



# Training Policies and Procedures

# 2024

# **Index**

1. General pg. 3
2. Instructor Guidelines pgs. 4-5
3. Customers pgs. 5-7
4. Classes pgs. 7-8
5. Testing pgs. 8-10
6. Bikes pgs. 10-11
7. Misc. pg. 11

## **1. General Information**

All WMST Policies & Procedures, WMSP Policies & Procedures, curricula Rules of Professional Conduct and Washington State policies will be adhered to without exception, including those relating to discrimination and sexual harassment.

WMST instructors will only use curricula and testing material currently approved by WMSP and WMST. WMST will endeavor to ensure that the most current course and testing documents are always in place. However, please report any outdated documents to management immediately.

WMST instructors and staff will maintain high standards of quality, professionalism, appearance, and respect for all stakeholders.

WMST instructors are independent contractors and will be issued a 1099 at the end of each calendar year. Instructors are responsible for reporting all state and federal taxes.

WMST instructors will normally be paid on the 5<sup>th</sup> and 20<sup>th</sup> of each month after receiving properly completed paperwork and documentation.

WMST offers all instructors contracted to WMST the opportunity for immediate family members to attend any subsidized class conducted by WMST at a reduced rate. Please contact the office for more information.

As per WMSP, instructors cannot test family or friends.

WMST provides instructor liability and training bikes & range property damage insurance. This assumes the instructor(s) perform within the guidelines provided in the applicable instructor guide, range cards and WMSP and/or WMST Policies & Procedures.

WMST instructors are not allowed to keep any documents containing Personal Identifiable Information (PII) about customers in any form. This includes hardcopies and emails. PII is information that relates to a person's name, addresses, telephone numbers, and driver license numbers.

## **2. Instructor Guidelines**

All apparel worn during classroom/range sessions should reflect your status as a professional. Instructor apparel should always display the WMST logo visible to the customers. Apparel will be clean, stain free, neat, and free from holes or tears. Motorcycle specific gear may be worn on top of street clothes but should also be professional in nature.

Wearing apparel displaying another WMSP training company's logo is inappropriate and not allowed.

WMST shirts and hats are available for purchase at a set cost to WMST per instructor. Jackets and other apparel can be purchased at the CONTRACTOR'S cost. Alternatively, we can add embroidered or screen-printed company logos to most apparel you provide to the company.

A WMST provided vest must be worn on the range clearly identifying you as a WMST Instructor. These vests are to be kept in the range containers when finished using for the day.

Instructors must meet the professional standards set by WMSP Policies & Procedures.

Every year instructors must submit the following non-expired documents. The same documents from the previous year may be used only if not expired. This will make it easier if something is needed throughout the year.

- New WMST Contract
- WMSP Professional Standards
- WMST Policies & Procedures
- Direct Deposit Form
- Emergency Contact Form
- W-9 for independent contractor if there are changes

The lead instructor(C1) is responsible for ensuring that all items on the Site Checklist are properly completed. This includes making sure that bikes being used are inspected and test ridden before each range session. Any discrepancies should be noted in the class report.

It is the responsibility of the C1 to notify the C2 if they are not needed for the class due to minimum enrollment numbers. Failure to notify the C2 before arriving to the range will result in a deduction of \$50 from the C1 pay going to the C2.

**Instructor Guidelines cont.**

At the conclusion of each class a “Class Report” must accompany class packs. A class report PDF along with an example of a properly filled out class report can be found on the instructor resources page.

All classroom/range locations must be tidy and clean upon class, range or testing sessions. No instructor is to leave the site in a dirty or unorganized manner, this includes any equipment.

Customer feedback forms are a required part of your “properly completed” paperwork. Have the customers fill them out at the end of each WMST class/range session.

**3. Customers**

The goal of our motorcycle program is to promote lifelong learning of proficient motorcycling skills in a safe, low threat environment. It may occasionally be necessary to devote extra time to an individual(s) or possibly counsel them out of class for their own or others' safety. The priority as an instructor needs to be the customer's safety and the quality of the training is offered to our customers, in that order.

Instructors must display the utmost in care and respect for the customer when counselling them out of class. Refer customer service issues to the admin team, noting pertinent information in the class report and provide the customer the What's Next form. **Do not make a commitment on behalf of the office as to what will happen regarding scheduling or payment.**

**Late Customers.** WMST's communicates with the customers to be approximately 15 minutes early to any class/testing session. With this being said, the goal is to provide the best possible customer service. If it's possible to

catch up a late arriving customer to the classroom without seriously impacting the rest of the class, please do so.

“Customers reporting late to a class session may be admitted and allowed to continue, space permitting, if the bulk of information missed is: (1) Not of

**Customers cont.**

critical importance that could cause undue risk to the customer's ability to safely and successfully complete the course, and (2) Able to be made up during the course. "

Customers reporting late to a range session will not be allowed to participate if not present when the instructor begins to brief or describe the training exercise.

