



IMI Observer Qualification and
Assessment - Car

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Section 1

Introduction

Introduction:

Welcome to this Competency Based Training (CBT) documentation for IAM RoadSmart Observer Training (Car). At IAM RoadSmart, we recognise that we each have our own approach to training and that we must also be responsive to the needs of the individual Associates we observe. To ensure a level of consistency, it is therefore essential to have an agreed set of standards covering every aspect of the Advanced Driving course and that is what this document comprises.

IAM RoadSmart is the Trading Name for the Institute of Advanced Motorists, the UK's leading independent road safety charity, and our objectives are to:

- Create better drivers and riders;
- Improve the standards of driving and riding on our roads;
- Promote and improve road safety for all road users;
- Administer nationally recognised Advanced Driving and Motorcycle Riding Tests.

To achieve these objectives, IAM RoadSmart depends on the cooperation of suitably qualified Local and National Observers, to provide voluntary

Guidance to Associates in order to prepare them for the Advanced Driving Test.

There is opportunity within IAM RoadSmart for motivated full Members to improve their skills and qualify as an Institute of Motor Industries (IMI) Local or National Observer, with the responsibility and satisfaction of helping others achieve a better standard of driving.

Suitably qualified, experienced and motivated Observers are essential for the successful operation of all IAM RoadSmart affiliated Groups and this document identifies the Competencies to be achieved and the Assessment protocol for IMI Local and National Observers (Car).

Local Observer Assessor:

Some National Observers are also registered as IAM RoadSmart Local Observer Assessors, each of whom is given a unique PIN number, which is used when completing assessment reports on Trainee Local Observers: to retain the qualification, Local Observer Assessors are reassessed every 3 years, to ensure they maintain the required standard.

To be eligible to train for the IMI Local Observer Qualification (Car), you must:

- Hold a full UK driving licence (i.e. Category B; B-Auto; or B+E);

- Meet the DVSA standard for medical fitness to drive, including the statutory eyesight requirement;
- Ensure that you have complied with IAM RoadSmart and legal requirements to report any change in your status as a driver. E.G. There is a requirement to report any convictions or adverse medical conditions;
- Be a current Full Member of IAM RoadSmart;
- Be a Member of an IAM RoadSmart affiliated Local Group;
- Have the approval of the Local Group Committee before application for registration is made to IMI, through the Committee;
- Be familiar with the content of the following publications:
 - Highway Code;
 - IAM RoadSmart Advanced Driver Course Logbook;
 - IAM RoadSmart Advanced Driver Observer’s Handbook;

To be eligible to take the IMI National Observer Assessment (Car), you must:

- Hold a full UK driving licence (i.e. Category B; B-Auto; B+E);
- Meet the DVSA standard for medical fitness to drive, including the statutory eyesight requirement;
- Ensure that you have complied with IAM RoadSmart and legal requirements to report any change in your status as a driver. E.G. convictions, medical conditions;
- Be a current Full Member of IAM RoadSmart;
- If a Member of an IAM RoadSmart affiliated Group, have the approval of the Local Group Committee;
- Be familiar with the content of the following publications:
 - Highway Code;
 - IAM RoadSmart Advanced Driver Course Logbook;
 - IAM RoadSmart Advanced Driver Observer’s Handbook;
 - Roadcraft-the Police Drivers Handbook;
- Be one of the following:
 - A Local Observer;
 - A suitable person with the appropriate previous accredited learning, or proven experience gained through one of the following routes:

- Giving guidance to Associates as a Local Observer, whilst carrying out self-study of the material in this CBT Document;
- Completing an appropriate training course preparing you for the IMI NO Assessment;
- By transfer of skills and experience from a previous, accredited course;

How to use this Competency Based Training (CBT) document:

Section 2 of this CBT document refers to Local Observer Training and Section 3 refers to National Observer Training.

Competency Based Training is training designed to allow the Trainee Observer (Local or National) to demonstrate their ability to do a particular task, activity or exercise.

In order to achieve this, the task, activity or exercise is analysed and broken down into a set of Competencies.

Throughout the training period and when operating as a qualified Local or National Observer, IAM RoadSmart Observers are required to demonstrate the correct knowledge, skill and attitude required, to achieve each competency.

Explanation of terms:

CBT is suitable for 'self-learning' and Trainee National Observers should have the relevant experience to benefit from this learning style.

However, CBT can be used equally well with traditional coaching or instruction and this is the suggested method of learning for Trainee Local Observers.

- **Performance Standard:** This is the standard an IAM RoadSmart Observer is required to work to, either during training or when qualified;
- **What you have to do:** A statement of what has to be done by the Observer in order to achieve the Performance Standard;
- **Continuous Assessment requirement (LO) or Assessment requirement (NO):** This is the evidence sought by the Local Observer Assessor, for Local Observer Candidates, or the Area Service Delivery Manager (Assessor), for National Observer Candidates, to show that the required Competencies have been achieved: for the sake of uniformity, it corresponds with the marking used by Examiners when assessing Associates on Test. I.E.

- **Competence Level 1 (Commended):** Consistently demonstrates the competency to a high standard with confidence; showing sound understanding of the interaction between this and other competencies;
- **Competence Level 2 (Satisfactory):** Consistently demonstrates the competency;
- **Competence Level 3 (Requires Development):** Fails to consistently demonstrate the competency.

Section 2

Local Observer Competencies and Assessment

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
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Local Observer Unit 1: Attitude Element 1.1: General attitude to driving		
LO 1.1.1 Show an exemplary attitude to driving;	<ol style="list-style-type: none"> 1. Drive in a safe, smooth and efficient manner at all times; 2. Demonstrate that you give priority to driving safely at all times; 3. Display a calm, considerate and courteous manner at all times when dealing with other road users; 4. Recognise that your own attitude impacts on the guidance you give and on the way your Associate reacts to your comments; 5. Demonstrate a considered, systematic approach when dealing with driving hazards; 	<ol style="list-style-type: none"> 1. Show that safety is your first and foremost priority when you are driving; 2. Drive in a safe, smooth and efficient manner at all times when dealing with other road users; 3. Drive in accordance with IPSGA; 4. Show by your actions and judgement that your driving competence and attitude to risk reflects positively in the guidance you give to Associates.
LO 1.1.2 Show a suitable attitude when dealing with the Associate;	<ol style="list-style-type: none"> 1. Display a calm, considerate and helpful manner at all times when dealing with the Associate; 2. Recognise and respond appropriately to any physical or other factors that may impair the 	<ol style="list-style-type: none"> 5. Display a calm, considerate and helpful manner at all times when dealing with the Associate; 6. Recognise and respond to any change in the Associate's performance, that may impair ability to

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	overall performance of the Associate;	drive safely;
LO 1.1.3 State the relevance of 'Human Factors' on the safety and quality of a driver's performance;	1. Explain that 'Human Factors' of driving take account of: <ul style="list-style-type: none"> • The driver; • The vehicle; • The journey to be undertaken; • The wider world in general; 2. Explain to the Associate that the driver must: <ul style="list-style-type: none"> • Put safety first at all times; • Remain calm and consider the needs of other road users; • Maintain full concentration when driving; • Effectively manage any external influences and distractions; • Be flexible and change the driving plan as the hazard changes; • Constantly evaluate their performance and develop their skills; 3. Explain to the Associate that the vehicle: <ul style="list-style-type: none"> • Must be road legal and well maintained; 	7. Explain the influence of the following four factors on the overall safety and quality of the drive: <ul style="list-style-type: none"> • The driver; • The vehicle; • The journey to be undertaken; • The wider world in general;

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	<ul style="list-style-type: none"> • Pre-drive checks must be carried out effectively, including a Moving Brake Test; • The driver must be aware of the vehicles capabilities and limitations; • The driver also needs to be familiar with any in-car technology associated with the vehicle; • The driver should also be aware of issues that may arise when driving an unfamiliar vehicle; <p>4. Explain to the Associate that the journey itself can influence the way the driver behaves and performs and these factors must be recognised and considered by the driver, E.G:</p> <ul style="list-style-type: none"> • The purpose of the journey; • The time available for a journey; • The chosen route or limitations in selecting the most appropriate route perhaps owing to road works etc.; 	

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	<p>5. Explain to the Associate that the 'wider world' in general has an influence on the way we drive.</p> <p>E.G:</p> <ul style="list-style-type: none"> • Attitude to risk in general, affects attitude to driving risk and this must be recognised by the driver as having an influence on safety; • Peer group pressure can influence attitudes and behaviour; • The 'thrill' of driving fast; 	
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Local Observer
 Unit 2: Driving Skills
 Element 2.1 Advanced Driving

