, and evaluation
    b. Knowledge Test topics and scoring
    c. Skills Test components and scoring
    d. Qualitative Assessment requirements and evaluation
    e. Student teaching requirements and evaluation
6. New-Instructor Training deliverables:
    a. Knowledge Test topics and scoring
    b. Skills Test components and scoring
    c. Peer-Teaching requirements and evaluation
    d. Student-Teaching requirements and evaluation
    e. Qualitative Assessment requirements and evaluation
7. Post-Instructor Training Mentoring standards, reporting, and evaluation

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A3 Appendix   NEW INSTRUCTOR TRAINING

Instructors must be recognized by CO MOST and CDOR before they are legally able to teach solo in any MOST Course and issue course Completion Cards.

For additional information and forms, please refer to the CO MOST website: https://comost.com/become-an-Instructor/

Pursuant to 8 CCR 1507-56 section 8.1., all approved (funded or non) MOST Instructor Training Courses will follow the policies and procedures pertaining to CO MOST New Instructor Training.

A. NEW TO RIDER EDUCATION CANDIDATES

Instructor Candidates wishing to teach in Colorado must:

1. Satisfy the requirements as described 8 CCR 1507-56 At minimum, the Instructor candidate must:
   a. Be at least eighteen years of age. (as required by State Statute)
   b. Possess a valid driver license with motorcycle endorsement.
   c. Have no driver license suspension, or revocation, and/or alcohol related driving conviction within the three (3) years prior to teaching for MOST.
   d. Submit a New CO MOST Instructor Application
   e. Submit current CO driving record or provide form DR 2559.

      Out of state candidates must provide an out of state driving record or similar as provided by that state.

   f. Other requirements as required by Vendor policies and/or curricula requirements.
2. Additional protocols and requirements will be sent after these steps have been completed.

   NOTE:

   Instructors who graduate from an Instructor Training must be recognized by CO MOST and CDOR before they are legally able to teach solo in any MOST Course and issue course Completion Cards.

B. INSTRUCTOR CANDIDATE TRAINING AND CURRICULA CERTIFICATION

Instructor Training is provided at no cost to Colorado residents intending to teach MOST Courses.

Upon graduation of an MSF RiderCoach Prep or Total Control Instructor Training, the curricula certified Instructor must:

1. Intern as a Provisional Instructor and teach two (2) complete BRCs under the supervision of an Instructor within 90 days of graduation.

   NOTE:

   Results of Internship will be supplied to CO MOST in writing by the Vendor.

2. Passing of a Vendor proctored CO specific Knowledge Test with a score of 80% or better.

    Vendor discussing relevant policies, standards, and rules, and submitted results upon answer sheet.

3. The Vendor will ensure that new Instructor(s) have reviewed the CO MOST Policies and Procedures Manual, and sign to acknowledge understanding and agreement to adhere to policies.

    NOTE:

    Instructors who graduate from an Instructor Training must be recognized by CO MOST and CDOR before they are legally able to teach solo in any MOST Course and issue course Completion Cards.

Training Dates and Locations

Training dates and locations will be published as soon as possible to Vendors.

Rosters will be filled via first-come, first-served basis, in order of successful completion and submission of all application requirements. MOST aims for up to two (2) standby candidates to be identified in case of drop out. RCPs/TCITs require candidate minimums per curricula standards. MOST funded require 6 candidates minimum.

MOST aims to arrange trainings to be scheduled six weeks apart, to provide continual training opportunities. RCPs/TCITs will typically be scheduled between April and August, typically only upon Full-Size or Compact (60x170) non-modified ranges. For questions of viable training sites, please contact CO MOST.

To allow for timely notification and preparation of dates and locations, Vendors willing to host an RCP/TCIT training event in the upcoming calendar year should provide the Program Coordinator the following:

1. Available dates of facility and resources
2. Range RERP # to clarify specific site (and lot area) and size.
3. Anticipated compensation/costs for a 7-day event with unrestricted, all-inclusive use of:
    a. Classroom
    b. Range
    c. Motorcycles
    d. Site amenities
4. A list of local hotels near the training facility that can be referred to candidates.
5. All requests (funded or non-funded) need to be received at least eight weeks prior to the RCP/TCIT scheduled date.

If additional RCPs/TCITs are necessary during, beyond initial RCPs/TCITs scheduled, it is the responsibility of the Vendors to advise the CO MOST Project Manager of their need in order to be supported.

RCP/TCIT Candidates

RCP/TCIT Candidates must be sponsored by a Vendor prior to acceptance into a course.

Candidates who reach out directly to CO MOST will be provided a list of all Vendors. Candidates will be instructed of

the requirement to have a sponsor and requested to reach out to multiple Vendors for sponsorship. No direct referrals to any specific Vendor(s) will be provided by CO MOST.

Candidate Intake and Paperwork

The sponsoring Vendor is solely responsible for providing all required information and forms to CO MOST.

Information and forms should be received by Program Coordinator no later than six (6) weeks prior to the start of an RCP/TCIT.

If received less than six weeks prior to start date, processing will be at Program Coordinator's discretion.

If received less than two weeks prior to start date, candidate information will be forwarded to the next available RCP/TCIT.

