

Procedure for conducting Q-Ride training area risk assessments

Q-Ride Scheme

Version 1.0 October 2018

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1. Terms and abbreviations

Term, abbreviations and acronyms	Definition
approval holder	The person/business/company that has been approved by TMR to deliver Q-Ride training as a RSP.
Business rules	Business Rules for providing Q-Ride training.
control measures	actions implemented to eliminate or minimise a risk as far as is reasonably practicable. Control measures should be regularly reviewed to ensure their effectiveness.
duty of care	<p>under common law, those responsible for curriculum activities must take reasonable care to avoid foreseeable risks of injury, for example:</p> <ul style="list-style-type: none"> • making sure that activities are safe and appropriate for learner rider's ability • ensuring learner riders are properly instructed and prepared for the activities • providing adequate supervision
hazard	anything that has the potential to cause harm to a person. Hazards generally arise from the physical environment, equipment used, and how the activity is designed, performed and managed.
legal obligation	a responsibility under relevant law. For example, the <i>Work Health and Safety Act 2011</i> (Qld) places specific duties on persons.
rider trainer	Accredited rider trainer (as per the Accreditation Regulation).
RSP	Q-Ride Registered Service Provider, approval holder
senior trainer	Rider trainer nominated by an approval holder to perform the role of senior trainer who has successfully completed the initial five day TMR curriculum workshop (no longer available) or a Q-Ride PAW to become a senior trainer.
the curriculum	the Q-Ride training curriculum (Pre-Learner Training Manual, Restricted RE Training Manual, Unrestricted R Rider Training Manual), as provided to approval holder by TMR

training area	An off-road area approved by TMR, for the delivery of Q-Ride training. A training area may consist of multiple ranges.
TMR	Department of Transport and Main Roads

2. Purpose

TMR is committed to the safety and wellbeing of learner riders. This procedure outlines the responsibilities of rider trainers, senior trainers and RSPs to manage the safety and risks associated with the delivery of Q-Ride curriculum at training areas.

3. Scope

Rider trainers are responsible for the delivery of Q-Ride curriculum and have legal obligations and a common law duty of care to ensure the safety of learner riders through risk management. This requires that reasonably foreseeable risks are identified, assessed and effectively controlled.

A requirement of the Business Rules is a risk assessment must be completed for each training area including all ranges (if applicable) prior to the commencement of Q-Ride training to ensure the area is suitable to undertake the Q-Ride curriculum.

If a training area is not owned or leased by the approval holder, to obtain TMR approval for use, a letter of authority to use the area from the land owner/occupier must be obtained prior to the commencement of Q-Ride training.

When effectively implemented, risk management processes enable rider trainers to demonstrate a systematic approach to safely managing the delivery of the Q-Ride curriculum at training areas, thereby fulfilling their legal obligations.

The delivery of the Q-Ride curriculum forms part of an RSP's overall risk management framework and involves the identification of hazards, assessment of risks, control of these risks, and review of control measures.

This procedure:

- establishes the context for effective Q-Ride training area risk management;
- outlines the responsibilities of rider trainers, senior trainers and RSPs for the safe delivery of Q-Ride curriculum activities at training areas; and
- establishes a minimum process for implementation of risk management for Q-Ride curriculum activities undertaken at training areas.

This procedure, including the instruction and Risk Assessment Template (Appendix 1) are to be used to determine the inherent risk level of Q-Ride curriculum activities, where necessary, plan control measures according to the '*hierarchy of control*' so the activity can be conducted with an acceptable level of risk.

4. Responsibilities

4.1 Registered Service Provider

The Registered Service Provider (RSP) will:

- Establish Q-Ride curriculum training area activity risk management processes that meet the requirements of this procedure.

- Take all reasonable steps to ensure that Q-Ride curriculum training area activity risk management strategies are implemented in accordance with this procedure.

4.2 Senior Trainers

The Senior Trainer will:

- Identify hazards and risks associated with the delivery of Q-Ride curriculum activities at training areas.
- Undertake assessments of identified risks.
- Ensure that risks and identified controls associated with the activity are documented.
- Plan, implement, manage, monitor and review risk management practices for curriculum activities to ensure the safety of learner riders and others.