LO 2.1.1 Provide a suitable vehicle for the driving assessment;	1. Recognise that: <ul style="list-style-type: none"> • Unnecessary or unsecured items within 	1. Provide a clean, tidy vehicle in a road worthy condition;
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Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
	the vehicle, present a greater risk of injury in the event of collision; <ul style="list-style-type: none"> • As the driver, it is your responsibility to ensure the vehicle you drive is in a legal and roadworthy condition, irrespective of ownership; 	2. Complete the IAM Road Smart Document Declaration, confirming the vehicle has an in-date: <ul style="list-style-type: none"> • Vehicle Excise Licence; • Insurance Certificate; • MOT Certificate (if applicable);
LO 2.1.2 Complete basic safety checks before driving;	1. Carry out practical internal and external pre-drive vehicle checks; 2. Perform a Moving Brake test when setting off initially at the start of the drive;	3. Carry out practical internal and external pre-drive vehicle checks; 4. Perform a Moving Brake Test when setting off at the start of the drive, if safe to do so;
LO 2.1.3 Drive to a higher standard than that required to pass the IAM RoadSmart Advanced Driving Test;	1. Drive in a safe; smooth, systematic manner, whilst complying with the criteria laid down in the IAM RoadSmart Observer's Handbook; at a standard above that for the IAM RoadSmart Advanced Driving Test; 2. Lead by example and drive to the best of your ability, at all times;	5. Drive for about 20 to 30 minutes to a higher standard than that required to pass the IAM RoadSmart Advanced Driving Test. I.E. achieve a Score not exceeding 38, with no individual section scoring greater than 2; 6. Perform a low speed driving manoeuvre including a reversing element, showing the ability to accurately and safely manoeuvre when

Performance Standard	What you have to do	Continuous assessment requirement
This is the standard a LO is required to work to.	To meet the standard, you must be able to.....	To be at 'Competence Level 1' you will be required to....

		reversing;
LO 2.1.4 Answer questions on the Highway Code and the IAM RoadSmart Observer's Handbook;	1. Be familiar with the content of the Highway Code and the IAM RoadSmart Observer's Handbook;	7. Answer verbal questions on the Highway Code and the IAM RoadSmart Observer's Handbook;

Local Observer
Unit 3: Demonstration Skills
Element 3.1: Demonstration and Commentary

LO 3.1.1 Demonstrate how to perform specific Advanced Driving techniques and practices, whilst giving 'spoken thoughts commentary';	<p>Note: Your insurance provider should be informed that, as an IAM RoadSmart Observer, you may be required to give demonstration drives from time to time;</p> <p>1. Demonstrate Advanced Driving techniques to</p>	<p>1. Verbally confirm that you have informed your insurance provider that as an IAM RoadSmart Observer, you may be required to give demonstration drives;</p> <p>2. Deliver a short demonstration drive of around</p>
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Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
	<p>an Associate, to explain specific aspects of driving, such as IPSGA; positioning for bends; the Three Stage Overtake, etc.</p> <p>2. During the demonstration, give 'spoken thoughts commentary' to illustrate the standard required. I.E. state what it is you see; what you anticipate may happen next and what you intend doing about it. (Observation; Anticipation and Planning). Your comments should not be historical and verbalising your thoughts should not slow the drive or adversely affect concentration or the safety of yourself, or any other road user.</p> <p>3. Assess whether effective learning has taken place by:</p> <ul style="list-style-type: none"> • Questioning the Associate and responding to the answers given; • Assessing how the Associate performs the task previously demonstrated; 	<p>20 to 30 minutes to explain a particular Advanced Driving technique and the standard to which it is to be performed, whilst giving 'spoken thoughts commentary'.</p>

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Local Observer
 Unit 4: Observing Skills
 Element 4.1: People contact and customer care skills

LO 4.1.1 Operate a “customer centred” approach at all times, addressing the concerns and needs of the Associate above all else, in a flexible and helpful way;	<ol style="list-style-type: none"> 1. For reasons of safety and security, ensure the Associate is met in a safe public place, with access to facilities; 2. Respect the Associate’s personal space at all times; 3. Deal with any customer issues the Associate 	<ol style="list-style-type: none"> 1. Observe without invading the Associate’s “personal space” when giving guidance; 2. Demonstrate interpersonal skills appropriate to the situation and individual Associate; 3. State the action you would take if an Associate’s fitness to continue the session, or the Associate’s
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	<p>may have and defer to a more experienced Observer, if they are beyond your experience to put right;</p> <p>4. Take suitable and timely action, including stopping the guidance session, where the Associate becomes unfit to continue or behaves in a way that places you, the Associate or third parties at unacceptable risk;</p> <p>5. Inform the Associates that after taking the Advanced Test, IAM RoadSmart will send an on-line survey with a request for completion</p> <p>6. Invite the Associate to complete any Local Group feedback survey on completion of training. If applicable, discuss any negative comments - constructive or otherwise- with an experienced Observer and take appropriate action to develop your knowledge, skills and understanding of the Observing tasks;</p>	<p>behaviour puts you, the Associate or any third party at risk;</p>
LO 4.1.2 Dress appropriately, when giving guidance	1. Wear appropriate clothing, when dealing with	4. Dress appropriately as a representative of both

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to Associates;	Associates. I.E. smart / casual is fine;	the Local Group and IAM RoadSmart when giving guidance to Associates;
LO 4.1.3 Demonstrate your ability to welcome the Associate and ascertain the existing level of knowledge and understanding;	<p>If meeting the Associate for the first time:</p> <ol style="list-style-type: none"> 1. Welcome the Associate and determine his or her driving background and their reason for joining IAM RoadSmart. Ask if they have any concerns with driving in general or the Advanced Driver programme in particular; 2. Ask Associates if they have read the Highway Code; the IAM RoadSmart Associate Logbook and if they have any knowledge of IPSGA; 3. Explain the need for the IAM RoadSmart Document Declaration and ensure the Associate is aware that by signing the Declaration, they are confirming: <ul style="list-style-type: none"> • They hold a current valid driving licence; • They have appropriate insurance; • They have a valid MOT for the vehicle, 	<ol style="list-style-type: none"> 5. Demonstrate your ability welcome the Associate; 6. Determine the Associate's driving background, ascertaining goals and addressing concerns, before starting the guidance drive; 7. Question the Associate to ascertain what level of knowledge and understanding they have of IPSGA; 8. Ensure the Associate has signed the IAM RoadSmart Document Declaration before going on the first drive;

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	if applicable; <ul style="list-style-type: none"> • Their vehicle is in a road-worthy condition; • That all of the above documentation will remain valid for the duration of IAM RoadSmart training; • They are fit to drive; • They will not be under the influence of drugs or alcohol when driving; • They will wear appropriate corrective eyewear when driving, if required; • They are responsible for all driving decisions; • They will make the Observer / Examiner aware if they become distracted during the drive; • They acknowledge that any advice / direction given will require their diligence to apply safely; • They will ask for clarification of any 	

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	<p>direction / advice, if in any doubt as to the meaning or intention of that direction / advice;</p> <p>If meeting the Associate for the second or subsequent time:</p> <p>4. Welcome the Associate and determine if there are any queries from the previous session;</p>	
LO 4.1.4 Check to see if the Associate meets the legal eyesight requirement for driving on UK roads;	<p>If meeting for the first time:</p> <p>1. Ask the Associate to read a standard number plate from a distance of 20m (20.5m for the older style number plates).</p> <p>Note: If this legal eyesight requirement cannot be met, cancel the guidance session and politely suggest the Associate has an eye test.</p>	9. Demonstrate how you would check to see if the Associate can meet the legal eyesight requirement;
LO 4.1.5 Establish a good working relationship with the Associate;	<p>1. Explain to the Associate how the IAM RoadSmart Advanced Driver programme works in your Group;</p> <p>2. At the end of each session, ensure the</p>	<p>10. Explain how the IAM RoadSmart Advanced Driver programme works in your Group;</p> <p>11. Show the Associate the relevant sections of the IAM RoadSmart Advanced Driver Logbook and</p>

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
	Associate has no unresolved queries; 3. Recognise the need for confidentiality and data security when dealing with an Associate's personal data; 4. State that preparation for Advanced Test is a "team effort" for Associate and Observer; 5. Recognise that good support material comprises: <ul style="list-style-type: none"> • The IAM RoadSmart Advanced Driver Logbook; • Additional Knowledge Reviews given by the Observer; • The Highway Code; 	(if applicable) the Highway Code that relate to the session; 12. State that Knowledge Reviews may be used to supplement the guidance sessions; 13. Demonstrate that you treat the Associate in a friendly and polite manner, matching your level of formality with their own, if appropriate to do so;

Performance Standard	What you have to do	Continuous assessment requirement
This is the standard a LO is required to work to.	To meet the standard, you must be able to.....	To be at 'Competence Level 1' you will be required to....

Local Observer Unit 4: Observing Skills Element 4.2: Observing		
LO 4.2.1 Plan each IAM RoadSmart Advanced Driver guidance session to suit the needs of the Associate;	1. Plan each guidance session, taking into account: <ul style="list-style-type: none"> • The 'Aim' of the guidance session; • The Associate's current competence; • The route to be taken, which must match the available time and the aim of the session; • The estimated timings; • The road, traffic and weather conditions; 	1. Show evidence of having planned the guidance session. (I.E. this may be evident in the briefing, or after an initial Driving Assessment, if it is an initial session); 2. Devise a route that: <ul style="list-style-type: none"> • Matches the time available; • Reflects the subject being covered; • Is not too demanding for the Associate during the early stages of preparation for Test;
LO 4.2.2 Brief the Associate on the specific subject to be covered in the guidance session using a coaching technique; I.E. try and avoid 'top down' instruction by dealing with the Associate on an equal level, involving them in any discussion on aspects of the guidance session.	1. Ensure the Associate is happy with the previous guidance session and deal with any issues arising, before giving the brief for the current session; Note: This applies whether you or another Observer took the Associate for the previous session.	3. Use Q&A to assess the Associate's recall of the previous guidance session before moving on to new work; 4. Brief the Associate and include all the elements listed in the column to the left; 5. Ask the Associate if there are any questions and deal with them before moving on;

