

Local Observer Progress Summary (LOPS) Car

To be used along with the Competency Documentation, by Group training LO Candidates.

Interim & Final LOPS to be signed in this Table.		Only Final LOPS to be signed in this Table.	
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.	
IAM RoadSmart Membership No:		LOA must ensure all boxes are ticked competent before submitting as a Final LOPS form	
Training session		LO Assessor:	
Signature:		PIN Number:	
		Signature:	
Date:		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. Tick as competent, if achieved on a previous session.

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 4.1.5	Establish a good working relationship with the Associate.	<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 3rd 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:

LO 4.3.1	Provide a verbal summary of the drive 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 driving.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO4.3.1	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 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"/>
	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 drive in need of development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Summarise '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 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 driving.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 2.1.1	Provide a suitable vehicle for the driving assessment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 2.1.2	Complete basic safety checks before driving.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 2.1.3	Drive 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 driving 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 vehicles.	<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 notes: