



North Carolina Motorcycle Safety Education Program

POLICY
and
PROCEDURE
MANUAL

**NORTH CAROLINA MOTORCYCLE SAFETY
EDUCATION PROGRAM**

602 West Harper Street
Snow Hill, NC 28580

Policy and Procedures Contents

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1. Program Overview

The North Carolina Motorcycle Safety Education Program (NCMSEP) is currently headquartered at Lenoir Community College (LCC), with its office located in Snow Hill. A full-time staff of three persons administers the state-wide program. Motorcycle safety courses are offered at various community colleges located across the state. Funding for the program is derived from a \$4.00 fee attached to each motorcycle license plate that is issued in the state. These funds are deposited into the general fund and channeled to the motorcycle safety program through LCC. An annual budget is prepared by the director, and includes such items as salaries, travel, motorcycles and equipment purchases and repairs, operating expenses, and an administrative fee paid to LCC to cover such expenses as office and garage space, utilities, etc.

North Carolina Motorcycle Safety Program staff works diligently to facilitate the training of motorcyclists and potential motorcycle riders throughout the state. We strive to provide this training in the safest environment possible to save lives, prevent injury and property damage. We work to promote safe riding habits and do our best to model good motorcycling skills and to ensure that our RiderCoaches are the best teachers that they can be.

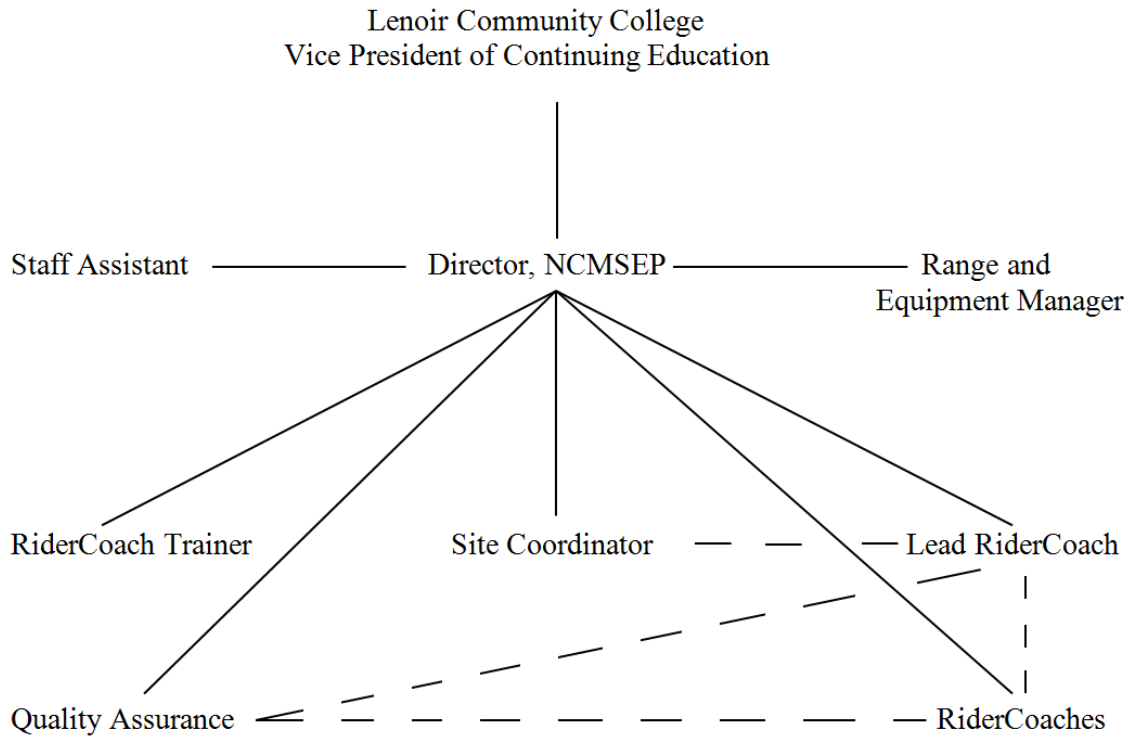
Several advantages are gained by taking one of the Motorcycle Safety Foundation – (MSF) courses offered throughout the state. First and foremost, it is the desire of all employees of the state program that graduates of the courses will be safer, more conscientious motorcyclists, and good ambassadors for the sport of motorcycling. Statistics have indicated that graduates of approved MSF courses are involved in fewer accidents than those who are self-taught.

MSF classes are offered in North Carolina, through the community college system. We also have classes offered through military bases and Harley Davidson dealerships. All of these entities are, by law, overseen by the NCMSEP. The MSF maintains separate contracts for HD and the military as they are national providers of the curriculum. It is not possible to offer the street riding classes as a private contractor in North Carolina. Any class that teaches basic driving skills for the acquisition of a license must be certified by the Department of Motor Vehicles. No such certification has ever been given for motorcycle safety courses, as the motorcycle safety program was set up by the legislature to be administered through the community college system.

A major advantage of taking an MSF approved BRC, BRC2, or 3WBRC course through the Community College System is that the graduates are issued a skills waiver card that allows the NCDMV examiner to waive the riding skills portion of the motorcycle licensing test. Additionally, some insurance companies offer discounts to students who have completed an approved MSF course.

1.1 Philosophy - The North Carolina Motorcycle Safety Education Program (NCMSEP) is concerned with the safety of all motorcyclists in North Carolina. This concern will be fulfilled through the development of an effective and affordable educational program made available to all motorcyclists through the North Carolina Community College System. In conjunction with the instructional program, the NCMSEP will also promote motorcycle safety issues through awareness programs aimed at the general public and other vehicle operators. It is believed that through the instructional and awareness programs, North Carolina motorcyclists will ride safely in a safer environment and remain productive North Carolina citizens.

2. Organizational Chart



3. Course Eligibility

3.1 Basic RiderCourse (BRC) - This course is designed for new riders who have never ridden a motorcycle, and for re-entry riders who have not ridden in a long time. The BRC may be offered in one of two variants; e3x5x10 or eP1x11. Students must be proficient at riding a bicycle, and they must possess some degree of strength, since the course is physically demanding. Students should be able to support a 300-pound motorcycle while straddling it, and have the ability to push the motorcycle for distances up to 120 feet. Heat and cold weather conditions can add to the strenuous conditions the students will encounter while taking the course. Students will use state-provided motorcycles when taking the BRC, unless there are extenuating circumstances that warrant the student using their own motorcycle, such as a physical handicap. In such cases, prior approval must be obtained from the state office. The student must provide proof of insurance on their motorcycle and sign the appropriate spot on the waiver form indicating that they are responsible for any damage done to their motorcycle in the class. Students interested in attending a Basic RiderCourse (BRC) must be 16 years of age or older. This class is required by legislation, for persons under the age of 18 for a motorcycle endorsement or permit. Students under the age of 18 must have the written consent of a parent or guardian. This written consent is granted on the waiver form completed by each student at the beginning of the class. Participants under 18 years of age must have this form signed by a parent or guardian in PERSON at the training location, or must be NOTARIZED. (Be aware that a motorcycle endorsement can only be added to a full, non-restricted license and the skills waiver card expires in one year.) Students do not need to possess a driver's license to take the course. Students are required to wear personal protective gear consisting of a helmet designed to meet DOT standards, eye protection, full-fingered gloves, over-the-ankle footwear, a long-sleeved shirt or jacket, and long pants of a durable material. Upon successful completion of the course, an MSF completion card and a DMV Skills Test License Waiver will be issued.

3.1.1 Scooter Policy – The NCMSEP does not offer a specific scooter operation course, but it is possible for a student to take a Basic Rider Course on their own scooter. The student will need to inform the site coordinator that they intend to use their own scooter when they enroll in a BRC class and the site will get clearance from the NCMSEP program office. The scooter can be manual or automatic shift. The engine displacement is not an issue. The student MUST fill out the waiver form and have insurance on their vehicle. The student is required to show proof of insurance on the vehicle. It is imperative that the student understands that if ANYTHING happens to their vehicle, THEIR insurance must cover it as we do not carry coverage for the vehicles used in class. It doesn't matter who is at fault; that is, if someone else in the class loses control and damages the student's scooter, the student (owner) will be responsible for the damages. The following must be met:

- Prior approval must be granted by the NCMSEP program office.
- The scooter must pass a basic safety (T-CLOCS) inspection by a RiderCoach prior to use in class.
- The student must provide proof of liability insurance on the scooter or moped in the amounts required by North Carolina law. The minimum amounts are: \$30,000 for bodily injury to one person, \$60,000 for bodily injury to 2 or more people, and \$25,000 for property damage. (It is highly unlikely that a student will have insurance on a moped or scooter that is not licensed in the state of North Carolina. This would render that vehicle ineligible for use in our class.) It is a good idea to get a copy of the card.
- The student's insurance policy number must be entered on the waiver form signed by the student.
- DMV skills waivers may only be granted to students who complete the BRC on a street-legal scooter, such as a Helix or Burgman. Completion of the BRC on a non-licensed scooter or moped will not qualify the student for a skills waiver card.
- The site has the right to refuse to allow the student to use the scooter.

3.1.2 Using a Privately Owned Motorcycle in the BRC – It is possible for a student to take a Basic Rider Course on their own motorcycle, especially in cases where the personal motorcycle is adapted due to disabilities. Guidelines follow the Scooter Policy above. See Scooter Policy 3.1.1

3.1.3 Returning Rider-Basic RiderCourse (RR-BRC) - The Returning Rider Basic RiderCourse (RR-BRC) is a one-day (9 hour) class for riders who have not been riding for some time or who have been riding on a permit for a time and wish to renew/refresh their basic skills and /or earn a skill test (endorsement or license) waiver for a motorcycle. The course is not intended for a novice rider who is learning to ride for the first time. Participants should be 18 or older. Goals for the course include refining basic motorcycle skill, improving techniques and gaining more knowledge of risk, including how to manage risk while riding. There should be no indication that the RR-BRC is less demanding than the BRC. The end result should be the same, but riders with a knowledge of basic motorcycle operation are allowed to show those abilities through the screening exercises and there for can complete the course in less time. Students will use state-provided motorcycles when taking the RR-BRC, unless there are extenuating circumstances that warrant the student using their own motorcycle, such as a physical handicap. In such cases, prior approval must be obtained from the NCMSEP program office. The student must provide proof of insurance on their motorcycle and sign the appropriate spot on the waiver form indicating that they are responsible for any damage done to their motorcycle in the class. Students are required to wear personal protective gear consisting of a helmet designed to meet DOT standards, eye protection, full-fingered gloves, over-the-ankle footwear, a long-sleeved shirt or jacket, and long pants of a durable material. An MSF completion card will be issued. A DMV Skills Test License Waiver will also be issued on successful completion of the course.

Note: Special RiderCoach qualification is required to conduct the RR-BRC.

3.1.4 Introductory Motorcycle Experience (IME) - A two-hour, first-touch experience with a motorcycle and not designed to teach a person to ride. As a familiarization program that points out the primary parts and controls of a typical motorcycle, it helps a potential rider determine whether motorcycling is a good personal choice. A person is given the option to manipulate the controls while astride a motorcycle, and is led into a BRC as a formal way to learn to ride. Also embedded in the experience is a self-assessment component to ensure a person is aware of the risks and requirements for being a good, safe and responsible rider. Students are required to wear personal protective gear consisting of a helmet designed to meet DOT standards, eye protection, full-fingered gloves, over-the-ankle footwear, a long-sleeved shirt or jacket, and long pants of a durable material.

Note: Special RiderCoach qualification is required to conduct the IME.

3.1.5 Basic RiderCourse – Skill Practice (BRC- Skill Practice) - This is a half-day on cycle program consisting of BRC riding exercises. It is designed for riders to practice their basic skills, whether or not they were successful in the regular BRC. There is no formal classroom instruction. Motorcycles are provided for student use. Completion of this course does not qualify for a Skills Waiver card or a BRC completion card. **(Important: if a student fails the BRC and takes the BRC-Skill Practice class, they cannot be issued completion or skills waiver cards. The BRC must be retaken in its entirety to issue the cards.)**

3.2 Basic RiderCourse 2 (BRC2) - Formerly called the Experienced Rider Course (ERC) This class is for riders who already have basic skills. Similar to the BRC except speeds are higher and the student should use their own motorcycle. It's an excellent refresher course for practicing and renewing riding skills. Students interested in attending a Basic RiderCourse 2 (BRC2) must possess a valid motorcycle license or motorcycle endorsement on their license. A motorcycle learner's permit is also acceptable. A DMV waiver card may be issued to those entering the class with a permit, if taking the license waiver version of the class. A "skills practice" version of the class, (no classroom activities and no knowledge or skill test), is available if the license waiver component is not needed. The two versions of the class cannot be combined into one offering. The same age and high school requirements cited above apply to the BRC2. It is recommended that the student have at least 6 months riding experience or 3,000 miles; but in no case should the student have less than three months

recent riding experience. They must provide a street legal, properly licensed motorcycle for the range exercises, and must show proof of insurance. The motorcycle must also pass the MSF T-CLOCS inspection. Students may take the ERC with a passenger on their motorcycle (two-up). The passenger or “Co-rider” will also receive a completion card. There is an additional charge for the Co-rider to take the course. Students are required to wear personal protective gear consisting of a helmet designed to meet DOT standards, eye protection, full-fingered gloves, over-the-ankle footwear, a long-sleeved shirt or jacket, and long pants of a durable material. **Note: Special RiderCoach qualification and MSF range approval are required to conduct the BRC2.**

3.3 3-Wheel Basic RiderCourse (3WBRC) - The MSF 3-Wheel Basic RiderCourse (3WBRC) is a basic, entry-level, learn-to-ride 3-wheel motorcycle training and education course. It provides the same fundamental skills as the MSF Basic RiderCourse, but on 3-wheel, 3-track motorcycles (not sidecars). The course consists of both classroom and hands-on instruction including classroom instruction, riding exercises and a knowledge and skill test. Total instructional time is approximately 16 hours. Students may provide a street legal, properly licensed 3-wheel motorcycle for the range exercises, but they show proof of insurance. The 3-wheel motorcycle must also pass the MSF T-CLOCS inspection. Students may use state-provided 3-wheel motorcycles when taking the 3WBRC, if allowed by the site. In such cases, the Site Coordinator / Lead RiderCoach should inform RiderCoaches in advance to allow them preparation time. An MSF completion card will be issued. A DMV 3 – Wheel Skills Test License Waiver will also be issued on successful completion of the course. Students are required to wear personal protective gear consisting of a helmet designed to meet DOT standards, eye protection, full-fingered gloves, over-the-ankle footwear, a long-sleeved shirt or jacket, and long pants of a durable material. The 3WBRC can also be offered using the 3WBRC eP1x 7-9 format. **Additional RiderCoach certification is required to offer the 3WBRC eP1x7-9 variant.**

3.3.1 MSF definitions of “3-wheel motorcycle” for 3WBRC purposes - A 3-wheel motorcycle must meet the following design requirements:

- Three-track wheel orientation (leaves three separate tracks during straight-line operation)
 - Dual wheels may be front or rear
- Motorcycle-based conversion or design
 - Handlebar steering
 - Motorcycle-type controls arranged with the standard convention (convenience alterations such as a single brake pedal or lever control, automatic clutch, or automatic transmission are allowed)
 - Saddle seating
 - Seating causes rider/passenger to straddle vehicle
 - If designed for a passenger, passenger must be seated behind operator
- Turning diameter of the vehicle at its widest point must be less than 40 feet.
- The vehicle must meet all applicable federal/state on-road vehicle standards
- Under no circumstances will vehicles with the following design characteristics be allowed in the 3WBRC:
 - Automotive hybrids or automotive conversions
 - Vehicles with automotive controls or seating
 - Vehicles with rear or front mounted engines (engines must be mounted mid-frame below the rider)
 - Vehicles with enclosed or semi-enclosed riding compartments
 - Any other significant departure from the standard motorcycle design
- A motorcycle with a sidecar or detachable ‘trike’ kit cannot be used in the 3WBRC. The 3WBRC was developed specifically for the 3-track, 3-wheel motorcycles only.
- Passengers or use of trailers will not be allowed in the course

3.3.2 Policy on 3-Wheel Motorcycle Sharing – NCMSEP allows 3-Wheel Motorcycle Sharing to accommodate larger classes provided that the following guidelines are adhered to:

- We will allow 3-Wheel Motorcycle Sharing to allow larger classes.
- Any class that utilizes Motorcycle Sharing will require 2 RiderCoaches.
To clarify: any class that has 1-4 students can be taught with only 1 RiderCoach. Classes with 5-12 students will require 2 RiderCoaches. That means that a class with 5 or 6 students can be taught with 2 RiderCoaches and will not require “sharing.” Classes with 8-12 students will require sharing and will also require 2 RiderCoaches.
- The course time must add no less than 2 hours to the 16 hour, (minimum), class. Therefore, the “Motorcycle Sharing” course time must be at least 18 hours. This will allow the Sharing course to be offered in two days, from 8-6, with an hour for lunch each day. *Please know that if classes are consistently not being held for the entire time, this policy will change and sharing will not be allowed at that site.*
- The shared class requires that every exercise be “split.” This can be accomplished by briefing all the students together, then running the exercises for both groups, then doing the reflection with the entire group.
 - In a split course, up to 8 riders, one RiderCoach will work on the range while the other is keeping the students on the side engaged in the process. Under no circumstance shall the observation portion of an exercise become a “break” for those students. Breaks must be taken by all in the regular format of the class.
 - In a split course with 9-12 riders, both RiderCoaches must be on the range for the exercises, but must ensure that the watching riders are engaged.
- At no time will there be more than 4 riders on the range with a single RiderCoach, or more than 6 riders with 2 RiderCoaches.
- Sites must be aware of the observing students comfort. That is, there should be some sort of shelter and seating within easy sight distance for those watching.
- Three sets of range cards must be ordered. These are used by non-riding course participants during the range exercises. Cards are not to be retained by course participants, but returned to the RiderCoach(es) for use in future courses.
- Also, please remember according to MSF rules; if machines are being shared in a class, **all** riders must share. This will preclude persons from bringing their own trike to use in class. Riders should be encouraged to bring their own, if sharing is not happening in the current class. **Please do not encourage a rider to share their privately owned machine in class.**
- 3WMCs that are provided by a site sponsor may be mixed in a class with participants personal 3WMCs as long as they meet the 3WBRC definition and pass 3WBRC RiderCoach T-CLOCS inspection.

Note: Special RiderCoach qualification and MSF range approval are required to conduct the 3WBRC.

3.4 Advanced RiderCourse (ARC) - Students interested in attending an Advanced RiderCourse (ARC) must possess a valid motorcycle license or motorcycle endorsement on their license. It is recommended that the student have at least 6 months riding experience or 3,000 miles; but in no case should the student have less than three months recent riding experience. They must provide a street legal, properly licensed motorcycle for the range exercises, and must show proof of insurance. The motorcycle must also pass the MSF T-CLOCS inspection. Students may use state-provided motorcycles when taking the ARC, if allowed by the site. In such cases, the Site Coordinator / Lead RiderCoach should inform RiderCoaches in advance to allow them preparation time. Students are required to wear personal protective gear consisting of a helmet designed to meet DOT standards, eye protection, full-fingered gloves, over-the-ankle footwear, a long-sleeved shirt or jacket, and long pants of a durable material. **Students may NOT take the ARC with a passenger on their motorcycle (two-up).**

Note: Special RiderCoach qualification and MSF range approval are required to conduct the ARC.

3.5 RiderCoach Preparation Course (RCP) - The RiderCoach Preparation Course is an 88-hour course offered, most commonly, over four weekends. Candidates must attend every session. Each candidate is required to do an extensive pre-course assignment to ensure proper preparation and knowledge of the curriculum. Teaching the Basic RiderCourse, (and taking the RCP), requires many hours of standing on the pavement in various weather conditions. We ride in the rain, heat, cold, etc. Being a RiderCoach is not for the faint of heart.

Persons interested in becoming RiderCoaches must meet the following requirements:

- Licensed, experienced motorcycle operator with a minimum of 3 years riding experience
- High School diploma or equivalent
- 21 years of age minimum, can be lowered to the MSF minimum of 18 for candidates with experience
- Driving record with no more than 3 moving violations, no alcohol related traffic violations, and no driver's license suspension, revocation, or denial within the three years preceding the date of application to become a coach
- No criminal history
- Graduate of a Motorcycle Safety Foundation BRC or BRC2 (ERC) preferred
- Recommendation by a RiderCoach, Trainer or member of State Administrative Staff is helpful
- Certified in CPR (this certification must be in place before the new RiderCoach Prep graduate teaches their first class.)
- Ride a registered and insured motorcycle frequently on the street
- Good communication skills
- Sincere desire to help others

A RiderCoach Preparation course is offered as needed dependent on the need for new RiderCoaches around the state. When a new class is scheduled, it will be announced on the NCMSEP webpage:

www.ncmotorcyclesafety.org.

The requirements to enroll in the RiderCoach prep class are also listed on the webpage. If a person finds that they are interested in becoming a RiderCoach after visiting the website, they should begin the application process. It should be noted that we train RiderCoaches to teach the classes for us around the state and there is a requirement that RiderCoaches teach three classes per year to maintain their certification.