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
	<p>2. Brief the Associate on the current session by coaching them, on an equal basis, whilst discussing:</p> <ul style="list-style-type: none"> • The 'Aim' of the guidance session. I.E. a clear statement of what it is you intend to achieve; • The relevant session Competency Sheet, which provides an over-view of the learning material to be addressed during the session; • The route to be taken; • The estimated time it will take to complete the session; <p>3. Ask the Associate if there are any questions and deal with them before moving on;</p> <p>4. Give the IAM RoadSmart Disclaimer, the main point of which is to clearly state that <u>Associates are responsible for their own actions and safety</u>;</p>	<p>6. Give the IAM RoadSmart Disclaimer;</p>

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LO 4.2.3 Assist the Associate carry out daily pre-drive checks on the car;	<ol style="list-style-type: none"> 1. Guide the Associate through daily external and internal pre-drive checks on the car; 2. Explain how to carry out a Moving Brake Test and offer guided practice, if necessary; 	<ol style="list-style-type: none"> 7. Guide the Associate carrying out external and internal pre-drive checks; 8. Assess the Associate checking the effectiveness of the brakes on first moving off at the start of the guidance session;
LO 4.2.4 Provide suitably timed, clear route directions to the Associate;	<ol style="list-style-type: none"> 1. Give effective route directions to the Associate. I.E. those that are easily understood, clear, unambiguous concise and well timed; 	<ol style="list-style-type: none"> 9. Give effective route directions to the Associate.
LO 4.2.5 Demonstrate the ability to give guidance whilst on the move or at rest, choosing appropriate subject matter and deal effectively with any issues that arise;	<ol style="list-style-type: none"> 1. Assist the Associate to learn using a suitable guidance technique, either on the move or when at rest. For example: <ul style="list-style-type: none"> • Demonstration: to show how a particular skill is carried out; • Instruction: where you explain what to do in a step by step fashion; • Coaching: where you discuss with the Associate and between you determine the best way to achieve the objective. The 	<ol style="list-style-type: none"> 10. Demonstrate how to give effective guidance to the Associate, which should include: <ul style="list-style-type: none"> • Using a suitable guidance technique to assist in the learning process (I.E. demonstration; instruction; coaching); • Referring to IAM RoadSmart Observer's Handbook or Associate Logbook; any ancillary Knowledge Reviews used to support the Advanced Driver course or the Highway Code to consolidate practical

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
	<p>Associate then carries out the task, whilst you monitor the performance and assist if required;</p> <p>2. Ensure good verbal and non-verbal communication by:</p> <ul style="list-style-type: none"> • Maintaining appropriate eye-contact; • Using consistent language; • Using terminology from the IAM RoadSmart Associate Logbook; <p>3. Identify any driving fault the Associate may have:</p> <ul style="list-style-type: none"> • Identifying a driving fault <u>does not fix it</u>; • Analyse the fault and figure out why it happened: the reason may not be as obvious as it at first may seem; • Do not apportion blame; • Rectify driving faults using a suitable guidance technique (I.E. Coaching; Instruction; Demonstration etc.); 	<p>driving, if required;</p> <ul style="list-style-type: none"> • Providing support and assistance to the Associate when required; • Demonstrating effective communication at all times; • Demonstrating sound judgement, if advising the Associate where to pull up in order to explain or discuss issues, ensuring the car stops in a safe, legal and convenient place; <p>11. Decide the reason for each fault. I.E.</p> <ul style="list-style-type: none"> • Lack of knowledge; • Lack of skill; • Inappropriate attitude; <p>12. Correctly identify, analyse and rectify all driving faults;</p> <p>13. Demonstrate effective use of Question and Answer technique;</p> <p>14. Compliment the Associate for effort and not just achievement;</p>

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
	<p>4. Demonstrate effective use of Question and Answer technique to determine whether an identified fault is the result of:</p> <ul style="list-style-type: none"> • Lack of driving or Highway Code knowledge; • Lack of driving skill; • An inappropriate attitude to the task; <p>5. Compliment the Associate for effort and in particular whenever there is evidence of good driving practice and attitude; (I.E. the Associate's performance may not be up to the required standard, but reward should be for effort and not just achievement!)</p> <p>6. Stop the Associate at any time if there is a need to discuss a fault, which for safety reasons you feel should not be left until the end of session debriefing;</p>	
LO 4.2.6 Present new learning material in manageable, step by step parts;	1. Recognise that learning is more effective if the task is broken down into its component parts,	15. Show evidence of presenting the learning material in logical; step by step; easily manageable

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	each of which is mastered before moving on to the next; for example: <ul style="list-style-type: none"> • Use visual aids if they help to explain the point in question; • Develop your skill in asking Open Questions. (i.e. Ones that cannot simply be answered with a “Yes” or “No”); • Provide suitable constructive feedback on completion of each task; 	parts;
LO 4.2.7 Assess the Associate’s performance and compare with the required standard;	<ol style="list-style-type: none"> 1. Watch the Associate perform a task and compare it with the required standard; 2. On completion of the guidance session, go through each entry on the relevant ‘Competency Sheet’ within the Associate Logbook; discuss with the Associate whether each competency has been met; offer constructive feedback and relate on-road experiences to information in the Associate Handbook and / or the Highway Code; 	<ol style="list-style-type: none"> 16. Assess the Associate’s performance, through effective use of question and answer, to see if learning has taken place; 17. Identify where the Associate’s performance meets the Advanced Test standard and what areas require additional attention; 18. Provide praise and positive feedback using constructive criticism; 19. Answer questions the Local Observer Assessor may ask with respect to your assessment of the

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		Associate's performance;
LO 4.2.8 Encourage Associates to become familiar with any 'in car technology' fitted to their vehicle;	<ol style="list-style-type: none"> 1. Learn what you can about modern driving aids such as satellite navigation systems, reversing cameras and auto park systems, which are becoming more commonplace; used correctly, they can complement the skills of an advanced driver and enhance the overall experience; 2. Encourage appropriate use of such technology; 3. List typical in-vehicle technology devices that may be present in a modern vehicle: E.G. <ul style="list-style-type: none"> • Modern automatic gearbox features; • Anti-lock Braking System; • Traction Control System; • Electronic Stability Program systems; • Satellite Navigation system; • Reversing cameras; • Auto-park systems; • Front and rear sensors; • Cruise Control systems, including Active 	<ol style="list-style-type: none"> 20. Demonstrate a working knowledge of in car technology devices fitted to modern cars; 21. The LO Assessor will gauge your knowledge from the answers you give to questions posed on the function and operation of these devices;

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
	<p>Cruise Control;</p> <ul style="list-style-type: none"> • Speed Limiters; • Blind-spot indicators; • Paddle gear change system; • Mobile phones; • Automatic headlight and window washers; • Auto-dip rear mirrors; <p>Note: This list is for example only and is not exhaustive.</p> <p>4. Explain the basic operation of these devices and state the benefits they give to the driver;</p> <p>5. Question the Associate to determine what they know about the systems within their own car;</p>	

Performance Standard

This is the standard a LO is required to work to.

What you have to do

To meet the standard, you must be able to.....

Continuous assessment requirement

To be at 'Competence Level 1' you will be required to....

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Performance Standard	What you have to do	Continuous assessment requirement
This is the standard a LO is required to work to.	To meet the standard, you must be able to.....	To be at 'Competence Level 1' you will be required to....

Local Observer Unit 4: Observing Skills Element 4.3: Debriefing following an on-road session		
LO 4.3.1 Provide a verbal summary of the drive, making use of positive feedback and constructive criticism;	1. Debrief the Associate at the end of the guidance session: <ul style="list-style-type: none"> • Ask how the drive has gone and listen carefully to what is said; • Start your own summary of the drive on a positive note, use constructive criticism to analyse issues of concern and finish on a positive note. (i.e. a “sandwich” of information); • Concentrate on the main issues and avoid overloading the Associate with a list of less important ones; • Recall the Identification; Analysis and Rectification of the main driving faults, previously discussed with the Associate, as they occurred on the drive; 	1. Demonstrate your ability to debrief the Associate in a way that compliments their performance and encourages them to put right anything you consider to be below Test standard;

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
LO 4.3.2 Encourage Associates to be critical of their own driving, with a view to identifying performance issues that need to be resolved;	<ol style="list-style-type: none"> 1. Help Associates analyse their own performance, on completion of a guidance session by making good use of Question and Answer techniques; 2. Explain that self-evaluation is a powerful learning technique and encourage the Associate to analyse their own performance, each time they drive; 3. State that the benefits of self-evaluation increase as the driver becomes more accomplished in the art of driving; 	<ol style="list-style-type: none"> 2. Demonstrate your ability to assist the Associate analyse their own performance;
LO 4.3.3 Ask "Open Questions" constructively to develop understanding and encourage solution finding;	<ol style="list-style-type: none"> 1. Use "Open Questions" (I.E. ones that can't simply be answered with a Yes or a No) to probe the Associate's understanding, promote learning and encourage solution finding; 	<ol style="list-style-type: none"> 3. Demonstrate skilful use of Question and Answer technique throughout the Debriefing process;
LO 4.3.4 Demonstrate your ability to provide solutions to aspects of the Associate's drive in need of development;	<ol style="list-style-type: none"> 1. Involve the Associate in the analysis of their performance on an equal basis, rather than as a 'top down' Observer to Associate technique; 2. Summarise strengths and weaknesses in the 	<ol style="list-style-type: none"> 4. Demonstrate your ability to involve the Associate in the debrief process, on an equal basis 5. Recognise strengths and weaknesses in the

