

FOREWORD

This Policy and Procedure Manual is provided to each Colorado State Patrol (CSP) Motorcycle Operator Safety Training (MOST) approved Vendor ("MOST Vendor") as written reference to the policies and procedures established for the Colorado MOST Program. Definitions of terms are per 2 CCR 601-23 under CDOT; 8 CCR 1507-56 under CSP Official Rules.

All applicable state regulations must be adhered to in the Program Agreement, and any other applicable curriculum provider agreement. Should any provision contained in those agreements or herein conflict with state law, the laws of the State of Colorado shall govern the MOST Vendor Training Site's operation. Rules governing the MOST, 2 CCR 601-23 under CDOT; 8 CCR 1507-56 under CSP, are incorporated herein by reference and may be cited regarding a violation of the MOST Policies and Procedures in the event of a MOST Non-Compliance Report.

From time to time policies and procedures may be changed, modified or adjusted to accommodate the evolving goals, budgets, or practices of MOST. While this will be accomplished with sensitivity to the needs of the MOST Vendors, any changes allowable by law may be made at the sole discretion of the MOST Program Coordinator ("Program Coordinator") and CSP without notice of retroactive considerations.

The Program Coordinator will make this manual available to all MOST Vendors, MOST Training Site Managers ("Training Site Managers"), and MOST Instructors. MOST Vendors are expected to review this manual with their Training Site Managers, and MOST Instructors, and obtain signature confirmation of receipt and understanding. MOST Instructors who were previously updated or certified by any MOST-approved curriculum, must review this manual before being scheduled to teach in the MOST program. MOST Vendors, Training Site Managers, and MOST Instructors shall review this manual each year and certify their understanding via signature confirmation. MOST Vendors and the Program Coordinator will keep an acknowledgement form in each MOST Vendor's file(s).

The Program Coordinator and CSP welcome suggestions for improvement at any time, and encourage full communication of any information that will maintain and improve MOST's effectiveness. Please refer any suggestions for improvement to the Program Coordinator.

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MOST PROGRAM ORGANIZATION, STRUCTURE, AND ROLES

Three levels of responsibility characterize the program structure. The Colorado State Patrol (CSP) is the responsible agency for administration of the MOST Program. The Motorcycle Safety Foundation (MSF) serves as the MOST contractor under the direction of CSP and the Program Coordinator. CSP approved MOST Vendors supply the CSP approved Basic Rider Course (BRC) training and services and other CSP-approved courses directly to eligible students.

Colorado State Patrol (CSP)

CSP is charged with establishing a motorcycle operator safety training program ("MOST Program") that promotes motorcycle safety awareness and supports courses to teach students to safely operate a motorcycle and train instructors. The MOST Program was created pursuant to § 43-5-501. The MOST Program rules, 2 CCR 601-23 under CDOT, were adopted on December 12, 2012 and became effective on March 17, 2013. When the MOST Program was transferred from CDOT to CSP, the rules were renumbered and will be promulgated as 8 CCR 1507-56.

MOST Contractor: Motorcycle Safety Foundation (MSF)

CSP designates a Project Manager who, with oversight and direction from the CSP Program Coordinator, manages MOST program activities as specified by contract between CSP and the MOST Contractor. Contractor Responsibilities include management of the MOST Program as directed by the Program Coordinator. These responsibilities include but, are not limited to, Instructor Training, Training Site Administration, training site approval, quality assurance reviews, training site inventory, MOST Instructor certification, MOST Instructor teaching materials and Instructor Professional Development Workshop(s), and administrative tracking of training statistics. MOST Contractor Personnel involved directly with MOST include a Project Manager and additional support staff and contractors (as determined by the Program Coordinator with the involvement of the MOST Contractor).

MOST Structure

At the Training Site, MOST Vendors offer a Basic Rider Course (BRC) as approved by the MOST Program. This Policy and Procedure Manual specifies how to comply with standards and procedures set by the Program for activities including but not limited to BRC curriculum(s) delivery, Training Site set-up, Training Site administration and record keeping. MOST Vendors who deliver the Colorado Motorcycle Endorsement license waiver must adhere to provisions set forth in a legally binding Program Agreement to deliver BRC training according to CSP guidelines.

Training Sites

1. Approved MOST Vendors

The MOST Vendor is the responsible party to the Program Coordinator and the MOST Contractor for meeting all the provisions contained in the Program Agreement, any MOST approved BRC program specific agreement(s), and in this Policies and Procedures Manual. MOST Vendor may delegate tasks associated with these responsibilities, but may not delegate the overriding responsibility.

At some Training Sites, the MOST Vendor also serves as the Training Site Manager. Additional information is located in MOST Vendor and Training Site Manager Responsibilities.

2. Training Site Managers

A Training Site Manager may perform duties under direction and agreement of the MOST Vendor to deliver on-site services including scheduling, motorcycle maintenance and paperwork tracking. Additional information is located in MOST Vendor & Site Manager Responsibilities.

3. MOST Instructor

MOST Instructors are retained by the MOST Vendor to deliver the BRC training services. In most cases, the MOST Instructors are responsible for filling out paperwork associated with the training classes and student outcomes. Additional information is located in Instructor Responsibilities. All Instructors must maintain appropriate MOST approved curriculum certifications and maintain MOST Instructor requirements.

I. TRAINING SITE ADMINISTRATION, DEVELOPMENT, AND MAINTENANCE

Training Site Administration

The approved MOST Vendors shall comply with all the provisions detailed in the Program Agreement and any MOST approved BRC curriculum specific requirements. A MOST Vendor may delegate day-to-day responsibilities for some of the Training site's tasks to a Training Site Manager. A MOST Vendor cannot delegate or abrogate their overarching responsibility for the Training Site to a Training Site Manager.

MOST VENDOR TRAINING RESPONSIBILITIES

Basic Program Requirements

1. The MOST Vendor shall establish and maintain a location suitable for conducting BRC training (the Training Site).
2. At the Training Site, the MOST Vendor shall conduct training as follows: a BRC or other CSP- approved course(s) for eligible students to meet the minimum provisions of the Program Agreement, and other CSP-approved course(s) as appropriate and approved by the Program Coordinator and Project Manager.

MOST Vendor

3. The approved MOST Vendor will comply with the MOST Policies and Procedures Manual. MOST reserves the right to supplement or modify its Policies and Procedures, effective upon delivery of written notice to the MOST Vendor. MOST may allow up to 60 days for implementation of such supplements or modifications, as necessary.
4. The MOST Vendor will require all course participants to wear proper protective gear at all times when straddling a motorcycle or when riding during training. Required protective gear includes:
 - a) Helmet designed to meet DOT compliance standards
 - b) Eye protection
 - c) Sturdy over-the-ankle footwear
 - d) Long-sleeved shirt or jacket
 - e) Long non-flare denim pants or equivalent protective material
 - f) Full-fingered gloves
5. MOST Vendor will track and maintain the integrity of MOST-specific waivers and MOST approved BRC Curriculum Course Completion Cards, or other MOST-approved/Colorado Department of Revenue (DOR)-recognized completion forms, and distribute them only to eligible students successfully completing BRC training. MOST Vendor will return to the Program Coordinator any unused MOST-specific waivers or other CSP-approved/DOR-recognized completion forms upon request or upon termination or expiration of Program Agreement.

Training Site Personnel

6. The MOST Vendor shall identify one of its staff as the individual responsible for the conduct of training at the Training Site. The MOST Vendor shall notify the Program Coordinator and Project Manager of any change in Training Site Manager prior to any planned change, or within 15 days after any unplanned change.
7. The MOST Vendor shall utilize only appropriately-certified and MOST recognized Instructors who have received a current copy of the MOST Policies and Procedures Manual and signed a MOST Policy Review Verification, with a copy provided to the Program Coordinator.
8. The MOST Vendor shall equip the Training Site with a first aid kit that meets or exceeds ANSI Z308.1-2203 minimum requirements for workplace first aid kits, an operational fire extinguisher that should be inspected quarterly, an operational telephone, a camera (cell phone and cell phone camera will suffice), and emergency medical information including emergency site contact information, the physical address of the motorcycle Range, and the nearest medical facility. Emergency procedures should be posted in a conspicuous location and include instructions for how to handle an on-site emergency.
9. The MOST Vendor shall provide a copy of any Training Site-specific policies or procedures immediately upon request by the Program Coordinator or Project Manager.

