



MSF Quality Assurance Visit (QAV) Form

8543

RERP : **RIDEWELL MOTORCYCLE TRAINING**
125669

Site Name : **MCCLELLAN BUSINESS PARK** Date: **Sunday, July 21, 2013**

Contact Person **LORETT KINNICUTT** QATeamMember **CARL PULLEY**

RiderCoaches Observed: **LAVERN POWERS**

| | |
|--|--|
| Classroom Visit <input type="checkbox"/> | Range Visit <input checked="" type="checkbox"/> |
| <input type="checkbox"/> I <input type="checkbox"/> II | Exercises Level 1 |
| <input type="checkbox"/> III <input type="checkbox"/> IV | <input type="checkbox"/> 1 <input type="checkbox"/> 2 |
| <input type="checkbox"/> Knowledge Test | <input type="checkbox"/> 3 <input type="checkbox"/> 4 |
| | <input type="checkbox"/> 5 <input type="checkbox"/> 6 |
| | <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 |
| | Exercises Level 2 |
| | <input type="checkbox"/> 10 <input type="checkbox"/> 11 |
| | <input checked="" type="checkbox"/> 12 <input checked="" type="checkbox"/> 13 |
| | <input checked="" type="checkbox"/> 14 <input checked="" type="checkbox"/> 15 <input checked="" type="checkbox"/> 16 |
| | <input checked="" type="checkbox"/> 17 <input type="checkbox"/> Skill Test |

of Students in Classroom On Range: # of Coaches in C/R: On Range:

1. Overall Condition of the Site: **Exceeds Standards**

A. Overall Comments:

Two very well organized and tidy containers were located at the site. They included newer, good condition loaner helmets, a notice board, and range and motorcycle maintenance items. A permanent shade structure was erected beside one of the containers; it was positioned facing and close to the staging area. A table and chairs were set out for students under the shade structure. Free snacks, cooled soft drinks and water, and water moistened hand towels were available for students (the latter due to the hot weather). A magazine rack with motorcycle magazines and a site promotional banner were also set up in the student congregational area.

A range cart set between the shade structure and the staging area included a fire extinguisher, first-aid kit, emergency instructions, drinking water for students, and range equipment. A clean portable toilet was located behind one of the containers and included an air freshener and motorcycle safety posters. Hand sanitizer wipes were provided. All training motorcycles were clean and in very good operational and cosmetic condition.

The standard range was protected from vehicular and pedestrian traffic with fencing, buildings, and traffic cones. The range surface had recently been sealed/slurried and was flat, smooth, clean, and provided good traction. The range markings were newly painted and were highly visible against the dark asphalt surface. The staging area had been moved back from a telegraph pole as suggested in the Quality Assurance Report (QAR) #7392. It was located approximately 40' from the pole.

Site Administrators/Managers Loretta Kinnicutt and Patrick Rodgers were onsite conducting training motorcycle maintenance and providing customer service to students.

Due to the very high quality and condition of the site and its equipment, the attention to detail, and the high level of customer service and amenities, an "Exceeds Standards" rating is given.

*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).
- 3. Classroom instruction followed the 3-step sequence specified in the RiderCoach Guide.
- 4. There was a high level of student involvement in the classroom instruction.

Overall:

- 6. There was a high level of mutual respect between the students and the RiderCoaches. (lack of intimidation, suitable volume & tone)
- 7. Objectives were accomplished within an appropriate amount of time.
- 8. The RiderCoaches appeared to have prepared sufficiently for the class.