Information and forms needed for intake a candidate:

1. Current CO MOST Instructor Candidate Application   (CO MOST 1390_1_24)
2. MOST Vendor and CO MOST New Instructor Training Agreement   (CO MOST 1370_4_22)
3. Release of Driver Records (or report from other state if within 3 years)
4. Acknowledgement of BRC Apprenticeship Requirement   (CO MOST 1364_4_22)
5. Acknowledgement of BRC Internship (Provisional Instructor) Requirement   (CO MOST 1344_4_22)

Vendors will review the completed application and Colorado Motor Vehicle Driver Record (MVR) against CO MOST Rules to determine eligibility for training.

Driver Record (MVR) provided by RCP/TCIT Candidates may not be more than six months old at time of application. The RCP/TCIT Candidate is responsible for advising their Sponsor and CO MOST of any changes in their MVR that affect their CO MOST eligibility.

Vendor Processing

A $150 security deposit, is suggested to be collected by the sponsoring Vendor, via a check made out to Vendor. This increases commitment of candidate to start and continue with the process.

Pre-Training Required Activities

The sponsoring Vendor is solely responsible for paperwork, tracking, and mentorship of their Candidate(s). Candidates must successfully complete:

1. Per the Acknowledgement of BRC Apprenticeship Requirement (CSP 1342_4_22), a minimum of one (1) complete BRC in the relevant training curriculum, and any other courses as required by curriculum standards, within one (1) year prior to the start of the new Instructor-training course.

   This includes working with an Instructor while performing non-instructional support duties such as Range set up, Demos, if deemed able and appropriate by Instructor(s) on-site, assisting with class activities.
   NOTES:

a. If Candidate will be taking their course, as a student, immediately prior to the RCP/TCIT training course, then the form needs to be turned in to the Project Manager or Trainer prior no later than the first session of the RCP/TCIT.

b. If Candidate has taken a BRC within two years of RCP/TCIT then the candidate may take a BRC2 or IRC to fulfill this requirement, unless there are major changes or overhaul of the curriculum.

Vendor's Instructor(s) must:

1. complete MOST Pre RCP Apprenticeship form, to outline the Candidate's proficiency, and
2. submit to Program Coordinator prior to the start of the RCP/TCIT.

Instructor Training/Prep Activities

All Funded and Non-funded RCPs/TCITs are required to provide the following:

1. Administration of a Qualifying Knowledge Test to candidates prior to, during the first day of formal

RCP/TCIT training, or administered as a "gap analysis" tool to assess general candidate group awareness and knowledge. *if applicable to curricula.*

2. Administration of the curriculum required Skills Test to each candidate prior to graduation:
   a. National curricula certification, requires the Candidate to:
      i. score less than, or equal to, the curricula/course penalty points required within each "level" or "section" *if applicable, and passing of entire test*
      ii. by provided up to one retest, if failing of first skills test *if applicable*
      iii. be dropped from the RCP/TCIT, if two unsuccessful attempts are scored
   b. CO MOST certification, requires the Candidate to:
      i. score less ≤5 penalty points within the entire skills test to pass, utilizing the curricula RCP/TCIT skills test as defined above
      ii. be provided up to two attempts, then cease any further CO MOST testing within the RCP/TCIT

   NOTES:

      i. *If the candidate passes to both the National curricula __and__ the CO MOST standard on their first attempt, then there no further testing is needed.*
      ii. *If the candidate passes the National Curricula standards, BUT does NOT pass the CO MOST standard, then a (single) re-test may be given within the RCP/TCIT.*

   However:

      * *No more than two (2) skills tests in total, between national curricula and CO MOST, may be conducted on a single day.*
      * *No more than two (2) skills tests in total, between national curricula and CO MOST, may be conducted throughout the RCP/TCIT training.*

      iii. The Vendor of a candidate who is unable to pass to CO MOST standards within an RCP/TCIT, will be contacted by Project Manager for follow-up scheduling options.
      * Multiple follow-up skills tests may take place until the candidate successfully meets standard.
      * Only a CO MOST QA team may conduct the test(s)

* No more than two (2) skills tests may be conducted on a single day

    iv. National RCP/TCIT certification may be offered to a candidate who passes to national standards, but does not pass to CO MOST certification standard of five (5) penalty points or less.

3. Administration of the curriculum required Knowledge Test to each candidate prior to graduation, to achieve a passing score as defined by the curriculum.

4. Administration of the CO MOST (Enhanced) Knowledge Test will NOT be given to candidates during training.

    * It is the Vendor's responsibility to proctor and discuss PNP, CCR and CRS Regulations

C. POST (RCP/TCIT) MENTORSHIP COURSE ACTIVITIES

RCP/TCIT graduates must return to their sponsoring Vendor and teach two mentorship BRC/IRCs, as a Provisional Instructor under the supervision of a certified Instructor <u>within 90 days of graduation</u>, attaining a result of "successful".

Provisional Instructors may be "counted" in the curricula required Student-to-Coach/Instructor ratio, as long as there is an(other) certified Instructor working with them.

e.g. On a 12:2 range, the Provisional Instructor may be the 2nd range Instructor.

    On an 8:1 range, the Provisional Instructor can only be a 2nd Instructor, and not be the only/solo Instructor.

Vendors should establish their own mentorship program that incorporates the CO MOST required minimum of at least two (2) successful Mentorship BRCs by the Provisional Instructor.