Program Training Site Facilities

10. The MOST Vendor shall ensure that the Training Site's classroom instruction area will comfortably accommodate all eligible students, be clean and orderly with suitable writing surfaces, be able to accommodate small group discussions and participant interaction, and equipped with working audio-visual equipment capable of displaying all MOST approved BRC curriculum training aids (DVD, PowerPoint, or equivalent as appropriate).
11. The MOST Vendor or their designee shall ensure that the Training Site's on-motorcycle training area (the Range) meets the MOST-approved course criteria. In addition, Range site must be secured from pedestrian, animal or vehicle traffic during all riding sessions. The pavement shall provide good traction and be suitable for riding maneuvers such as sharp turns, braking and safe motorcycle travel. There shall be no obstacles that present unreasonable risk. Ranges must be correctly laid out to meet the MOST approved BRC curriculum and safety standards and have received written recognition from MOST prior to training.
12. The MOST Vendor shall not conduct classes requiring artificial lighting on the Range i.e. non- daylight hours without prior written authorization from the Program Coordinator and Project Manager.

Training Site Equipment

13. MOST Vendor shall provide a training motorcycle for use by each student who has not brought his or her own motorcycle to the BRC or whose personal motorcycle does not satisfy the requirements of MOST Rules. All personal motorcycles used in any MOST course must be currently insured and pass a safety inspection. Training

motorcycles provided by the training site must also meet MOST Rules requirements.

14. MOST Vendor shall not permit nor require students to push, walk, or ride training motorcycles to or from storage areas before, during or after the Range sessions. It is the responsibility of the MOST Instructor to have the training motorcycles in position before the Range session begins, and to return all equipment to their proper storage locations at the conclusion of riding activities.
15. MOST Vendor shall provide a helmet designed to comply with DOT standards for use by each student who has not brought to the course his or her own helmet. Students providing their own helmet must provide a helmet that fits properly, is designed to comply with DOT standards, is in good condition, and free from any provocative, suggestive, or offensive themes, slogans, and/or graphics.
16. The MOST Instructor must ensure that any student provided equipment used in the course meets the applicable MOST selection criteria. Students using their own motorcycle must sign a liability waiver.
17. MOST Vendor will ensure that each student enrolled in any MOST approved BRC receives all printed material required for the approved BRC curriculum provider to use during the classroom portion of the course, and be allowed to keep their copy of the course materials at the conclusion of the course.

Quality Assurance Review

18. MOST Vendor shall participate and cooperate with the Program Coordinator, Project Manager or designee(s) during a Quality Assurance Review.
19. MOST Vendor shall monitor Basic Rider Courses regularly to ensure Training Site Manager and MOST Instructors are following MOST guidelines and any MOST approved BRC curriculum guidelines.
20. Upon becoming aware of any potential or actual problems effecting training delivery, or any circumstances that could compromise the quality or safety of the training, MOST Vendor shall notify the Project Manager immediately. The Project Manager will notify the Program Coordinator of the situation and coordinate corrective action as needed.

Emergency Notification

21. In case of any serious crash/incident or medical emergency, Training Site's MOST Instructors are required to act immediately to deal with the medical needs of any injured parties and call 911 to have emergency personnel dispatched. Records/Incident Report Forms shall be kept of each incident. The Project Manager must be notified by telephone as soon as possible, or no later than 72 hours after the incident. A CSP approved Incident Report Form (with ALL blank spaces completed) must also be emailed to the CSP no later than 72 hours after the Incident. The MOST Instructor or Training Site Manager may check on the condition of the injured party either by phone or hospital visit, unless MOST Vendor insurance provider advises differently.
22. MOST Vendor, Training Site Manager or MOST Instructor will immediately notify the Program Coordinator in writing of any claim or lawsuit arising from or relating to

training at Training Site or MOST Vendor's performance of this Agreement.

Training Site Reporting Responsibilities

23. MOST Vendor shall use the MSF RiderCourse Enrollment System (RES) to record information on all students trained including name, address, driver's license information, telephone number, e-mail address, class start and end dates, class location, type of training received, pass/fail status, test scores, and BASIC RIDER COURSE Completion Card serial or other CSP-approved/DOR-recognized completion forms number. Course data shall be logged into the RES no later than 2 business days after course completion.
24. MOST Vendor shall enter all driver's license or permit numbers in RES without spaces or dashes (hyphens) between the digits.
25. MOST Vendor shall maintain copies of all student training records (including, but not necessarily limited to, registration information, liability waivers, and completion cards), and other materials pertaining to operations under this Agreement throughout the term of this Agreement and any renewal thereof and for at least three (3) years following date of termination of the Agreement. All such materials shall be made available for review and/or copying to CSP or their designee upon request.
26. MOST Vendor shall direct all communications concerning MOST, or pursuant to this Agreement, to the Program Coordinator.
27. MOST Vendor shall comply with CSP and MSF rules and federal and state laws to maintain the privacy and security of all student records and information.

TRAINING SITE MANAGER RESPONSIBILITIES

These responsibilities may be encompassed in the MOST Vendor position, according to each training site's business plan.

Basic Program Requirements

1. To the extent delegated by the MOST Vendor, the Training Site Manager may perform some or all of the tasks set forth in the Program Agreement.
2. MOST Vendors must adhere to all local and state laws regarding student instruction including laws governing CSP motorcycle safety programs (2 CCR 601-23 under CDOT; 8 CCR 1507-56 under CSP) and MOST recognized motorcycle MOST Instructors. MOST Vendors must take measures to ensure that all MOST Instructors working at their Training Site(s) are recognized by MOST prior to the start of any training.
3. Training Site Managers must maintain their curriculum certifications and MOST recognition status. Instructor Rules of Professional Conduct apply equally to Training Site Managers.
4. Training Site Manager shall conduct all activities in a manner consistent with the best interests of CSP, MOST, and motorcyclists across the state.

5. Training Site Manager is responsible for assigning MOST Instructors to all classes on the schedule after securing available times for both the Range and classroom sites.
6. Training Site Managers must attend at least one technical update or professional development workshop (PDW) annually, as mandated by MOST Rules.
7. Training Site Manager may also serve as a MOST Instructor, or MOST Quality Assurance Field Team member when approved by MOST to serve in that role.

Training Site Facilities and Equipment

8. Training Site Manager is responsible for the condition of the Range. Training Site Manager is responsible for ensuring that any debris or obstacle is removed from the Range prior to the start of training.
9. Training Site Manager is responsible, to the extent that the MOST Vendor delegates to him/her, to ensure that all required equipment is present and functional prior to the start of any MOST course. This includes motorcycles (fully operational, safe, and fueled), audio/visual equipment, BRC Handbooks or other CSP-approved course materials and all required forms, cones, and other materials necessary for training.
10. Training Site Manager is responsible for ensuring the security and maintenance of the training motorcycles and other Range equipment, including performing a safety inspection of each training motorcycle that will be ridden in any MOST course, prior to each training class. Training Site Manager shall conduct and document, or arrange for a qualified subcontractor to conduct and document, ongoing bike maintenance according to the manufacturer's recommendations and/or specifications.

Training Site Quality Assurance

11. Training Site Manager or qualified designee shall supervise and ensure high quality of instruction at his/her Training Site. Visiting the Training Site at regular intervals while classroom and Range instruction is occurring is required.
12. Training Site Manager is responsible for notifying the MOST Vendor of any problems with facilities and any incidents that occur during training.
13. Training Site Manager shall cooperate with all quality assurance activities initiated by CSP personnel or their designee, whether announced or unannounced.

Emergency Notification

14. Training Site Manager must have emergency site information including the physical address of the Range posted in a conspicuous location at each Training site's classroom and Range. Training Site Manager must have access to a telephone for program use. Training Site Manager is responsible for ensuring that all MOST Instructors at his/her Training Site know where the emergency information is located. Personal cell phones may be substituted for an on-site emergency telephone.

15. Training Site Manager is responsible for ensuring that the MOST Instructors have accurately and completely filled out Incident Report Form, including required signatures, for any crash/incident where injury to the student or damage to the motorcycle occurred.

Reporting Requirements

16. All student and course data, including each student's valid email address, shall be entered into RES no later than 2 business days after course completion. MOST Vendors must email to MSF the following items no later than 2 business days after course completion:

1. Course Completion Form, one for each separate class
2. Copies of all signed Student Waiver Forms

Classroom sections larger than 12 students shall be divided into sets of 12 by grouping together those students who completed the skill evaluation at the same time during the Range session with appropriate MOST Instructors assigned. Class paperwork submitted with sets greater than 12 (excluding students re-taking the skill evaluation) will not be accepted by and will be returned to the Training Site for sorting and resubmission.

Consistent failure to submit course information or paperwork on time may result in suspension or termination of the MOST Program Agreement.

Training Site Development & Maintenance

Placement of Training Sites

The MOST Training Site network shall be driven largely by open market concepts. CSP reserves the right to place Training Sites where it deems necessary to meet student demand and reduce wait-times for BRC training.

CSP or its designees will periodically assess the coverage of training, using appropriate quality and efficiency benchmarks including, but not limited to, student waiting periods, sales, registrations and marketing trends, demographics, information from CSP, and consultation with proximate Training sites, to determine the necessity for additional sites.