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
	Associate's drive; 3. Ensure feedback is positive and constructive; 4. Discuss a plan for putting right any driving faults, incorrect techniques or misunderstanding of anything in the IAM RoadSmart Associate Logbook or the Highway Code; 5. Offer advice based on the 'hints and tips' sheets contained within the IAM RoadSmart Observer Handbook; 6. Offer any ancillary hand-outs that may help the Associate to understand any aspect of the drive highlighted as an issue; 7. Make use of the 'Knowledge Reviews' contained in the IAM RoadSmart Observer Handbook, as this involves the Associate in the debrief and learning process;	Associate's drive and: <ul style="list-style-type: none"> • Praise the Associate for good driving practice; • Praise the Associate for effort made, irrespective of achievement • Assist the Associate to resolve any problems that may have arisen from the drive; • Use the 'hints and tips' sheets contained the Observer's Handbook; • Offer any ancillary hand-outs you feel may help the Associate to understand aspects of the drive; • Make use of the 'Knowledge Reviews' contained in the Observer Handbook;
LO 4.3.5 Record the Associate's performance in the Associate Logbook, as part of the guidance session debriefing;	1. Discuss the content of the relevant Competency Sheet in the Associate Logbook, as part of the debriefing; 2. Tick off those Competencies achieved during	6. Discuss each line entry of the relevant Competency Sheet contained in the Associate Logbook and tick off the competencies achieved;

Performance Standard	What you have to do	Continuous assessment requirement
This is the standard a LO is required to work to.	To meet the standard, you must be able to.....	To be at 'Competence Level 1' you will be required to....

	the session, making the Competency Sheet the Associate's record of achievement.	
LO 4.3.6 Complete the IAM RoadSmart Run Sheet for each guidance session undertaken by the Associate;	<p>1. The Run Sheet is a record of the Associate's achievement during a guidance session;</p> <p>2. Discuss each entry on the Run Sheet and allocate Competency Level of 1, 2, or 3;</p> <p>Note: The Competence Levels are the same as those used by the Examiner when completing the Test Marking Sheet. By using the same marking criteria, the Associate develops familiarity with them before going for Test.</p> <ul style="list-style-type: none"> • Competence Level 1 (Commended): Consistently demonstrates the competency to a high standard with confidence; showing sound understanding of the interaction between this and other competencies; • Competence Level 2 (Satisfactory): Consistently demonstrates the competency; 	<p>7. Complete a Run Sheet for each guidance session and justify to the Associate, the Competency Levels awarded;</p> <p>Note: An Associate may well score Competency Level 3 grades during preparation for Test, as this is part of the learning process Associates undergo when training. However, make it clear to Associates that any score of 3 on the Advanced Test will result in a Test Fail.</p>

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
	<ul style="list-style-type: none"> • Competence Level 3 (Requires Development): Fails to consistently demonstrate the competency. <p>3. Make sure the Associate is aware of any issues arising and explain / justify why you have allocated these Competency Levels;</p> <p>4. By using this scoring system, Associates become familiar with it and will be better placed to appreciate the Examiner's feedback on completion of Test.</p>	
LO 4.3.7 Demonstrate your ability to finish off the session positively, ensuring the Associate is clear on how it has gone and when the next session is due to take place;	<p>1. Ask the Associate if they have any questions about the drive or the feedback and deal with those that arise;</p> <p>2. Encourage Associates to practice skills between sessions in order to develop competence;</p> <p>3. Use the relevant Knowledge Review to supplement guidance; it may even be better for the Associate to complete the Review on their own before checking it at the start of the next Guidance Session;</p>	<p>8. Ask the Associate if there are any questions and answer accordingly;</p> <p>9. Encourage personal skills development between guidance sessions, to consolidate the learning material;</p> <p>10. Use Knowledge Reviews to supplement learning;</p> <p>11. State the Aim of the next session and ask the Associate to prepare by reading the relevant section of the Associate Logbook / Highway Code;</p>

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
	4. Supplement the training with the relevant, IAM RoadSmart Knowledge Reviews, if necessary; 5. Ensure the Associate is aware of: <ul style="list-style-type: none"> • The Aim of the next guidance session; • The date and time of the session; • The meeting place; • Any development work required before the next session; 6. Thank the Associate for their time;	12. Discuss the date; time and meeting place for the start of the next session; 13. Close the session pleasantly and politely by thanking the Associate for their time;

Performance Standard	What you have to do	Continuous assessment requirement
This is the standard a LO is required to work to.	To meet the standard, you must be able to.....	To be at 'Competence Level 1' you will be required to....

Local Observer Unit 5: Organisations Skills and Knowledge Element 5.1: Organisations skills and Knowledge		
LO 5.1.1 Explain the structure and operation of your Group to the Associate;	1. Explain to the Associate: <ul style="list-style-type: none"> • The Aim of your Local Group; • How the Group is structured; • The affiliation with IAM RoadSmart; • The association with neighbouring Groups (if applicable); • The advantages of being a Group Member, both before and after the Test is taken; 	1. Answer questions on the structure and operation of your Local Group;
LO 5.1.2 Explain how the IAM RoadSmart Advanced Driver course is delivered within your Group;	1. Explain that some Groups use set courses whereas others allocate Observers and train Associates as soon as they join IAM RoadSmart, albeit that there may be a waiting list before training can commence; 2. Explain that some Groups use the same Observer to deliver guidance to the Associate throughout the course, whereas others use	2. Explain that there is variety in the way that different Groups provide guidance to Associates and that this is mainly owing to Group size, the number of available Observers and the number of Associates under training; 3. Describe how the IAM RoadSmart Advanced Driver Course is delivered in your Group;

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
	<p>different Observers at different times and that there are advantages and disadvantages of each method;</p> <p>3. Explain how Advanced Driver preparation is delivered in your own Group: I.E.</p> <ul style="list-style-type: none"> • The various guidance sessions required to bring the average Associate up to Test standard; • The normal duration of guidance sessions and hence, how long it takes as a rule, to prepare an Associate for Test; • The procedure to be followed if there are issues that cannot be resolved in the first place by the Observer; • How progress is reviewed and monitored using the IAM RoadSmart Associate Logbook; 	
LO 5.1.3 Describe how to book an IAM RoadSmart Advanced Test;	1. IAM RoadSmart is to be informed when the Associate is Test ready. This can be done in one of	4. State the procedure used by the Group for booking an IAM RoadSmart Advanced Driving Test

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
	<p>the following ways:</p> <ul style="list-style-type: none"> • The Group Representative ticks the appropriate box on the Driver Trainers Examiners (DTE) Data base; • The Associate informs IAM RoadSmart via the IAM RoadSmart Website; • The Associate informs IAM RoadSmart by phone; <p>2. If a qualified Member wants to re-take the Advanced Test, perhaps to try and obtain a First pass, he or she would simply buy the Test either online via the IAM RoadSmart website (https://www.iamroadsmart.com/) or by calling IAM RoadSmart on 0300 303 1134;</p> <p>The advice at #2 above applies equally to anyone wishing to take the Advanced Test without having first purchased an IAM RoadSmart Advanced Driving Course;</p>	<p>for an Associate;</p>
LO 5.1.4 Describe the opportunities within IAM RoadSmart for development beyond the entry	1. Explain to the Associate that driving competence develops through progression from	5. Discuss the opportunities that exist within IAM RoadSmart for development beyond the Advanced

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
level Advanced test;	<p>the basic DVSA Driving Test; the IAM RoadSmart Advanced Test; IAM RoadSmart Masters or Observer training;</p> <p>2. Explain that, in the case of Observers, the usual route for progression is to train as a Local Observer and to then gain experience preparing Associates for Test, before training for the National Observer qualification or applying for a National Observer Assessment;</p> <p>3. However, state that it is not necessary for a National Observer to first become a Local Observer and that some Groups only train Observers to National level;</p> <p>4. A Suitably qualified and experienced National Observer may also apply to become a Local Observer Assessor. Each Local Observer Assessor is given a unique PIN Number, which is used when completing Local Observer Progress Summary Forms (LOPs Forms) for Trainee Local Observers;</p> <p>3. Explain that this approach to “Life Long</p>	Test;

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
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	Learning” ultimately reduces driving risk and provides motivation and opportunity to some;	
LO 5.1.5 Describe how to deal with complaints from Associates and how to escalate a complaint to the next level, if necessary;	<ol style="list-style-type: none"> 1. State that complaints from Associates are rare, however, if a complaint does arise it must be dealt with swiftly and effectively; 2. Explain how to deal with complaints from the Associate and how-if necessary-to escalate complaints to the next level: 3. Treat all complaints seriously and deal with them promptly; <ul style="list-style-type: none"> • Try and deal with the complaint yourself; • Clear up any misunderstanding that may have inadvertently given cause for complaint; • Apologise to the Associate, if you have given cause for complaint; • If the matter remains unresolved, follow the guidelines established by your Group for dealing with complaints; • If the matter cannot be resolved within 	<ol style="list-style-type: none"> 6. State the procedure to be followed when dealing with a complaint from an Associate;