Instructors should be looking at their roster 15 minutes prior to class starting to determine who has not arrived yet. A customer service attempt should be made to contact individuals not on the range before the beginning of the range session.

**Standby/Walk-in** customers are accepted into WMST classes if space permits. Walk-ins must pay the full tuition prior to acceptance into the class. Have them sign up for a class online of the same class type that is more than 3 weeks in the future at any site and show you the confirmation email. Clearly annotate on your roster what class number and date of the class they signed up for so the office can transfer their enrollment and report their attendance. If a registered customer for any class does not show up by 10 minutes after the published class start time, a Standby/Walk-in customer may be assigned to take their place in class.

**Minor Customers,** Parental or Guardian signature must be obtained in the presence of the instructor and their identity must be validated with photo ID, just as you do the customer's identity. It is not acceptable to send the registration home with the minor to get the parent or guardian's signature form.

WMST Instructors' primary objective is the safety of the customers. If an individual is not meeting minimum program objectives you must either provide remedial training, if time and resources permit, or explain to them that they will need additional training and should contact the office to learn about their options.

Instructors will inspect all loaned helmets prior to issuing them for customer use. They must be free from structural damage and be in good working order. If the helmet is damaged or suffers impact(s) during use it must be "tagged" and marked for inspection/replacement. Where appropriate, details will be entered

**Customers cont.**

on an incident report form and the helmet red tagged. On completion of a class, loaner helmets must be sprayed with the provided sanitizer and returned to their storage area with the visors up for ventilation.

**4.Classes**

From time-to-time class schedules may need to be changed due to weather or other circumstances while the class is being run. Any changes must be authorized by management prior to the instructor making the change.

As a WMST instructor once you have committed to a teaching date/class, you are expected to keep that commitment. If a commitment cannot be honored, the instructor must try to find their own replacement. If a replacement cannot be found after an exhaustive attempt to do so, please promptly notify the office at [instructor@gowmst.com](mailto:instructor@gowmst.com).

WMST will make every effort to fill every class offered. If a scheduled class is not full at the scheduled start time it may be necessary for the C1/Lead Instructor to work solo. The scheduled Instructors will be notified as early as possible if this happens. Our policy will be to run any 16- or 8-hour permit or endorsement course with at least 4 registered customers. 3<sup>rd</sup> party testing, warm-up retests and ½-day range-only introductory courses will only be cancelled if less than 3 riders are registered (a class of 3 customers is paid at the 4-customer rate).

Class sign-up schedules will be provided for the next year and available to review on-line in the instructor portal.

**MIT- BMC, IMC, EMC, AMC**

Customers 4-8, 1 Instructor

Customers 9-16, 2 Instructors

**TOP- 3-wheel**

Customers 4-8, 1 Instructor

Customers 9-12, 2 Instructors

**WMST- Kickstart**

Customers 3-6, 1 Instructor

**PSS- LTR, LTRR, RR, SS101**

Customers 4-8, 1 Instructor

Customers 9-16, 2 Instructors

**MSF- BRC, IRT, ARC**

Customers 4-6, 1 instructor

Customers 9-12, 2 instructors

**Classes cont.**

**Crash Reports**

There should be NO BLANK LINES on a properly completed crash report. If a section or note does not apply, please write "N/A" or put a strikethrough mark to indicate that portion is not applicable. Remember to note in the instructor comments section which side of the bike went down, and your professional account of the facts of the incident. If it was necessary to administer First Aid/CPR or call 911, please describe on the back of the report specifically what was done and by whom. Make sure both the instructor and customer sign and date the report. Please ensure that all information is legible. Do not forget to get the last 4 of the VIN number of any training bike. Leave the "damage" section blank only until the class has been completed. You do not have time to do a comprehensive damage survey while you're teaching. This requirement for crash reports also applies to Third Party Testing and Warmup retest sessions. The only exception when we don't need the VIN or a damage assessment of the bike is for Third Party Testing.

An example of a completed crash report can be found on the instructor resource page. Crash/incident reports fall into the same category as all the other required paperwork. It must be completed properly.

"What's Next" cards will be given to any customer that do not complete a class or fails testing.

**5. Testing**

**Knowledge Testing**

If a tester mistakenly marks their answers on the Test Booklet instead of the Answer Sheet, **DO NOT** destroy the question sheet(s) and **DO NOT** throw them in the trash. Return the booklet or form to WMST with your other class paperwork.

In the event of a knowledge test failure in any class, it is at the discretion of the test examiner if the individual(s) can take a knowledge retest on the same day. If the customer cannot or should not retest on the same day, then have the



**Knowledge Testing cont.**

customer email the office to register for a knowledge retest. If a customer takes the knowledge test again on the same day, both tests must be submitted with

the class pack. Their initial test is recorded with their class scores. A retest is noted on the roster and recorded with the DOL in addition to their initial knowledge test included with their course.