With the overarching goal of availability of training, the decision to open a new site will not be based on any type of geography-based protective or non-compete strategy. CSP will encourage a Training Site to market their training in a way that is reasonable and produces a reasonable return on investment. At the same time, Training Sites are encouraged to evaluate their reasonable limits of service within their broad geographic area before initiating a request for an additional Training site. CSP will not penalize a particular Training Site for establishing marketing efforts within their reasonable geographic area.

CSP reserves the right to approach current MOST Vendors to determine if expansion of training capacity is possible, establish new Training Sites through new or existing MOST Vendors, or operate such new Training Sites itself. These decisions will be based on an assessment of access and availability of training for students. Existing or potential Training Site personnel shall refrain from promulgating or advertising new site availability prior to formal MOST approval.

Adding a Range to an Existing Site

A MOST Vendor must have written approval from CSP before adding a new training Range to an existing Training Site location. An additional Range must be approved through the MOST Training Site approval process and through the Rider Education Recognition Program (RERP) (and/or other MOST-approved course Range approval) process. Failure to do so is considered Non-Compliance and may result in termination of the MOST Program Agreement.

Moving or Adjusting a Range

A MOST Vendor must have written approval from CSP before moving or adjusting a Range on an existing Training site location, regardless of distance. A new or relocated Range must be approved through the Training Site approval process and through the RERP (and/or other MOST-approved course Range approval) process. A new or relocated Range is not approved until a letter has been issued by the MOST Program that documents recognition of the new or relocated Range. The act of submitting documentation for a new or relocated Range does not constitute permission to operate the proposed Range. A new or relocated Range may only be used once the MOST Vendor has received the RERP (and/or other MOST-approved course Range approval) letter. Failure to follow this policy is considered Non-Compliance and may result in termination of the Program Agreement.

Loss of Training Site

The MOST Vendor shall facilitate training in Colorado in a manner that meets state-specific guidelines, policy, and/or law, as well as quality and quantity goals established by CSP. CSP must be made aware of the loss or potential loss of a training site.

If a single-site MOST Vendor loses the use of its Range, or if a multi-site MOST Vendor loses the opportunity to use one or more of its Ranges, and such loss inhibits its ability to maintain a reasonable waiting list time (under 60 days), MOST Vendor must submit in writing to CSP its plan to replace the Range, or its plan to offset (if a multi-location MOST Vendor) such loss through increased use of its other Ranges. Such a plan must demonstrate that its replacement/compensation efforts will be in effect within 45 days. The Project Manager may assist MOST Vendor's efforts, but should be considered a supplemental rather than primary resource. CSP reserves the right to establish a new Training Site to replace any Training Site that MOST Vendor has lost its ability to use.

If, after 30 days, it is determined that the MOST Vendor is not making a good faith effort to develop a new Training Site or institute measures to offset losses with other training sites, CSP reserves the right to take steps to meet the needs for training by approaching another MOST Vendor.

In the event the MOST Vendor plans to cease business operations, MOST Vendor shall notify CSP within 30 business days prior to ceasing operations and shall make training records available for copying by MOST. Training Site personnel should refrain from making public notifications prior to MOST notification.

Consequences of Non-Compliance

The Project Manager shall facilitate training in Colorado in a manner that meets state-specific guidelines, policy, and/or law as well as quality and quantity goals established by CSP.

The Project Manager will address any issues encountered by MOST Vendors that impair their ability to meet obligations under its agreement with CSP.

Failure to comply with MOST Policies and Procedures, and/or 2 CCR 601-23 under CDOT; 8 CCR 1507-56 under CSP may result in disciplinary action up to and including termination of the Program Agreement, with the loss of MOST-recognition, and/or decertification of a MOST Instructor involved in such non-compliance.

A probationary or suspension period may precede termination. A verbal or written warning may precede the probationary or suspension period or termination of the Program Agreement, or loss of MOST-recognition. The decision for warning, probation, suspension or termination is at the sole discretion of CSP, and shall be based on the severity and/or consistency of the non-compliance.

In addition to specific violations of the MOST Program Vendor Agreement, RERP Agreement (or its equivalent for non-MSF curricula), applicable rules, applicable statutes, and these Policies and Procedures, non-compliance behaviors that may lead to probation or termination of the MOST Program Vendor Agreement or MOST-recognition include, but are not limited to:

- Allowing an unsafe condition to exist during the Range exercises or otherwise putting students at unreasonable risk.
- Conducting in-course riding demonstrations without wearing required safety equipment, or otherwise demonstrating unsafe conduct.
- Violating curriculum guidelines, including substantive deviations from the Instructor/Trainer Guide or the Range Cards.
- Failing to use the Range Cards for all lessons.
- Allowing more than the maximum allowable number of students on the Range (as per RERP or other CSP-approved course specifications).
- Failing to follow policies and procedures regarding issuing Course Completion documents.
- Failing to submit required documentation on time or in proper format.

Termination of MOST Program Agreement

Upon termination of the Program Agreement, or upon non-renewal or non-replacement of this Agreement, MOST Vendor shall cease representing itself as a certified MOST Vendor or sub-contracted training facility, or promoting itself as having any relationship with MOST or CSP.

Either MOST Vendor or CSP may terminate this Agreement, without cause, upon 60 days' written notice of same to the other party.

CSP may terminate the Program Agreement immediately for: (1) breach of any provision of the Agreement; (2) failure to implement supplements or modifications prescribed by MOST within the time allotted (as described in Section B.8. and E.8.); or (3) failure of MOST Vendor to implement corrective measures within the time frame established.

II. MOST INSTRUCTOR RESPONSIBILITIES

Instructors who are recognized by MOST have several responsibilities beyond the standards and guidelines provided in the Instructor/Trainer Guide, the Instructor/Trainer Rules of Professional Conduct, and/or guidelines put forth for other CSP-approved courses. MOST Program Rules 2 CCR 601-23 under CDOT; 8 CCR 1507-56 under CSP is incorporated into these responsibilities by reference.

MOST approved Instructor Training Responsibilities

1. MOST Instructors will exhibit professionalism, integrity, respect, and excellence at all times, honorably and appropriately represent the MOST Program, CSP, and the MOST Vendor(s) to the students and the public.
2. MOST Instructors are equally responsible for effective Range and classroom instruction. The MOST Program does not recognize indications of primary and secondary Instructors.
3. MOST Instructors should arrive at the Training Site prior to scheduled class start times and leave after facilities and equipment have been secured.
4. MOST Instructors must ensure that both sections of the waiver/liability form are signed and dated by the participant and also signed by a parent or guardian if the participant is under 18 years of age. The signature of a parent or guardian must be witnessed by a MOST Instructor or be properly notarized.
5. MOST Instructors must use MOST approved BRC Range Cards, MOST approved Instructor/Trainer Guide and all other curriculum materials as intended.
6. MOST Instructors shall follow the scheduled breaks as defined in the Range Cards. Additional breaks to accommodate weather or other conditions may be provided at the discretion of the MOST Instructor.
7. MOST Instructors shall ensure that anyone mounting a motorcycle is wearing proper protective gear prior to doing so.
8. MOST Instructors may approve the use of student-owned safety helmets if the helmet complies with US D.O.T. standard and is verified for appropriate fit.
9. MOST Instructors should take reasonable precautions to ensure the safety of each student.
10. The MOST Instructor is responsible for the condition of the Range when this duty has been delegated to the MOST Instructor or when the responsible party is not present. The MOST Instructor must make sure the Range and/or classroom is in safe and usable condition.
11. MOST Instructors are responsible for counseling out participants who present a safety hazard to themselves or others, or who are disruptive in a class to the point it adversely affects the low-risk and positive learning environment.
12. MOST Instructors are responsible for fully and accurately completing the Incident Report Form if a crash/incident occurs. A complete Incident Report Form has NO BLANK SPACES. MOST Instructors are also responsible for notifying the

appropriate MOST and/or public safety personnel.

