



MSF Quality Assurance Visit (QAV) Form

9797

RERP: RIDEWELL MOTORCYCLE TRAINING 125669

Site Name: MCCLELLAN BUSINESS PARK

Date: Saturday, July 26, 2014

Contact Person: LORETT KINNICUTT

QATeamMember: CHARMIA NIELSEN

RiderCoaches Observed: LORETT KINNICUTT

JOHN BOYER

Classroom Visit

- Classroom Visit checkboxes I, II, III, IV, Knowledge Test

Range Visit

- Range Visit checkboxes 1-8

Exercises Level 2

- Exercises Level 2 checkboxes 10-17, Skill Test

of Students in Classroom

On Range:

12

of Coaches in C/R:

On Range:

2

1. Overall Condition of the Site:

Exceeds Standards

A. Overall Comments:

The Quality Assurance Specialist (QAS) arrive at the site during Range Exercise (RE) 1 and observed from the parking lot. Rider Coaches (RCs) Kinnicutt and Boyer were very welcoming and encouraged a lot of conversation. This site sits on a parking lot in a business park. The initial impression is one of dedication to student comfort. There is a very generous canopy attached to the long side of the container, which has a separate shade that can be lowered as the sun moves during the day. Chairs, water, sodas, and snacks are available to the students, and on this very warm day there was an ice chest full of wet, iced towels for the students to cool themselves on breaks. In an old storage building adjacent to the range there is a brand new classroom for use on site instead of the previous classroom at a nearby hotel. The new room has many amenities including a restroom so that the old chemical restroom could be removed.

*1 = Unacceptable; 2 & 3 = Needs Improvement; 4 & 5 = Meets Standards; 6 & 7 = Exceeds Standards

Classroom:

2. Classroom environment was conducive to learner-centered activities (large enough, comfortable, appropriate furniture, appropriate equipment).

NA

3. Classroom instruction followed the 3-step sequence specified in the RiderCoach Guide.

NA

4. There was a high level of student involvement in the classroom instruction.

NA

5. The RiderCoach demonstrated appropriate communication skills in the classroom.

NA

10. Required classroom materials were given to every student at the beginning of the classroom.

NA

11. Overall Assessment of the Classroom:

NA

Overall:

6. There was a high level of mutual respect between the students and the RiderCoaches. (lack of intimidation, suitable volume & tone)

6

7. Objectives were accomplished within an appropriate amount of time.

6

8. The RiderCoaches appeared to have prepared sufficiently for the class.

7

9. Administrative aspects of the program are handled effectively (registration, student eligibility, liability forms).

NA

B. Comments on Classroom portion:



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Range:

12. RiderCoach positions supported a safe learning environment and enabled RC to assess and coach according to exercise objectives.

6

16. The demonstrations effectively showed path of travel and proper technique, and were ridden at speeds appropriate for course.

6

13. The coaching was done in a manner that assisted, rather than inhibited, learning, using the 4-step range coaching process.

6

17. Exercise duration allowed riders to fully meet objectives, practice and develop their skills.

6

14. The coaching followed the principles of good motor skill development.

6

18. The RiderCoaches conducted themselves in a friendly and professional manner. (appropriate language use & appearance)

6

15. The RiderCoaches demonstrated good range management skills by conducting safe, effective and efficient exercise transitions and reversals.

6

19. If applicable, counselling-out procedures were conducted appropriately.

NA

20. The Skill Test was administered correctly.

NA

21. Overall Assessment of the Range:

Exceeds Standards

C. Comments on Range portion:

RCs Kinnicutt and Boyer worked seamlessly together, carefully adjusting range positions for optimum safety and coaching. Rider CoachGuide (RCG) p. 30 adjust position to maximize overall control safety and rider-specific coaching. During RE 2 the coaches on two passes had their 6 students on opposite sides of the range and in an effort to keep the students moving had them ride at the same time effectively riding across the range "at" each other. RC Kinnicutt mentioned that they were careful to put more experienced students in the two center positions for safety anticipating a chance for interaction between riders. Between exercises the coaches would confer about the Path of travel (POT) and key learning points for the demonstrations as well as any concerns about any students' development. RCG p. 31 During team-teaching RCs must coordinate range management and coaching functions to facilitate positive learning and safety. For RE 3 RC John didn't realize that he only had 11 students for the narration of the Exercise, as soon as he noticed it he started over so that all 12 students had the benefit of the full briefing. The two coaches were always present in the staging area to participate in actively coaching the simulated practices. Demonstrations were ridden at novice speeds for the students benefit.