Vendors will, upon their candidate's completion of two successful Mentorship BRCs, submit to CO MOST each CO MOST Post-RCP/TCIT Mentor Course Reports identified with a successful" result.

NOTES:

If a Provisional Instructor receives:

1. *One (1) unsuccessful score on mentorship BRCs, they must then successfully complete additional Mentorship BRCs until two "successful" BRCs are attained.*

   *This must be completed within 4 months (120 days) post RCP/TCIT.

2. *Two (2) unsuccessful scores on mentorship BRCs, they and their Vendor must provide to CO MOST:*
   a. *Submit a development plan of action items with completion dates to address performance areas of concern, and then:*
   b. *Documentation of completed development plan with Vendor's support, along with completion of two (2) successful Mentorship BRCs submitted to CO MOST within 180 days of RCP/TCIT.*
      i. *When two (2) successful Mentorship BRCs are attained, the Provisional Instructor will contact the Project Manager to schedule a Quality Assurance Visit (QAV) to assess their (lead or solo) role as a BRC Instructor.*

      *The Project Manager or QAS will sign Completion Cards if the Provisional Instructor is teaching solo.
      * If the Provisional Instructor:
      a. *Is successful and passes the QAV, then the Instructor's name will be forwarded to the Department of Revenue to be entered into DRIVES and will be listed as a Certified MOST Instructor.*
      b. *Is unsuccessful, then the Provisional Instructor is then required to complete two (2) additional successful Mentorship BRCs, to be submitted to CO MOST within 60 days of QAV.*

- If two (2) successful Mentorship BRCs are <u>completed</u>, then the Provisional Instructor is required to contact the Project Manager to schedule a Technical Assurance Visit (TAV) to assess their (lead or solo) role as a BRC Instructor.
- The Project Manager or QAS will sign Completion Cards if the Provisional Instructor is teaching solo.
- If the TAV is successfully passed, then the Instructor's name will be forwarded to the Department of Revenue to be entered into DRIVES and will be listed as a Certified MOST Instructor.
- If two (2) successful Mentorship BRCs are <u>not completed</u> within 60 days of QAV, then the Provisional Instructor will be referred back to CO MOST, no longer being considered

- *"Provisional" to retake an Instructor Training Course (RCP or TCIT).*

  NOTES:

  a. If a period of more than 120 days is reached post RCP/TCIT, and the Provisional Instructor has been unable to attain two (2) "successful" Mentorship BRCs, the Provisional Instructor and Vendor must comply with #2 above.
  b. If the provisional time period spans two MOST certification periods, the Provisional Instructor will be provided the ability to complete a MOST application but will remain a Provisional Instructor until all requirements are satisfactorily met.
  c. If a Provisional Instructor opts to work for/with a different MOST vendor after initially receiving two unsuccessful mentorship BRCs, the MOST vendor that agrees to work with the Provisional Instructor is then required to complete the steps necessary listed above as it pertains to a Provisional Instructor who has two unsuccessful mentorship reports.
  d. If a Provisional Instructor opts to work for/with multiple MOST Vendors at the same time, the Provisional Instructor is required to receive two successful mentorship BRCs from one of the Vendors. MOST is not able to accept one successful mentorship report from one Vendor, and a second successful mentorship report from another Vendor

D. POST (RCP/TCIT) TRAINING CO MOST PAPERWORK AND REQUIREMENTS

Coaches/Instructors who attain curricula certification to teach in Colorado must:

1. Provide documentation of successful completion of a CO MOST Approved Instructor Training Course (i.e. National ID## from MSF, Total Control Training, or other when/if approved)
2. Complete two (2) "successful" internship Mentor-BRCs supervised by the Vendor's Instructor(s)

   NOTE:

   For more criteria and specifics, please refer to Post (RCP/TCIT) Mentorship Course Activities

3. Satisfy all requirements as described 8 CCR 1507-56
4. Submit CO MOST Program office, the following:
   a. New CO MOST Instructor Application
   b. Driver Record Release. Or, current driving record for the last three (3) years if from out-of-state.
5. Verify as passed, or pass, the curriculum Skills Test to CO specific scoring of 5 penalty points or less. If not completed in RCP/TCIT, this is required to be administered by a CO MOST QAS.

This is required to be completed prior to any co-teaching QAVs.

6. Pass the Vendor proctored CO specific Knowledge Test with a score of 80% or better. With the Vendor discussing relevant PNP, CCR, and CRS regulations, standards, and rules to then submit the passing results upon the candidate's answer sheet.

7. Submit current certification in, at least, Basic First Aid and Cardiopulmonary Resuscitation (CPR)

   Advanced First Aid programs such as Accident Scene Management, Inc. (ASMI) or Certified First Responder/ Emergency Medical Responders (EMT) are also acceptable.

8. Complete of the CO MOST Diversity & Harassment eCourse.

   The MOST Program will provide the link to the course after the New Instructor Application is received.
   NOTES:

   a. *Once all successful testing and documentation is received by MOST, the Instructor's name will be forwarded to the Department of Revenue to be entered into DRIVES, listed as a Certified MOST Instructor.*

   b. *Instructors who graduate from an Instructor Training must be recognized by both CO MOST and CDOR before they are legally able to teach solo in a MOST Course and issue course Completion Cards.*

E. RECERTIFICATION OF RECENT (RCP/TCIT) GRADUATES

Graduates of RCP/TCITs within their first certification cycles, may opt to submit a Certification Course Reflective assignment (CSP 1348) in lieu of attending a PDW.

1. If they choose to, then the Reflective assignment will fulfill the PDW requirement for that certification period.
2. If they choose not to, then the Instructor will be required to attend a PDW prior to new CO MOST certification period.

F. TRAINER PAPERWORK PROTOCOLS

Trainers are required to submit all required curriculum paperwork for the RCP/TCIT conducted.

Trainers are also required to submit to CO MOST:

1. Skills Test score sheets for candidates who passed both curriculum and CO MOST standards
2. Knowledge Test answer sheets for candidates who passed the curricula test.
3. Waivers for each candidate

A4 Appendix   TIRE SAFETY STANDARDS

FAILED TIRE

Any tire that is recognized as "failed", will be:

- pulled from service immediately
- replaced within 15 calendar days of that date of inspection/notification, or prior to the bike/tire being used in training.

Tread Depth

1. Tire depth gauge will be calibrated to 1/32 of an inch to be used to measure tread on motorcycle tires.
2. Readings will be taken in tread grooves at five points across the width and circumference of the tire.

A tire shall be considered "fails" if:

1. there is are any less than or equal to ≤2/32" spots in any of the 5 points tread measurements were made.
2. contact of a tread wear indicator in any tread groove.

Defects / Imperfections

Cuts, puncture, inappropriate plugging, bulging, or visible cords have a direct impact upon participant safety. A tire shall be considered "fails" if:

1. a cut or puncture, in any direction, where fabric, ply, or cords are visible.
2. any plug or patch in the sidewall.
3. a cut, break, or cracking in excess of one (1") inch in any direction measured on the outside of tire
4. a bump, bulge, or knots related to separation.
5. not displaying appropriate Department of Transportation markings

Age

Motorcycle street DOT-compliant tires are manufactured with a date stamp onto the sidewall.
Data fields should start with "DOT" ## ## #### last four being Date Stamp (Example: 2613 = week 26 of year 2013)

A tire shall be considered "fails" if:

1. tire is more than eight (8) years of age from date of manufacture as identified on sidewall
2. date stamp is no longer visible or able to be read.
3. there is no DOT-compliant markings with date stamp.

Flat Spotting

On the tire width, if a variance of more than 2/32" between one point of inspection to another, the tire is considered to have developed a flat spot.

A tire shall be considered "fails" if any flat spot area is identified

PSI – Pressure Guidelines

Testing of tire pressure will occur when tires are cold and not -yet- in use.

Tires on motorcycles used within a MOST Course will be inflated to recommended tire pressure(s).

PSI standards for each motorcycle need to be readily available for Instructors and QA. PSI standards will be readily available to CO MOST upon request.

Recommended tire pressures are typically noted by manufacturer via:

1. on label on motorcycle   (typically, the swing arm or front frame area)

2. within the Owner's Manual for that specific motorcycle make, model, and year.

Vendors/Sites may adjust PSI to:

*   ± 4 PSI from "recommend" pressure(s) by manufacturer based upon range surface conditions Reason(s) for adjustment must be listed and readily available for the Instructors and QA.

    e.g. Dealership LOANERS may be required to run at 'Maximum PSI' as listed on sidewall

*   ≤ 4 PSI from "max pressure" listed on tire sidewall

    Reason(s) for adjustment must be listed and readily available for the Instructors and QA, and may include "due to potential (student) encumbrance".

Tire pressures will typically be checked during a QA visit prior to the course beginning

NOTES:

a. *If a front or rear tire is either over or under inflated by ± 4 PSI, QAS will make note within the report, by listing the motorcycle Vin#, designated front or rear, and identifying "recommended" vs. "actual" pressure.*

b. *Arrangements should be made to get identified tire(s) to proper pressure as soon as possible.*

c. *Follow-up with Vendor on tires over/under inflated will be noted within the QA Report.*

A tire shall be considered "fails" if it is measured **±** >8 PSI over/under inflation.

*unless pre-qualified in writing of requirement to run at 'maximum pressure'

Notes: Some dealerships may require loaner training bikes to run at maximum pressure, as listed on tire sidewall, due to potential rider encumbrance.
This may be true for 2- and/or 3-Wheel loaners.

Storage Recommendations

Consider the following best practices:

1. Use soap, water, and a tire brush to clean the tires before storing. Wipe the tires and wheels down with a towel, then let dry completely. Do not use tire dressing or tire gloss when storing tires.

2. Inflate Tires to recommended pressure. This will help to retain their proper shape.

    If storing the motorcycle on standing tires, rotate each wheel once a month to prevent flat spots.

3. Seal tires when clean and dry, by putting them into large, dark, airtight plastic bags like lawn and garden bags. Try to remove as much air from the bags as possible before sealing them securely with tape.

    This will help prevent the lubricating oil within the tire compounds from evaporating.

4. Unmounted tires may be best stored upright and standing. This puts less stress on the tires. It is not recommended to ever hang unmounted tires.

5. Keep tires out of the sun as they can soak up heat from the sun and easily heat up to over 120 degrees F. This intense heat, coupled with the sun's ultraviolet rays, can cause the rubber to break down.

6. If not sealed, store in a well-ventilated, temperature control area with no open contaminants present.

    a. Make sure chemicals are not stored around the motorcycle. As these fumes can speed up breakdown.

    b. Try to store in a cool, dry place. Avoiding storage outdoors, in a standard garage, or an attic; any place that could be very cold, hot, humid, wet.

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A5 Appendix   QA POLICIES AND PROCEDURES

MISSION AND PURPOSE

To assist Colorado MOST Vendors and MOST Instructors becoming the preeminent Motorcycle safety-training program in the US by modeling best practices and building trust through positive and collaborative team experiences.

The QA purpose is to be focused on developing a culture of accountability; increasing awareness of curricula standards; sharing of best practices; and evaluating, encouraging, and mentoring stakeholders toward success; while reducing crashes and fatalities through student-centered and compliant programs via an inspirational learning environment.

A. CULTURE AND GROUND RULES

Quality Assurance (QA) is not CSP but conducts themselves as everything reflects on the agency:

a. QAS are trained and certified through the Quality Assurance Specialist Certification Course and agree to abide by the QA Rules of Professional Conduct.
b. QA does not have actual or implied authority beyond being authorized to objectively observe classes and report observations.

NOTE:
CO MOST will decide what, if any, disciplinary actions will be taken.

c. QA has a goal to be positive and collaborative in all interactions with stakeholders by being non-disruptive, supportive, and engaging.

NOTE:
Any QAS who recurrently generates complaints may be released from the team.

d. QA has no formal dress code or uniform, but appearance should reflect positively on the CSP. It is encouraged QA wear a CO MOST QA logoed shirt.
e. QAS will be mentored a minimum of two (2) QAs before conducting solo Quality Assurance Visits (QAVs):
    a. Additional mentoring QAs are available upon request.
    b. Mentor QA are compensated.
f. QAS will work and support other QA, Instructors, and Vendors to support the culture and design of the CO MOST Co-Teaching and collaborative model.

B. PRACTICES AND PROTOCOLS

QA provides evaluation for safety, curricula compliance and effectiveness first, then Instructor growth opportunities second.

a. QAS should arrive prior to class, or wait until a break to introduce themselves.
b. Instructor(s) maintain administrative responsibility and authority over class.
c. QA has a responsibility as a service role to report findings in an objective manner:
    a. If major safety concerns are identified, QA will promptly and discretely report them to Instructor(s) and

document their actions/response.

    b. If Instructor(s) do(es) not respond in manner supporting safety standards and conditions of curricula and/or CO MOST policies, it is not QA's place to quarrel.

    QA will document actions/responses and end the discussion.

    c. QA will not make themselves a part of the class, engage with, or coach students, unless welcomed.

    NOTE:

        i. *If welcomed, document the time and method of invitation.*
        ii. *If excluded, or expressly forbidden to, document the time and comments of Instructor(s).*

  d. Debriefing a visit with the Instructor(s) should be thorough, while respecting their time.
    a. The final report should not contain information outside what was discussed during the debriefing.
    b. If an unlikely confrontational or unsupportive situation develops, take notes to document the actions and conversation of Instructor(s); and list within the report.

    This may necessitate no visit debrief to diminish further agitation or disturbance.

C. CONFLICT OF INTEREST AND DISCRETION

  a. QAS will likely access, observe, and witness business and trade practices. To avoid any perception of indiscretion (gathering information and providing to a competitor), no sharing of visit results or business and trade practices is permitted.
  b. QAS will be mindful of, and acknowledge historical conflicts, or present/perceived conflicts when accepting assignments.
    a. Although a Vendor may request not to be visited by a specific QAS, CO MOST retains the right to visit any site, at any time, either announced or unannounced, at program expense with any assigned QA(s).
    b. Project Manager will take into account any/all requests, and likely will assign Two-Person-Integrity (TPI) with two (2) QAs per visit for potentially conflict of interest identified Vendor/Site/Instructor(s).

    NOTE:
    Vendors consent to cooperate with all QA personnel during QAVs or related investigations per curricula, CCR, and PnP agreements.

  4. QAS agreed to, and will always endeavor to comply with QA Rules of Professional Conduct. Any QAS accused of inappropriate conduct or sharing of information will be investigated.
  5. Vendor QAs are encouraged to regularly visit, monitor, and access their site(s) by reporting their own objective findings of safety, curricula effectiveness and compliance, and growth opportunities for classes taught at their facilities.
  6. Vendor QAs (certified QAS) will not visit and report on other Vendor sites.

D. LEGAL ACCOUNTABILITY AND LIABILITY

Completed QA reports may be legally discoverable documents and are to be completed as though these may be utilized in a court of law.

If any hazardous or significantly out-of-compliance situation develops, QA will contact the CO MOST Project Manager for discussion and instructions.

NOTES:

    a. *There may be a time that QA is required to take control of, or shut-down, a class.*

    b. *Documentation of the situation and all conversations with Instructor(s) and actions thereof, should be listed within the final report.*

E. VISIT ASSIGNMENTS AND ALLOCATIONS

QA Visits are required per MOST Rules: 8 CCR 1507-56

a. A fiscal year calendar is shared for all QA to have access to. Maintaining listings of anticipated visits by Vendor/Site/Instructor per year.

    Allocations by Vendor and Site may reference past years' student throughput.

b. QAS will verify calendar visits already performed at a location, as compared to anticipated visit goals.

c. QAS should avoid overloading any one Vendor/site with back-to-back visits by allowing about three (3) weeks between visits.

d. QAS are responsible to set their own schedule while cooperating with other QA to fulfill assignment allocations, and:

    a. will not make adjustments to other members' calendar entries

    b. should not schedule themselves to the same location within three (3) weeks.

    c. should not conduct more than 50% of a Vendor/Site visits, without approval and request from CO MOST Project Manager and/or Program Coordinator

    d. may schedule months in advance to work with/around their teaching and life schedule.

e. QAs will conduct a minimum of three (3) QA visits per fiscal year.

f. Announced versus Unannounced visits:

    a. Each MOST Vendor will be visited at least one (1) time per year as unannounced. Typically conducted during higher demand months.

    (i.e. August, September and April, May, June)

    b. For "announced" visits, QAs should coordinate with the Vendor to ensure the course is being held as scheduled, and which Instructors are scheduled to teach.

    Proactive and positive communications help set a collaborative tone.

    c. For "unannounced" visits, QAs should NOT coordinate with Instructor(s) to ensure the course is being conducted in a safe, effective, and compliant manner.

g. QAS are encouraged to have a backup plan in the event of a last-minute cancellation or change.

    NOTE:

    If the primary and backup plan fail, QA should contact CO MOST Project Manager for guidance, for suggestions/requests of another site to visit.

h. QAS will attain pre-approval for all out-of-area travel requiring overnight stays.

    NOTES:

If approved for an overnight stay, members will make every effort to visit other sites to/from in order to maximize QA expense and value.

F. VISIT STANDARDS

QAs will utilize curriculum materials and governing documents (e.g. MOST PnP) for reference.

If a site is a non-standard range (alternate size or modified for obstacles), request necessary range information to evaluate course from on-site Instructor(s).

a. It is the QA's responsibility to be familiar with all documents and standards of the curricula and range size so appropriate references may be quoted and used.

b. It is assumed that Vendors and Instructors will be cooperative and receptive to visits.

If a Vendor, Representative, or Instructor is not accommodating, execute the visit to the best of your ability and document all details in the report.

The Project Manager and Program Coordinator will then follow up with them.

c. Visits should include Level II Range and Skill Test observation as often as possible.

d. Consider asking the Instructor(s) if there are any site issues they would like included in the report. As sometimes Instructors will want items reported so Vendor is compelled to address them. Avoid quoting an Instructor's concerns (as theirs –by name) with the report.

i.e. Ongoing equipment or maintenance issues, missing supplies, etc.

e. As possible, site visits should always include inspection of facilities and resources to ensure compliance with relevant curriculum protocols and program standards.

i.e. QAs will review and document the following:

    a. Range:
      i. Safety margin run-off
      ii. Ratio: Coach to Student
      iii. Secured from traffic
      iv. Safe with no obstacles/hazards within

    b. Curricula materials and required forms:
      i. Waiver(s)
        * per each participant in attendance
        * each completed accurately, signed, and dated
      ii. Completion Cards are secured and then only issued passing students
      iii. AV Equipment or Activities   *if utilized per specified curricula standards*
      iv. Knowledge Tests
        * per each participant in attendance
        * each completed accurately, scored accurately, and initialed/dated for acknowledgement
        * appropriate and current test forms and answer sheets utilized
      v. Skills Tests scores
        * per participant in attendance
        * completed and accurately recorded

vi. Incident Report forms (if required)

c. All equipment required and/or being utilized:

   i. Fire Extinguisher –as being charged (green zone) for use (must include Type B) i.e. "ABC"

   ii. First Aid Kit –on-hand (Type III)

   First Aid Kit (Type I or II) is acceptable for 'inside' storage within a conex or building.

   iii. Emergency Information, with:

      * emergency contact info #911 *or other if required

      * emergency Vendor contact info

      * site address, including cross street(s)

      * site directions from nearest highway or cross street

      * local (non-emergency) police phone number

* nearest medical facility

d. Helmets   *See DOT Standards listed above

   i. assessing overall safety and condition:

e.g. Faulty	Damaged, defective, cracked, non-operative
Inappropriate	Considered unacceptable as un-safe
Unsuitable	Novelty, beanie, fake, or inappropriate style
Non-MC helmets	Bicycle, equestrian, *other sport helmets
	(i.e. SNELL has non-DOT Go-Kart helmets, unsuitable for a class)

   ii. photograph as necessary   documenting any/all non-compliance issues

e. Motorcycles

   i. assessing overall safety and condition:

e.g. Tire age	over 8 Years of age *as identified on sidewall
Tire tread	at/below 2/32" for any of the 5 points inspected
Tire wear	flat spots, bump/bulge, cords apparent
Tire psi	> ± 4 psi of recommended pressure
Leaks	(Fork Seal, Oil, Gas *other)

   ii. photographing as necessary   documenting any non-compliance issues

                              with Vin ### (last 5 or 6 to delineate individual bike)

f. Emergency Procedures

   i. Active Shooter protocols

   ii. Instructor incident/crisis protocols

   iii. Concussion protocols

NOTES:

CO MOST will provide all QAS, upon request:

- *Range Cards   (Compact and Full Sized)*
- *Tire gauges   (PSI and/or TREAD)*
- *Lever Savers   *for use during a class*

G. NOTES & NARRATIVES

Beyond the items listed within the QAV Report Form,

a. General Notations:
   a. As appropriate, note weather conditions, pavement conditions, gear issues, excessive noise levels, etc.
   b. Document all who are present and the actions they are performing.

b. Time Details:
   i. "Exercise" or "Activity" or "Unit" time is beginning.
      - Range Instruction begins; Classroom Activity or eP Segments begin
   ii. "Wheels in Motion" time at point students begin riding an exercise.
      - This typically includes all Instructions, Demo, Simulated Practice(s), etc.
      - i.e. Did it take 7, 17, or 27 minutes to get students to begin riding?
   iii. "Debrief" time when this begins
   iv. "End" time when the exercise ends
   v. "Break" time, until next exercise, activity, segment/unit begins

c. Set-Up and Facilitation:
   i. Are all cones and/or equipment set in accordance with curricula standards?
      - Do not make any adjustments to the range setup without permission or invitation from the Instructor.
      - Discuss and notate any issues and resolutions to.

d. Incident(s)?
   i. Document time of occurrence.
   ii. Was the incident documented by Instructor(s)?
   iii. Injury or Bike/Equipment damage?

H. POST VISIT REPORTING

QAs will be input into RES within five (5) business days and marked "In Process".

a. The initial report should go out to relevant stakeholder within 10 business days, if not obtainable the stakeholders will be made aware of the delay.
b. QA Reports (QAR) will remain "In Process" throughout the Project Manager and QAS review of the visit.
c. The review is a collaborative dialog to engage and discuss any suggested edits to "One-Voice" phrasing and/or references to standards, rules, and policies.

   This partnership will align reporting with "One-Voice" standards and prioritized Action Items, typically for verbiage suggestions, not changes in content or intent.

d. When QAR is complete, a Follow-Up Letter will be generated and included with the QAR submitted to the Vendor and Instructor(s), to include:
   i. General report notations
   ii. Action Items   *if any

iii.   Date(s) any Action Item(s) to be completed by

I. VISIT REIMBURSEMENTS

QAS have many opportunities for reimbursements for services: QAVs, TAVs, Project Requests, etc. Typical reimbursement is offered at:

```
VISIT:    4hrs              = $125.00 -or- Day      = $250.00
Report = $ 61.50
PER DIEM
   Miles  = $$$            to/from      by vehicle type  [Auto] [MC]
   Meal   = $$$            1 meal       per 4hr session  *with submitted receipt(s)
   Hotel  = $$$            as approved
   *with submitted receipt
   *based upon location, safety needs, and timing)
   *additional meals authorized
```

J. POST VISIT FOLLOW-UP

Follow-Up visits will be requested by the Project Manager via, typically different, QAS to assess current course facilitation and resolution of previous Action Items.

a. Follow-Up QA Visits will be scheduled at a 30, 60, and 90-day occurrence.

This provides the Vendor/Instructor(s) opportunities to document improvement and success. Standard reporting protocols apply for follow-up visits.

b. Non-resolved Action Items will be addressed via additional QAs/TAVs and Follow-Up Letters submitted to CO MOST, Curricula Provider, and Vendor/Instructor(s).

c. Failure to comply with a QAV or to correct non-compliance issue(s) within the allotted time period(s), will be addressed per Accountability and Resolution Matrix via CO MOST.

A6 Appendix   VENDOR COURSE REPORTING PROTOCOLS TO CO MOST CONTRACTOR: MSF (RES)

Per CO MOST course reporting requirements class, student, and completion card data must be entered into the MSF *RiderCourse*�sᴍ Enrollment System (RES) within 48 hours of the course ending date for all license waiver courses (MSF, TCTI, and Evergreen).

CSP Most Vendor Agreement, Page 6:

29. *Vendor shall report student and Instructor participation in MOST Program approved training using the MOST approved course reporting system within 48 business hours after final course completion.*
30. *Vendor shall maintain copies of all student records related to MOST Program courses, including, but not limited to:*
    a. *registration information*
    b. *liability waivers*
    c. *completion records*
    d. *course evaluation forms*
    e. *incident report forms and supporting documentation*
    f. *other materials pertaining to operations under this Agreement*

Records will be maintained throughout the term of this Agreement and any renewal thereof and for at least three (3) years following date of termination of the Agreement.

Once the course data has been entered, a packet for each class reported into RES must be transmitted via email to MSF by the 10th of the following month.

For example, packets for classes with a September ending date are due to MSF via email by October 10th. October classes will be due by November 10th, and so on.

Each class packet will consist of:

- **MSF Course Completion Form**

- **Copies of the student waivers ("MSF Waiver & Indemnification Form" for MSF curriculum)**

** Do not include any voided cards in this submission. Those are reported separately. Please see bottom of this document for information about handling voided cards and card replacements.

CSP Most Policy and Procedure Manual, page 26

SUBMITTING COURSE PACKETS TO MOST:

The MOST Vendor must submit course completion packets for each training class no later than the 10th day of the following calendar month. Substantial time delays in forwarding paperwork to the MOST contractor will result in a corresponding reduction in Completion Cards/Waiver shipments for the months following. Repeated failure to enter data or submit reports on time may result in suspension or termination of the Program Agreement. Noncompliance of paperwork deadlines will be dealt with in accordance to the Accountability and Resolution Matrix and may include suspension or termination of Program Agreement.

The MOST Vendor shall prepare a course packet as described below. The course packet must include a Course Completion Form, student registration form, and a Course Waiver/Indemnification Form for each student who began the course. Separate course packets must be submitted for different types of courses.

The completed course packet must be assembled in the following order:

1. *Course Completion Form (generated by RES)*
2. *Student Waiver/Indemnification Forms, including COVID waiver if applicable*

DO NOT insert extraneous forms inside course packets (e.g., Incident Report Forms or Replacement WAIVER/COMPLETION CARD Forms).

The MSF Course Completion Form is printed directly from RES within the individual class itself in the "Reports" tab <u>after</u> the class has been updated to "Completed" status.

To print the MSF Course Completion Form, in RES open up your class, and click on the "Reports" at the top of the class:

Click on "Course Completion Form" on the left side of the screen:

Then click on "View Report" at the bottom:

Please scan these documents into **one PDF file <u>per class</u>** and name each file in the following format:

ClassType_RESClassIDNumber_CourseEndingDate

For example, if you reported a BRC class that RES assigned as ID#123456, and the class has an ending date of yesterday (9/8/21), your file would be saved as:

BRC_123456_090821

Email the class packets to bschemm@msf-usa.org. (You can attach more than one file in each email.)

However, you do not have to wait until the 10th to send your packets in. If you wish to email the packets as you report each class, please feel free to do so.

In the event you have CO MOST completion cards that must be voided due to clerical errors, or replacement cards issued to students, see below for how to handle those situations:

<u>**Voided MSF Course Completion Cards**</u>

Cards that must be voided due to an error must have "Void" written on the card (but not covering the card number), then scanned and emailed to bschemm@msf-usa.org. In the email subject line, please note that you are sending a card to be voided and include the full card number/sequence (e.g., CO123456). Once you have a response confirming we have voided the card, you are then permitted to shred the voided card. (Be sure to shred, not just toss in the trash.)

MSF Course Completion Card Replacements

In the event someone reaches out in need of a replacement of their completion card:

- Students may be issued replacement completion card as long as the sponsor has record of successful initial training.
- The date written on the card must be their original date of training completion. **(To issue a new card with a new date listed without new training taking place may constitute licensing fraud.)** For a student to receive a completion card with a new date they must successfully complete another course.

The MSF cards never expire as proof of successful completion of training; however, they are only valid for use for motorcycle licensing in Colorado for 180 days from the date of training completion. When processing card replacement cards, you will:

- Select the next card in sequence from your supply of cards.
- Note the original date of training completion on the card
- Have the original RiderCoach sign the card. (If that coach is no longer available, you may print the name of the coach who originally signed the card and note their ID number.)
- Process in RES within the student record as instructed in the section for "Processing State Document Replacements" in the "RES User Guide" which is located in the RES Library.

If you have any questions, please don't hesitate to contact msfsupport@msf-usa.org.

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A7 Appendix   TIMELINES / REPORTING

TIMELINE	REPORTING GUIDELINES
48 hours	Course Completion data/records reported within RES
2 Business Days	Incident Reports submitted to CO MOST (possibly curricula provider and/or insurance)
	VOID Cards reconciliation post course
	LOST Cards upon discovery of misplacement, missing, or unaccounted for card numbers
	Legal Notice of any sort relating to training, CO MOST, or course activity, reported to CO MOST
	Loss-Of Range Notice, reported to CO MOST
	Request for Maintenance Records Request for Insurance Policy/Coverages
	Request to return any CSP/CDOR materials.
10 Business Days	Initial QA report sent out.
15 Business Days	Tire replacement upon failure identified via QA
	*or, upon availability, and prior to bike/tire being used again in training
	Incident Report updates or changes to details, or personal addresses or contact information.
30 Business Days	Ceasing Operations Notice to CO MOST
60 Days	Successful QA Mentorship BRC report post curricula reinstatement.
	Successful QA Mentorship BRC report post CO MOST expiration reinstatement Two (2) successful Mentorship BRC reports post suspension QA reinstatement
	Development Action Plan, completion after two (2) unsuccessful Mentorship BRC reports.
90 Days	Two (2) successful Mentorship BRC reports post RCP/TCIT
120 Days	Two (2) successful Mentorship BRC reports, if one (1) is unsuccessful.
	TAV Request, if ≥3 Mentorship BRCs are unsuccessful within 120 days' post RCP/TCIT
≤ 30 Days	eP Course certification valid if completed 30-days PRIOR to course beginning
	eP Course certification valid if completed 30-days AFTER course end
≤ 180 Days	Course Completion Card validity
3 Years	CO MOST Course Record Retention of all records, to include: dates/location/Instructor(s), waivers, student information, completion certificates, incident reports, etc.
	*Or, longer if required by Curricula standards.