13. MOST Instructors responsible for classroom instruction must determine if any participants have reading problems prior to instruction and/or the knowledge test. MOST Instructors may read the knowledge test items to students having reading or comprehension difficulty. Other student learning challenges that have been identified by the registration personnel must be resolved prior to the student entering the classroom.
14. Under no circumstances may participants exchange and score each other's tests. A participant who fails the Knowledge Test may continue the riding portion of the MOST approved BRC if, in the judgment of the MOST Instructor, the participant has the capability of doing so without creating undue risk. In the event a participant successfully completes the MOST approved BRC Knowledge Test but does not successfully complete the MOST approved BRC Skill Test, one Skill Test re-take is permitted. One Knowledge Test re-take is allowed to accommodate unexpected disability or comprehension difficulties. The MOST Instructor should exercise discretion in considering any safety issues associated with a particular student's second attempt. If a retest is provided, the entire test must be re-taken, not just the unsuccessful evaluation exercises. Training Site-specific guidelines should be established about the timing of the re-take.
15. MOST Instructors shall not permit nor require students to push, walk, or ride training motorcycles to or from the Range (e.g., from Range area to storage area or classroom). Participants who ride at any time during a course must be under the supervision of a MOST Instructor and on the recognized Range area. Course insurance may not cover students outside the boundaries of the Range area, or during non-curriculum activities.
16. MOST Instructors shall not allow course participants to ride training motorcycles (or student motorcycles on/around the Range) after the point that the MOST approved BRC is complete. The insurance may be no longer in effect when the course session is complete.
17. MOST Instructors must cooperate with all quality assurance activities initiated by the MOST and/or CSP personnel or their designee, whether announced or unannounced.
18. MOST Instructors are not permitted to smoke while classes are in session, except during scheduled breaks and in designated areas.
19. MOST Instructors are not permitted to use cell phones while in the classroom or on the Range unless in an emergency situation (i.e., calling emergency services in the event of an Incident). This includes texting or the use of a cordless headset or "Bluetooth" device.
20. MOST Instructors are not permitted to ride on a motorcycle with a student. At no time during the MOST approved BRC may there be more than one person on a motorcycle. The only exception to this rule is the Evergreen Safety Council Sidecar/Trike Education Program, where students normally serve as a counter-balance in early exercises.
21. MOST Instructors are not permitted to perform any Range layout or maintenance functions while on a training motorcycle. Materials may not be transported on a training motorcycle and Range cones may not be distributed from a training

motorcycle or other vehicle.

22. It is the responsibility of the MOST Instructors to have the training motorcycles in position before the Range session begins. BRC Range sessions are to be conducted away from the classroom building or storage container.

MOST Instructor Certifications and MOST Recognition

All MOST Instructors wishing to teach in MOST must, in addition to MSF Certification or certification in other CSP-approved courses, meet requirements as described in 2 CCR 601-23 under CDOT; 8 CCR 1507-56 under CSP. The minimum requirements for MOST Instructor candidates are derived from the Motorcycle Safety Foundation's standards and CSP requirements.

At minimum, a MOST Instructor candidate must:

1. Be at least twenty-one years of age (this is required by State Statute)
2. Have a valid Colorado driver license with motorcycle endorsement and at least three years of licensed riding experience
3. Pass a Colorado Bureau of Investigation background check
4. Submission of current DOR driving record abstract (DOR Form DR2559).
5. Have a high school or high school equivalency diploma
6. Have no driver license suspension or revocation and no alcohol related driving conviction within the three (3) years prior to becoming an MOST Instructor.

Other requirements may be enforced by developers/publishers of CSP-approved courses for MOST. Consult the current published requirements for MOST Instructor Candidates prior to beginning the training process.

INSTRUCTOR TRAINING PROCESS AND REQUIREMENTS

- While the contract between MSF and the State is in effect, as amended, Instructor Training is provided at no cost to Colorado residents intending to teach MOST courses.
- New MOST Instructor Candidates must contact the Project Manager for details and scheduling of Instructor Training classes.

MOST Instructor recertification Candidates shall refer to the MOST Instructor Recertification Policy published on the MOST Program's website for more details.

- All incomplete MOST Instructor applications will be discarded and destroyed after 90 days following submission and new applications must be submitted with current DOR records. Approved MOST Vendors are advised to retain MOST Instructor Applications and supporting documents until an RCP/Instructor Training Schedule is confirmed. At that time the approved MOST Vendor or Training Site Manager should contact the Project Manager about space available in upcoming RCP/Instructor Training courses. Then the Candidate's Application should be submitted to the Project Manager.
- MOST Instructors who graduate from an RCP/Instructor Training must be recognized by CSP before they teach any classes.
- Under MOST, all RCPs and Instructor Training courses will be planned and conducted by MOST or with organizations contracted by MOST. RCP/Instructor

Training course dates will be announced as dates and locations are finalized. MOST Vendors should inform the Project Manager when they see a need for additional new Instructors.

- MOST Instructors must adhere to the MOST Policies and Procedures. Approved MOST Vendors must ensure that MOST Instructors have reviewed the MOST Policies and Procedures Manual, and signed acknowledging their understanding.

MOST Instructor Recertification

- MOST Instructor recertification Candidates shall refer to the MOST Instructor Recertification Policy published on the MOST Program's website for more details.
- MOST Instructors are responsible for maintaining their certification(s) according to the recertification requirements of the curriculum developer/provider (for CSP-approved courses).
- Approved MOST Vendors shall not send MOST Instructor Candidates to out-of-state or non-MOST RCP/Instructor Training course(s) without prior written authorization from the Program Coordinator.
- MOST Instructors must attend all technical updates and PDW updates that are mandated by MOST and CSP. At the discretion of MOST, a make-up session and/or other assignments may be considered. Exceptions are possible on a case-by-case basis for such occurrences as family and medical leave, illness, military duties and other special situations. All make up sessions and/or assignments must be completed and approved by the Program Coordinator and Project Manager prior to the MOST Instructor conducting MOST courses.
- The primary method of communication to the MOST training community is through e mail. It is therefore crucial that all MOST Instructors keep their contact information current with CSP. In the case that a MOST Instructor does not maintain an email address, the MOST Instructor must make arrangements for the approved MOST Vendor or Training Site Manager to forward any electronic communications from MOST.
- Any update or activity that addresses only administrative issues will not be accepted as a professional development activity.

Legal and Illegal Drug and Alcohol Use by MOST Instructors or MOST Instructor/Trainers

- The use of or being under the influence of any legally obtained drug by a MOST Instructor or MOST Instructor/Trainer while performing MOST business, duties and responsibilities or while in a MOST-specific facility, is prohibited to the extent such use or influence may adversely affect the safety of co-workers or members of the public, the MOST Instructor or MOST Instructor/Trainer's job performance, or the safe and efficient operation of the MOST facility. A MOST Instructor or MOST Instructor/Trainer may continue to work, even though under the influence of a legal drug, if it is determined they do not pose a threat to his or her own safety or the safety of co-workers and that the MOST Instructors or MOST Instructor/Trainer's job performance is not significantly affected by the legal drug. Otherwise, the MOST Instructor or

MOST Instructor/Trainer may be required to take a leave of absence or comply with other appropriate action. Note: A legal drug includes prescribed drugs and over-the-counter drugs which have been legally obtained and are being used for the purpose for which they were prescribed or manufactured.

- The use, sale, purchase, transfer or possession of any illegal drug or alcohol by any MOST Instructor or MOST Instructor/Trainer while in or near a MOST facility or while performing MOST business is prohibited. The presence of any illegal drug or alcohol in a MOST Instructor or MOST Instructor/Trainer's system while performing MOST business or while in a MOST-used facility is prohibited.
- A MOST Instructor or MOST Instructor/Trainer's use of an illegal drug or alcohol can pose a significant threat to the safety of others. MOST Instructors or MOST Instructor/Trainers who suspect or have been informed of the use of an illegal drug related to MOST activities, are to report such suspected illegal drug or alcohol use to the Program Coordinator.
- Violation of policies related to the use of legal drugs or the possession or use of legal or illegal drugs or alcohol could result in disciplinary action, up to and including termination, even for the first offense.

CSP personnel may conduct unannounced searches for illegal drugs or alcohol in MOST facilities or facilities used by MOST. MOST Instructors or MOST Instructor/Trainers are expected to cooperate in the event of such searches.

Firearms / Weapons

- No firearms or weapons of any kind are to be exhibited or displayed in any MOST classroom or Range facility, unless by an authorized law enforcement agent in the conduct of their official duties.

MOST Instructor and MOST Instructor/Trainer Rules of Professional Conduct

- Certified MOST Instructors or MOST Instructor/Trainers who are approved by MOST must adhere to the MOST Instructor/Trainer Rules of Professional Conduct. This form is provided for signature during the MOST Instructor/Trainer class, and rules re-acknowledged on the recertification form.

MOST Trade Practices

- MOST Instructors or MOST Instructor/Trainers may work for more than one MOST Vendor. No Approved MOST Vendor or Training Site Manager can restrict a MOST Instructor or MOST Instructor/Trainer from working at another site. MOST will post a list of all available MOST Instructors or MOST Instructor/Trainers via the MOST website.

Approved MOST Vendors must inform MOST of any site-specific disciplinary action taken against a MOST Instructor or MOST Instructor/Trainer that stems from violations of site policy that may affect MOST.

III. COURSE ADMINISTRATION

Course Participant Eligibility

Any individual who wishes to participate as a student in a BRC must meet MOST eligibility requirements.

Initial eligibility screening must be done when the prospective student first contacts the local training site for information. If they do not meet any of the license or education eligibility requirements, they should be advised by the MOST Vendor how to obtain the necessary permit, license or certificate.

License/Certificate Verifications

MOST Vendors or their designee(s) are responsible for verifying the eligibility of the student. The student must provide documentation of his/her eligibility to gain admittance to the first class session.

The student must record his or her name (as it appears on the driver's license, driver's license ID number, or permit number) or state-issued ID and completion date on the Student Registration Form. After physically examining these credentials, the Training Site representative must certify the student's eligibility by initialing or checking the appropriate box on the paper or online registration form.

Missing or incomplete license, permit and certificate number(s) and/or verification initials will necessitate an immediate audit of records by the Project Manager including Completion Card handling procedures.

Course Participant Special Conditions

Participating in a training course and learning to ride a motorcycle is an activity that requires many fundamental abilities. Motor skill ability, age, language limitations, or certain physical conditions may limit an individual's ability to learn to ride. 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.

When such a student registers for a course, the MOST Vendor offering the training course must attempt to accommodate the student by taking the following steps:

- If there is a hearing disability, Title II of the American with Disabilities Act requires that MOST provide an interpreter, free of charge, for any hearing-impaired individual that wishes to attend a training course. The MOST Vendor must call MOST to arrange for or get recommendations for an interpreter for hire. A family member or friend of the student may provide these services, but will not be paid by MOST, unless they have been recognized previously by MOST. When such a need arises, MOST will reimburse the interpreter. To qualify for reimbursement, the MOST Vendor or designee must contact MOST for guidelines and authorization prior to retaining an interpreter and conducting the course.
- MOST Vendors must inquire about any other disabilities that may prevent the student from completing the training at the time of registration. Reasonable accommodations, as required by law, shall be made.
- If there is a language barrier or problem other than hearing, the Training Site may

allow the student to bring with them a translator or helper in order to comprehend written material and/or the MOST Instructor's oral communication in the classroom. Translators and/or helpers must sign a waiver prior to entering the course environment. The MOST Instructor should discuss with the student and interpreter any additional assistance that may be necessary during the Range portion and make the appropriate yet reasonable adjustments. MOST will not reimburse the student monetarily in this case.

- Spanish materials: MSF has a Spanish-language version of the BRC knowledge test. MSF *Rider Handbooks* translated into Spanish are also available from MSF. Use the test and handbook for any Spanish-speaking student who has difficulty with English.
- If the student with special physical conditions has a specially modified motorcycle, the motorcycle may be used during training only if it meets BRC criteria for training motorcycles, and is insured to the minimum levels dictated by the state of Colorado, and is deemed safe by the MOST Instructor. If the Training Site Manager or MOST Instructor is unsure, he/she should refer the potential student to the DOR to seek a motorcycle permit. This allows the DOR to rule on the individual's ability to be licensed.
- Charging a student additional tuition or course fees for meeting their special circumstances should be avoided.

No Guarantee of License Endorsement

Although successful completion of the BRC currently serves to waive the DOR riding skill test, MOST does not guarantee that completion of the BRC will ensure that the individual will be issued a motorcycle endorsement on a Colorado driver license.

Class Size

The MOST QAV form will note whether the required class ratio was observed.

MOST Course Registration / Completion Forms

MOST Vendors have the option to offer online registration to students via RES. If a training site chooses to participate in RES, a student is able to search for a class by ZIP Code, city, training site or time and register for their choice online. When the course is filled, or closed by the MOST Vendor, or on the day the course begins, the MOST Vendor may then print a course roster directly from RES. Once the class has been completed, the MOST Vendor or Training Site Manager must enter student knowledge and skill test scores, completion card number and any other pertinent information into RES. Hard copies of training information will still be required for verification.

The student registration form, waiver form, and the indemnification form must be completed before the student begins any portion of any BRC training program.

Student Registration Form: Course participants should complete the form at time of registration or verify information entered on his/her behalf during telephone registration if not enrolling via RES or other Training Site-operated system that collects student information required for course reporting. MOST Training Site-authorized personnel must verify participant eligibility and identification. MOST Instructors must inspect the eligible student's driver's license to ensure it is valid and current.

MOST Motorcycle Safety Course Waiver Form: The waiver form is separate from the Student Registration Form. The waiver portion of the Student Registration Form will not be accessible through RES. The waiver form will always require a student signature witnessed by a MOST Instructor who must ensure the form is complete with student printed name, student signature and date provided for all sections of the waiver form.

Students younger than 18 must also have their parent or guardian sign the waiver form in the presence of a Training Site-authorized representative. If a parent or guardian is unable to do this, the student must bring the waiver form notarized and signed by the parent or guardian to the first class session. Visit RES to download the document or request a copy from the Project Manager. MOST Vendors must email the student waiver form to MSF and keep one copy for their files.

Supplementary Waiver/Indemnification Forms: Repeat students must complete new registration and waiver forms when they return for additional training, testing, or completion with any class other than their original class regardless of whether the MOST Vendor charges the student an additional fee. Students younger than 18 must have their parent or guardian sign the forms in the presence of a Training Site representative or notarized as indicated above.

The Course Completion Form provides a summary of course completion information, including type of course conducted, MOST Instructor names, and numbers of students in various categories, including the number of students issued Completion Cards.

When reporting this information to MOST, students must be in sets of no more than 12, grouping them together by indicating the 12 students who completed the skill evaluation at the same time during their final Range class, regardless of how large the classroom portion was. This procedure is essential so that the MOST Quality Assurance personnel are able to contact students who attended the same Range sessions for any follow-up feedback.

Submitting Course Packets to MOST

MOST Vendors must submit course completion packets for each training class no later than 2 business days after class completion. Repeated failure to enter data or submit reports on time may result in suspension or termination of the Program Agreement.

The MOST Vendor shall prepare a course packets as described below. The course packet must include a Course Completion Form and Course Waiver/Indemnification Forms for each student who began the course. Separate course packets must be submitted for different types of courses.

Copies of student records, including student tests, must be maintained by MOST Vendors as described in the Program Agreement.

Student records shall not be sold, shared, or used for commercial marketing purposes. All such materials shall be made available for review and/or copying by CSP upon its request.

The completed course packet must be assembled in the following order:

1. Course Completion Form (generated by RES)
2. Student Waiver Forms

DO NOT insert extraneous forms inside course packets (e.g., Incident Report Forms or Replacement WAIVER/COMPLETION CARD Forms)

BASIC RIDER COURSE Completion Card Eligibility Requirements

To be eligible for a BRC Completion Card, a student must attend all classroom and Range sessions of the BRC and pass both the knowledge and skill tests required as part of the BRC curriculum. If a student is unsuccessful in completing the Knowledge Test, one Knowledge Test re-take is allowed to accommodate unexpected disability or comprehension difficulties. A participant who fails the knowledge test may continue the Range portion of the BRC if, in the judgment of the MOST Instructor(s), the participant has the capability to do so without creating undue risk.

In the event a participant successfully completes the BRC Knowledge Test but does not successfully complete the BRC Skill Test, one Skills Test re-take is permitted at the discretion of the MOST Instructor(s). If a re-take is granted, the entire test must be re-taken, not just the unsuccessful test runs. Training Site-specific guidelines should be established about the timing of the re-take, and should consider the needs of the student. A training site may charge students a reasonable fee to retake the Skill Test.

The BRC Completion Card shall only be issued to qualified students.

Replacement Completion Cards

MOST Vendors may issue replacement BRC Completion Cards to students who have had their original certificates lost, stolen or mutilated. The student must request, in writing, a duplicate BRC Completion Card from the training site where the course was originally taken. The request must include student's name, date of birth, driver's license number, mailing address, telephone number and reason for request. Upon verification of successful course completion, MOST Vendors should issue a new BRC Completion Card from their own inventories. **The Course Completion Date provided on the replacement card should be the same as on the original card.** The MOST Vendor shall use RES to document the replacement card number and reason for reissuance. Training Sites may charge reasonable additional processing fees for this service.

In the case of a damaged or defaced BRC Completion Card, forward the card number to MOST with all other voided BRC Completion Card numbers within 10 days of voiding. Defaced or otherwise unusable card numbers must be provided to the Program Coordinator within 10 days of issuance of a replacement card.

MOST Vendor Handling of Completion Cards

The need for MOST Vendors to control MOST-specific BRC Completion Card inventory cannot be overemphasized. The BRC Completion Cards are a state-recognized license waiver document. Each and every BRC Completion Card must be accounted for at all times.