- We have a screening process and **not everyone that applies is selected**
- Criteria for selection include but are not limited to: state need, geographic location, riding skill, teaching experience, potential for success and recommendation by a current RiderCoach

- Once approved, RiderCoaches must apply separately at the community colleges where they would like to work
- Employment is NOT guaranteed
- Teaching MSF courses is a part time job in NC as most classes in the state are offered on weekends
- North Carolina RiderCoaches are expected to be a role model for motorcyclists, and as such, will be expected to wear the proper gear, to include a DOT helmet, eye protection, sturdy over the ankle footwear, long pants of durable material, long sleeved shirt or jacket and full fingered gloves; ANYTIME that they ride a motorcycle.

3.5.1 Out of State RiderCoaches coming to North Carolina - Existing RiderCoaches that are coming to North Carolina can find the application under the RiderCoach Training tab on our website. (It is the same application used for applicants to an RCP). It can be submitted in an electronic format or through the mail. Once it has been determined that there is a need for a RiderCoach in the area, the RiderCoach will be contacted to schedule a mentoring weekend. Arrangements will be made through the NCMSEP director to set up mentoring. The RC must “student teach” with a North Carolina trainer to learn NC policies and to allow the trainer to assess the RiderCoach. RiderCoaches must be certified by the Motorcycle Safety Foundation, (MSF), in the current curriculum used by the NCMSEP to be considered for mentoring. North Carolina approved RiderCoaches teach courses in the community college system and are allowed to issue DMV skills waiver cards to graduates of their classes.

- Up to date RiderCoaches will not be required to fill out the "RiderCoach Checklist"
- **The student teaching element is a screening process and not everyone that applies is selected**
- Criteria for selection include but are not limited to: state need, geographic location, riding skill, teaching experience, potential for success and recommendation by a current NC RiderCoach trainer
- Once approved, RiderCoaches must apply separately at the community colleges where they would like to work
- Employment is NOT guaranteed
- Teaching MSF courses is a part time job in NC as most classes in the state are offered on weekends
- Please note that there is a requirement that RiderCoaches teach three classes per year and attend an annual mandatory update to maintain their approved status

3.5.2 Returning to the approved list after a lapse - RiderCoaches that allow their approved status to lapse, will be required to follow the same procedure as “Out of State RiderCoaches coming to North Carolina” to have their approved status reinstated.

3.5.3 RiderCoaches with expired MSF certification - RiderCoaches with expired MSF certification must retake the RiderCoach Preparation course as outlined in section 3.5.

4. DEFINITIONS

3-Wheel Basic RiderCourse - The MSF 3-Wheel Basic RiderCourse (3WBRC) is a basic, entry-level, learn-to-ride 3-wheel motorcycle training and education course. See section 3.3.

ATGATT – “All The Gear, All The Time.” RiderCoaches are required to wear the same personal protective gear required of students in all of our on range classes. Personal protective gear includes a helmet designed to meet DOT standards, eye protection, full-fingered gloves, over-the-ankle footwear, long-sleeved shirt or jacket and long pants of a durable material.

Advanced RiderCourse / ARC - The ARC is the public version of the *Military SportBike RiderCourse* (MSRC), and may be taken by riders using any type of motorcycle. It is a one day course consisting of approximately 3½ hours of classroom activities and 4½ hours of riding. There are eight riding exercises. There is no formal skill test, but there is a knowledge test that may be self-scored (or it may be given as a formal, end-of-course assessment). The overall aim is to provide rider development in the areas of risk management, decision-making, riding strategies, and rider behavior and choices. This includes learner activities to foster gains in knowledge, skill, attitude, values and habits. See section 3.4.

Basic RiderCourse / BRC – A basic motorcycle safety course designed primarily for beginning and re-entry riders. See section 3.1. The MSF originally offered the BRC in 2001 and updated in 2014. North Carolina offers this latest version of the course in two variants.

Basic RiderCourse – Skill Practice (BRC- Skill Practice) - This is a half-day on cycle program consisting of BRC riding exercises. See section 3.1.5

Basic RiderCourse 2 / BRC2 – A class is for riders who already have basic skills. Similar to the BRC except speeds are higher and the student should use their own motorcycle. See section 3.2.

Chief Instructor – Outdated term for RiderCoach Trainer. A person qualified and certified by the MSF to train the RiderCoaches to teach the MSF curriculum. See section 5.4.

Dealer Loan Agreement - An agreement between the sponsor and a dealer that states that the dealer will put a motorcycle in the program for a period of time on a loan basis. See section 14.

Director – The person in the state office who is responsible for the overall operation of the program. See section 5.1.

DMV Skills Waiver Card – a card issued to BRC graduates at sites overseen by the NCMSEP to allow them to obtain their motorcycle endorsement without the necessity to ride a motorcycle at the DMV office. These cards are given out through an agreement between the NCMSEP and the DMV. The graduate must still take the written test at DMV, as it is not waived through this agreement. (This card is also given to graduates of BRC2 classes in the event that the student has a permit.) There is also a 3-Wheel version of the card given to those that take a 3 Wheel Basic RiderCourse. See section 13.

eCourse - The Motorcycle Safety Foundation offers “eCourses” that are highly interactive online programs that provide riders of all skill levels with the basics of motorcycling. With integrated graphics, photos and video to help better illustrate the lessons, these offerings allow the student to control the pace of their learning. These online courses are ordinarily used as a prerequisite for the range exercises. Please see section 7 for examples and exceptions.

Introductory Motorcycle Experience / IME – A two-hour, first-touch experience with a motorcycle and not designed to teach a person to ride. See section 3.1.4

Lead RiderCoach – A certified Motorcycle Safety Foundation RiderCoach who is contracted on a 6-month basis by the North Carolina Motorcycle Safety Education Program to support the program at a community college site. Formerly Lead Instructor. See section 6.2.

Mobile Training Program - Often referred to as a “mobile unit”. A trailer with motorcycles and equipment that is transported to community college sites that cannot support a full time site. Also used to test the viability of a new site. A 3-wheeled motorcycle mobile unit is also available. See section 10.

Motorcycle Safety Foundation / MSF – Launched in 1973, the Motorcycle Safety Foundation® is the internationally recognized developer of the comprehensive, research-based, Rider Education and Training System (RETS). RETS curricula promotes lifelong-learning for motorcyclists and continuous professional development for certified RiderCoaches(SM) and other trainers. MSF also actively participates in government relations, safety research, public awareness campaigns and the provision of technical assistance to state training and licensing programs. The Motorcycle Safety Foundation is a national, not-for-profit organization sponsored by BMW, BRP, Harley-Davidson, Honda, Indian Motorcycle, Kawasaki, KTM, Suzuki, Triumph and Yamaha. The MSF supplies the curriculum and RiderCoach training supplies for the North Carolina state program.

North Carolina Motorcycle Education Foundation / NCMEF – A group of dedicated motorcyclists assembled to support the NCMSEP. The NCMEF is a tax exempt, non-profit foundation that provides flexibility for the solicitation and distribution of donated resources for the NCMSEP. All officers and board members are uncompensated volunteers. All office and storage space, as well as technical inspection and repair of donated vehicles, are provided to NCMEF at no charge. The NCMEF has a stated goal that 85% of all funds raised go to support the NCMSEP, the remaining 15% covers the cost of printing, mailing, etc. The NCMEF supplies promotional stickers and patches that are distributed to students in NCMSEP classes.

North Carolina Motorcycle Safety Education Program / NCMSEP – The organization that monitors and supports motorcycle safety courses offered at various sites located across the state. The NCMSEP delivers motorcycle safety courses primarily at community college sites, but also monitors sites at military installations and the Harley Davidson Riding Academy offered at Harley Davidson dealerships across the state.

Personal Protective Gear - required of students (and RiderCoaches) in all of our on range classes. Personal protective gear includes a helmet designed to meet DOT standards, eye protection, full-fingered gloves (preferably leather), sturdy over-the-ankle footwear, long-sleeved shirt or jacket, and long pants of a durable material

Quality Assurance Manager – The person that schedules and oversees the Quality Assurance activity for the state program. This person reports to the state director. See section 5.8.

Quality Assurance Module – Motorcycle Safety Foundation’s electronic, online-based Quality Assurance Module is a system that includes an online portion of the MSF Website upon which the QA team member files their QA reports. The QA team member submits their reports for review; the state program director examines and closes the report and distributes copies to RiderCoaches observed, the site coordinator and lead RiderCoach of the site, NCMSEP Staff Assistant and the QA team member. See section 9.

Quality Assurance Report – An online form designed to recognize the strengths and weaknesses of a training site’s administration, classroom and range facilities, learning environment, and other performance standards.

The form is filled out by a QA Team member and is submitted for the state director's review and distribution to affected parties. See section 9.

Quality Assurance Specialist – A RiderCoach that has received special training from the MSF for conducting Quality Assurance Visits. See section 5.7.

Quality Assurance Team Member – A RiderCoach that has been appointed by the state director and, in most cases, is trained as a Quality Assurance Specialist. See section 5.7.

Quality Assurance Visit – An onsite evaluation by a QA team member that is designed to recognize the strengths and weaknesses of a training site's administration, classroom and range facilities, learning environment, and RiderCoach performance based on MSF and NCMSEP standards. See section 9.

Range – A parking lot that has been painted and approved by the MSF to use for motorcycle safety training. A standard range is 120 feet wide by 220 feet long, with a minimum of 20 feet of unobstructed "runoff" on each side. Modified or "compact" ranges are also possible, allowing a smaller number of students to be trained.

Range Aid - Range Aides serve as assistants to RiderCoaches. See section 5.6.

Range and Equipment Manager – The person in the state office, who is responsible for ranges, state owned motorcycles and the mobile training unit. See section 5.2.

RiderCoach (RC) – An MSF trained person who teaches the classes. Formerly referred to as "instructor". See section 5.5.

RiderCoach Prep (RCP) – A class to train RiderCoaches, usually offered over the course of four weekends, but sometimes offered in a straight consecutive day format. See section 3.5.

RiderCoach Trainer (RCT) - A person qualified and certified by the MSF to train the RiderCoaches to teach the MSF curriculum. See section 5.4.

Returning Rider Basic RiderCourse / RR-BRC – The Returning Rider Basic RiderCourse (RR-BRC) is a one-day (9 hour) class for riders who have not been riding for some time or who have been riding on a permit for a time and wish to renew/refresh their basic skills and /or earn a skill test (endorsement or license) waiver for a motorcycle. See section 3.1.3

Site – A community college, or branch thereof, that offers motorcycle safety courses. Also used to describe military or Harley Davidson Riding Academy locations that offer motorcycle safety courses. Synonymous with sponsor. See section 6.

Site Coordinator - An employee of a community college site (sponsor), who is the point of contact for the Motorcycle Safety Foundation Courses at their school. See section 6.1.

Site visit - On occasion, the director or the range and equipment manager may visit a training site to gauge the overall condition of the training site. See section 9.

Skills Waiver Card – synonymous with DMV Skills Waiver Card. See section 13.

Sponsor – A community college that offers motorcycle safety courses. Synonymous with site. See section 6.

Staff Assistant – The person in the State Office who is responsible for the management of the office, including data and statistical records for the program. See section 5.3.

Two-Up – A term used to describe a motorcycle operator and passenger on the same motorcycle. This term is sometimes used to describe the BRC2 course when taken with a passenger. See section 3.2.

5. State Program Responsibilities

The state program oversees the motorcycle safety training programs provided throughout the state of North Carolina. The program provides much of the supervisory, administrative and financial support required by the sites. Examples of support provided include:

- Motorcycles. The state program will provide motorcycles, as possible, to support each permanent community college site. Sites are encouraged to make use of dealer loaner bikes to the greatest extent possible. A site with a standard range should be equipped with 13 or more motorcycles.
- Motorcycle repairs. Sites are responsible for repairs up to \$150.00 per incident, per motorcycle. The state program will pay any repairs over that amount. The state program must be contacted prior to entering into an agreement with a dealer to make repairs that will exceed \$150.00.
- Repair and replacement parts. Although items such as, tires, batteries, oil, oil filters, light bulbs, shift and brake levers, and clutch and front brake handles, are considered “consumables” and usually the responsibility of the site; the state program will, to the greatest extent possible, help to provide these items. The providing of these items is dependent upon budget limitations.
- RiderCoaches. The state program is responsible for recruiting and training RiderCoaches. Every effort should be made to ensure RiderCoaches are recruited from areas that are lacking a sufficient number of coaches. As each RiderCoach must teach a minimum number of classes to remain certified, efforts are also made to ensure that no area has too many RiderCoaches. It is essential that sites assist in the recruitment of local RiderCoach Candidates.
- Mobile training unit. See section 10.
- Fire and Theft insurance coverage on program motorcycles stored at training sites.
- Liability coverage for RiderCoaches is obtained through the Motorcycle Safety Foundation.
- Dissemination of information. The state program will make every effort to ensure that RiderCoaches are kept current on any issues deemed necessary for proficient operation of the program. This is done through a number of methods, such as newsletters, mass emails, and annual update seminars.
- Problem resolution. The state program director is responsible for assisting with the resolution of any problems arising out of the conduct of classes. This can include, but is certainly not limited to, complaints from students, conflicts between coaches, or conflicts of any other nature arising at a site as the result of conducting a course.

These are only examples of issues that will fall under the state program. It is the director’s responsibility to oversee the successful operation of the program. Further responsibilities of the state program are detailed below under individual position listings.

5.1 Director The State Director is the chief administrator of the Motorcycle Safety Program and is responsible for overall program operations. The Director reports directly to a department head as appointed by the President of the hosting community college. This supervisor is currently the Vice President of Continuing Education at Lenoir Community College. The Director’s responsibilities include but are not limited to:

- Establishment and revision of program goals and direction
- Fiscal matters
- Policy and procedure formulation

- Training
- Program monitoring and evaluation
- Public relations/promotions/awareness activities
- Staff training and supervision
- Equipment and materials acquisitions
- Program liaison with national, state and local agencies
- Recruiting and certifying Instructors/RiderCoaches
- Instructional integrity
- Communications
- Equipment and materials dissemination

The State Director also works cooperatively with Community College Administrators.

Overall program management duties include:

- Prepare the budget for the NC Motorcycle Safety Education Program (NCMSEP)
- Prepare statistical and activity reports
- Develop, prepare and conduct refresher workshops for qualified RiderCoaches
- Stay abreast of current motorcycle legislation (both proposed and active) that pertains to the NCMSEP and provide technical assistance when requested
- Respond to public education and program promotion need
- Work with various user groups, city, county and state governmental agencies, motorcycle organizations, etc. to promote the NCMSEP and motorcycle safety
- Remain abreast with national trends in motorcycle safety education
- Recommend goals and objectives for the program
- Represent the NCMSEP at national and regional motorcycle conferences

5.2 Range and Equipment Manager – The Range and Equipment Manager reports directly to the State Program Director. He/she is responsible for the following:

- Motorcycles owned by the program
- Training ranges at program sites
- Mobile training program

Overall program duties and responsibilities include:

- Insure the mechanical safety and soundness of training motorcycles. Perform routine and minor to moderate maintenance and repairs
- Schedule and coordinate the mobile training program
- Transport motorcycles as needed to support mobile training and permanent sites
- Maintain inventory of motorcycles and equipment
- Maintain motorcycle shop
- Support training sites in the maintenance of existing training ranges and help to layout new ranges
- Maintain harmonious working relations with motorcycle dealers, site coordinators, Lead RiderCoaches, RiderCoaches and staff
- Assist lead RiderCoaches and site coordinators in the procurement of loaner motorcycles. Follow-up with purchase of these motorcycles at the end of the loan period
- Attend motorcycle rallies, meetings, open houses, etc. to promote the program
- Assist the Staff Assistant as needed
- Perform other duties as assigned by the Director of the program

5.3 Staff Assistant – The Staff Assistant reports directly to the State Program Director. He/she is responsible for:

- Day to day operations of the office
- Sponsor paperwork (Electronic Filing of NCMSEP paperwork)

The overall duties and responsibilities include:

- Provide accurate information to public inquiries and refer students to appropriate training sites
- Attend to the needs of training sites and RiderCoaches
- Prepare correspondence, reports and mailings for program and for Governor's Highway Safety Program
- Develop training brochures, newsletters and other public relation materials
- Submit purchase requisitions, invoices and other paperwork per Community College procedures and maintains accurate financial records
- Submit travel and time sheets for staff per Community College guidelines
- Answer telephones, transfer calls, maintain voicemail greeting
- Provide accurate information to public inquiries
- Develop and Maintain databases of class report files for each Community College, Riding Academy Program and Military Installation
- Maintain RiderCoach files, current RiderCoach lists, develop and maintain database on students and new RiderCoach candidate applications and files
- Arrange all accommodations for RiderCoach preparation classes
- Develop and maintain website for program
- Coordinate annual updates and prepare all materials for RiderCoaches to include statistical reports, charts and graphs of the program for the preceding year
- Assist Director and Range and Equipment Manager as needed
- Represent program at various events and meetings
- Perform other duties as assigned by the Director of the program

5.4 RiderCoach Trainer, formerly known as Chief Instructor - RiderCoach Trainers have met the highest MSF standards and received intensive training to perform the following duties:

- Conduct RiderCoach Preparation courses that meet the MSF and NCMSEP standards for RiderCoach certification
- Provide technical information to the NCMSEP to ensure that program standards are maintained to the highest degree possible
- Inspect potential motorcycle training sites for certification and qualification as requested by the NCMSEP
- Monitor, evaluate, and provide technical assistance to training sites upon request of the NCMSEP
- At the request of the Director, evaluate and recommend action to be taken at training sites with RiderCoaches for violation of certification and/or qualification standards. Sponsors will be fully apprised of any such activities regarding their training site.
- Abide by the rules of conduct as listed in the RiderCoach Guide

5.5 RiderCoach - The term “RiderCoach” evolved from the new training curriculum, the Basic Rider Course, and replaces the old term of “Instructor”.

MSF-certified RiderCoaches who are recognized by NCMSEP have several responsibilities beyond the standards and guidelines provided in the BRC RiderCoach Guide and the RiderCoach Rules of Professional Conduct. RiderCoaches are accountable to the state program director for training and certification requirements, and the community college(s) (sponsors) at which they teach classes. To teach in the NCMSEP program, RiderCoaches must be on the North Carolina Approved RiderCoach List. The director shall determine RC inclusion on the Approved List.

RiderCoaches must:

- Complete employment applications for each college where they would like to teach. The site coordinators can be found at our website, www.ncmotorcyclesafety.org. Click on the “Sites” tab and it will bring up the names and contact information for our site coordinators.
- Be on the North Carolina Approved RiderCoach List to teach at NC program sites. (Site coordinators and Lead RiderCoaches must check the list before assigning classes to RiderCoaches.)
- Maintain certification in accordance with the MSF and NCMSEP. The MSF requirements are contained in the RiderCoach guide. The NCMSEP requirements include teaching a minimum of three classes per year, at least one of which should be a BRC, (the other two can be from the BRC, BRC2, 3WBRC, ARC or any combination of the four); and attendance at a mandatory annual update training session. The requirements established by the NCMSEP can be waived if the coach presents, in writing to the director, a request to be excused from the requirements and the director approves such request.
- Attend one of the mandatory NCMSEP updates to maintain approval to teach in North Carolina. These updates are commonly offered in January or February each year.
- Maintain certification, in good standing, with the MSF.
- Submit a copy of their driving record to the state office within one month of recertification with the MSF. This record does not have to be a “certified” copy.
- Abide by the rules of conduct as listed in the RiderCoach Guide.
- Keep the Lead RiderCoach and site coordinator advised of any motorcycle accidents involving property damage or injury to students.
- Inform the Lead RiderCoach of issues with motorcycles or range markings that may need attention.
- Assist in minor motorcycle repairs as needed. RiderCoaches are expected to be able to change spark plugs, control levers and cables, batteries, etc.
- Touch up faded range markings as needed, if paint is available at the site.
- Remember that before, during, and after the class they are a role model to the students participating in the class and should conduct themselves accordingly at all times.
- Be responsible equally for effective range and classroom instruction. NCMSEP does not recognize indications of “primary” and “secondary” RiderCoach.
- Refrain from arguing with each other in front of students. Disagreements must be discussed out of range of the students.
- Remember that disagreements on procedures should always be resolved on the side of safety.
- Arrive at the training site at least 30 minutes, and usually an hour, prior to scheduled class start times and leave only when facilities have been secured.
- 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. If the waiver form is not signed in the presence of a site coordinator or RiderCoach, the form must be notarized.
- Use the MSF Basic RiderCourse Range Cards, RiderCoach Guide and all other MSF curriculum materials as intended.
- Follow the scheduled breaks as defined in the Range Cards.