4.3 Rider Trainers

Rider Trainers will:

- Implement effective risk management strategies to ensure the safety of learner riders and others associated with the delivery of Q-Ride curriculum activities at training areas.

5. Procedure

5.1 Registered Service Provider

The Registered Service Provider must:

- Ensure senior trainers are competent to undertake risk management of curriculum activities.

5.2 Senior Trainers

The Senior Trainer must:

- ensure all rider trainers are aware of, and understand the need for compliance with this procedure.
- undertake using the Risk Assessment Template a process for Q-Ride training area curriculum activity risk management which facilitates:
 - identification of potential hazards
 - assessment of risk level of proposed activity
 - determination of control measures to mitigate risk
 - implementation of control measures
- ensure rider trainers responsible for the planning and/or delivery of Q-Ride training area curriculum activities are provided with training to ensure competence in risk management of relevant activities.
- include a Q-Ride training area curriculum activity risk management component in rider trainer induction programs to ensure all new rider trainers are competent in risk management for relevant activities.
- maintain an ongoing review of control measures to ensure adequate reduction of risks associated with hazards.
- modify or add control measures as necessary to ensure safety, and document these amendments.

5.3 Rider Trainers

Rider Trainers must:

- Manage the hazards and risks associated with all Q-Ride training area curriculum activities.
- Continue to assess the effectiveness of control measures during the activity, and adjust and/or supplement as necessary.

- Respond to any risk that emerges to ensure the safety of all involved in the activity.
- Conduct any Q-Ride training area curriculum activity in accordance with the approved and documented risk management strategies.
- Provide comprehensive safety instruction to learner riders associated with the activity to all involved.
- Emphasise learner rider's personal responsibility for:
 - their own safety and the safety of others
 - following safety procedures and instructions
 - safely managing and reporting additional hazards identified
- Reinforce safety considerations throughout the activity
- Maintain adequate supervision of learner riders at all times.
- Ensure learner riders adhere to all safety instructions and directions in relation to the activity and the use of equipment, materials and personal protective equipment.

6. Instruction

The following instruction should be seen as the 'minimum expected standard' to manage risk, rather than the definitive list of requirements.

All potential hazards should be carefully considered in respect to specific context, such as:

- Which learner riders will be involved? (e.g. experience, number of learner riders on the course)
- What will learner riders be doing? (Pre-Learner, RE or R class Q-Ride course)
- What will learner riders be using? (RSP supplied versus own motorcycle supplied)

6.1 THE RISK MANAGEMENT PROCESS

The workplace health and safety risk management process involves the following steps:

1. Identify the potential hazards.
2. Assess the risk.
3. Decide on the control measures.
4. Implement the control measures.
5. Monitor and review.

Risk assessments are best completed by more than one person thinking about the hazards and controls. Therefore, RSPs are encouraged to involve rider trainers that plan and deliver the activity in the risk assessment process.

By incorporating effective risk management processes into curriculum planning, rider trainers will be taking proactive measures to minimise the risk of harm to all involved.

6.1.1 Step 1. IDENTIFYING THE POTENTIAL HAZARDS

Hazards are things that have the potential to cause harm.

Hazards come in many forms – some are common and easily identifiable such as hitting a kerb or gutter.

Other hazards may not be as common and may be harder to identify, e.g. activities that would normally be low risk become much riskier when they are done with larger groups, in unfamiliar settings, or for the first time.

Once the hazards have been identified, the level of risk they pose needs to be assessed.

6.1.2 Step 2. ASSESS THE LEVEL OF RISK

Risk is the likelihood that a harmful consequence (e.g. injury) will occur when exposed to a hazard. As such, a risk level is made up of two elements, the:

- (a) **Likelihood** of an incident happening, and
 (b) **Consequence** if it did happen.

$$\text{Risk} = \text{Likelihood} \times \text{Consequence}$$

There are many factors that influence the likelihood and consequence of an incident. A few examples include the:

- duration or frequency of the exposure to the hazard (more on-range riding in the Pre-Learner course compared to the RE and R course)
- competence of those undertaking the activity (e.g. inexperience may lead to an accident)
- environmental conditions (e.g. high temperatures may lead to fatigue)
- the speed at which certain manoeuvres are conducted. The greater the speed, the greater the impact.