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
	<p>the Group, it should be referred to the Area Service Delivery Manager;</p> <ul style="list-style-type: none"> • If the matter remains unresolved the Area Service Delivery Manager will refer it to the relevant member of Staff at IAM RoadSmart Head Office; • Throughout this process, keep the complainant informed of actions taken; • Note that the IAM RoadSmart Complaints Policy is detailed on the web site: www.iamRaodSmart.com 	
LO 5.1.6 Explain the process to be followed by Observers, when seeking additional help for themselves or their Associates;	<p>1. Recognise that your Group is a “team” and that you are part of the team. If you or your Associate have a problem that you cannot resolve, you must:</p> <ul style="list-style-type: none"> • Ask for advice from someone within the Group who has more experience. E.G. a National Observer or Local Observer Assessor; • (If applicable) pass the advice on to the 	<p>7. State the procedure to be followed when either you or your Associate need help to deal with a problem concerning the IAM RoadSmart course.</p>

Performance Standard This is the standard a LO is required to work to.	What you have to do To meet the standard, you must be able to.....	Continuous assessment requirement To be at 'Competence Level 1' you will be required to....
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	Associate as soon as possible; <ul style="list-style-type: none"> • Ensure the advice offered satisfies the initial query; 	
LO 5.1.7 Acquire knowledge / experience of a variety of different vehicle types and compare their characteristics;	<ol style="list-style-type: none"> 1. Recognise that experienced drivers will usually have driven a range of different vehicles, with different engine capacities and gearboxes; 2. Develop knowledge and experience of as many different types of vehicle as possible; 3. Explain the different driving characteristics of these vehicles; 	8. Answer any questions posed by the LO Assessor on the characteristics of these vehicle types;

Section 3

National Observer Competencies and Assessment

Performance Standard	What you have to do	Assessment requirement
This is the standard a NO is required to work to.	To meet the standard you must be able to.....	During Assessment by the Assessor, you may be required to...

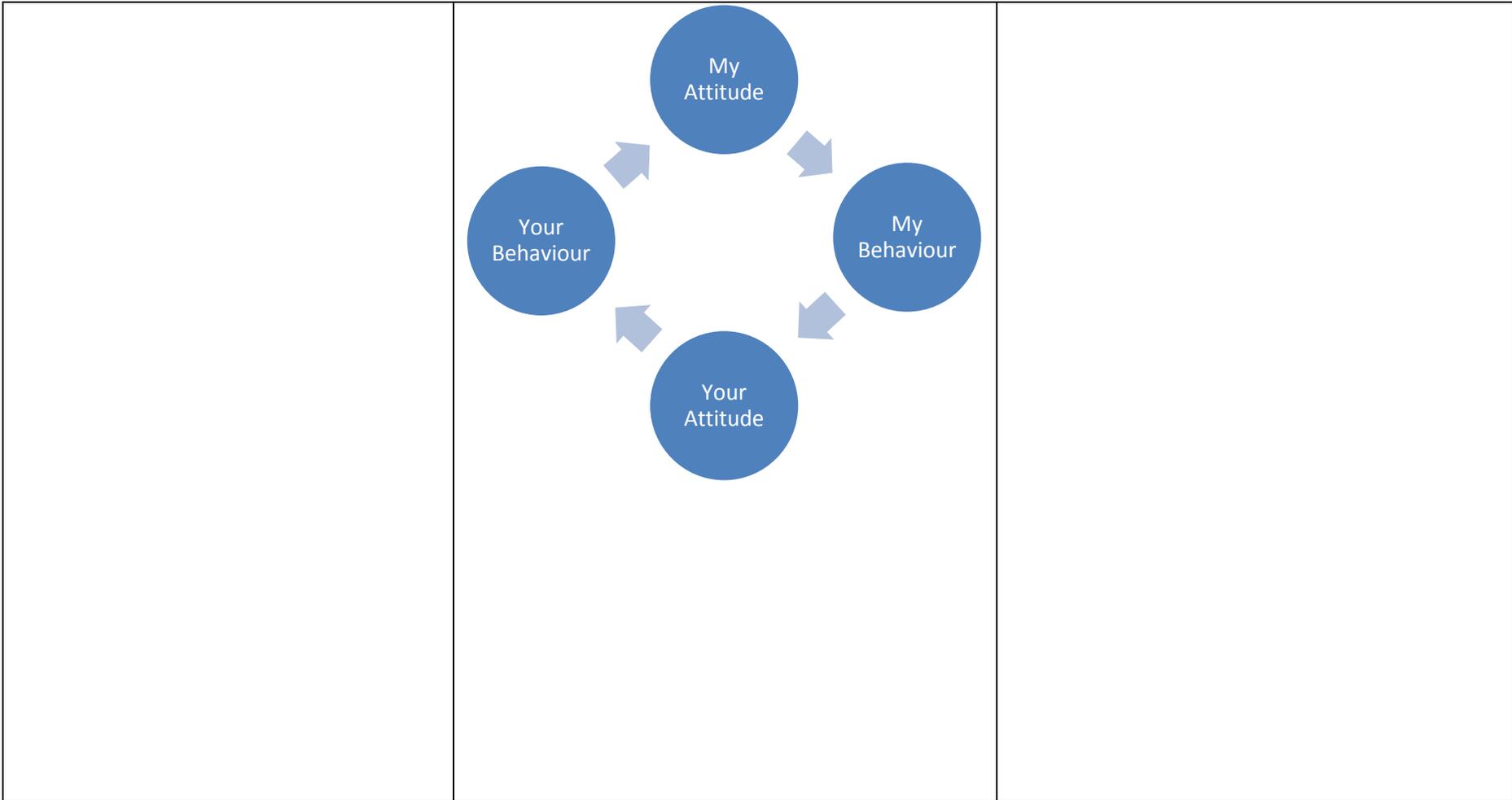
National Observer Unit 1: Attitude Element 1.1 General Attitude to Driving		
NO 1.1.1 Expand and develop the entry level attitudinal skills required of a Local Observer;	<p>Note: lists shown are not exhaustive.</p> <ol style="list-style-type: none"> 1. Refer to the requirements of the Local Observer Unit 1 Element 1.1 General attitude to Driving: “What you have to do” section of this document and aim to develop your expertise from there; 2. Recognise that attitude is the state of mind with which you approach the driving task; 3. Identify factors that produce a positive state of mind, such as: <ul style="list-style-type: none"> • Recognising that safe driving must be your primary goal at all times; • Being patient and tolerant; • Showing a high degree of self-discipline; • Displaying a calm, considerate and collected manner at all times; • Avoiding a tendency to “personalise” other drivers in thought or speech; 	<ol style="list-style-type: none"> 1. Demonstrate an exemplary attitude to road safety during the driving assessment phase of the National Observer Assessment.

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
	<ul style="list-style-type: none"> • Being composed both physically and mentally; • Being confident; • Being realistic of your own abilities; • Showing restraint and patience when required; • Being courteous and polite; • Taking responsibility for your own actions; <p>4. Recognise that your attitude to driving is influenced by many factors, including:</p> <ul style="list-style-type: none"> • Your personality; • Your financial situation, • Your stress level; • How tired you are; • Work related issues; • Whether you feel under pressure; • Your emotional state; • Health factors. E.G. hay fever; common cold; low sugar level; etc. 	

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
	<ul style="list-style-type: none"> • Medication, especially if it causes drowsiness; 	
NO 1.1.2 State the relevance of Human Factors on the safety and quality of a driver's performance;	<ol style="list-style-type: none"> 1. Explain, or be able to explain, to an Associate that it is the driver who is the most important 'feature' in a vehicle and that Human Factors affecting the driver have a significant effect on performance. 2. Emphasise that the Associate must: <ul style="list-style-type: none"> • Put safety first in all driving judgements; • Remain calm and considerate to the needs of others at all times; • Maintain concentration when driving: at all times; • Manage any external influence on safety at all times; • Change the driving plan if the hazard changes; • Consistently monitor their own performance and attitude to driving; 	<ol style="list-style-type: none"> 2. Answer any questions the Assessor may have on how the following Human Factors may influence driving performance: <ul style="list-style-type: none"> • The driver; • The vehicle; • The journey; • The 'wider world';

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
	<ul style="list-style-type: none"> • Apply new knowledge and continue to grow and develop their driving competence; <p>3. Be aware that your own Attitude as a driver will have an influence on other road users and Associates and that when observing, you are always imparting information, even sub-consciously, by your actions, words and attitudes;</p> <p>4. Familiarise yourself with 'Betari's Cycle':</p>	

Performance Standard	What you have to do	Assessment requirement
This is the standard a NO is required to work to.	To meet the standard you must be able to.....	During Assessment by the Assessor, you may be required to...



Performance Standard	What you have to do	Assessment requirement
This is the standard a NO is required to work to.	To meet the standard you must be able to.....	During Assessment by the Assessor, you may be required to...

