

## MCIA RIDE Code of Professional Practice

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Approved Training Bodies who become members of the MCIA RIDE industry approved training scheme agree to abide by the standards outlined in this code of professional practice. These standards reflect the position of trust that customers should have in training providers with regard to safe and effective training.

### Entry Requirements

Entry to the MCIA RIDE approved training scheme can be achieved through two distinct routes:

Route 1 - Manufacturer Endorsed Schemes which are agreed by MCIA RIDE.

Route 2 - DVSA Approved Training Bodies.

Route 1 - Manufacturer Endorsed Schemes	Route 2 - DVSA Approved Training Bodies (ATBs)
<ul style="list-style-type: none"> <li>• Honda Approved Motorcycle Training</li> <li>• Kawasaki Rider Training Services</li> <li>• BMW</li> </ul>	<ul style="list-style-type: none"> <li>• Latest DVSA Compliance Check Form (no risks identified)*</li> <li>• Copy of public and professional indemnity certificate</li> <li>• Customer feedback review (Google, Facebook etc)</li> <li>• Signed copy of MCIA RIDE Code of Practice</li> </ul>

\* Where a DVSA Compliance check is not available then the latest DVSA instructor monitoring report is to be submitted for each instructor operating within the ATB.

## MCIA RIDE Code of Professional Practice

### The Five Pillars of Good Practice

MCIA RIDE members and their staff must comply with all relevant legislation, regulatory requirements, official guidance, and any future amendments to such requirements during the course of providing rider training services. The code consists of 5 pillars of good practice:

**Pillar 1 – Management**

**Pillar 2 – Quality**

**Pillar 3 – Safety**

**Pillar 4 – Training**

**Pillar 5 – Personal Behaviours**

### Pillar 1 - Management

1.0 An Approved Training Body (ATB) Owner will at all times ensure their organisation operates in accordance with the DVSA ATB Manual.

1.1 Inform MCIA RIDE of any DVSA Compliance reports which have actions or require a letter of representation. If a relevant DVSA compliance report is not made known to MCIA RIDE, and later comes to light then membership may be cancelled.

1.2 That their business complies with all Corporate and Business legislation appropriate for the status of the business (Sole Trader, Partnership, LLP, Franchise or Limited Company).

1.3 Compliance with Health and Safety regulations.

1.4 That their business has sound financial records and that all monies paid to the business as deposits or pre-payments for test are safeguarded against loss.

1.5 That written receipts/invoices are issued for payments made and received.



Industry Approved Motorcycle Training

## Membership and Code of Professional Practice – ATB Owner

1.6 Holds policies and procedures appropriate to the size of the ATB such as Health and Safety, Data Protection (including the use and storage of video or audio made in or around the training area), and customer service.

1.7 Monitor the performance of the ATB to improve the customer experience and test pass rates.

1.8 Commit to developing instructors through the completion of the DVSA mandated instructor monitoring requirements and professional development opportunities.

1.9 Hold employer (where instructors are employed), public liability and professional indemnity insurances.

1.10 Have available a customer complaints and refunds policy which aims to satisfy the customer's requirements and protects the reputation of the ATB and MCIA RIDE.

1.11 Maintain records of the maintenance arrangements for motorcycles used by the ATB, and responsibility is taken to ensure any motorcycle used for training is road legal - with current tax, MOT and valid insurance. Motorcycles provided to customers for use within a training course are subject to a standard daily check before use.

1.12 Any motorcycle supplied by the customer is safe and mechanically fit to be used for training and where this is not deemed to be the case, that appropriate action is taken.

1.13 Offer customers the opportunity to provide feedback in a way which helps identify improvement within the ATB and to showcase positive learner experiences (e.g. Google, Facebook, Trustpilot, Feefo, Customer Satisfaction Surveys).

1.14 Provide learner training records which reflect the training provided and serve as a point of reference for future training or learning needs.

1.15 Where ATBs train and employ their own instructors they should be trained in-line with the National Standards for Driver and Rider Training which reflects best practice and provides a comprehensive down-training experience.

1.16 Ensure down-trained instructors are supervised by a Cardington Assessed Instructor who is onsite and available if required.

### Pillar 2 - Quality

2.1 Complete instructor monitoring and supervision requirements in accordance with the DVSA ATB Manual.

2.2 Ensure training, classrooms, facilities, and external sites conform to legal and regulatory requirements.



Industry Approved Motorcycle Training

## Membership and Code of Professional Practice – ATB Owner

2.3 PPE and motorcycle helmets (where offered) should be checked at point of issue and be clean and serviceable.

2.4 Training equipment used in a classroom or external environment must be appropriate and of a good standard of maintenance.

