



Motorcycle Training
&
Testing Review

THE AUTHORISED TRAINING BODY ASSOCIATION

Contents

1. Document Scope
2. Reference Material
3. Bodies, Agencies and other Players
4. A Users perspective
5. The other Users Perceptive
6. DVSA/ATB Relationship
7. Running an ATB
8. Becoming an Instructor
9. CBT
 - a. DL196
 - b. Course Structure
10. Booking Tests
11. Module 1
12. Module 2
13. AM
14. A1
15. A2
16. DAS
17. ERS/BikeSafe/IAM/Rospa
18. Pricing
19. DVSA Management of ATB's
20. MPTC's Scope and availability
21. Manufacturers and the relationship with ATB's
22. Other Road Users
23. Key Findings
24. A Unified way forward
25. Author

If a car user were subjected to the same restrictions upon passing a test, it would be like “well done on passing your car test, here's a Fiesta, we may let you play with a Corsa after a couple of years!, in 7 years' time you can play with the big boys...”

Yet the car licence holder can go a buy a Maserati immediately after passing their first and only test.

THE AUTHORISED TRAINING BODY ASSOCIATION

1. Document Scope

This document is designed to provide a current status of ATB start-up, operation, reference material and ATBA membership comments on the way forward for ATB's.

It will scope and examine the relationship between all entities and resources deployed for ATB's.

It has been borne of the current review of CBT undertaken by the DVSA. In part the document is a response to that review, but goes beyond that to provide a detailed view on where Motorcycle Training in the UK should head for as a target. It does this by recognising current issues and using their resolution to compile a way forward.

The ATBA is constructed of regional representatives that proportionally represent all ATB's.

This document represents their views on motorcycle training in an amalgamated form; the document examines all current resources and areas of training and provides recommendations where deficiencies or issue arise.

There would seem to be a public view that belittles training and those that train, there is also a general consensus that existing trainers do not provide sufficient training of a suitable quality. As most ATB's struggle to make ends meet, the lack of profit, capital and equity in their business places a lot of them at risk and creates a general make do and mend vision of the industry. This is wrapped up into an industry that has little self-belief, even less support and no real professional infrastructure. This document would hope to provide a suggested infrastructure that if put in place would develop an industry founded upon clear academic values and qualifications that provide the foundations for a quality controlled recognised profession with career advancement.

THE AUTHORISED TRAINING BODY ASSOCIATION

2. Reference Material

- i. Road Traffic Act 1988
- ii. Road Traffic Act 1991
- iii. Third European Directive on Driving Licences
- iv. The Motor Vehicles (Driving Licenses) Regulations 1996
- v. ATB Manual (13/11/12) Last Update 1/4/15
 - a. Application to operate an ATB
 - b. Application to conduct testing
 - c. Application to approve a CBT Pad
 - d. MMA Agreement
 - e. List of approved vehicles
 - f.
- vi. Highway Code
- vii. CBT Syllabus (Derived from Item 4 Part V
- viii. DVSA DT1 standard operating procedure (31/03/2015)
- ix. National Standards for Driving and Riding
 - x. Official DVSA – Learning to Ride
 - xi. Theory Test
 - xii. Cardington Assessment
- xiii. Transport Committee - DVLA and DSA (Written evidence from the Motorcycle Industry Trainers Association (MCITA) (DDA 19)

Notes

It is unclear where items i. to iv. overlap or indeed which supersedes which.
It is unclear where the 3EUD has been enshrined in English law.

THE AUTHORISED TRAINING BODY ASSOCIATION

3. BODY'S, AGENCIES AND OTHER PLAYERS

Driver and Vehicle Licencing Agency

Driver and Vehicle Standards Agency

Institute of Advanced Motorcyclists

Royal Society for Prevention of Accidents

Motorcycle Action Group

Motorcycle Industry Association

BikeSafe

Get-On

Police Casualty Reduction Teams

4. A USER PERSPECTIVE

Most people's knowledge and subsequent understanding of the law and where appropriate the associated documentation is almost non-existent.

The sources of material available:

.GOV.UK

Word of Mouth

Police

Motorcycle related entities, Shops, Garages, Instructors inter alia

The ergonomics of the first option are not easy, if you place yourself in the hands of the new driver/rider, there is a myriad of information in what seems no particular order. Sections such as start here for information on riding/driving in England would be a lot easier.