National Observer Unit 2: Driving Skills Element 2.1 Advanced Driving		
NO 2.1.1 Expand and develop your capability to drive at a standard higher than that of the IAM RoadSmart entry level Test standard;	<ol style="list-style-type: none"> 1. Refer to the requirements of the Local Observer Unit 2 Element 2.1 Advanced Driving: “What you have to do” section of this schedule and aim to develop your expertise from there; 2. Lead by example and drive to the best of your ability at all times; 3. Demonstrate the ability to control the position and speed of your vehicle safely, systematically and smoothly, considering the road and traffic conditions, to make reasonable progress unobtrusively, with skill and responsibility; 4. Exhibit a high standard of driving competence based on concentration, effective all round observation, anticipation and planning; 5. Demonstrate your ability to be at the right place on the road, travelling at the right speed and in the correct gear to suit the prevailing road, traffic and 	<ol style="list-style-type: none"> 1. Comply with the ‘Continuous Assessment Requirements’ of the Local Observer Unit 2 Element 2.1 section of this document; 2. Drive to a standard, which exceeds the IAM RoadSmart entry Test standard, on a variety of roads for about 20 to 30 minutes. The Assessor may ask you to plan the route, or to give directions as you go. Your scores on the test marking sheet (the same sheet as the advanced driving test) must not exceed 34 with no individual section scoring greater than 2;

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
	weather conditions; 6. Practice driving at an 'appropriate speed' that allows you to stop safely in the distance you can see to be clear, whilst staying on your own side of the road;	
NO 2.1.2 Demonstrate that you can carry out low speed manoeuvres, containing a reversing element, safely and under control;	1. Recognise the need for full and effective all round observation whenever the vehicle is reversing, whether it has the potential to affect another road user; 2. Recognise that you are the "give way" vehicle whenever you are reversing; 3. Demonstrate your ability to always accurately and safely control the vehicle, when carrying out manoeuvres that have a reversing element;	3. Perform a low speed driving manoeuvre involving reversing, as specified by the Assessor, showing your ability to accurately and safely control the vehicle at all times;
NO 2.1.3 Demonstrate an understanding of Associate and Observer training material along with the Highway Code and Roadcraft;	1. Study relevant driving publications including: <ul style="list-style-type: none"> • IAM RoadSmart Observer's Handbook; • IAM RoadSmart Associate Log Book; • Knowledge Reviews to support Associate 	4. Answer verbal questions from the Assessor on any of the following publications: <ul style="list-style-type: none"> • IAM RoadSmart Observer's Handbook; • IAM RoadSmart Associate Log Book;

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
	training; <ul style="list-style-type: none"> • Highway Code; • Roadcraft; 2. Illustrate Advanced Driving techniques using examples from these publications; 3. Comply with the guidance given in these publications at all times when driving;	<ul style="list-style-type: none"> • Highway Code; • Roadcraft;
National Observer Unit 3: Demonstration Skills Element 3.1: Demonstration and Commentary		
NO 3.1.1 Demonstrate advanced driving techniques and practice to an Associate;	1. Refer to the requirements of the Local Observer Unit 3 Element 3.1 Demonstration and Commentary:	1. Comply with the 'Continuous Assessment Requirements' of the Local Observer Unit 3

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
	<p>“What you have to do” section of this schedule and aim to develop your expertise from there;</p> <p>2. Demonstrate Advanced Driving techniques to an Associate, to explain specific driving tasks, by breaking them down into their detailed component parts;</p> <p>3. Ensure you can demonstrate all the skills required by an Associate to pass the IAM RoadSmart Test;</p>	<p>Element 3.1 section of this document;</p> <p>2. If the Examiner is satisfied with the Candidate’s ability to demonstrate that they can carry out an advanced technique or manoeuvre with a degree of finesse during their personal driving assessment, under ‘real world’ conditions, they need not assess the Candidate’s ability to demonstrate such techniques to an Associate;</p>
<p>National Observer Unit 4: Observing Skills Element 4.1: People contact and Customer Care Skills</p>		
<p>NO 4.1.1 Operate a “customer centred” approach at all times, addressing the concerns and needs of the Associate above</p>	<p>1. Refer to the requirements of the Local Observer Unit 4 Element 4.1 People contact and Customer Care Skills: “What you have to do” section of this</p>	<p>1. Comply with the “Continuous assessment requirement” requirement of the Local Observer</p>

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
all else, in a flexible and helpful way;	<p>schedule and aim to develop your expertise from there;</p> <p>2. Recognise that the quality of advice you give to Associates is entirely dependent on your own knowledge and experience of the subject matter;</p> <p>3. Study relevant sources of information that will help you understand the background and nature of enquires likely to be asked.</p>	<p>Unit 4, Element 4.1 section of this document;</p> <p>2. Demonstrate or explain (at the Assessor's discretion), how to carry out an eyesight check;</p> <p>3. Check the Associate's background. E.G.</p> <ul style="list-style-type: none"> • In the case of a new Associate, ask suitable questions to establish the Associate's driving background; • If the Associate is already known to you, outline the Associate's background to the Assessor;

Performance Standard	What you have to do	Assessment requirement
This is the standard a NO is required to work to.	To meet the standard you must be able to.....	During Assessment by the Assessor, you may be required to...

National Observer Unit 4: Observing Skills Element 4.2: Observing Skills		
NO 4.2.1 Plan each IAM RoadSmart Advanced Driver guidance session to suit the needs of the Associate;	1. Refer to the requirements of the Local Observer Unit 4 Element 4.2 Observing Skills: “What you have to do” section of this schedule and aim to develop your expertise from there;	1. Show evidence of having planned the guidance session. (I.E. this may be evident in the briefing, or after an initial Driving Assessment, if it is an initial session); 2. Devise a route that: <ul style="list-style-type: none"> ● Matches the time available; ● Reflects the subject being covered; ● Is not too demanding for the Associate during the early stages of preparation for Test; <p>Note: Local Observer Performance Standard 4.2.3 (pre-drive checks) will normally be assessed verbally – a practical demonstration of this will normally not be required;</p>
NO 4.2.2 Evaluate the Associate’s driving competence and offer guidance to bring the	1. Identify patterns in the Associate’s driving; analyse why faults are being made; discuss your analysis with	3. Identify faults that occur in the Associate’s drive. Essentially, a driving fault is anything the

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
drive to IAM RoadSmart Advanced Driving Test standard;	the Associate in a positive way and suggest corrective action to put things right; Note: identifying a driving fault <u>does not</u> fix it. Each fault must therefore be Identified; Analysed and Rectified.	Associate does that you would not do, to reduce the risk from an actual or potential hazard; 4. Demonstrate effective use of question and answer to help the Associate: <ul style="list-style-type: none"> • Analyse any faults you have identified in the Associate’s driving; • Rectify those faults;
NO 4.2.3 Demonstrate a flexible approach to learning;	<ol style="list-style-type: none"> 1. Look for flexible ways in which to adapt the IAM RoadSmart Advanced Driver programme when dealing with an experienced Associate: always assuming it is compatible with the way your Group operates; 2. Analyse the learning techniques used and be prepared to change them, if it improves learning efficiency. 3. Share, with others in your Group, any development or revision in the learning techniques and practices so that everyone can benefit from your 	5. Demonstrate your ability to show a flexible approach to learning when giving guidance to Associates. The Assessor may check your understanding of the subject matter by asking questions to see how you could have put it across in a different way, demonstrating your flexible approach to learning. If questions are asked, you will be assessed on: <ul style="list-style-type: none"> • The quality and accuracy of your answers; • Your ability to explain how you could have

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
	experience, if applicable;	put the learning material across differently;
NO 4.2.4 Offer advice to Local Observers if they seek assistance with the IAM RoadSmart Advanced Driver course.	1. Recognise that less experienced Observers may seek your advice with specific concerns relating to IAM RoadSmart Advanced Driver training. If so: <ul style="list-style-type: none"> • Deal with the matter quickly; • Ensure the Local Observer fully understands and is satisfied with the advice given; • If you cannot resolve the concern, pass it on to the next level within the Group and keep the Local Observer informed of progress; 	6. Answer questions the Assessor may ask relating to the content and /or delivery of IAM RoadSmart advanced Driver training.

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
NO 4.2.5 Apply knowledge gained from a thorough review of publications and other sources of information relating to the techniques and practices of Advanced Driving;	<ol style="list-style-type: none"> 1. Familiarise yourself with the content of the following driving publications: <ul style="list-style-type: none"> • IAM RoadSmart Observers Handbook; • IAM RoadSmart Associate Logbook; • Roadcraft; • Highway Code; • IAM RoadSmart official website; • IAM RoadSmart updates; • Local Group’s Website, if applicable; 2. Interpret this information in a logical, practical and common sense manner and use it when explaining aspects of Advanced Driving to Associates; 	<ol style="list-style-type: none"> 7. Demonstrate a good working knowledge of publications and other sources of information relating to Advanced Driving. The Assessor will gauge your knowledge from the explanations and guidance you give the Associate. <p>If appropriate, further questions may be asked to explore your knowledge and understanding of:</p> <ul style="list-style-type: none"> • IAM RoadSmart Observer’s Handbook; • Roadcraft; • Highway Code;
NO 4.2.6 Encourage Associates to become familiar with any ‘in car technology’ fitted to their vehicle;	<ol style="list-style-type: none"> 1. A list of typical ‘in car technology devices’ is given at LO Competency 4.2.8. 2. Ask the Associate if: <ul style="list-style-type: none"> • They know what technology devices are fitted to their car; • Where they would go to find out about the 	<ol style="list-style-type: none"> 8. Demonstrate a working knowledge of in car technology devices fitted to modern cars. The Assessor will gauge your knowledge from the explanations and guidance you give to the Associate, or in answer to any questions he may ask on completion of the Assessment.

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
	<p>devices fitted to their car;</p> <ul style="list-style-type: none"> • They can explain the function and operation of these devices; • If they know how to select / deselect the devices (if appropriate) and why they might do so. E.G. It may be advantageous to deselect the TCS when moving off on a slippery road surface; <p>3. If the Associate is unsure about any of the in-car technology devices, ask them to find out, with a view to explaining their function and operation at the start of the next session;</p>	

Performance Standard	What you have to do	Assessment requirement
This is the standard a NO is required to work to.	To meet the standard you must be able to.....	During Assessment by the Assessor, you may be required to...