To assess the level of risk, consider the likelihood of an incident happening in combination with the seriousness of the consequence. Use the matrix below as a guide to assist with the risk assessment:

Consequence Rating	Description of Consequence
1. Insignificant	No treatment required
2. Minor	Minor injury requiring First Aid treatment (e.g. minor cuts, bruises, bumps)
3. Moderate	Injury requiring medical treatment
4. Major	Serious injury (injuries) requiring specialist medical treatment or hospitalisation
5. Critical	Multiple serious injuries, permanent disability or loss of life

Likelihood	Consequence				
	1 - Insignificant	2 - Minor	3 - Moderate	4 - Major	5 - Critical
5 - Almost Certain	Medium	Medium	High	Extreme	Extreme
4 - Likely	Low	Medium	High	High	Extreme
3 - Possible	Low	Medium	High	High	High
2 - Unlikely	Low	Low	Medium	Medium	High
1 - Rare	Low	Low	Low	Low	Medium

6.1.3 Step 3. DECIDE ON THE CONTROL MEASURES

The assessed inherent risk level will determine the degree of planning and approval required.

Inherent risk level		Action Required/Approval
Low	Little chance of incident or injury.	<ul style="list-style-type: none"> • Manage through regular course planning processes.
Medium	Some chance of an incident and injury requiring first aid.	<ul style="list-style-type: none"> • Additional controls may be needed. • Document risks and controls using the Risk Assessment Template
High	Likely chance of a serious incident and injury requiring medical treatment.	<ul style="list-style-type: none"> • Controls will need to be in place before the activity is undertaken. • Document risks and controls using the Risk Assessment Template

Inherent risk level		Action Required/Approval
Extreme	High chance of a serious incident resulting in highly debilitating injury.	<ul style="list-style-type: none"> • Consider alternatives • Significant control measures will need to be implemented to ensure safety. • Document risks and controls using the Risk Assessment Template

Control measures are methods used to lower the level of risk to an acceptable level. The types of control measures are listed below in the 'hierarchy of control' – they should be considered and used in this preferred order:

- I. **Elimination:** remove the hazard completely from the activity (e.g. remove the tree, cover the grate)
- II. **Substitution:** replace a hazard with a less dangerous one (e.g. different location)
- III. **Isolation:** separate people from the hazard (e.g. safety barrier)
- IV. **Redesign:** re-design the range layout to make the manoeuvre safer
- V. **Administration:** putting rules or training in place to make a training range safer
- VI. **Personal Protective Equipment:** protective clothing and equipment (e.g. helmet, gloves, enclosed shoes).

6.1.4 Step 4. IMPLEMENT THE CONTROL MEASURES

Sufficient control measures are to be implemented to reduce the risk to an acceptable level.

For all high and extreme risk activities, the control measures must be implemented in accordance with the risk assessment.

6.1.5 Step 5. MONITOR AND REVIEW

At all times, the controls should be monitored to ensure they are providing the intended level of safety.

It is important to assess the effectiveness of the control measures you have implemented as the activity is being conducted and after the activity is completed. This step of the risk management process is often overlooked. If necessary, modify or add control measures to ensure safety.

7. Additional materials to be read in conjunction with this document

- *Business Rules for providing Q-Ride training* (current version)
- *Guidelines for Q-Ride Senior Trainers* (current version)
- Q-Ride training curriculum (current version)
- *Audit and Compliance Policy for Registered Service Providers* (current version)

8. Review of the procedures

These procedures will be periodically reviewed to ensure they remain relevant and effective.

9. Appendix 1 – Risk Assessment Template

1. Use this template to document a risk assessment to manage hazards and risks at each Q-Ride training range.
2. A risk assessment is to be carried out for each range within a training area
3. Each risk assessment must have an accompanying diagram of the training range within the training area. Multiple ranges within a training area will require multiple risk assessments.