Some popular misconceptions arising from the lack of accurate information:

I passed my car test before 2001 – I can ride up to 125

Estimated 10% of 125cc riders riding illegally

I have a full category 'A'

this is because the new license has a category 'A' section with from and to dates

I only need my International/EU license

this is sometimes due to bad advice (the Police are a consistent source of this)

they now have to get a counterpart, if qualified, full document set if not. But what

happens when the counterpart is abolished, do we do a CBT on just the EU

counterpart?

When the correct section is found, the lack of concise, helpful material is not constructive. Tied with the technical terms involving license, nationality, power (bhp, and other ratings) this is not an easy topic to cover, comprehend and implement. The usual source of valid information is the ATB, where we usually find ourselves the helpdesk for the entire industry. There have been

THE AUTHORISED TRAINING BODY ASSOCIATION

many instances where invalid information has actually originated from the DVLA or DVSA help lines.

Many businesses are partners with the DVSA/DVLA and as such the focus for the web site needs to be clearly split between retail and B2B removing much of the superfluous paraphernalia of the site itself making navigation much easier for both parties.

It is generally felt that each ATB is fast becoming the help desk to the entire driving industry as the questions become more and more complex with EU law and transitions between various state/laws/ages/borders and abilities.

The questions arising from the loss of the counterpart are becoming serious.

There must be ways to simplify the entire process of:

Highway Code

Theory

License

License Transition

Cross Border licenses

Test AM/A1/A2/DAS/ERS

Ages/Abilities

Type "Can I ride a 125cc" into Google™ – the answer according to some ATB's is "yes"

It is interesting that what the new user has to find is their nearest ATB; "what is an ATB I hear them cry"

Most people also think that a moped is restricted to 30mph but that is not the law; the law is a BHP/CC restriction which will impose a speed limit anyway.

In many ways the web site is misleading, there is too much jargon and equal emphasis on Retail and Business causing confusion. In many cases the material is wrong, it infers CBT cannot be repeated, and many types of disabled options are not included.

As, in the main, the other sources are hearsay, we should focus on the principal source of material.

Many users are focused on price and seek 'renewal' options, which are by the user's expectation shorter and cost less. Where some ATB's offers CBT's for say 79.00 or offer the product via discount sites where ATB revenue is likely to be 25% of any original price, the income is such that it is impossible to sustain the business without significant losses eroding the quality. Generally, these discounted product lines carry an enforced or manipulated return to the CBT at more cost.

There have also been many cases where the user is asked to return, in the London area we have heard cries of I had to come back because the others were no good!

So overall, our customer is confused, stuck in the middle of a great deal of legislation and or cross border confusion. It is somewhat impossible to gain access to a Motorcycle Training

THE AUTHORISED TRAINING BODY ASSOCIATION

School with any endorsement as there is no professional body to supply such endorsement. Their primary source of information is at best misleading, at worst wrong, and old-wives tales of ‘Don’t need a license below 250 – but I think its 125 now” abound and provide no solid information for them.

The general consensus is that CBT is an ‘obstacle’ to gaining access to what many consider a toy, but that they need to jump through the Government hoops to get that access.

5. The Other Users Perspective

This is the view of the ATB owner and the Instructor. The principal issue here is that no-one is trained to perform Motorcycle Training. All knowledge relies upon the integrity and knowledge of the person training the trainer. This in itself is an issue as no one in the industry is taught to teach teachers and to be a teacher, yet we are assessed at both these skills at Cardington on our first visit!

We are then assessed on training and the people who have taken us under their wing’s ability to train us to train the public. This must surely be the largest contributory factor to a lack of professionalism ever to exist.

Cardington in itself brings about a level of standard due to the rigidity of its ‘assessments’, these assessments have taken their place in folklore due to inconsistency and literal application; however the standard and integrity of most DAS1C and CBT1C is fairly common. This is particularly true where the holder goes on to run an ATB.

Where the ATB’s and or the Instructors see a lack of standards, we cry out for DVSA ‘teeth’ to deal with the perpetrators swiftly and correctly. There are many horror stories of CBT on a doorstep, 10 minute CBT, and bad ratios, all of which are reported but to no avail.