National Observer Unit 4: Observing Skills Element 4.3: Debriefing following an on-road session		
NO 4.3.1 Provide a verbal summary of the drive, making use of positive feedback and constructive criticism;	1. Refer to the requirements of the Local Observer Unit 4 Element 4.3 Debriefing following an on-road session: “What you have to do” section of this schedule and aim to develop your expertise from there;	1. Comply with the “Continuous assessment requirement” of the Local Observer Unit 4 Element 4.3 section of this document;
NO 4.3.2 Develop your ability to give an effective debriefing, on completion of a Guidance Session;	1. Recognise that the debriefing is an important part of a Guidance Session and that the more competent you are in delivering the debriefing, the more benefit the Associate obtains from it; 2. Develop your competence when debriefing an Associate by: <ul style="list-style-type: none"> • Asking the Associate to give you their view of how the session has gone, before you give your own view; • Listening very carefully to what Associates say, as they will often express concerns you 	2. Answer verbal questions the Assessor may ask on any of the following: <ul style="list-style-type: none"> • The Associate’s performance during the guidance session; • The way in which you structured and delivered the Debriefing; • The effectiveness of any question and answer technique used during the Debriefing; • The advice given by you to the Associate during the Debriefing;

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
	<p>were unaware of;</p> <ul style="list-style-type: none"> • Addressing their concerns in a positive and constructive way, so as not to demoralise the Associates; • Delivering your comments in the form of an “information sandwich”, which starts and finishes with positive comments, whilst delivering constructive criticism in between; • Making effective use of question and answer technique to involve the Associate in the Debriefing; • Asking the Associate if they have any questions on the drive in general or your debriefing in particular; • Answering any queries raised or concerns expressed; 	
NO 4.3.3 Complete the relevant Competency Sheet and Run Sheet from the Associate’s Logbook, for each guidance session;	1. Recognise that Associates are motivated individuals with a desire to succeed and as such, they will reflect on the drive and on any issues and	3. Involve the Associate when discussing and completing the relevant Competency Sheet during the session debriefing;

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
	<p>comments made, with a view to putting right areas that are not up to standard;</p> <p>2. Involve the Associate and discuss the content of the relevant Competency Sheet in the Associate Logbook, as part of the debriefing;</p> <p>3. Tick off the Competencies achieved during the session, making the Competency Sheet the Associate’s record of achievement;</p> <p>4. Discuss each entry on the Run Sheet and allocate Competency Level of 1, 2, or 3;</p> <p>Note: For an explanation of the three Competency Levels, see ‘Explanation of Terms’ on page 10.</p>	<p>4. Involve the Associate when discussing and completing the Run Sheet during the session debriefing;</p>
<p>NO 4.3.4 Develop a “customer centred” approach when debriefing Associates;</p>	<p>1. Recognise that Associates join IAM RoadSmart to improve their driving and road safety. To begin with - in all but a few exceptional cases- the standard of driving will be below entry Test standard;</p> <p>2. Recognise that the Associate’s performance may still be below Test standard on completion of a guidance session and take this into account during</p>	<p>5. Answer questions the Assessor may ask on:</p> <ul style="list-style-type: none"> • the way in which you dealt with the Associate, in general, during the Debriefing; • what lessons you have learned –if any- from the experience of Debriefing this Associate;

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
	<p>the debriefing, by considering:</p> <ul style="list-style-type: none"> • That Associates are individuals with varying driving backgrounds and experience and as such, they will learn at different rates; • How you delivered the guidance. I.E. ask yourself if it could be presented differently next time, in order to achieve the aim of the session; • That the challenge to you as an Observer is to find the most suitable learning process for each individual Associate and to maintain their motivation; • That you should offer a sympathetic approach that leaves the Associate feeling enthused and ready to try again, rather than dejected and ready to give up; <p>3. Compliment the Associate for effort made and not simply on results achieved.</p> <p>Note: an Associate may fail to achieve the standard</p>	

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
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	<p>expected during a guidance session, but if that Associate has worked really hard and achieved his or her best, it is a matter for praise and encouragement, irrespective of the fact that the standard was not met.</p>	
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Performance Standard	What you have to do	Assessment requirement
This is the standard a NO is required to work to.	To meet the standard you must be able to.....	During Assessment by the Assessor, you may be required to...

National Observer Unit 5: Organisational Skills and Knowledge Element 5.1: Organisational Skills and Knowledge		
NO 5.1.1 Operate to a higher standard than that required of a Local Observer;	1. Refer to the requirements of the Local Observer Unit 5 Element 5.1 Observational Skills and Knowledge: “What you have to do” section of this schedule and aim to develop your expertise from there; 2. Recognise that a National Observer is a more accomplished Observer, owing to either: <ul style="list-style-type: none"> • Greater experience gained from providing guidance to a variety of Associates over an extended period of time; • Other previous accredited learning. I.E. transferrable skills; • Proven experience and commitment to the Local Group and IAM RoadSmart. 	1. Comply with the “Continuous assessment requirement” of the Local Observer Unit 5 Element 5.1 section of this document; Note: However, the Assessor will not assess Local Observer Performance Standard 5.1.1 (Structure and operation of your Group) or 5.1.2 (Delivery of IAM RoadSmart Advanced Driver training in your Group); 2. Demonstrate an exemplary attitude to your Associate, during the Observing phase of the National Observer Assessment;

Performance Standard This is the standard a NO is required to work to.	What you have to do To meet the standard you must be able to.....	Assessment requirement During Assessment by the Assessor, you may be required to...
NO 5.1.2 Demonstrate an understanding of the different cars likely to be encountered, when giving guidance to Associates;	<ol style="list-style-type: none"> 1. A list of the cars likely to be encountered is given at LO Competency 5.1.7; 2. Demonstrate your knowledge and understanding of different vehicle types; 	<ol style="list-style-type: none"> 3. Answer any questions the Assessor may ask on the function and operation of different types of vehicles; 4. Discuss with the Assessor how the advice you gave would have differed, if the Associate had been driving a different vehicle type. E.G. If the Associate were driving an Automatic instead of Manual etc.
National Observer Unit 6: Self-evaluation		

Performance Standard	What you have to do	Assessment requirement
This is the standard a NO is required to work to.	To meet the standard you must be able to.....	During Assessment by the Assessor, you may be required to...

Element 6.1: Self-evaluation		
<p>NO 6.1.1 Self-evaluate your own performance;</p>	<ol style="list-style-type: none"> 1. Recognise that Self-evaluation is essential when developing the core skills required of a National Observer; 2. Consistently evaluate your own performance with a view to retaining and developing driving skills; 3. Recognise good and robust qualities in other - usually more experienced- Observers within the Group and try to model yourself on their behaviour; 	<ol style="list-style-type: none"> 1. Self-evaluate your performance when giving guidance to Associates and give the Assessor an accurate appraisal of your own performance; 2. Explain what you could do to improve on that performance if you had to do it again;



Local Observer Progress Summary (LOPS) Car



To be used along with the Competency Documentation 2016 edition, by Groups training LO Candidates.