- Ensure that anyone astride a motorcycle, engine running or not, is wearing full protective gear appropriately.
- Approve the use of student-owned safety helmets for the novice training course, if and only if, it can be verified that the safety helmet is certified by the manufacturers to meet the US D.O.T. standard and is verified for appropriate fit.
- Take reasonable precautions to ensure the safety of each student.
- Realize that they are responsible for the condition of the range when this duty has been delegated to the RiderCoach or when the responsible party is not present. In the absence of any other responsible party, the RiderCoach must make sure the range and/or classroom is in safe and usable condition.
- Be responsible for counseling out participants who are dangerous to themselves or others, or who are disruptive in a class to the point it adversely affects the low-risk and positive learning environment.
- Fully and accurately complete the NCMSEP Incident Report Form when a crash/incident occurs. An Incident Report Form should be completed anytime a bike goes down. If something other than the tires or side stand touches the ground, the form should be completed. A complete incident report has NO BLANK SPACES.
- When responsible for classroom instruction determine if any participants have reading problems prior to instruction and/or the knowledge test. RiderCoaches are to read the knowledge test items to non-readers. Other student learning challenges that have been identified by the registration personnel must be resolved prior to the student entering the classroom.
- Ensure that under no circumstances may participants exchange and score each other's tests.
- Never ride on a training motorcycle with a student. At no time during the Basic RiderCourse may there be more than one person on a training motorcycle.
- Present themselves professionally at all times during the classroom and range sessions. Profanity is prohibited at all times when conducting classes.
- Be role models for their students and for North Carolina motorcyclists. As such, they are required to wear All The Gear, All The Time, (ATGATT). This is true ANY time that an RC rides a motorcycle. A RiderCoach is required to wear the safety gear to the level that the NCMSEP requires in a class. This includes, sturdy over the ankle footwear, long pants, long sleeves, full fingered gloves, eye protection and a DOT helmet.
- Not smoke while classes are in session, except during scheduled breaks and in designated areas.
- Not 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), except during scheduled breaks. This would include the use of a cordless headset or "Bluetooth" device.
- Ride motorcycles on a frequent basis. It is especially important to ride to and from classes whenever possible. (This is in addition to program motorcycles used in the BRC.)
- Not distribute annotated Range Cards, demo cards, reference guides, or any other "best practices" material without first clearing it with the state office. The MSF RCG and Range Cards are the RiderCoaches primary source.
- Refrain from making any brand-specific negative comments to their students.
- Keep their classes for the allotted hours.
- Refer questions from students as to whether the completion of any course will qualify them for a motorcycle endorsement in another state to the NCMSEP office.
- Keep the state office advised of any change in address, phone number, or email.
- Not present themselves as speaking on behalf of the NCMSEP while taking a public position on safety or legislative issues or when addressing a public-policy forum.

RiderCoaches may lose their approved status for failure to follow any of the above.

5.5.1 MSF RiderCoach Certification Agreement/RiderCoach Rules of Professional Conduct - MSF-certified RiderCoaches who are approved by NCMSEP must adhere to the MSF RiderCoach Rules of Professional Conduct. This form is provided for signature during the RiderCoach Preparation Course, and rules re-acknowledged on the recertification form mailed near the end of the two-year certification cycle.

5.6 Range Aid - Range Aides serve as assistants to RiderCoaches. A range aide can be employed by a sponsor (or RiderCoach) to assist programs with non-instructional support, performing such tasks as operating classroom equipment, setting cones for range exercises, maintaining motorcycles, etc.

- Range aides **may not** evaluate or coach students.
- Range aides are **not** allowed to ride demos.
- Range Aides must be off the range anytime an exercise is being run or motorcycle engines are running
- Range Aides must have a contract, (paid or non-paid) or a waiver form filled out for each class in which they assist.
- RiderCoaches should ensure that Range Aides have sufficient knowledge of the curriculum to be helpful.
- The use of a Range Aid does not vary the required 6:1 ratio requirement for students to RiderCoaches.
- Range Aides may assist with the movement of training bikes to and from range, as long as they have a valid motorcycle endorsement and must be wearing all protective gear as defined in the course guidelines while riding a motorcycle.

When using a Range Aid, the RiderCoach still remains responsible for proper cone placement, path of travel, and range safety; and must ensure that the class is presented in accordance with MSF and NCMSEP policies and procedures.

5.7 Quality Assurance Team Member – QA Team Members are responsible for conducting quality assurance visits at sponsored sites, providing assistance to site sponsors and RiderCoaches, while providing professional development to RiderCoaches through feedback, mentorship, and guided discussion. In most cases, the QA Team Member is trained as a Quality Assurance Specialist by the MSF.

The primary functions of a QA Team Member include:

- Scheduling and conducting quality assurance visits.
- Observing and rating all aspects of the program training site.
- Documenting observations in accordance to program requirements.
- Contributing to the professional development of RiderCoaches and other site personnel.
- Recording and reporting quality assurance visits in a timely fashion.

Overall Duties and Responsibilities of a Quality Assurance Team Member include:

- Conduct quality assurance visits as assigned by Quality Assurance Team Manager.
- Conduct on-site discussions and debriefs following program principles.
- Submit written visit documentation that meets criteria set forth by program director.
- Maintain excellent customer service with RiderCoach community.
- Maintain excellent relationships with stakeholders.
- Appropriately apply curricular and learning principles to effectively develop stakeholders.
- Appropriately assess aspects of the training site range, coaching, and programs according to established standards and criterion.
- Adhere to all state guidelines, rules, and/or policies and procedures.
- Perform other duties as assigned.

Requirements to become a Quality Assurance Team Member include:

- Certified MSF RiderCoach or RiderCoach Trainer who has or is capable of meeting additional Quality Assurance Specialist requirements.
- Exceptional knowledge of MSF curricula and underlying principles of adult and student-centered learning.
- Sufficient curriculum experience within a recent time frame.
- Exceptional knowledge of any and all state guidelines, rules, and/or policies and procedures.
- Strong proficiency with a PC and related software (MS Office, Access and/Excel).
- Good observation skills.
- Ability to listen well and to use paraphrasing skills and probing questions.
- Ability to facilitate effective discussions among peers.
- Good written /grammar and verbal communication skills.
- Strong leadership, problem-solving and people skills.
- Show respect and tolerance toward others.
- Good organizational skills with the ability to prioritize and handle multiple tasks and shifting priorities.
- Ability to exercise discretion and make quick decisions based on sound judgment.
- Must be an experienced motorcyclist with a North Carolina motorcycle endorsement.
- Required to follow the MSF RiderCoach Rules of Professional Conduct.
- Expected to be a role model for North Carolina RiderCoaches, and as such, expected to wear the proper gear, to include a DOT helmet, eye protection, sturdy over the ankle footwear, long pants of durable material, long sleeved shirt or jacket and full fingered gloves; ANYTIME that a motorcycle is ridden.

5.8 Quality Assurance Team Manager – The Quality Assurance Team Manager reports directly to the State Program Director. The QA Team Manager is trained as a Quality Assurance Specialist by the MSF. He/she is responsible for the following:

- Oversight of the Quality Assurance Program.
- Scheduling Quality Assurance Visits.
- Performance of individual Quality Assurance Team members.

6. Sponsor Responsibilities

The Sponsor is a community college that has agreed to conduct Motorcycle Safety Foundation courses. The sponsor must apply for and receive a Rider Education Recognition Program (RERP) number from the MSF. The sponsor appoints a site coordinator to monitor and manage the motorcycle safety classes offered at their site. Additionally, a sponsor should be prepared to provide the following:

- A range that meets requirements of the MSF; ideally a level parking lot of unobstructed smooth pavement measuring at least 160' by 260'. Modified ranges of smaller dimensions are possible, but accommodate smaller number of students. Sponsor must have the ability to isolate the range from intrusion. Ranges must be approved by the MSF for the classes offered on them. Many sites are hiring professional parking lot painters to paint their ranges. These contractors have the ability to achieve enhanced results, due to their superior painting techniques and paint. The markings last much longer decreasing the need for frequent touch ups.
- Suitable classroom facilities to accommodate 12 students and 2 coaches. The classroom should have climate control and should contain a computer with projection system, chalkboard or whiteboard.
- A site kit from the MSF.
- Rider Handbooks and eCourse codes, available from the Motorcycle Safety Foundation.

- Range materials, such as a range cart containing large cones, (9"-15" tall), small cones, (2"-6" tall) and 2X4s, (or 2X6s) 6'-8' long. Quantity of each item varies with course offered.
- Adequate break and restroom facilities in close proximity to the classroom and range.
- Secure storage for motorcycles and support material. Ideally the motorcycle storage area should have access to electricity for battery maintainers and air compressor.
- Small tools suitable for making minor repairs to the motorcycles.
- Portable air tank.
- Battery charger. (Battery maintainers for each motorcycle will enhance the longevity of batteries greatly.)
- Small repair parts such as spark plugs, levers, oil, batteries, and tires. (Note: The state program office sometimes can provide batteries, tires, and other items, depending on their budget. Check with them before spending your money.)
- Other items deemed necessary to conduct classes. This could include items such as water coolers, cups, brooms, trash bags, etc.
- Refueling capability for motorcycles.
- Each range must have a fully stocked first aid kit readily available and visible. The kit must contain, at minimum, a compression bandage, sterile dressings, Band-Aids, adhesive tape, an Ace bandage, antiseptic wipes, antiseptic cream, cold packs, and latex gloves.
- Each range must have an operational fire extinguisher on the range during training. The fire extinguisher must be fully charged.
- Each Range Cart should contain emergency procedures and phone numbers.

In addition, the sponsor is responsible for repairs to the motorcycles up to a limit of \$150 per motorcycle. Approved repairs in excess of \$150 will be paid out of the state program budget. **IMPORTANT:** Contact the state office for approval **before** having these repairs made.

6.1 Site Coordinator – This person is appointed by the sponsor to monitor and manage the motorcycle safety classes. Their duties are prescribed by the sponsor, but normally include registration of students, telephone inquiries, scheduling of classroom and ranges, and forwarding class reports to the state office (see below). The site coordinator also maintains a close liaison with the lead RiderCoach to arrange class schedules, employment of coaches, and any other duties necessary to effectively run the program.

- Site Coordinators are encouraged to participate and assist with the electronic filing of class report forms. Information concerning the preparation and use the Class Report Form, MSF Completion Cards, and DMV Waiver Cards, etc., will be given to Site Coordinators. To best utilize these procedures, a computer and printer should be made available to the RiderCoaches during the class. At the completion of the class, the class report form should be electronically transferred to the state office. If a computer is not available to the RiderCoaches, it is expected that the Site Coordinator prepare the class report form and forward it to the state office. Class Report forms should be emailed to the NCMSEP staff assistant **within 3 days of class completion**. Care should be taken to ensure that the most current form is used and is properly completed. The latest version of the Class Report Form can be found on the NCMSEP website. Questions concerning these procedures should be directed to the NCMSEP staff assistant.
- Notify the State Director of any incidents involving injury or property damage (other than minor damage to motorcycles). This notification should be made the first business day following the class.
- Paperwork, in addition to the Class Report Form, to be mailed to the state office within one week, includes:
 - Original copies of all Student Waiver Forms.
 - Class Report Form.
 - Skill Evaluation Score Sheet: Group
 - The original copy of any Incident Reports

– All Course Evaluations by students

- Paperwork to be maintained, (commonly for 7 years), by the site coordinator includes:
 - Copy of the class report form.
 - A copy of the student waiver forms.
 - Copies of any accident reports.
 - Written test answer sheets.
- **It is important that the site coordinators from sites using Motorcycle Safety Foundation insurance forward MSF incident reports to them within 48 hours as outlined in their instructions.**

6.2 Lead RiderCoach – The Lead RiderCoach is selected by the state program director with the concurrence of the sponsor. The Lead RiderCoach should have at least two years’ experience as a RiderCoach, and should have a basic knowledge of motorcycle maintenance and repairs. The Lead RiderCoach duties will include, but not necessarily be limited to, the following:

- Prepare the annual training schedule, in cooperation with the site coordinator
- Ensure qualified coaches are available to teach scheduled classes
- Hold an annual RiderCoach meeting to equitably schedule RiderCoaches for classes and discuss any issues pertinent to the program
- Resolve, at the local level when possible, any conflicts that arise at the site involving problems between RiderCoaches, students, and the college. Notify the state director when an issue cannot be resolved locally.
- Perform minor and routine maintenance on motorcycles, and ensure the fleet is kept in good mechanical condition
- Keep a current inventory of motorcycles, and provide a copy of the inventory to the state office whenever changes occur
- Coordinate with NCMSEP Range and Equipment Manager to layout and paint new ranges
- Ensure that cone placements and markings are visible and accurate for all courses conducted on their range(s).
- Maintain close relationship with motorcycle dealers in the area. When possible, coordinate with the range and equipment manager to arrange for dealer loaner motorcycles to be placed in the program. Arrange for the pick-up and return of these bikes at the beginning and end of the loan period.
- Notify the state office 2 months prior to the expiration of a dealer loan agreement so procedures can be implemented to purchase the bikes when funding is available.
- The Lead RiderCoach is to be a “role model” for their RiderCoaches. They should ensure that they know the curriculum and are offering it correctly and consistently. Lead RiderCoaches should also be seen riding a motorcycle frequently.