DVSA Examination staffs go through a comprehensive training program to ensure quality and consistency, why not the instructors?

Down Trained instructors are a liability to the industry, but they are also a consequence of that industry.

A recognized training program (DVSA or independently run) which provides a recognized training qualification would do a great deal to improve standards.

In any industry, a business which is undercapitalized must obtain capital from its reserves, when all reserves are depleted and further capital is required, the quality of the resources is the first to suffer. In this way, ATB’s that conduct cheaper CBT’s without volume will obtain less profit and the quality of the training and bikes must suffer. As most ATB’s are ‘one-man bands’ volume may be a commodity in very short supply or unobtainable by virtue of a lack of resource.

6. DVSA/ATB Relationship

“One must not get angry with the DVSA, but at times...”

The DVSA’s relationship with their partners does not have a good track record. In the main this is due to Change Management, or the lack of. During the transitions from 2011 to 2013, many ATB’s sank without trace; for the older ones, they were tired and saw the change as a step too far, they were not prepared to make. For others the lack of MPTC’s (which still exists...), the

THE AUTHORISED TRAINING BODY ASSOCIATION

cancellation of tests, produced so much loss of revenue they also sank in the history of failed ATB's. Some ATB's were sued; others sued the DSA (as was. It was a pitiful time that caused much anxiety, the MCITA could help no one, and some doubted they would try.

The DVSA must be Father, Mother and Leader to all who conduct motorcycle training.

At its core the DVSA is a holder of information and best practice with considerable experience in creating a rigid testing environment, those assets are best shared with their partners.

It is perhaps extremely worthy of note, that relationships between DVSA individuals and the ATB's could not be better. We are after all trying to do the same job, so not altogether surprising.

However the relationship between ATB's is almost beyond repair.

When one finds something to be passionate about, one will become passionate in defending it, even at the risk of standards falling.

7. Running an ATB

At no point in time does anyone state to the individual attempting to run an ATB how they can go about it, the documentation sets and the whole process flow. The DVSA web site does provide a decent starting point, but again it is mostly word of mouth.

Most attempted ATB's fail due to an expectation over volumes that never materialize, but high capital requirement underpinned by ongoing costs causes most ATB's to fail. One man bands have a nightmare of a time juggling training and running a business. Larger operators face the normal day to day issues of trying to maintain volume in order reach a cost effective level.

The key resources or assets for an ATB are:

- ATB
- Vehicles
 - 2 DAS/A2 Bikes
 - 1 A2 Bike
 - 2 125's
 - 2 Mopeds
- Cones, Radios and Hi-Viz Vests
- CBT Pad
- Offices
- Instructors
- Assessments (On Site and Cardington)
- Tests
- Module 1 MMA's

Each of these assets poses considerable risk for a new business owner.

7.1. ATB

This is acquired via a form filling exercise, there are no cross checks as to viability, suitability of candidate, location et al. Publication within each ATB request to show the likely pitfalls, and more importantly the level of expected income would at least provide some insight into

THE AUTHORISED TRAINING BODY ASSOCIATION

the world of the ATB. A statistical analysis of CBT income (source DVSA FOI) across Essex reveals that with an average market share, a new ATB could hope to turnover 30k in CBT revenue.

7.2. VEHICLES

As very little start-up capital exists within the industry (if any), the options are somewhat limited, but they are:

New

Second Hand

Mopeds can be purchased for as little as £100, and may be reliable, though not aesthetically pleasing. As some 125cc bikes can also be purchased for £200 and up, again not the most beautiful of mechanical creatures, but usually solid, reliable and easy to maintain.

Buying new causes further issues, not least of which is cost. Most asset finance companies do not recognize motorcycles as a viable asset and will not underwrite. Self-funding is usually the only option.

The ATBA are not aware of many ATB's who operate new vehicles.

DAS/A2 Vehicles also create a cost that is not wholly required. Placing a student on a 600cc vehicle or less carries no greater risk (whilst under tuition) than a 500cc vehicle. Whilst some 'switchable' models exist (SV650, Gladius (via CDI)), and some ATB's have created switchable models using jury rigged technology, this is a great cost that has little or no effect on the quality of the training.