Interim LOPS to be signed in this Table only.		Final LOPS to be signed in this Table only.		
Candidate:		It is confirmed that this LO Candidate has successfully achieved all of the Competencies and Assessment criteria and is considered to be Competent for the award of the IAM RoadSmart Local Observer Grade.		
RoadSmart Membership No:		LO Assessor:		
IMI LO Registration No.		PIN Number:		
Training session		Signature:		
LO Assessor:		Date:		
PIN Number:				
Signature:				
Date:				
Planning and Preparation:				
Competency	Criteria to be achieved	Competent	Not yet	Not assessed
LO 4.2.1	Plan the guidance session to suit the Associate's needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Devise a route matching the time available & the Aim of the session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.1.1	Plan to meet in a safe, public place with access to facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meet and greet the Associate: (Red text applies to new Associates being met for the first time.)				
LO 4.1.1	Operate a 'customer centred approach' addressing the concerns and needs of the Associate in a flexible and helpful way.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ensure the Associate's 'personal space' is maintained at all times.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 1.1.2	Show a suitable attitude when dealing with the Associate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.1.2	Dress appropriately as a representative of IAM RoadSmart.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.1.3	Demonstrate your ability to welcome the Associate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Check the new Associate's background goals and concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ensure the IAM RoadSmart Document Declaration form is signed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Check the new Associate's knowledge of IPSSGA.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.1.4	Check to see if the Associate meets the legal eyesight requirement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 5.1.1	Explain the structure and operation of your Group to the Associate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 5.1.2	Explain how 'Advanced Driving' is delivered in your Group.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.2	Review previous guidance session before moving on to new work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brief current guidance session:				
LO 4.2.2	State the 'Aim' of the guidance session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Review Logbook Competency Sheet & discuss the learning material.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Discuss the route to be taken on the guidance session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	State the estimated time for the guidance session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Give the IAM RoadSmart 'Disclaimer' to validate 3 rd Party Insurance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ask the Associate if they have any questions & answer accordingly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 1.1.3	State relevance of 'Human Factors' on safety & quality of the drive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.3	Assist the Associate to carry out daily pre-drive checks on the car.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Assess the Associate carrying out a 'Moving Brake Test'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Give the relevant guidance to achieve the 'Aim' of the session:				
LO 3.1.1	Demonstrate advanced driving techniques & practices to Associate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.8	Encourage the Associate to become familiar with their 'in car' technology devices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.6	Present new learning material in manageable step by step parts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.7	Assess the Associate's performance & compare with the standard.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.4	Provide suitably timed, clear route directions to the Associate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.5	Demonstrate ability to give effective guidance on the move or at rest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	'Identify' 'Analyse' & 'Rectify' any issues with the Associate's driving.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrate effective use of Question and Answer technique.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Compliment the Associate for effort and not just for achievement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Debrief the current guidance session:				
Competency	Criteria to be achieved	Competent	Not yet	Not assessed
LO 4.3.1	Provide a verbal summary of the ride using positive feedback.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.4	Demonstrate your ability to provide solutions to aspects of the Associate's performance in need of development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrate your ability to involve the Associate as an equal.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.2	Encourage the Associate to be critical of their own riding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.1	Ask the Associate how they think the guidance session has gone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Listen carefully to what the Associate has to say.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Address any Associate concerns in a positive and constructive way.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Deliver your comments using an 'information sandwich' approach.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Start your own summary of the ride on a 'positive note'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Concentrate on the main issues and avoid overloading the Associate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Recall Identification; Analysis and Rectification of riding issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Use positive feedback and constructive criticism, to reflect on the Associate's performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.2	Involve the Associate and make effective use of Question & Answer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.3	Ask 'Open Questions' constructively to develop understanding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.4	Provide solutions to aspects of the ride in need of development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Summarise 'Strengths & Weaknesses' in the Associate's ride.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Use the 'Hints & Tips' sheets contained in the Observer Handbook.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Make use of the 'Knowledge Reviews' to supplement learning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.5	Complete the relevant Log Book Competency Sheet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.6	Complete the relevant Log Book Run Sheet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.7	Finish the session positively, ensuring the Associate is clear on how it has gone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ask the Associate if they have any questions and answer accordingly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Encourage the Associate to develop their personal skills between sessions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	State the 'Aim' of the next guidance session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Discuss a mutually agreeable date and time for the next session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Close the session pleasantly and politely and thank the Associate for their time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Generic Competencies not specific to any particular Associate guidance session:				
LO 1.1.1	Show an exemplary attitude to riding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 2.1.1	Provide a suitable motorcycle for the riding assessment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 2.1.2	Complete basic safety checks before riding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 2.1.3	Ride at a higher standard than required to pass the Advanced Test.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 2.1.4	Answer questions on the HC & IAM RoadSmart Observer Handbook.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.1.1	State the action to take if the Associate's riding puts anyone at risk.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 5.1.7	Acquire knowledge / experience of a variety of different motorcycles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 5.1.3	Describe how to book an IAM RoadSmart Advanced Test.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 5.1.4	Describe the opportunities for development beyond 'Entry Level'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 5.1.5	Describe how to deal with complaints from Associates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 5.1.6	Explain how to obtain additional help for yourself or your Associate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Trainer's notes:



National Observer Progress Summary (NOPS) Car



To be used along with the Competency Documentation 2016 edition, by Groups preparing NO Candidates for

Candidate's name	Session title	Date	Weather

Planning and preparation:

Competency	Criteria to be achieved	Competent	Not yet	Not assessed
NO 4.2.1	Plan the guidance session to suit the Associate's needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Devise a route that matches the time available and lesson objectives.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.1.1	Plan to meet in a safe, public place with access to facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Meet and greet the Associate: (Red text applies to new Associates being met for the first time.)

NO 4.1.1	Operate a 'customer centred approach' and welcome the Associate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.1.1	Ensure Associate's 'personal space' is maintained at all times.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.1.2	Dress appropriately as a representative of IAM RoadSmart.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.1.3	Check new Associate's background goals and concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ensure the IAM RoadSmart Document Declaration form is signed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Check new Associate's knowledge of IPSGA	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.1.4	Check to see if the Associate meets the legal eyesight requirement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 5.1.1	Explain the structure and operation of your Group to the Associate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 5.1.2	Explain how IAM RoadSmart Advanced Driving is delivered in your Group.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.2	Review previous guidance session before moving on to new work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Brief current guidance session:

LO 4.2.2	State the 'Aim' of the guidance session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Review Logbook Competency Sheet & discuss the learning material.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Discuss the route to be taken on the guidance session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	State the estimated time for the guidance session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Give the IAM RoadSmart 'Disclaimer' to validate 3 rd Party Insurance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ask the Associate if they have any questions & answer appropriately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 1.1.2	State relevance of 'Human Factors' on safety & quality of the drive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.3	Assist the Associate to carry out daily pre-drive checks on the car.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Assess the Associate carrying out a 'Moving Brake Test'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

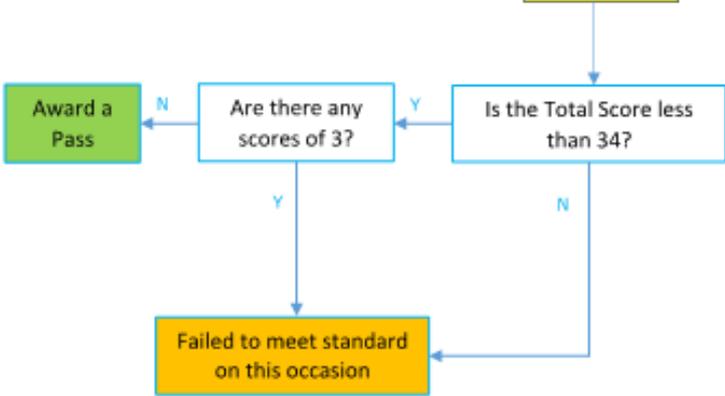
Give the relevant guidance to achieve the 'Aim' of the session:

NO 3.1.1	Demonstrate advanced driving techniques & practices to Associates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.2.5	Apply knowledge gained from thorough review of publications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.2.6	Encourage Associate to become familiar with their 'in car' technology devices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.2.3	Demonstrate a flexible approach to learning throughout the session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.6	Present new learning material in manageable step by step parts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.2.2	Evaluate the Associate's driving and offer guidance as required.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.4	Provide suitably timed, clear route directions to the Associate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.5	Demonstrate ability to give effective guidance on the move or at rest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.2.2	'Identify' 'Analyse' & 'Rectify' any issues with the Associate's driving.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.5	Demonstrate effective use of Question and Answer technique.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Compliment the Associate for effort and not just achievement.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Debrief the current guidance session:				
Competency	Criteria to be achieved	Competent	Not yet	Not assessed
NO 4.3.2	Give an effective debriefing on completion of the guidance session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.3.4	Develop a 'customer centred' approach when debriefing Associates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.4	Demonstrate your ability to involve the Associate as an equal.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.2	Encourage the Associate to be critical of their own driving.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.3.2	Ask the Associate how they think the guidance session has gone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Listen carefully to what the Associate has to say.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Address any Associate concerns in a positive and constructive way.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Deliver your comments using an 'information sandwich' approach.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.1	Start your own summary of the drive on a 'positive note'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Concentrate on the main issues and avoid overloading the Associate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Recall Identification; Analysis and Rectification of driving issues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.3.1	Use positive feedback and constructive criticism, to reflect on the Associate's performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.3.2	Involve the Associate and make effective use of Question & Answer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.3	Ask 'Open Questions' constructively to develop understanding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.4	Provide solutions to aspects of the drive in need of development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Highlight 'Strengths & Weaknesses' in the Associate's drive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Use the 'Hints & Tips' sheets contained in the Observer's Handbook.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Make use of the 'Knowledge Reviews' to supplement learning.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.3.3	Complete the relevant Log Book Competency Sheet and Run Sheet.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.3.7	Finish the session positively, ensuring the Associate is clear on how it has gone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Ask the Associate if they have any questions and answer accordingly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Encourage the Associate to develop their personal skills between sessions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	State the 'Aim' of the next guidance session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Discuss a mutually agreeable date and time for the next session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Close the session pleasantly & politely and thank Associate for their time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Generic Competencies not specific to any particular Associate guidance session:				
NO 1.1.1	Demonstrate an exemplary attitude to road safety at all times.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 2.1.3	Demonstrate understanding of Associate & Observer Training Material; Highway Code and Road Craft throughout the session.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 2.1.1	Drive at a standard higher than that of an IAM RoadSmart Associate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 2.1.2	Demonstrate that you can carry out low speed manoeuvres.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.2.4	Offer advice to LOs if they seek assistance with Associate training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 5.1.1	Operate to a higher standard than that required of a Local Observer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 5.1.2	Demonstrate an understanding of the different cars likely to be encountered when giving guidance to Associates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 6.1.1	Self-evaluate your own performance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.2.3	Reflect on guidance session and consider if learning material could have been put across differently.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.2.6	Demonstrate a working knowledge of 'in car' technology devices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 5.1.3	Describe how to book an IAM RoadSmart Advanced Test.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 5.1.4	Describe the opportunities for development beyond 'Entry Level'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 5.1.5	Describe how to deal with complaints from Associates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NO Car Assessment Scoring Table

Competency	Score
Acceleration sense	
Anticipation	
Braking	
Cornering	
Courtesy	
Eco-driving & Vehicle Sympathy	
Gear Changing	
Hazard Management & Planning	
Human Factors & Concentration	
Knowledge	
Mirrors & Rear Observation	
Observation	
Overtaking	
Positioning	
Progress & Restraint	
Safety & Legality	
Signals	
Slow Speed Manoeuvring	
Smoothness	
Spoken Thoughts Commentary	
Steering	
SYSTEM	
Use of Gearbox	
Total Score	



Assessor's Comments