Official serialized MOST-specific BRC Completion Cards will be distributed by the Project Manager to MOST Vendors on an as-needed basis. The number of Completion Cards supplied to the Training site will be based on the current and/or anticipated training demand of the Training site, and will normally not exceed a 60-day supply. Completion Cards shall be secured and handled by Training Site managers as follows:

- The BRC Completion Card package is sent to the Training Site by a method that tracks shipment and receipt of the package.
- Prior to shipment of BRC Completion Cards, an inventory check will be conducted by the Project Manager. MOST Vendors must verify their current BRC Completion Card inventory before additional cards will be provided.
- The BRC Completion Cards are signed for, counted and verified by the MOST Vendor or his/her designee, then stored in a secure, designated area at the MOST Vendor's administrative office. Only personnel who are authorized to sign BRC Completion Cards should have access to the cards.
- BRC Completion Cards shall not be pre-signed.
- If a MOST Vendor has remaining BRC Completion Cards on hand when new cards are received, place the new cards on the bottom of the stack in order to maintain the sequence of numbers, with the lowest numbers used first.
- MOST Vendors are responsible for maintaining and ordering Completion Cards. A 60-day supply is appropriate. The Project Manager may, at their discretion, limit the supply of BRC Completion Cards to any MOST Vendor.
- All students shall be given the option to have their skill evaluation score sheet reviewed in private. Upon successful completion of the BRC, students shall receive a BRC Completion Card from the Training Site personnel.

The option of picking up the BRC Completion Card from the MOST Vendor's office may be given to students, but MOST Vendors are not required to allow it.

Voiding a BRC Completion Card

All Completion Cards are reviewed by the Project Manager before being issued to MOST Vendors. A MOST Vendor must void a Completion Card number if any mistake is discovered, whether it is an administrative error or printer error such as no serial number printed on the card. Scratching out and writing over or using whiteout is not an acceptable practice for completing the cards.

Control of COURSE Completion Cards

The Project Manager will maintain a master list of all Completion Cards approved by CSP/DOR and a running account by serial number, date of issuance, and mail receipt of all the cards sent to each Training site. When the Completion Card numbers are entered into a control system (whether by CSP, MSF, or by the MOST Vendor), the number is automatically checked against the series of numbers listed for each Training site. Thus, the system has a self-auditing function.

MOST Vendor tracking of BRC Completion Card numbers is critical. Administrative quality assurance visits will incorporate the reconciliation of serialized BRC Completion Cards provided to MOST Vendors and issued to students. Unaccounted for BRC Completion Cards will result in immediate requests for resolution. If a MOST Vendor is unable to account for BRC Completion Cards issued by the Project Manager, appropriate action, up to and including termination of the Program Agreement, will be taken.

If a MOST Vendor becomes aware of fraudulent use of Completion Cards, the MOST Vendor must notify the Project Manager and Program Coordinator immediately.

MOST Vendors shall participate in audits of Completion Cards in cooperation with the Project Manager and account for any missing Cards.

Registration Policies on Failing, Self-Drop, No-Show, Counseled-Out Students who Return for Completion

Each MOST Vendor shall develop written policies to cover handling re-registrations and re-registration fees. These policies must be made available to each registered student, either in written form or through a readily accessible public web page prior to participation in the course.

Regardless of the student's reason for repeating, or the MOST Vendor's policy on re-registration fees, each returning student must complete a new student registration form and execute a separate waiver for each course.

Customer Response Procedure

If a student contacts MOST directly, MOST will initially refer the issue to the Project Manager who will attempt to verify that the student has followed the standard MOST complaint procedure as outlined in the Customer Response Policy Document before moving forward. That is, the Project Manager will inquire whether the student has already spoken with the MOST Vendor to lodge their concern before beginning to investigate from the MOST office.

Basic Rider Course Published Materials

Each student who enrolls in a BRC must receive his/her own copy of the BASIC RIDER COURSE curriculum specific written materials at the beginning of the classroom session. These handbooks are to remain the property of the student at the conclusion of the course. Each MOST Vendor is required to have an adequate supply of BRC curriculum specific materials to ensure that every student is provided their own copy.

MOST Vendors may not photocopy, laminate or otherwise mass-produce copies of the BRC curriculum specific written materials.

Instructional materials (Instructor/Trainer Guides, curriculum specific materials) used in a BRC must be obtained from the curriculum provider.

Curriculum Products

The MOST Vendor agrees to provide a Basic Rider Course as minimum requirements of the Program agreement. The MOST Vendor must use the version of the approved BRC curriculum required.

In-Course Remediation

MOST Vendors (through their MOST Instructors) must consider proper coaching guidelines or alternative placement of students that are not progressing in the BRC in a manner that continuously supports personal safety and/or the safety of other class members.

Training Motorcycles

Training motorcycles in MOST courses must adhere to 2 CCR 601-23 under CDOT; 8 CCR 1507-56 under CSP. The 2 CCR 601-23 under CDOT; 8 CCR 1507-56 under CSP requirements take precedence over curriculum developer/provider specifications.

Motorcycles used in a BRC that is sponsored by a Training Site, whether MOST Vendor-owned, gained through the dealer loan program or participant-owned, must conform to the MOST Program Rules. Motorcycles that have been modified or that have aftermarket equipment added to conform to the criteria above may not be used as training motorcycles.

These criteria do not apply to student-owned motorcycles used in advanced training that may possess any displacement/height/weight combination.

Motorcycles, whether MOST Vendor-owned, loaned or participant-owned, must be in safe operating condition. Failure to maintain the motorcycles becomes a significant safety issue. The MOST Vendor must conduct or arrange for a qualified motorcycle mechanic to conduct both ongoing and yearly maintenance on each program motorcycle. MOST Vendor will certify and signify that maintenance has been completed on each motorcycle. MOST Vendors should follow the maintenance schedules and pre-ride inspections as prescribed in each motorcycle's respective owner's manual. If a MOST Vendor is not comfortable with basic maintenance upkeep of motorcycles, they are responsible for arranging for appropriate maintenance by qualified personnel. MOST Vendors shall not have students perform maintenance tasks or fuel motorcycles.

IV. STUDENT ASSESSMENT AND EVALUATION

A Passing Student

A passing student in MOST is a student who has attended all classroom and Range sessions and successfully completed criteria for both the skill test and the knowledge test.

Knowledge and skill test scores must be recorded on a student registration form. The student will be individually notified by the MOST Instructor at the completion of the testing at the Training Site. In the event any student does not pass, it is inappropriate for the MOST Instructors to call out the names of the students that passed as it may single out and embarrass student(s) who did not pass.

A Non-Passing Student

A non-passing student in MOST is a student who does not complete all classroom and Range sessions and/or is unsuccessful in completing the knowledge and/or skill test. Knowledge and skill test scores will be recorded on the student registration form and entered in the RES.

An important NOTE regarding learning disabilities or language barriers: MOST Instructors must use their judgment in determining whether or not a failure of knowledge test was due to a learning disability or language barrier. If a MOST Instructor determines that one or both of these factors play a role in the ability to take a test, reasonable accommodations should be employed, as applicable.

Students Who Do Not Complete the MOST BASIC RIDER COURSE

For each registered student who does not complete the BASIC RIDER COURSE, the training site or the MOST Instructor should use the "Student Notes" section in RES to document the reason a student did not complete the course. The notes section is at the bottom of the student record form in RES, and should be used to indicate when and why the student left the class, e.g. No- Show, Late to Class, Self-Drop, or Counseled Out. Use of the Student Notes section provides the training site and MOST with supporting documentation in the event the student later files a complaint or requests a refund.

Early Drop

On the course completion packet, the MOST Vendor will indicate if a student was an early drop if the student registered for the class, attended some or all of the classroom and only a portion of Range sessions. Reasons for an Early Drop may include, No-Show, Late Class Attendance, Self-Drop, or Counseled out by a MOST Instructor.

Late Drop

On the course completion packet, the MOST Vendor will indicate if a student was a late drop if the student registered for the class, attended some or all of the classroom, but did not complete Range sessions.

Reasons for Early/Late Drop

A Self-Drop Student

A self-drop student is a student who participates in part of a course, but voluntarily withdraws before completion. If such a student wishes to enroll again in the same Basic Rider Course, he/she may reasonably expect to pay the full course fee again. MOST Vendors should set a training site-specific policy for re-enrollment, course fees or other fees in such cases and notify students of this policy at the time of registration.

A No-Show Student

A no-show student is a student who has officially enrolled in a course but does not attend and has not notified the enrollment office prior to the first day of class. MOST Vendors should set a training site-specific policy for re-enrollment, course fees or other fees in such cases and notify students of this policy at the time of registration. A MOST Vendor should have a waiting list or a list of stand-by students that will enable him/her to fill a cancellation that occurs prior to the beginning of the class.