7.3. CBT PAD

An area of land 80ft x 30', identification of viable sites can take weeks or months and the cost of the area is the corner stone of success. Where the cost is too high, volumes are required to cover overheads, many ATB's operate at a loss where single CBT's are performed.

Many ATB's which fail leave a legacy of debt that discourages further rental. Tower Hamlets in London have been burnt so many times, they now operate a policy of 'No Motorcycle Training Companies'.

It is generally accepted that the larger the Pad, the better the training, where the smallest sites are hemmed in, this can cause problems in focus for the student.

Whilst the DVSA assessment of the PAD is useful, it is usually somewhat onerous and bogged down in red-tape, and as the risk is the ATB's, a better cooperation with the Insurance Company would produce a more tangible risk assessment.

There is currently no process for change of the PAD, i.e. layout, usage etc., in this way a pad can become invalid. Some 'old' pads would not meet the latest standards, yet remain in force.

7.4. OFFICES

In the main, this is usually Portacabin held on the pad or nearby. Again whilst cheap, they may present a less than salubrious of first time impressions.

THE AUTHORISED TRAINING BODY ASSOCIATION

7.5. INSTRUCTORS

Whilst the problem of good staff is common to all and any businesses, the process of acquisition and training forms the heart of the training industry and is the lifeblood of the Motorcycle Industry. The problems here start at the very beginning, how do they come into the trade?

7.5.1. Basic Training

The predominant skill from any instructor is to teach, yet we are never offered a teaching qualification, nor offered any assistance in teaching or psychology. Yet we are expected to deal with all and any types of customer, from the arrogant to the scared and timid. We are customer facing, the first contact with the industry and are dumped in the deep end to cope. It has to be said that some if not most cope admirably in the face of this diversity.

7.5.2. Down Trained

Seen mostly as a 'cheap' commodity which drives profit, the industry itself thrives upon the use of quickly trained instructors who can enter the profession in a fast track manner, with little or no quality control.

7.5.3. CBT1C

Cardington – 'At once feared and yet strangely respected'

"Teaching a Teacher to Teach a Teacher to Teach" or training an Instructor to Train an Instructor to Instruct. The very process does not lend itself to an English description.

The problems with Cardington are far more business related, and to quote some ATB's:

- The biggest problem is that we lose a down trained money spinner
- It actually creates potential competition at the first level
- There is a potential for 'losing' the Instructor, either because the process is onerous, or they fail and have no wish to return
- The course actually permits you to open and run an ATB
- You are only assessed at best on 20% of the syllabus

It is probably best if some of Cardington's more colourful history is left there, but some inconsistency has been seen. At one point they began teaching "OSOM-PSL"!

7.5.4. DAS1C

At each stage in my Instructors training I ask each one how qualified they feel to do the task they are trained to do, the answers (from 12 instructors) are:

Down Trained for CBT at sign off	30-40%
CBT1C	10% or less
DAS1C	10% or less

The courses must be developed to provide a pragmatic meaningful and worthwhile instructor qualification that the industry can trust.

THE AUTHORISED TRAINING BODY ASSOCIATION

There are some who offer courses to attend Cardington; these courses are usually in the region of 1,200 to 3,000. There are however no guarantees of work at the end of it.

Not one instructor has received any genuine, DVSA approved training in:

Teaching

Module 1

Module 2

CBT

Yet, to perform the task of examining the results of our labours, all DVSA exam staff attends a six (6) week training program. How can the industry and specifically the DVSA expect us to perform a task without any training or qualifications other than innuendo and old wives tales?

Whilst the basis of our industry remains pushing people through as quickly as possible to maintain profits, we will never reach an acceptable standard.

In general most full time, diligent instructors form the backbone of our entire industry, for this core of people, the industry itself does little to help protect, train or improve them in the sometimes thankless task they take on.

The ATBA would not suppose for one minute that the staffing issues, business problems, of cash flow, underfunding and lack of education is particular to the Motorcycle Training Industry.

The DVSA relationship with the ATB must be improved and given a sensible platform for help and assistance to those striving to offer the courses proffered by DVSA.