2.5 That all customers are provided with full terms and conditions of the business, all prices, course structures and timings, limitation of service and cancellation policies before commencement of their course.

2.6 Where complaints are made by customers these should be received in the first instance by the ATB. If, having completed the procedure, the customer has been unable to reach an agreement or settle a dispute further guidance may be sought. If a customer believes that the ATB is not providing a satisfactory business service they should be advised to contact their local Citizens Advice Bureau or DVSA for guidance.

2.7 Training delivery should be evaluated regularly to ensure it remains fit for purpose.

2.8 Computer systems (where used) should utilise approved software systems and appropriate data protection controls are to be applied for digital and paper-based records.

2.9 Compliance with all Advertising Standards Authority guidelines ensuring that all advertising and promotional activity is legal, decent and honest.

2.10 Use social network sites responsibly and professionally: ensuring that clients personal information is not compromised, ensuring when using social media for marketing purposes that what is written is compliant with privacy and data protection legislation pertaining to digital communications, the laws regarding spam, copyright and other online issues.

2.11 Treat other users of social media including customers, colleagues and their views with respect and do not distribute, circulate or publish footage taken of riding tests from on-bike cameras, without permission from DVSA and the customer.

### Pillar 3 - Safety

3.1 Training sites are safe for training to be delivered. This includes classrooms as well as external sites.

3.2 Total number of learners on the site is in accordance with the DVSA approval for the site.

3.3 Those designated to conduct site checks prior to training are appropriately trained to do so.

3.4 A current DVSA Approval Letter and site plan is held for each training site used.

3.5 An accident book is held for near misses or incidents. Procedures for the report of RIDDOR related incidents are known to all instructors/staff.



Industry Approved Motorcycle Training

## Membership and Code of Professional Practice – ATB Owner

### Pillar 4 - Training

- 4.1 Hold a course outline for each level of course delivered by the ATB in-line with DVSA guidance documents.
- 4.2 Inform MCIA RIDE if any instructor fails a standards check and implement a programme of development to improve performance. If a failed standards check is not made known to MCIA RIDE, and later comes to light then membership may be cancelled.
- 4.3 Ensure all instructors are monitored delivering training across their authorised specialisms (i.e., CBT, MOD 1, MOD 2, ERS).
- 4.4 Customers are encouraged to wear DVSA recommended clothing (e.g. motorcycle boots, sturdy footwear or boots that provide support and ankle protection, textile or leather motorcycle trousers, heavy denim trousers, heavy denim jacket with several layers' underneath, textile or leather motorcycle jacket and motorcycle gloves).
- 4.5 Training is client-centred and meets the needs of the customer, and that each individual is given the best possible chance of successfully completing their course.
- 4.6 All CBT courses incorporate a full 2-hour road ride as laid down in the DVSA regulations.

### Pillar 5 – Personal Behaviours

- 5.1 Treat customers in a professional manner and comply with legislative requirements including: the protection of personal freedoms, the prevention of discrimination based on age, disability, gender, race, religion or sexual orientation.
- 5.2 Refrain from the use of language, improper suggestions, descriptions or comments that could be interpreted as racist or sexist or likely to cause offence.
- 5.3 Do not use mobile devices like phones when riding or supervising customer's training. These devices are only to be used when parked in a safe and legal place.
- 5.4 Refrain from any unnecessary physical contact with students.
- 5.5 Maintain an acceptable level of personal hygiene and presentation.
- 5.6 Act in a way which will provide the best possible example to riders during training.
- 5.7 Do not smoke or use vaping devices whilst delivering training. Smoking or vaping should be conducted away from the customer and in designated areas only.

## Members Professional Standing

Notify MCIA RIDE within 21 days of any of the following occurring:

1. You are made the subject of a bar, partial bar, warning or other action by the DVSA or DIA in relation to misconduct or delivering motorcycle rider training to members of the public.
2. You are charged with, convicted of, or cautioned for a criminal offence.
3. If your contract of employment has been terminated due to disciplinary reasons, in line with the ACAS Code of Practice.
4. You are informed that you are under investigation by any professional or regulatory body, or that you will be the subject of a disciplinary hearing by any employer.
5. Notify MCIA RIDE of any other information which may have a bearing on your suitability for membership, including anything which is likely to diminish the trust and confidence which the public places in you and in the profession.
6. Not seek to dissuade any person from raising a concern or act unfairly towards them if they do so.

Note – Members reporting information under professional standing requirements will have their membership suspended until the outcome of the investigation is known. MCIA RIDE reserve the right to cancel membership if it is found any areas of professional standing have not been made known, which then later come to light.