Compliance Issues:

22. Is the range Standard or Adjusted ?

Standard

Have exercise adjustments been filed with MSF/State agency (if applicable.?)

NA

23. The range markings were clear and visible.

Yes

clearly painted

24. The range was equipped with a first aid kit, fire extinguisher and emergency instructions.

Yes

All items were in cart at the side of the range and there were extra instructions for first aid and the hospital on the side of the container as well

25. The range was clear of debris and contained no safety hazards.

Yes

26. Motorcycles were clean, well maintained, in working condition and posed no safety hazard. (TCLOCS)

Yes

The motorcycles all appeared to meet TCLOCS as well as washed and waxed

27. Students and RiderCoaches wore the appropriate protective gear when on the motorcycles.

Yes

28. Appropriate Participant/RiderCoach ratio was observed.

Yes

12:2

29. The exercises were conducted in the prescribed sequence.

Yes

30. The RiderCoaches followed the instructional sequence of the Range Cards.

Yes



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- 31. The range area was secured to prevent any pedestrian or vehicle intrusion. Yes Coned off on the sides where there wasn't a fence.
- 32. Range aids performed only non-instructional functions. (Exercise demonstrations under supervision of RC is allowed.) Yes there was a Rider Coach Candidate shadowing this day, helping with cones.
- 33. MSF Completion cards were given to each student at the completion of the skill test (or other concluding activity.) NA
- 34. Course evaluation forms were given to each student at the completion of the skill test (or other concluding activity.) NA
- 35. If applicable, RiderCoaches completed MSF Incident reports appropriately. NA
- 36. Visit Debrief (If yes, enter topics discussed.) Yes Do you need to put the bikes back in neutral between part one and part two of Ex 2? The value of communication between coaches and student interaction
Be cautious about the cone placement during exercises so that it does not become overly important as regards color and placement.

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Supplemental Questions:

- 37. RiderCoach emphasized key messages in the classroom by focusing on self-assessment, self-reflection and rider responsibility. NA
- 38. RiderCoach used group knowledge and contributions to reinforce course's key messages. NA
- 39. RiderCoach used facilitation skills to adjust and adapt materials to the needs of the group. NA
- 40. RiderCoach included all required handouts, slides, and other course materials. NA
- 41. RiderCoach demonstrated an adequate knowledge base for the content of the course. 6
- 42. RiderCoach showed familiarity with the culture represented by course participants through language use and examples. 5
- 43. RiderCoach created an environment where participants could express significant opinions (even those outside of sanctioned behavior.) 7
- 44. RiderCoach modeled appropriate attitudes and behaviors in both classroom and range. 6
- 45. On the range, RiderCoach demonstrated ability to assess rider ability and apply appropriate coaching to facilitate riding skill progression. 6
- 46. RiderCoach established and maintained credibility as a safety professional. 6

D. Comments related to Supplemental Questions:

The coaches at this range are firm about safety but relaxed and funny at the same time. They have a few acronyms of their own: EKG=Engine cutoff, Key, and Gas.
For the debrief after Ex 6 Coach Kinnicutt's opening statement was "I'm Randy Rider and I have never ridden a motorcycle before and that looks scary, please tell me what to do". The students were anxious to tell here exactly how to ride and improve her skills with a lot of laughter but excellent suggestions about using the friction zone and looking ahead.

Points of Praise: Conformance above Standards:

**Due to the constant communication between coaches about student performance, they constantly supported the objective in the effective use of Observe, Analyze, Coach, and Reinforce. (OACR [RCG] p. 32) The students were over-heard multiple times during exercises and on break about the consistency of the two coaches and the non-intimidating correction.
RCG p. 32 "To reinforce is to acknowledge effort and success and to provide encouragement toward riding excellence".**

Recommendations for Improvement:



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