A Counseled-Out Student

A counseled-out student is a student who withdraws from the course after being counseled to do so by a MOST Instructor. This occurs when a student has demonstrated that they may be a danger to themselves or others in the course, or due to failure to achieve exercise objectives. A MOST Instructor may consider using the BRC Student Assessment Form to indicate the student's weaknesses and exercise progression. Attempt to obtain a student signature on this form prior to the student leaving the Range.

Counseling-out will be done as courteously and considerately as possible. Every reasonable effort should be made to provide remedial training, including offering Formal Remediation or enrollment in an Extended BRC (if available).

A MOST Instructor should utilize his/her professional judgment regarding Range safety and the safety of all students when deciding to counsel-out a student.

If a student is counseled out during the Range portion of the course after completing the written test, and wishes to sign up for the course a second time, the MOST Vendor should re-enroll the student according to established Training Site policy. The fee for the second attempt may be set by the MOST Vendor but cannot exceed the standard course fee. The student must start from the beginning of the Range session, but is not required to take the classroom portion and written test if that has been completed and passed.

Walk-in/Stand-by Policy

As with other business decisions, the walk-in policy should be established by each MOST Vendor. MOST Vendors are encouraged to use the walk-in policy to increase student access to Basic Rider Courses while continuing to meet the customer needs of those who pre-register. Registered students must have priority over walk-in students and returning students. The MOST Vendor or Training Site Manager should decide what sort of grace period will be allowed before a walk-in may take the place of a pre-registered student.

Attendance Policy

Students who arrive too late to gain important course and safety information, or disrupt the usual course of instruction, should not be admitted into the course. There are training site-specific variables, but generally if significant classroom content has been completed, or a Range exercise has begun, a student should not be permitted to participate. A MOST Vendor should develop and publish a policy to address students who arrive too late to meaningfully participate. These policies must be made available to each registered student, either in written form or through a readily accessible public web page prior to participation in

the course.

MOST Vendor Site Policies

Each MOST Vendor must provide a clear written statement to the student at the time of enrollment regarding its policies on tuition fees, fee refunds, retest fees, consequences of an early drop, a late drop, or due to a late arrival or no-show, counseling out and possible rescheduling procedures.

Each Training site is required to submit a copy of their Training Site policies in writing to the Project Manager immediately upon request.

MOST Student Response Policy

MOST will not generally intervene in a dispute between a student and a MOST Vendor that focuses on the policies and procedures that are Training Site-specific unless a situation reaches the level of attention that requires such intervention. Such situations will be reviewed by the Project Manager on a case-by-case basis and will attempt to involve consultation with any and all parties involved including the student, the MOST Vendor, and the MOST Instructor. Every attempt will be made to reach resolution in a timely manner.

V. QUALITY ASSURANCE

Quality Assurance Philosophy

Student safety on the Range must never be compromised. Other program quality indicators are essential for participant satisfaction and effective resource utilization. Quality assurance is the mechanism through which student safety on the Range is evidenced, and customer satisfaction and resource utilization can be monitored and evaluated. MOST Vendors will be encouraged to use a team-oriented approach to achieve a culture of Quality awareness throughout the MOST delivery system.

MOST quality assurance activities will be focused on ensuring statute and rule compliance as well as quality from delivery partners in administrative, curricular, instructional and evaluative areas. The MOST Quality Assurance Program will seek consistency and quality in both process and results with components that are designed to control contexts, inputs, processes, and outputs. As the QA team works with the MOST Vendor, the concern will be in recognizing both strengths and weaknesses of each Training Site, its administration and the performance of its MOST Instructor groups. The Project Manager will employ methods designed to ensure 100% MOST Vendor statute and rule compliance and encourage continuous quality improvement in delivery methods and customer service in order to maintain the highest quality BRC education.

The quality assurance efforts will focus on holding everyone involved in BRC training equally responsible for the quality of training and the program's overall effectiveness. Through initial training, follow-up mentoring, regular professional development workshops, and informal contact, MOST seeks to develop a level of judgment based on safety and learning principles that will be highly robust and powerful. In this way, MOST will place the emphasis on consistency of process and consistency of results.

Professional development that requires MOST Instructors to be active learners engaged in constant improvement makes the activity of being an MOST Instructor one way that quality and participant safety on the Range is maintained.

Along with this critical level of professional development, the Project Manager and Program Coordinator will continue to monitor standards through multiple methods including Training Site visits, non-compliance reports, mini-updates, contact with randomly selected students, regular student feedback surveys, and periodic student follow-up surveys.

MOST Quality Assurance Plan

Our MOST quality assurance efforts begin with clearly specified provisions in the Policies & Procedures Manual, MOST Statutes and Rules, and Program Agreement. Other documents will be added as approved by the Program Coordinator/CSP. The Training Site-specific documents serve as binding agreements with each MOST Vendor that their Training Site operations will meet or exceed standards set in MOST Rules. MOST Vendor Training Sites must comply with all contract provisions laid out in these documents. All MOST Vendor Training Site personnel are required to acknowledge with their signature that they have read and understand all relevant documents commensurate with their position and/or role in MOST. MOST Instructors must sign the Rules of Professional Conduct to attest that they will maintain the high professional standards agreed upon by the Project Manager and Program Coordinator.

Our ongoing quality assurance efforts will include Training Site visits, MOST Instructor application, certification and re-certification procedures, professional development and mentoring, information sharing and routine communication with stakeholders, and standardized formal evaluation and research efforts.

Training Site Visits

Quality and Assurance Training Site visits are required according to the official MOST Rules and are essential for firsthand observation of all MOST operations. Just like MOST Instructor and student interactions, the MOST quality assurance team personnel will interact with MOST Vendor Training Site personnel in a respectful and helpful way. The QA team will strive to work cooperatively toward improving any areas in each Training Site's operations, administrative processes, and instructional and evaluative aspects. Training Site visit protocols will seek to maintain a high challenge/low threat two-way learning environment of the same caliber that each MOST Instructor strives to establish and maintain with his/her students.

MOST will maintain a Quality Assurance Field Team to conduct Training Site visits, and training site-specific mini-updates. A member of the MOST Quality Assurance Field Team or other highly qualified trainer contractor will make a minimum of one quality assurance visit to each MOST Vendor Training Site annually. The Quality Assurance Team member will schedule approximately a one half-day for each visit. One Quality Assurance Visit (QAV) may be announced and scheduled with the MOST Vendor. Some QAV visits may be unannounced. Using a web-based system, QA Field Team Members will have real time information regarding MOST Instructor certifications and Training Site-specific notes and information. Their QAV reports are completed via this online system. Reports of the visits, with a completed QAV Form, will be available to CSP via the RES. After review, the MOST Vendor and any MOST Instructor involved in the visit will be notified of the completion of the form and invited to view the form through an online portal. In addition, electronic pdf copies of the QAV form will be sent to the Program Coordinator, the MOST Vendor, and any MOST Instructor observed during the visit. The QAV Form covers aspects of classroom, Range and administrative areas from both a consistency of process as well as quality of results perspective.

During the training site visits, the QA team member may interact with students about their experiences in a different part of the course than that being observed. The QA team member may interact with the MOST Instructor during breaks or following the conclusion of the class to share observations or ask relevant questions. The QA team member will not interrupt training or participate in any of the training unless invited to do so by the MOST Instructor. The QA team member may measure the Range exercise layouts and verify exercise modifications during the visit.

The MOST Vendor does not need to be present during the QAV, but can request to be called when the visit has commenced. Following review by the Quality Assurance team member, the QAV form will be forwarded to all relevant parties including MOST Vendor, and MOST Instructors who were observed. The online interactive system provides a mechanism for the MOST Vendor to provide updates regarding compliance issues. This mechanism is time-tracked and password protected so that only QA Managers and MOST Vendors can access this section of the QAV report.

If the QA visit brings any contract non-compliance or other quality issues to light, MOST quality assurance personnel will forward a Non-Compliance Report to the Project Manager who will notify the Program Coordinator and MOST Vendor. The form will outline any

violations or quality issues, required corrective action, time for completion and consequences for non-compliance. These reports are written documents that are sent via email, regular mail, and/or certified mail. The report identifies the non-compliance area and the area of the Policies and Procedures, MOST Statute and Rules that is found to be lacking. In addition, the report notes required corrective action to alleviate the non-compliance issue along with a timeline for completion.

Additional Technical Assistance Visits (TAV) or Training Site-specific mini-updates may be conducted for the purpose of developing working relationships with individual MOST Instructors.

Training Site-Specific Professional Development Workshops may be held to encourage open sharing of ideas, constructive coaching criticisms, peer evaluation, and mentoring. The QA Field Team has developed a set of activities for inclusion in these mini-updates and may provide a Training Site-specific mini-update to each Training site in Colorado each year.

The CSP or DOR may make unannounced visits to Training Sites as an additional oversight measure.