Activity Description:	Training Area Location:
Conducted by:	Date:

Step 1: Identify the Hazards

Environmental					
Sun exposure	Temperature (heat, cold)	Sound / Noise			
Animals	Storms / Weather				
Other/Details:					
Facilities					
Surface	Driveway / Paths / Grates / Curbing	Fences / Walls			
Buildings and fixtures	Trees / Shrubbery / Garden Bed				
Other/Details:					
Traffic					
Vehicular	Pedestrian				
Other/Details:					
People					
Students	Pedestrians				
Physical					
Other/Details:					
Other Hazards / Details					

Step 2: Assess the Level of Risk

Consider the hazards identified in Step One and use the risk assessment matrix below as a guide to assess the risk level.

Likelihood	Consequence				
	Insignificant	Minor	Moderate	Major	Critical
Almost Certain	Medium	Medium	High	Extreme	Extreme
Likely	Low	Medium	High	High	Extreme
Possible	Low	Medium	High	High	High
Unlikely	Low	Low	Medium	Medium	High
Rare	Low	Low	Low	Low	Medium

Consequence	Description of Consequence	Likelihood	Description of Likelihood
1. Insignificant	No treatment required	1. Rare	Will only occur in exceptional circumstances.
2. Minor	Minor injury requiring First Aid treatment (e.g. minor cuts, bruises, bumps)	2. Unlikely	Not likely to occur within the foreseeable future.
3. Moderate	Injury requiring medical treatment or lost time	3. Possible	May occur within the foreseeable future.
4. Major	Serious injury (injuries) requiring specialist medical treatment or hospitalisation	4. Likely	Likely to occur within the foreseeable future.
5. Critical	Loss of life, permanent disability or multiple serious injuries	5. Almost Certain	Almost certain to occur within the foreseeable.

Step 3: Control the Risk

In the table below:

1. List below the hazards/risks you identified in Step One.
2. Rate their risk level (refer to information contained in Step Two to assist with this).
3. Detail the control measures you will implement to eliminate or minimise the risk.

Note: Control measures should be implemented in accordance with the preferred **hierarchy of control**. If lower level controls (such as Administration or PPE) are to be implemented without higher level controls, it is important that the reasons are explained.

Hierarchy of Control	
Most effective (High level)  Least effective (Low level)	Elimination: remove the hazard completely from the range (e.g. remove the drainage grate, tree, garden bed)
	Substitution: use different training range (e.g. different location)
	Redesign: re-design the range layout to make the manoeuvre safer
	Isolation: separate people from the hazard (e.g. safety barrier)
	Administration: putting rules, signage or training in place to make a workplace safer (e.g. induction training, highlighting hazards)
	Personal Protective Equipment (PPE): Protective clothing and equipment (e.g. gloves, helmets, enclosed shoes, Hi visibility vests)

Hazards/Risks and Control Measures

1. Description of Hazard / Risks	2. Risk Level	3. Control Measures (Note: if only Administration or PPE controls are used, explain why)
1.		
2.		
3.		
4.		
Other details:		

Submission	
This activity will be conducted in accordance with this risk assessment, implementing the control measures outlined in Step Three. Changes will be made to the activity, if required, to manage any emerging risks to ensure safety.	
Contact person:	Date:
Indicate those others involved in the preparation of this risk assessment.	

Step 4: Monitor and Review Controls

Complete during and/or after the activity		
1. Are the planned control measures sufficient and effective in minimising the level of risk		
2. Have there been any changes to the planned control measures?		
3. Are further control measures required in future?		
Details		
Review completed by:		
Signature:		Date:

10. Appendix 2 – Example Risk Assessment

1. Use this template to document a risk assessment to manage hazards and risks at each Q-Ride training range.
2. A risk assessment is to be carried out for each range within a training area
3. Each risk assessment must have an accompanying diagram of the training range within the training area. Multiple ranges within a training area will require multiple risk assessments.

