

## 2011 Information for MO Instructors

**Instructors:** The following questions and answers are provided to assist you in making a decision while teaching at one of the permanent Grantee sites. Our hope is that these answers to typical questions will eliminate the majority of phone calls during your assignment.

### Waiver:

**Q: What do I do if a student is not on the most current roster, but they claim to be in the class and/or have a confirmation for that class in hand?**

- That student is *not* in the class. Go by the current roster. The student can try to get in as a walk-in and pay again. If they get in, have them pay the \$25 fee, they will need to call the MO office to sort out this issue during our business hours.

### Permit:

**Q: A student is on the roster and has a valid permit, but the driver's license is expired. Is that student in the class?**

- Yes, the student is in the class. All we ask is that a valid motorcycle permit be shown to take the class. Place permit number on completion card. The expired license is a BMV issue and will be resolved when they go back to get their endorsement.

**Q: What determines if the permit is valid?**

- The permit (TIPIIC) is valid if it is within one year from the purchase date.

### Confirmation Form:

**Q: A walk-in student gets into a class and presents a confirmation form from a previous class. Is that waiver form valid?**

- If they get in they must pay the \$25 fee. The form is no longer valid. They need to call the MO office during our business hours if they have questions or need additional assistance.

**Q: A walk-in student gets into a class and presents a confirmation form from a FUTURE MO class (may not be at the same location). Is that waiver form valid?**

- If they get in, the form is still valid and no money needs to be collected.

**Late Arrival:**

**Q: A student on the most current roster arrives late, and they are not allowed in the class. They want to call someone to complain. Should I have them call that night?**

- No. Our starting policy is clear. No amount of calling is going to change the fact that the student is late and that they forfeited their class spot. If they want to complain, tell them to call 1-800-837-4337 on Monday.
- If they want to sit through the class and come back on Saturday morning to see if an opening occurs, that is acceptable and no fee is collected.

**Student owned motorcycle/scooter:**

**Q: What if a student states that they are allowed to use their scooter in the class, but they can't provide the letter of approval from MO or the grantee.**

- That student is in the class and can use the scooter as long as its street legal (licensed and current sticker) and between 100 and 500cc's. Do a T-Clock inspection. They must show proof of insurance.

**Emergency Medical Needed:**

**Q: What if a student needs medical attention during the class, do I call MO right away?**

- No. You need to talk with your co-instructor and make a decision regarding the student. Inform the grantee on Monday via email of the situation and provide an accident report or incident report.

**Q: What if the facility has cars parked on the range.**

- If you can adjust the exercises and still maintain a safe distance (40 feet) from any hard object, which is acceptable.
- If you can't move the cars or adjust the range exercises, you will have to cancel the class and have the students call the Grantee office on Monday for a transfer or refund.

Forms:

**Q: What if we are out of paperwork, forms, workbooks, etc.?**

- Ask the facility to make copies and call the grantee on Monday so they can resolve the issue.

**Q: What if we are out of completion cards?**

- Tell the students that you will notify the grantee office. They will send their card to them the next week.

Medical:

**Q: What if a student shows up in a cast or appears not to be able to ride due to an injury or medical condition?**

- Use common sense. If they will be a safety threat to you or others, they can't take the class. If you let them take the class be sure they have signed a waiver. If they fail to perform on the range, dismiss them. Inform the Grantee office on Monday via email of the situation.

Cancellation:

**Q: When should I cancel a class?**

- Weather – if the weather is creating a safety issue that will not permit you to continue, cancel the class and have the students call the Grantee office to re-schedule or obtain a refund. Sometimes if you wait an hour, the weather will subside and you can continue the class.
- Darkness – if your class cannot continue because of a lack of light (safety issue) and the remainder of the curriculum cannot be concluded the next day, cancel the class and have the students call the Grantee office to re-schedule or get a refund.

### Training Motorcycles:

#### **Q: A bike does not run or was crashed. Do I call?**

- No, send the grantee an email on Monday with the bike number and a description of the problem. Please place the bike by the door of the container/shed/trailer. The Grantee will have their mechanic repair or MO will exchange the bike for another. If you have more students than bikes, talk to the other instructor and use your best judgment to resolve this issue.

### Co-Instructor:

#### **Q: What if my co-instructor has not shown up.**

- Call them using the contact information your grantee provides. If they can't be reached, contact another instructor that can fill in. If this fails, call the grantee.

#### **Q: What if I'm the co-instructor who has not shown up?**

- Call your co-instructor using the contact information the grantee provides and tell them about your situation. If they can't be reached, contact another instructor that can fill in for you. If this fails, call the grantee.

If additional questions need to be included on this information sheet, please contact the Grantee's Office and/or email our office your questions so we can update this resource.

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