Professional Development Workshops

One way to develop quality and consistency among all MOST Vendors is for MOST to maintain contact with and personally develop all MOST Instructors under its administration. Therefore, in this critical area, through professional development efforts and quality assurance visits, MOST will interact directly with MOST Instructors who deliver the curriculum to evaluate their work both on the Range and in the classroom.

MOST will be conducting a minimum of one professional development activity per calendar year in various regions of the state beginning in 2017, using standard course materials. These activities will facilitate face-to-face interaction with all MOST Instructors every year. Professional Development topics will be developed in conjunction with the Quality Assurance Team, Project Manager and Program Coordinator.

Regular Information Communication Opportunities

MOST will seek to maintain informal contact via impromptu Training Site visits and communications such as emails or postings on the MOST website when applicable.

Frequent communication in the form of emails, telephone conversations and formal and informal meetings may enhance program and course consistency, quality and growth.

Formal Evaluation and Research Efforts

Random Student follow-up

The Quality Assurance plan includes a 10-item questionnaire that will be administered by telephone or email to randomly selected students. Questions may include tuition fee, waiting time, course length, appropriate receipt of BRC completion card, and general satisfaction.

Formal Program Evaluation

To further monitor the quality of the program, several other procedures will be implemented as part of the yearly program evaluation. MOST may contract with an outside vendor to conduct a complete evaluation of the program during any fiscal or calendar year. The evaluation may measure the standard

benchmarks and compliance issues that have been a part of the day-to- day performance measures. In addition, the survey may gather information regarding the riding experiences of course participants and how those experiences have been affected by their course participation. A random sampling procedure may be utilized in order to account for the voluntary basis of the regular student feedback surveys.

VI. INSURANCE REQUIREMENTS

Adequate insurance must be provided to protect all parties and entities involved in the training program. Comprehensive, collision, medical, professional liability, and general liability will be required for all MOST Vendors conducting training under MOST. Training Sites must provide proof that they have obtained the required insurance.

Insurance Requirements

MOST Vendors shall ensure that students, motorcycles, and certified MOST Instructors are adequately insured.

1. Commercial General Liability Insurance written on ISO occurrence form CG 00 01 10/93 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; and (d) \$50,000 any one fire.
2. Worker's Compensation Insurance as required by State statute, and Employer's Liability Insurance covering all employees acting within the course and 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 and the MOST-approved curriculum provider shall 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 policies shall include provisions preventing cancellation or non-renewal with at least 30 days' prior notice to the State of Colorado and the MOST approved curriculum provider, and MOST Vendor shall forward such notice to the State and the MOST- approved curriculum provider within seven days of MOST Vendor's receipt of such notice.
8. The insurance policies shall include clauses stating that each carrier waives all rights of recovery, under subrogation or otherwise, against State of Colorado and the MOST approved curriculum provider or the State, including agencies, institutions, organizations, officers, agents, employees, and volunteers.
9. Annual proof of insurance shall be provided to CSP before training commences in the new year.

VII. CRASH/INCIDENT REPORTING PROCEDURES

Emergency Requirements at the Training Site

Each MOST Vendor's Training Site must have an operational telephone (cell phone will suffice) as well as posting of emergency phone numbers and emergency instructions at each Training Site. Each MOST Vendor must have a camera at each site (phone cameras will suffice). The emergency instructions must include: the location of the emergency phone, the emergency phone numbers, directions to the nearest hospital, procedures for reporting incidents, report forms, and the physical address of the Range.

Each training site must have a fully stocked first aid kit readily available and visible. The kit must meet or exceed ANSI Z308.1-2203 minimum requirements for workplace first aid kits.

Each training site must have an operational fire extinguisher on the Range during training. The fire extinguisher must be fully charged, and should be inspected quarterly.

Handling an Incident

An incident is any situation where a student falls on the ground or there may otherwise be the potential for injury. This would include, but not be limited to, situations where one student's motorcycle strikes another student, a student's motorcycle strikes a wall or fence, motorcycle falls to the ground, or a student has a near-fall situation that requires extreme effort to recover. MOST Instructor must always err on the side of caution and thoroughly document through an approved Incident Report Form any and all incidents as required by the MOST Program Rules. Students may not realize they are injured at the time and the MOST Instructor must take all precautions to ensure the safety and comfort of the students.

A Serious Incident is one where death or severe injury occurs. Severe injury is an injury which results in broken bones, head injury, dislocated or distorted limbs, severe lacerations, or unconsciousness at or when taken from the incident scene. It does not include minor lacerations.

A Serious Injury has occurred when:

- The student is unable to continue due to the injury.
- Emergency services has been notified.

The MOST Instructor will act immediately to attend to the medical needs of any injured parties and will notify emergency services as necessary. If there is a Serious Incident as described above and the student is transported from the training site, the local police must be contacted and a record must be kept of the call. In the event of a Serious Incident, photographs must be taken of the Range area where the incident occurred and complete the witness statements section of the Incident Report Form.

This will ensure that the incident is properly documented before extremely important information is destroyed or altered, and witnesses are interviewed while still on-site.

In the event of any Serious Incident the MOST Instructor or MOST Vendor in charge must notify the Project Manager by telephone as soon as possible and no later than 72 hours after the incident. The Project Manager will notify the Program Coordinator. If the Serious Incident has occurred outside of regular business hours, call the Project Manager and leave a voicemail message. Immediately email the approved Incident Report Form to the Program

Coordinator. Give full details of the incident on the forms.

A BRC approved curriculum Incident Report Form must also be emailed to the Program Coordinator by the next business day. The MOST Vendor or Training Site Manager must ensure that all blank spaces have been completed before sending the report. The MOST Instructor or MOST Vendor may check on the condition of the injured party either by phone or hospital visit, unless otherwise instructed by their insurance provider.

Procedures for Reporting an Injury/Damage Incident

The MOST Instructor must file an Incident Report Form when there is any injury or potential injury or more than cosmetic damage to property. All incidents where someone falls and is injured or potentially injured (where, for example, the student may return in a day or two complaining of pain) or where the motorcycle sustains more than cosmetic damage must be reported.

- The MOST Instructor who is teaching at the time the incident occurs **must** complete the approved Incident Report Form
- ALL BLANK SPACES must be accurately and completely filled out. Incident Report Forms turned in with blank spaces will be returned to the MOST Vendor for completion.
- If emergency services were notified the Project Manager must be notified **by telephone** as soon as possible and no later than 72 hours after the incident. If the incident occurred outside of regular business hours, the Training Site Manager must leave a voice message with the Project Manager. The Project Manager will notify the Program Coordinator.
- The report will be sent to the Program Coordinator to be sent the appropriate parties. If a law enforcement report is written it will be sent to the Program Coordinator.

Occupational Safety and Health Administration (OSHA) Requirements

Each MOST Vendor must comply with applicable OSHA requirements that apply to non-high hazard employers for the appropriate category based on number of employees. OSHA has requirements for safety communication and training as well as workplace injury and illness reporting, record keeping and documentation requirements.

For further information, see: <http://www.osha.gov/>

VIII. ADDITIONAL TRAINING OR TOPICS

First Aid & CPR Training

All MOST Instructors must maintain at least Basic First Aid and Cardio Pulmonary Resuscitation (CPR) certification to remain eligible for MOST recognition. Advanced First Aid programs such as Accident Scene Management, Inc. (ASMI) or Certified First Responder / EMT are also acceptable.

The MOST Vendor is responsible for verifying that each of their MOST Instructors has completed any required additional training. MOST will make available up-to-date lists of certified MOST Instructors who have met training requirements on the MOST website. MOST Instructors who have met all MOST requirements will be listed in the RES.

IX. PUBLIC AWARENESS

Public Awareness Materials

The following MOST materials are provided in limited quantities to authorized Training Sites:

- Colorado Skill Rating Map
- Safety Brochures

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

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.

MOST Vendors are encouraged to visit dealers, high schools, colleges, and other events throughout their community and distribute the materials MOST provides.

Events/Promotions

MOST Vendors are 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 a MOST Vendor is invited to participate on behalf of MOST at a local event, or if a MOST 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:

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

If you would like to develop promotional material and use the CSP logo, or the MOST logo, you must obtain prior written authorization from CSP.



MOST

Motorcycle Operator Safety Training

MOST Policy Review Verification

I have read, understand, and agree to abide by the Colorado Motorcycle Operator Safety Training Program Policies & Procedures.

I understand that I am governed by the contents of this policy and CSP may change, rescind, or add to this policy from time to time in its sole absolute discretion, with or without prior notice. MOST will advise approved MOST Vendors and certified MOST Instructors or MOST Instructor Trainers of policy changes within a reasonable time and make revised policy material readily available for review.

MOST Vendor

(Name Printed): _____

(Signature): _____

Date: _____

Certified MOST Instructor

(Name Printed): _____

(Signature): _____

Date: _____

RC/INST ID#: _____