The Lead RiderCoach works under contract with the state program. Contracts will be issued on a semi-annual basis, from January 1 thru June 30 and from July 1 thru December 31. The director will determine the rate of compensation. In addition, many sites augment the Lead RiderCoach compensation through employment agreements between the site and the individual.

7. Conducting Classes

The Basic RiderCourse (BRC) makes up the bulk of classes offered in the state. Classes conducted by the NCMSEP at participating sites must be conducted in accordance with all directives set out by the MSF in the RiderCoach Guide (RCG). In addition, the following procedures will be applied in North Carolina:

Classroom: There are two variants of the Basic RiderCourse that are allowed in North Carolina; they are designated as the e3x5x10 and the eP1x11 by the Motorcycle Safety Foundation. The major differences between the variants occur in the dissemination of information through the classroom and online elements, (eCourse). Sites will determine which variant will be offered at their location.

e3x5x10 variant of the BRC

- In accordance with our agreement with the MSF, many sites follow the e3x5x10 program, where “e3” refers to the online MSF Basic eCourse, “5” refers to Level II behavioral content, and “10” refers to the range exercises. These numbers refer to the minimum number of hours required for each item. It is recommended that sites allow at least 4 hours for taking the eCourse in a computer lab, and 18 hours for the Level II behavioral content and range exercises.
- There are two options for the delivery of the eCourse. We recommend the following if you have a computer lab available on Friday nights. The students will need headsets or ear phones as the eCourse uses audio in its presentation.
- A typical schedule would be:
 - 6-10 Friday Night: e-Course: Online in Computer Lab with Students
 - 8-6 Saturday: Orientation, Level I range + Level II classroom
 - 8-6 Sunday: Level II range & skill test + classroom, knowledge test & wrap up
- Some students may have difficulty finishing the eCourse before the class lets out at 10 pm. Our agreement with the MSF allows accommodation for course participants who are unable to complete the MSF Basic eCourse prior to the first day of the class (Range work). The student may complete the MSF Basic eCourse between and/or after classroom and range. Completion cards and state completion documents are not issued until proof of completion of MSF Basic eCourse is provided. Sites may decide on a reasonable deadline for completion of the online portion of the course.
- It is also possible for the eCourse to be done by the students at home prior to the class, allowing the student to bring their eCourse certificate to the site prior to range training
- Sites will determine which delivery option will be used at their location
- On *rare* occasions, a student that is not computer savvy can be allowed to study the Rider Handbook and pass the Level I Knowledge Test in lieu of the eCourse. The Site Coordinator will make this determination.
- Sites must make the “Post Training Info Sheet” available for RiderCoaches to distribute to their students. Each student must be issued this sheet at the completion of a motorcycle safety class.

eP1x11 Variant of the BRC:

- In accordance with our agreement with the MSF, many sites follow the eP1x11 program, where “eP1” refers to the online MSF ePackage 1, which includes Level II behavioral content, (approximately 5 hours); and “11” refers to the range exercises. These numbers refer to the minimum number of hours required for each item. It is recommended that sites allow at least 12 – 14 hours for the range exercises.
- This eCourse is usually taken at home by the students as the longer format is rather unwieldy for an on-campus computer lab. The approximately 5-hour eP1 is a lot for students to accomplish during one sitting. As a result, sites need to ensure that their students have several days to complete the online

portion before they arrive at the site for the range exercises. This is helpful to the student as they can take the eCourse at their own pace.

- As some students may not completely finish the eCourse prior to arriving at the site, our agreement with the MSF allows accommodation for course participants who are unable to complete the MSF Basic eCourse prior to the first day of the class (Range work). The student may complete the MSF Basic eCourse between and/or after classroom and range. Completion cards and state completion documents are not issued until proof of completion of MSF Basic eCourse is provided. Sites may decide on a reasonable deadline for completion of the online portion of the course.
- Sites must make the “Post Training Info Sheet” available for RiderCoaches to distribute to their students. Each student must be issued this sheet at the completion of a motorcycle safety class.

Note: Special RiderCoach qualification is required to conduct the eP1x11 variant of the BRC.

Range: There are slight differences in the variants, as the eP1x11 adds a few activities to the range that are difficult to achieve online. These differences are outlined in the MSF eP1x11 range cards and the RCG.

- A student to RiderCoach ratio of 6:1 will apply to all exercises conducted on the range. (A smaller ratio is applicable to certain courses as per MSF rules)
- RiderCoaches are to ensure a safe training environment on the range at all times. If a student repeatedly is unable to grasp the motor skills necessary to operate a motorcycle, they may be asked to leave if they are posing a hazard to themselves or to the remaining students.
- Adverse weather conditions: Under no circumstances will a course be conducted during an electrical storm, or on icy surfaces. Courses may be conducted in the rain, at the discretion of the RiderCoaches. If classes are canceled for any reason, the site will determine procedure for making up the time, with the provision that each student **MUST** be in attendance for all training in accordance with MSF rules.
- RiderCoaches **MUST** ride each program motorcycle at the beginning of each riding day **AND** before putting a student back on the bike following an incident. This is to ensure that the bike is serviceable and safe.
- RiderCoaches must ride demonstrations (Demos) completely. That is, they will demonstrate from where the bikes were left in the previous exercise to the start point of the current exercise; and from the end point of the current exercise to where the bikes are left at the end of the exercise in preparation for the next exercise. As demonstrations are designed to show path of travel and technique; all reversals and movements should be demonstrated, and at a speed and proficiency level expected from the students. The motorcycle used for the demonstration should be taken from the front of the parked motorcycles and returned to the rear.

7.1 Attendance Policy - Students who arrive too late to gain important course and safety information, or disrupt the usual course of instruction, should not be permitted to attend. There are 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.

7.2 Procedures for moving training motorcycles between range and storage - It will be up to the discretion of the lead RiderCoach at each site as to the method of transporting the motorcycles to and from the range at the start and end of each day’s activities, but the following guidelines must be followed:

- It is the responsibility of the RiderCoaches to ensure that all transport of motorcycles between the storage facility and training range is done according to NCMSEP guidelines to meet insurance requirements.
 - Prior to each day’s range training the RiderCoaches will inspect and ride all motorcycles to ensure that they are in a safe operating condition

- RiderCoaches 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 RiderCoach and on the recognized range area.
- (The only allowable exception to this rule is when a RiderCoach Prep course is being taught at the site and the course candidates are being trained to perform these duties.)
- RiderCoaches shall not allow course participants to ride motorcycles after the point that the Basic *RiderCourse* is complete. The insurance fee is course-based and is no longer in effect when the course session is complete.
- All RiderCoaches must be wearing all protective gear as defined in the course guidelines while riding training bikes to the range.

The above guidelines are the minimum allowed parameters. It is at the discretion of each training site sponsor, site coordinator, lead RiderCoach, and RiderCoaches to adhere to more strict guidelines if deemed necessary for the safety of the students and/or RiderCoaches.

7.3 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 or may not 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.

7.4 Guidelines for Accommodating Students with Disabilities (MSF) - NCMSEP and the MSF expect that training sites will make reasonable accommodations for people with physical disabilities, in compliance with the Americans with Disabilities Act (ADA) and state law. A common accommodation is for a training site to hire, at its own expense, a sign-language interpreter for deaf students, or to allow the student to bring their own interpreter (more about that below).

Regardless of the nature of the disability, persons taking the course are required to operate the training motorcycle with reasonable safety as determined by the Site and its RiderCoaches, and the student must achieve exercise objectives to continue the course. If a student has significant difficulty or becomes a risk to himself/herself or others, as determined by the RiderCoaches, the student will not be permitted to continue the course.

A site should allow a rider to bring a scooter or modified motorcycle in order to accommodate a disability, as long as the supplied scooter or modified motorcycle is deemed safe by the site and its RiderCoaches and is still considered a motorcycle under state law. This vehicle must have insurance and must adhere to the same policy as under section 3.1.1 Scooter Policy.

For example, a student may have had his/her own motorcycle modified to accommodate a specific disability (a hand or foot control relocated to compensate for limited use of a limb, for example). The student must make the RiderCoach aware of the operation of the special controls, and must demonstrate they can operate the modified/relocated controls and maintain overall control of the motorcycle.

A site **is not** expected to perform extensive modifications to a fleet motorcycle, or purchase a particular motorcycle, at the request of and for use by a student, whether disabled or not. In some circumstances, however, it may be appropriate to provide a disabled student with special equipment for the course. Contact the state program office for guidance.

Training sites have had a wealth of experience over the years in accommodating hearing-impaired students. RiderCoaches have noted:

- On the range, ensure that the position of the interpreter(s) doesn't interfere with the normal path of travel
- A big challenge is the riders not knowing when to shift; giving them the shift points in terms of speed of their particular training bike can help
- Positive reinforcement of a visual nature (gestures or a smile) will be appreciated by the rider
- Working with interpreters is a benefit in that it teaches you to speak and answer questions more efficiently

Site Sponsors and RiderCoaches will likely find that training students with disabilities is a rewarding experience.

7.5 Other Disabilities - Site Administrators must inquire about any other disabilities that may prevent the student from completing the training at the time of registration. Any appropriate and reasonable modifications should be made (e.g., colorblindness or physical limitations).

If there is a language barrier or problem other than hearing, the site may allow the student to bring with them a translator or helper in order to comprehend written material and/or the RiderCoach's oral communication in the classroom. The RiderCoach 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. The NCMSEP will not reimburse the student monetarily in this case.

Spanish materials: The MSF has a Spanish-language version of the BRC Knowledge test. eCourses and Rider Handbooks translated into Spanish are also available from the MSF. Use of these materials is appropriate for any Spanish-speaking student who has difficulty with English.