Activity Description: <i>Q-Ride Training range for PL, RE & R courses</i>	Training Area Location: <i>6 Smith Street Brisbane City Range B</i>
Conducted by: <i>B. Senior Trainer</i>	Date: <i>15/7/2018</i>

Step 1: Identify the Hazards

Environmental			
<input checked="" type="checkbox"/>	Sun exposure	Temperature (heat, cold)	Sound / Noise
<input type="checkbox"/>	Animals	Storms / Weather	
Other/Details: <i>Student fatigue from sun exposure on hot days.</i>			
Facilities			
<input checked="" type="checkbox"/>	Surface	<input checked="" type="checkbox"/> Driveway / Paths / Grates / Curbing	Fences / Walls
<input type="checkbox"/>	Buildings and fixtures	Trees / Shrubbery / Garden Bed	
Other/Details: <i>Leaves on surface of training area due to adjacent gum tree shedding leaves, drainage grate at end of training range.</i>			
Traffic			
<input checked="" type="checkbox"/>	Vehicular	<input checked="" type="checkbox"/> Pedestrian	
Other/Details: <i>Vehicles and pedestrians potentially entering range when Q-Ride training is being undertaken</i>			
People			
<input checked="" type="checkbox"/>	Students	Pedestrians	
<input type="checkbox"/>	Physical		
Other/Details: <i>Student from range A may accidentally ride into range B or vice versa.</i>			
Other Hazards / Details			

Step 2: Assess the Level of Risk

Consider the hazards identified in Step One and use the risk assessment matrix below as a guide to assess the risk level.

Likelihood	Consequence				
	Insignificant	Minor	Moderate	Major	Critical
Almost Certain	Medium	Medium	High	Extreme	Extreme
Likely	Low	Medium	High	High	Extreme
Possible	Low	Medium	High	High	High
Unlikely	Low	Low	Medium	Medium	High
Rare	Low	Low	Low	Low	Medium

Consequence	Description of Consequence	Likelihood	Description of Likelihood
1. Insignificant	No treatment required	1. Rare	Will only occur in exceptional circumstances.
2. Minor	Minor injury requiring First Aid treatment (e.g. minor cuts, bruises, bumps)	2. Unlikely	Not likely to occur within the foreseeable future.
3. Moderate	Injury requiring medical treatment or lost time	3. Possible	May occur within the foreseeable future.
4. Major	Serious injury (injuries) requiring specialist medical treatment or hospitalisation	4. Likely	Likely to occur within the foreseeable future.
5. Critical	Loss of life, permanent disability or multiple serious injuries	5. Almost Certain	Almost certain to occur within the foreseeable.

Step 3: Control the Risk

In the table below:

4. List below the hazards/risks you identified in Step One.
5. Rate their risk level (refer to information contained in Step Two to assist with this).
6. Detail the control measures you will implement to eliminate or minimise the risk.

Note: Control measures should be implemented in accordance with the preferred **hierarchy of control**. If lower level controls (such as Administration or PPE) are to be implemented without higher level controls, it is important that the reasons are explained.

Hierarchy of Control	
Most effective (High level)  Least effective (Low level)	Elimination: remove the hazard completely from the range (e.g. remove the drainage grate, tree, garden bed)
	Substitution: use different training range (e.g. different location)
	Redesign: re-design the range layout to make the manoeuvre safer
	Isolation: separate people from the hazard (e.g. safety barrier)
	Administration: putting rules, signage or training in place to make a workplace safer (e.g. induction training, highlighting hazards)
	Personal Protective Equipment (PPE): Protective clothing and equipment (e.g. gloves, helmets, enclosed shoes, Hi visibility vests)