THE AUTHORISED TRAINING BODY ASSOCIATION

8. Becoming an Instructor

Many motorcyclists have experienced bad instructor training; the author himself has found some paid 10 per day with no hope of getting qualified. For some the process is a self-defeating exercise based upon the ego of the Instructor, who essentially has no real drive to take staff towards Cardington approval.

Some motorcyclists have found that they are merely unpaid help; and that a lack of syllabus or training schedule leaves them mystified or lost as to any conclusion. The only real material that exists is the ATB manual and the Learning to Ride book from the DVSA.

Everyone enjoys the experience of helping new motorcyclists, yet the reality often removes the rose tinted glasses. If we have no up and coming talent, we have no industry.

The wages are not suitable especially in the larger cities, yet incomes do not allow the provision of sensible wages. Most instructors provide their own vehicles, yet recent studies have shown that very few are actually covered by their insurance policies.

ATBA do publish a set of QC sheets for Instructor training, but these have no endorsement from any authority on training, should one even exist.

It is a sad fact that the vast majority of new instructors do not remain in the industry; this is not the fault of the ATB owner, but of the industry itself in not looking after its own.

9. Compulsory Basic Training

As CBT Instructors we are taught and to teach that

10. Booking Tests
11. Module 1
12. Module 2
13. AM
14. A1
15. A2
16. A (DAS)
17. ERS/Bikesafe/IAM/Rospa
18. Pricing
19. DVSA Management of ATB's

20. MPTC's Scope and availability

21. Manufacturers and the relationship with ATB's

There have been recent moves that would at first sight seem to be a reaction to the poor state of the current Motorcycle Training Industry. Yet, neither DVSA nor ATBA are in receipt of any complaints, we can only assume that this action is taken from some other stance by a body not representative of the Training Industry.

Whilst DVSA and ATBA are both working together to help improve Training, this report shows that the complication is borne of Licencing and a lack of standards. To carry the analogy through reinventing the training industry by creating yet another ill-informed tier is like throwing the Baby, the Water AND the Bath out.

MCIA and the Manufacturers would appear to have come to the conclusion that the mirror is not a place to seek answers, yet is the best place to provide improvement in others.

22. Other Road Users

22. Key Findings

- That the web site is misleading and uninformative
- License and legality have been become misleading issues
 - Thus entry into Motorcycling is not easy
- CBT is an excellent tool, but has been misused and badly represented
- That DVLA need to provide more education
- That access to initial information is not easy
- That the word ATB means nothing to an end user
- MCIA do not act for standard ATB's (Many Manufacturers are ATBs')
- MCIA has no brief to act for standard ATB's
- ATBA / MCIA DVSA DVLA must all work together
- The Instructor profession needs tangible infrastructure
- ATB's need a fault desk system with DVSA
- That Change Control practice be implemented

23. A Unified way forward

- Create Multi-Body agency (see Section 1) to see through the recommendations
- Same group determines scope of existing agencies to avoid duplication
-
- Scrap DL196, create electronic version
- All Instructor Training to go through 6 week Cardington Course (1500 fee?)
- Scrap Down Trained
- Close ATB's who 'cheat' or break the rules
- Territory for ATB's
- Suggested price (like VOSA for MOT)
- Merge CBT and Module 1
- Let ATB's conduct
 - Theory

THE AUTHORISED TRAINING BODY ASSOCIATION

- Highway code lessons
- Cycling Proficiency
- Module 1
- Life Skills in conjunction with Schools
- Ensure all ATBA's are provided with cost effective stock bikes using asset purchase procedures by the manufacturers
- Review the GOV web site
- A Plan on Counterparts
- ERS is merged with Bikesafe to create a standardized stepping stone

23. Author

24. Recipients

DSVA

Alistair Peoples

Adrian Long

Paul Smith

Mark Winn

MCIA

Karen Cole

ATBA

Steven Broad

Bill Whitelaw

Peter Scott-Cooksey

Paul Reeve

Loz Williams

Allen Skinner

Mike Bentley

William Rodwell

Neil Broughton

Paul Dickenson

A. N. Other

Manufacturers

THE AUTHORISED TRAINING BODY ASSOCIATION

BMW

Honda

Yamaha

Suzuki

Triumph

Moto Guzzi

Peugeot

Aprilia

Gilera

Insurance Companies

Devitts

Bennetts