RiderCoaches should be sensitive to the reading ability of the students. The student may be given the option to have the written test read to them, in cases of limited reading ability, or to have the test administered in Spanish; as a Spanish version of the test is available on RETSORG. The answer key is the same as the regular test to ease the grading of the test. This accommodation must be made for the student prior to test origination. That is, the student should not be given this option, if they have already seen the test.

7.6 Policy on Retesting the Skills Evaluation - The RiderCoach observing the student in a motorcycle safety class is the best judge of the student's abilities. If the student has performed satisfactorily throughout the class, and fails the skills test, leaving the RiderCoach with the belief that the skills test was an unfair indication of the student's abilities; the RiderCoach may retest the student. If the student has been marginal, the RiderCoach should recommend the student retake the Basic Rider Course. The final determination for retesting will rest with the RiderCoach who administers the initial skills test, as long as retesting is allowed at the training site. Should a RiderCoach decide to retest a student, the retesting procedures outlined below will apply.

- The student who has done well and is ready to progress in their motorcycling endeavors may be retested; one time only
- The student must retake ALL skills evaluations, not just the problematic ones
- The re-test may be performed at the end of the day after the remainder of the class has been dismissed, or the student can come back at a later time, but not more than 30 days
- If the student returns at a later time to re-take the skills test, they must complete a new waiver form
- They must be allowed to warm-up on the motorcycle, and every effort should be made to have them re-test on the same motorcycle they were originally trained on
- The student may not practice the evaluations, prior to, or during the test

- Retesting must be done **only** in rare circumstances and care should be taken to ensure that safety and fairness to all students is paramount. (Why does this student deserve to retake the skills test when most are not allowed the same consideration?)
- The RiderCoach should check with the site coordinator as the site has the right to refuse to allow skills test retesting to ensure consistency at their school
- The RiderCoach must submit a brief written explanation of the reasoning behind the re-test for inclusion in the class reporting paperwork

7.7 Counseling a Student Out of a Class - Counseling a student out of a class is a delicate matter that unfortunately is necessary in some cases. For all exercises, it is important that each rider demonstrates sufficient ability to move to a subsequent exercise. Exercises cannot be skipped. A rider cannot continue unless previous exercises have been successfully completed.

Some tips for counseling out a participant from the MSF:

- At the beginning of the course, emphasize everyone’s personal responsibility to maintain a positive learning environment, and note/mention that being counseled out is a possibility and not necessarily a bad result.
- Remind riders about range rule 15: If you do not understand an exercise or become too uncomfortable to ride it safely, let a RiderCoach know.
- It is best if a participant is led to the decision to be counseled out as opposed to it being a surprise that is sprung on them. Be empathetic.
- Set a tone early on that self-assessment is expected, and if a participant becomes uncomfortable or too stressed to continue, they should self-select out.
- Counseling out should be done in a private setting as much as possible.
- There should be clear and positive options for participants, such as reenrollment at a later time.
- There may be some embarrassment. RiderCoaches should be sensitive and make a positive experience out of it. This works well if done in the context of honest self-assessment.

7.7.1 Counseling a Student out during the Skill Test – The MSF allows for a student to be counselled out after part “A” of the skills test. The only time that this should be done in North Carolina, is if the student does not “have adequate control of the motorcycle.”

- The RiderCoach has already seen the students ride the path of travel for Evaluation 5 several times in exercises 11 & 12; if they did not have adequate control, they should not have progressed to the evaluations. Therefore, stopping a student and sending them home after part A should be an *extremely rare* occurrence.
- If the student has amassed 11 or more points in part A, part B is *not scored and the student is given a final score of 16*.
- The student should be allowed to ride part B, even if they have already failed the evaluation in part A. It is cruel and unnecessary to ask a student to leave in the middle of the evaluation. (It may have to happen, if a student puts a bike down in an evaluation, but this is a different situation as they have demonstrated a lack of control.)
- The RiderCoach should give the students individual feedback following the skills evaluation. If someone has failed, the RiderCoach should allow them to leave during the transition back to the classroom; this allows the student to make a private and quiet exit. If the student wants to remain and take the written test, knowing that they can’t pass, that is fine. Ensure that the student knows that they

will not be receiving the completion cards. Try to have something else, (like business cards), to hand them so that no one has to know that the student failed except that student and the RiderCoaches.

- Remember that it is very disappointing to our students to fail the course. Please make it as easy on them as you can.

8. Trade Practices

- RiderCoaches may work for more than one site. No Site Coordinator or Lead RiderCoach can restrict a RiderCoach from working at another site.
- NCMSEP will maintain a list of all approved RiderCoaches, distributed each year following the annual mandatory updates. This list is also available anytime upon request from Site Administrators.
- Site Coordinators and Lead RiderCoaches must inform NCMSEP of any site-specific disciplinary action taken against a RiderCoach that stems from violations of site policy that may affect NCMSEP
- A Site Coordinator, Lead RiderCoach or RiderCoach who provides, sponsors or otherwise supports non MSF-approved training, motorcycle accessories or other motorcycle related non-NCMSEP businesses, must not use student information gained through his/her role as a Site Coordinator, Lead RiderCoach or RiderCoach for any personal business-related purpose (e.g. marketing). Any database of NCMSEP student information shall not be sold, shared, or used for commercial marketing purposes.
- A RiderCoach must avoid any actual or perceived conflict of interest between NCMSEP, MSF, and other business interests
- A RiderCoach may produce business cards noting his/her NCMSEP affiliation as a RiderCoach to distribute to students at the conclusion of class
- The NCMSEP logo is not to be used for personal business promotion
- RiderCoaches must not present themselves as speaking on behalf of the NCMSEP while taking a public position on safety or legislative issues or when addressing a public-policy forum.

9. Quality Assurance

It is the responsibility of the program director to ensure that NCMSEP RiderCoaches and RiderCoach Trainers are performing their duties in a satisfactory manner. This function is achieved and enhanced by the Quality Assurance program. A Quality Assurance Manager is appointed by the director to oversee the QA program and the Quality Assurance Team. 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. NCMSEP uses a “team-oriented” approach in an attempt to achieve a culture of “Quality Awareness” throughout the delivery system. As the QA team works with the NCMSEP sites, our concern will be in recognizing both strengths and weaknesses of each site, its administration and the performance of its RiderCoach/RiderCoach Trainer groups. The NCMSEP will employ methods designed to ensure MSF contract compliance and encourage continuous quality improvement in delivery methods and customer service in order to maintain the highest quality rider education program possible. Methods of obtaining this goal can include, but are not necessarily limited to, the following:

- Quality Assurance Visits (QAV): An onsite evaluation by a QA team member that is designed to recognize the strengths and weaknesses of a training site’s administration, classroom and range facilities, learning environment, and RiderCoach performance based on MSF and NCMSEP standards.
 - These reviews are performed by a Quality Assurance Team Member with the goal of utilizing effective observation, standards familiarization, and giving constructive feedback through debriefs and written reports

- After a QA Team member has visited a site, he/she will submit a report for review utilizing the MSF Quality Assurance Module
- The state program director will review the report and note any problems or corrections
- The director will then close the report and distribute copies to the RiderCoaches observed, the site coordinator and Lead RiderCoach of the site, the NCMSEP Staff Assistant and the QA team member
- Although a QAV may be announced; the standard practice will be an *unannounced* visit to a site to observe and evaluate the RiderCoaches in the performance of their duties
- Site visit: On occasion, the Director, the Range and Equipment Manager or the Quality Assurance Manager may visit the site to gauge the overall condition of the training site
- Along with Quality Assurance Visits, the NCMSEP will continue to monitor standards through multiple methods including site visits, non-compliance reports, mandatory-updates, contact with randomly selected students, regular student feedback surveys, and periodic student follow-up surveys

10. Mobile Training Unit

There are some community college sites that do not have a population that can support a full-time motorcycle safety program. In such cases, the mobile training unit is utilized. The mobile unit also allows prospective sites to “try out” the program before making the investment to install a permanent site.

The mobile training unit is a trailer with motorcycles that travels to various sites for the purpose of conducting Basic Rider Courses. The trailer is brought in prior to the first day of class, and picked up the following week. It is the responsibility of the Range and Equipment Manager, employed full-time with the state program, to transport the unit. The Range and Equipment Manager is also responsible for the mobile unit’s schedule.

Sponsors of the mobile unit program are required to provide the following:

- Classroom facilities
- Break area and restroom facilities, as described under sponsor responsibilities
- A range approved by the MSF and the state program office
- Gas used in the motorcycles for class
- Student handbooks and eCourse codes from the MSF
- See additional requirements in Section 6, Sponsor responsibilities

The state program will provide motorcycle storage and basic maintenance for motorcycles used on the mobile unit.

A fee will be charged to the sites utilizing the mobile training program. This fee will be agreed upon by the director and the sponsor. The fee is designed to cover maintenance of the motorcycles, and transporting the unit to the site.

11. Harley Davidson – Riding Academy

The NCMSEP, MSF and NC DMV currently recognize participating Harley-Davidson dealers as partners in motorcycle safety education training under their own RERP number issued by the MSF. These classes are taught on an MSF approved range. The sites use the Harley Davidson Riding Academy curriculum, which is based on the MSF curriculum with Harley Davidson specific additions. All classes offered must adhere to NCMSEP policies. Participating Harley-Davidson Riding Academy programs authorize members of the NCMSEP Quality Assurance team to perform Quality Assurance Visits on their classes for quality control and auditing purposes. The HD dealership will be responsible for paying for these visits at the current rate.

The HD Riding Academy refers to their RiderCoaches as “Coaches.” These coaches are included on the NCMSEP certified RiderCoach list and must follow the same guidelines as RiderCoaches teaching at community college sites to maintain their position on the approved list. The HD Riding Academy recognizes that they can only use NCMSEP approved RiderCoaches to teach classes in North Carolina.

Successful graduates of these programs may receive the NCDMV waiver issued by the NCMSEP, (in accordance with their agreement with the NCDMV), which waives the riding skills portion of the NCDMV motorcycle endorsement testing. To issue this waiver card, the sponsor must offer the same curriculum and in the same manner as the NCMSEP. Motorcycles used in the Riding Academy course must adhere to the requirements of the MSF and the sponsor should have at least one spare motorcycle, in case a motorcycle is rendered unusable. The sponsor also must email a copy of the class roster to the NCMSEP State office. The MSF completion card and DMV Skills Waiver card issued at the Riding Academy sites are the same as those issued at community college sites.