Hazards/Risks and Control Measures

1. Description of Hazard / Risks	2. Risk Level	3. Control Measures (Note: if only Administration or PPE controls are used, explain why)
<i>Sun exposure to learner riders on hot days</i>	<i>Low</i>	<i>Provide adequate rests breaks for learner riders [Redesign] Start course in summer months earlier in the morning [Elimination] Provide bottled water to learner riders [Administration] Postpone course if expected temperature to exceed 35C during course [Elimination]</i>
<i>Leaves on surface of range</i>	<i>Medium</i>	<i>Rider Trainer to assess before commencement of each course and sweep if necessary [Elimination]</i>
<i>Vehicles and pedestrians entering range whilst Q-Ride lessons being conducted</i>	<i>High</i>	<i>Commencement of driveway adjacent to range to have 'sandwich board' erected warning that Q-Ride training is being conducted [Administration] Orange witches hats placed not more than 1 meter apart on boundary of range/road adjacent to range A & B. [Administration, Isolation] Training by Senior Trainer to Rider Trainer on range safety measures particular to this range [Administration]</i>
<i>Student from range A may accidentally ride into range B or vice versa.</i>	<i>High</i>	<i>Solid barrier erected between training range A & B [Isolation] Manoeuvres will be conducted in a manner that will ensure learner riders do not ride toward the direction of the adjacent range during higher speed manoeuvres [Redesign] Training by Senior Trainer to Rider Trainer on range safety measures particular to this range [Administration]</i>
<i>Grate in range</i>	<i>Medium</i>	<i>Manoeuvres will be conducted in a manner that will ensure learner riders do not ride near the grate [Redesign] Orange witches hats placed on the grate to warn learner riders. [Administration, Isolation]</i>
Other details:		

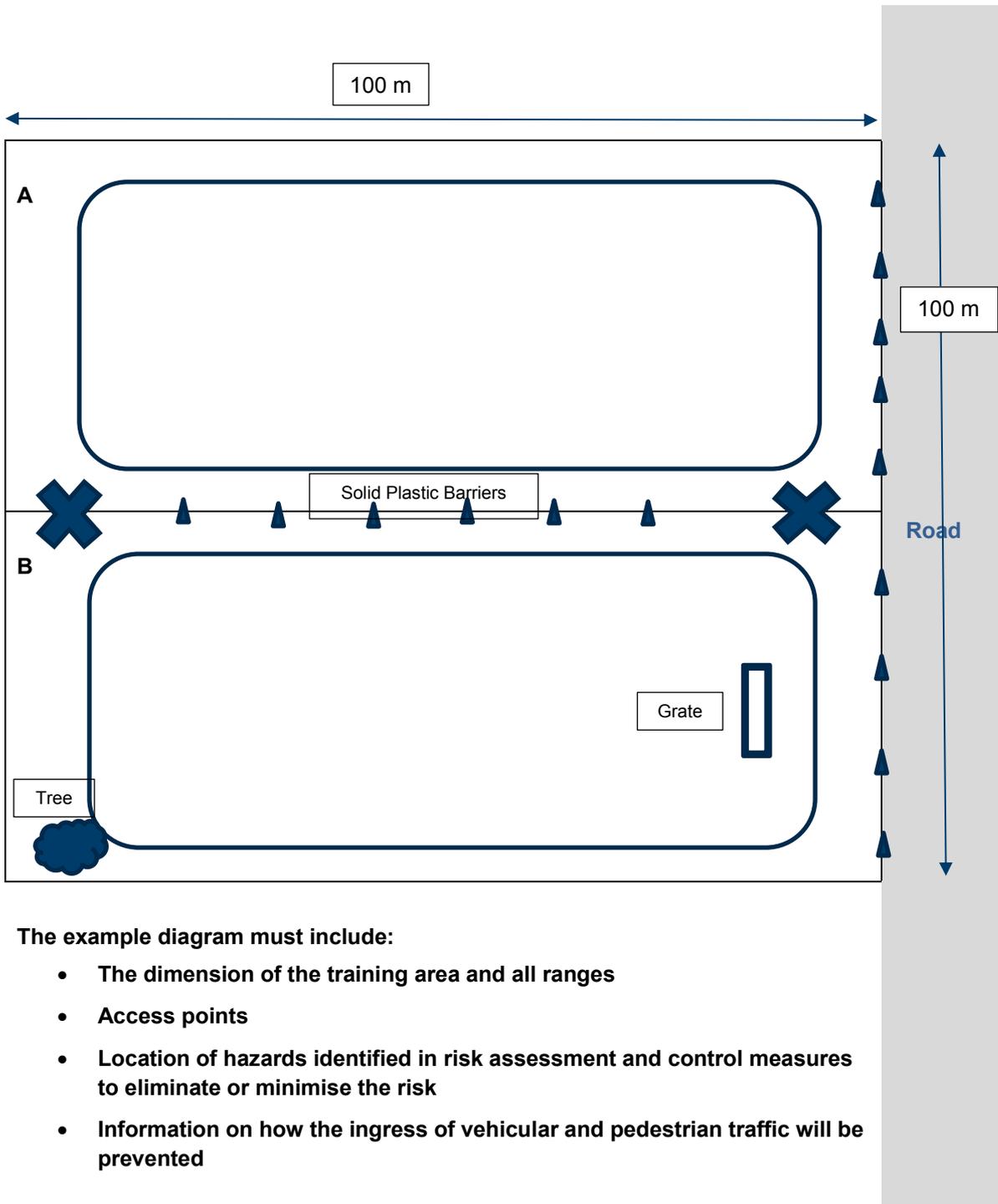
Submission	
This activity will be conducted in accordance with this risk assessment, implementing the control measures outlined in Step Three. Changes will be made to the activity, if required, to manage any emerging risks to ensure safety.	
Contact person: <i>B Senior Trainer</i>	Date: <i>15/7/2018</i>
Indicate those others involved in the preparation of this risk assessment.	
<i>Rider Trainer - Arnold Art</i>	