Information about individuals retaking their knowledge test must be included in the class report.

In the event a tester receives a failing score and is not retested during class, have them email [motorcycle@gowmst.com](mailto:motorcycle@gowmst.com) to arrange for a retest. Be sure to let them know that they must retest within 90 days if they intend to do so. If the student receives a failing score on any part of testing during a course, they should be allowed to continue with class unless it is a safety risk to continue in class. This will allow them to come back and retake only the test which they received a failing score.

**Skills Testing**

WMST adheres to the WMSP guidelines for testing as written in the WMSP Policies & Procedures.

You may use the group score sheet for the evaluation, however all riding scores must be transferred onto the individual score sheet before the course packet is complete. The reason for an individual Skills Test failure must be clearly shown on each score sheet. Results of skills tests should be shared with students individually, not in a group setting.

At the completion of each class, mark the appropriate column of the class roster: **P (Pass)**, **F (Fail)**, **I (Incomplete)** if they show up for class and then leave or drop the class for any reason, or **NS (No Show)** if they do not show up at the beginning of class. Enter the scores for both the skill evaluation and knowledge test *on the roster in the appropriate columns*.

If, in the opinion of **either** Instructor, the customer should retake the entire course rather than simply warm-up retest, please indicate this on the roster and end of course email.

**Skills Testing cont.**

Testers who desire a retest can register online using the testing drop-down menu on the motorcycle training homepage. Retesting is at the bottom of the testing dropdown menu, or they can email [motorcycle@gowmst.com](mailto:motorcycle@gowmst.com). If a retester shows up who is not on the retesting roster and/or the instructor wasn't notified in advance of a late enrollment and the retester cannot produce their email confirmation proving enrollment in a retesting session, they CANNOT be retested in a retesting session. **DO NOT accept walk-ins for retesting sessions. We must verify they are qualified for retesting. E.g., Took a course with us within the last 90 days and retesting was recommended by their course instructor.**

**6. Bikes**

Part of instructor responsibility is to ensure that individuals are a good "fit" for the bike they will be using for class. Some bikes used for training may not be comfortable for someone due to their physical characteristics. Your primary responsibility is the safety of your class. The height and weight limitations of training bikes sometimes necessitate a customer using their own motorcycle in a class. If you are unable to safely accommodate an individual's physical stature with a WMST training bike, you MUST send them home and instruct them to email the office to learn about their options. Although we make every effort to collect this critical information at time of registration, it still is the responsibility of the C1 to ensure the safest possible learning environment for the class.

Individuals that wish to ride their personal bike during a class must be street legal. <https://www.dol.wa.gov/vehicleregistration/offroadmotorcycles.html>

WMST training bikes MAY NOT be used in the AMC or SS101. In addition to passing a safety inspection, the customer must be able to show proof of ownership of the motorcycle, a valid motorcycle permit or endorsement and proof of insurance for that customer, by name, to ride that bike.

Customers may use their own bikes in classes subject to an equipment inspection, proof of registration and insurance. Instructors shall inspect everything listed on the T-CLOCS form and verify its condition. If any item on

**Bikes cont.**

that list cannot be marked as “OK”, the bike cannot be used in the course. If you determine that the bike is not safe due to reasons not specifically listed on the form, note it at the bottom of the form with initials and give them the option of using one of our bikes, assuming that is an appropriate option.

In the event of a motorcycle being damaged or a customer is injured in any WMST course or session, you **MUST** complete a crash/incident report. Complete a separate report for each incident i.e., **DO NOT** put more than one incident on the same form. The instructor who witnessed the incident should fill out the report; however, it is the Lead Instructor’s responsibility to ensure it happens. Have the customer complete their section first, otherwise they may copy the instructor’s comments for what happened instead of putting it in their own words.

If you experience mechanical problems with a training bike that you are unable to resolve, please include that information in your after-class email and provide as much information as you can regarding what the problem is, tag the bike with a **Red Tag** and leave that bike close to the door of the container. Include this in your class report included in your class report.

## **7. MISCELLANEOUS**

***The Lead Instructor must notify WMST at the earliest opportunity if 911 is called. Call 425-239-6257 to provide that notification. If no one answers, leave a message.***

Email addresses

[instructor@gowmst.com](mailto:instructor@gowmst.com) (this should be the primary for most communication)

[accounting@gowmst.com](mailto:accounting@gowmst.com) (include in your class report for getting paid)

[mechanic@gowmst.com](mailto:mechanic@gowmst.com) (include in your class report for red tagged bikes)

[Mike@gowmst.com](mailto:Mike@gowmst.com) 425-239-6257

[Stacey@gowmst.com](mailto:Stacey@gowmst.com) 206-949-0414