The following Riding Academy courses are approved to be offered in North Carolina:

- New RiderCourse (NRC)
- New RiderCourse – Skill Practice (NRC – Skill Practice)
- Skilled RiderCourse (SRC)
- 3-Wheel New RiderCourse (3-WNRC)
- New RiderCourse One on One (NRC One on One)
- Experience the Ride (ETR)

12. Military Course Sponsors

The NCMSEP, MSF and NC DMV currently recognize participating military installations as partners in motorcycle safety education training. These sites have their own RERP number issued by the MSF. The classes are taught on MSF approved ranges. These sites use the MSF curriculum and authorize program auditing by the NCMSEP for quality purposes. While these military installations may contract with outside entities to offer the motorcycle safety training, our recognition is with the military installation and not with any such contractor. The RiderCoaches teaching at these sites are included on the NCMSEP military certified RiderCoach list. These RiderCoaches, due to the fluid nature of their jobs are not included on the NCMSEP certified RiderCoach list to teach at the community college sites, unless they apply and are placed on that list by the director. Successful graduates of these programs may receive the NCDMV waiver issued by the NCMSEP, (in accordance with their agreement with the NCDMV), which waives the riding skills portion of the NCDMV motorcycle endorsement testing. To issue this waiver card, the sponsor must offer the same curriculum in the same manner as the NCMSEP and allow Quality Assurance visits from NCMSEP. The sponsor also must email a copy of the class roster to the NCMSEP State office. The MSF completion card and DMV Skills Waiver card issued at the military sites are the same as those issued at community college sites.

13. Skills Waiver Card

The North Carolina Department of Motor Vehicles (NCDMV) has agreed to allow successful graduates of a Motorcycle Safety Foundation (MSF) Basic Rider Course (BRC), [to include the Returning Rider Basic RiderCourse (RR-BRC)], Basic RiderCourse 2 (BRC2), [formerly Experienced Rider Course (ERC)], or 3 Wheel Basic RiderCourse (3WBRC), to waive the skills test that is normally required by the NCDMV for issuance of a motorcycle endorsement. This agreement is predicated on the requirement that the graduate has completed all portions of the BRC, BRC2 or 3WBRC, (taught by approved NCMSEP RiderCoaches), to include a skills test that is required for successful completion of the course. The MSF skills test administered by entities overseen by the NCMSEP is deemed to meet or exceed the NCDMV requirements for necessary basic motorcycle handling skills.

Graduates of the above-mentioned MSF courses are eligible to be issued a Skills Waiver Card that must then be presented to an NCDMV License Examiner. The NCDMV will waive the motorcycle skills test upon presentation of this card. The skills waiver card will expire 1 year following the date of issue. The skills waiver card is not a license to operate a motorcycle. Candidates for a motorcycle endorsement must still appear before a DMV examiner to take the written test and fulfill other requirements prior to the issuance of a motorcycle endorsement. Course graduates that already possess a motorcycle endorsement will not be issued the skills waiver card.

The Director of the NCMSEP is responsible for ensuring that only graduates of NCMSEP approved MSF BRC, RR-BRC, BRC2 or 3WBRC courses are issued a waiver card. Motorcycle rider or safety courses designed by other agencies, or modified in any manner from those designed by the MSF will not be recognized for purposes of issuing a skills waiver, unless approved by the NC DMV commissioner.

13.1 No Guarantee of License - Although successful completion of one of the NCMSEP Basic Rider Courses currently serves to waive the DMV riding skill test, neither the NCMSEP nor the MSF guarantees that completion of the MSF BRC, RR-BRC, BRC2 or 3WBRC will ensure that the individual will be issued a license in the state of North Carolina.

13.2 Site Handling of Skills Waiver Cards - Skills Waiver Cards are issued by NCMSEP Rider Coaches at sites overseen by the NCMSEP. These cards are distributed by NCMSEP to Site Coordinators on an “as-needed” basis. The number of cards supplied to the site will be based on the current training demand of the site, and shall normally not exceed a 90-day supply. Skills Waiver Cards are secured and handled by site coordinators as follows:

NCMSEP approved Rider Coaches are authorized to sign the waiver cards. The NCMSEP Approved Rider Coach list is made available to site coordinators and lead Rider Coaches by the NCMSEP office.

- The waiver cards are signed for, counted and verified by the Site Coordinator or his/her designee, then stored in a secure, designated area at the Sponsor’s administrative office. Only personnel who are authorized to sign the waiver cards should have access to the cards.
- Waiver cards shall not be pre-signed; that is, they should be signed by the Rider Coach immediately prior to distribution at graduation
- The student’s first and last name should be printed on the card by the site coordinator or by the Rider Coach, this name should match the student’s Driver’s License
- The MSF Completion Card number must be printed within the box on the front of the card by the site coordinator or Rider Coach
- A site must void a Skills Waiver Card if any mistake is discovered, whether it is a coordinator error or Rider Coach error, such as an incorrect name or date, printed on the card. Scratching out and writing over or using whiteout is not an acceptable practice for completing the Skills Waiver card.
- To process a voided Skills Waiver Card, simply write “VOID” in large, clearly legible letters across the certificate to be voided. Then, return this original, NOT a photocopy, to NCMSEP with your next mailing. ***Never shred or discard a Skills Waiver Card.***

Site coordinators are responsible for maintaining and ordering Skills Waiver Cards. A 90-day supply is appropriate. Orders are placed by contacting the staff assistant at NCMSEP.

13.3 Completion Card Replacement - If a student should lose an MSF completion card or an NCDMV skills waiver card, the card can be replaced in the following manner:

- If the student took the course at a community college site, they can contact the NCMSEP office and the staff assistant will replace the cards, if the student can be located in the database. The cards will be signed by the director or the range and equipment manager. The cards will then be sent out as soon as possible at no cost to the student. Note that the original date of completion will be entered on the replacement card.
- Harley Davidson Riding Academy sites must replace cards issued under their RERP agreements. The cards must be signed by a currently approved NCMSEP RiderCoach. Note that the original date of completion will be entered on the replacement card.
- Military installations must replace cards issued under their RERP agreements. The cards must be signed by a currently approved NC military RiderCoach. Note that the original date of completion will be entered on the replacement card.

Bear in mind that the NC skills waiver card is only valid for one year from the date of issue; therefore these cards will not be reissued if beyond the expiration date.

14. Dealer Relations

The NCMSEP recognizes the importance of supporting all of the motorcycle dealers across the state. Dealers have historically been supporters of motorcycle safety training, and have provided discounts to the program on motorcycles, motorcycle parts, and service. The continued harmonious working relationship between the dealers and the NCMSEP is crucial to the success of the program.

Whenever possible, the NCMSEP will support the North Carolina Dealers Association at its semiannual meetings and other events.

Lead RiderCoaches and RiderCoaches are encouraged to frequent their local dealerships, and to promote these dealerships to their students.

Lead RiderCoaches should work with local dealers in obtaining dealer loaner motorcycles for use in their program.

When a dealer loans motorcycles to the program, the NCMSEP will make every effort to purchase those bikes at the termination of the loan agreement. This is contingent on program funding. When purchase decisions are being made, first priority will be given to those bikes that have been loaned to the program.

15. Promotions and Solicitation

RiderCoaches should avoid the promotion of any products other than those offered by the Motorcycle Safety Foundation (MSF), the North Carolina Motorcyclists Education Foundation (NCMEF), and the North Carolina Motorcycle Safety Education Program (NCMSEP). We are sometimes asked to promote items such as motorcycle products, magazines, memberships in motorcycle-specific organizations, and insurance companies, to name just a few, but these types of promotions should be avoided.

This policy does not prohibit RiderCoaches from discussing personal opinions about products or services while they are on break with the students, but negative comments about brands, products, or organizations must be avoided. Additionally, RiderCoaches must ensure that the students know the coach is expressing a personal opinion, not that of the MSF, NCMEF, or NCMSEP.

This policy does not apply to the mention of course sponsors. For example, a RiderCoach is encouraged to mention the names of dealerships that have loaned motorcycles to the site where the training is taking place.

16. History

North Carolina's first motorcycle safety instruction was taught at East Carolina University in 1974. The newly formed (1973) Motorcycle Safety Foundation's "Beginning Rider Course" was offered to university students during the first session of summer school beginning in May of that year and taught on-campus in Greenville.

The first course was followed immediately by one held at Appalachian State University in Boone, also during the summer of 1974. Other courses were subsequently taught at North Carolina A&T University in Greensboro and privately in Charlotte.

The North Carolina Governor's Highway Safety Program (GHSP) initiated a pilot Motorcycle Safety Education Program in selected high schools throughout the state in the late 1970's. However this program produced little interest and was not pursued.

Following these first attempts to establish motorcycle safety programs, the East Carolina University program was the only one to continue.

The first attempt at establishing a state-wide motorcycle safety program was initiated by state representative Byron Hayworth of High Point. He contacted East Carolina University for support of the bill he intended to pursue in the legislature. A bill was drawn and began its move through the legislative process; however, Representative Hayworth decided to retire from the legislature at the end of the 1981 session and the bill was dropped.

During the latter part of 1985, the East Carolina University Traffic Safety Center's Coordinator decided to follow up Representative Hayworth's initial attempt to establish a state-wide program. The Traffic Safety Center presented a proposal to the GHSP to do a feasibility study for the purpose of establishing a North Carolina Motorcycle Safety Education Program. The proposal was funded and the project was completed September 30, 1986.

The result of the study convinced the GHSP that there was a need for the program. Consequently, the Traffic Safety Center presented a proposal for a pilot Motorcycle Safety Education Program which would be offered through the North Carolina Department of Community Colleges. This proposal for the pilot program was funded for FY 1988 as was a subsequent proposal to continue the program during FY 1989 by the GHSP.

The pilot Motorcycle Safety Education Program produced ten certified programs at strategically located community colleges throughout the state and, most significantly, these programs were well accepted by officials of the North Carolina Department of Community Colleges at their headquarters in Raleigh.

The next step, in order to give the program permanency, was to obtain funding through the legislative process. Representative Walter Jones, Jr. of Farmville accepted the responsibility to guide the proposed bill through the 1989 legislature. The bill was very attractive to legislators for two major reasons. First, the funding for the program would come solely from motorcyclists (three dollars per vehicle registration annually) and secondly, there would be no organized opposition. Additional help during passage of the bill was provided by the Community Colleges and a lobbyist sponsored by the Motorcycle Safety Foundation. Consequently, North Carolina officially received its first state sponsored Motorcycle Safety Education Program through legislation passed on August 10, 1989.

On July 1, 1996 the program was moved to Mitchell Community College in Statesville. The program was administered from Mitchell Community College until July 1, 1998 when it was moved to Lenoir Community College in Kinston.

The program is now fully embraced by the North Carolina Community College System and is housed and administered by Lenoir Community College.

NCMSEP Directors

Dr. Al King	Acting director prior to legislation that established the program.
Rosemary Unsworth	October, 1989 – June, 1994
Bill Vortriede	July 1994 – January, 1998
Dr. Jay Carraway (Interim)	February, 1998 - June, 1998
John Stokes	July, 1998 – June, 2004
Dave Galloway	July, 2004 – June, 2007
Dr. Jay Carraway (Interim)	July, 2007 - June, 2008
Bob Wagner	July, 2008 - present