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Step 4: Monitor and Review Controls

Complete during and/or after the activity		
1. Are the planned control measures sufficient and effective in minimising the level of risk	Yes	No
2. Have there been any changes to the planned control measures?	Yes	No
3. Are further control measures required in future?	Yes	No
Details: <i>Senior Trainer will review in 3 months.</i>		
Review completed by: B. Senior Trainer		
Signature: <i>B. Senior Trainer</i>		Date: 15/8/2018

Example Diagram
Training Range B Diagram (6 Smith St Brisbane City)



The example diagram must include:

- The dimension of the training area and all ranges
- Access points
- Location of hazards identified in risk assessment and control measures to eliminate or minimise the risk
- Information on how the ingress of vehicular and pedestrian traffic will be prevented

11. Appendix 3 – Letter of Authority

{INSERT DATE}

{INSERT POSTAL/STREET ADDRESS}
{INSERT TOWN/CITY, STATE, POSTCODE}

Dear {INSERT NAME}

This letter confirms {INSERT NAME OF LAND OWNER/OCCUPIER} authorises {INSERT FULL LEGAL NAME OF Q-RIDE PROVIDER for example, Riders Group Pty Ltd trading as Riders for Life} to have sole use of {INSERT THE TRAINING AREA NAME (for example, car park A)} for the purpose of providing Q-Ride training.

{INSERT THE TRAINING AREA NAME (for example, Northwood, Showgrounds)} is located at {INSERT THE ADDRESS OF THE TRAINING AREA including street number, street name, and suburb}.

This authorisation is valid for Q-Ride training to be performed on {INSERT DAYS AND TIME USE OF THE AREA IS PERMITTED}. {INSERT ANY OTHER CONDITIONS if other activities may be taking place in this area please explain how training will be scheduled or managed for example two weeks' notice will be provided}

During these times, {INSERT FULL LEGAL NAME OF Q-RIDE PROVIDER} can block the public access to the training area.

This authority is valid for {INSERT THE DURATION OF AUTHORITY OR EXPIRY DATE}.

I confirm I have received, read and understand the *Information sheet for land owners/occupiers* and have sighted the risk assessment for the area, provided to me by {INSERT FULL LEGAL NAME OF Q-RIDE PROVIDER}.

I am authorised to grant access for the use of this land for Q-Ride training and assessment.

Yours sincerely

{INSERT NAME OF PERSON GIVING AUTHORITY}
{INSERT POSITION OF PERSON GIVING AUTHORITY}