**Observer Progress Summary (NOPS) Car**

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

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| **Candidate’s Name** | **Session title** | **Date** | **Weather** |
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| **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. |  |  |  |
| Devise a route that matches the time available and lesson objectives. |  |  |  |
| LO 4.1.1 | Plan to meet in a safe, public place with access to facilities. |  |  |  |

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| **Meet and greet the Associate: (Red text applies to new Associates being met for the first time.)** | | | | |
| **Competency** | **Criteria to be achieved** | **Competent** | **Not yet** | **Not assessed** |
| NO 4.1.1 | Operate a ‘customer centred approach’ and welcome the Associate. |  |  |  |
| LO 4.1.1 | Ensure Associate’s ‘personal space’ is maintained at all times. |  |  |  |
| LO 4.1.2 | Dress appropriately as a representative of IAM RoadSmart. |  |  |  |
| LO 4.1.3 | Check new Associate’s background goals and concerns. |  |  |  |
| Ensure the IAM RoadSmart Document Declaration form is signed. |  |  |  |
| Check new Associate’s knowledge of IPSGA |  |  |  |
| LO 4.1.4 | Check to see if the Associate meets the legal eyesight requirement. |  |  |  |
| LO 5.1.1 | Explain the structure and operation of your Group to the Associate. |  |  |  |
| LO 5.1.2 | Explain how IAM RoadSmart Advanced Driving is delivered in your Group. |  |  |  |
| LO 4.2.2 | Review previous guidance session before moving on to new work. |  |  |  |

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| **Brief current guidance session:** | | | | |
| **Competency** | **Criteria to be achieved** | **Competent** | **Not yet** | **Not assessed** |
| LO 4.2.2 | State the ‘Aim’ of the guidance session. |  |  |  |
| Review Logbook Competency Sheet & discuss the learning material. |  |  |  |
| Discuss the route to be taken on the guidance session. |  |  |  |
| State the estimated time for the guidance session. |  |  |  |
| Give the IAM RoadSmart ‘Disclaimer’ to validate 3rd Party Insurance. |  |  |  |
| Ask the Associate if they have any questions & answer appropriately. |  |  |  |
| NO 1.1.2 | State relevance of ‘Human Factors’ on safety & quality of the drive. |  |  |  |
| LO 4.2.3 | Assist the Associate to carry out daily pre-drive checks on the car. |  |  |  |
| Assess the Associate carrying out a ‘Moving Brake Test’. |  |  |  |

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| **Give the relevant guidance to achieve the ‘Aim’ of the session:** | | | | |
| **Competency** | **Criteria to be achieved** | **Competent** | **Not yet** | **Not assessed** |
| NO 3.1.1 | Demonstrate advanced driving techniques & practices to Associates. |  |  |  |
| NO 4.2.5 | Apply knowledge gained from thorough review of publications. |  |  |  |
| NO 4.2.6 | Encourage Associate to to become familiar with their ‘in car’ technology devices. |  |  |  |
| NO 4.2.3 | Demonstrate a flexible approach to learning throughout the session. |  |  |  |
| LO 4.2.6 | Present new learning material in manageable step by step parts. |  |  |  |
| NO 4.2.2 | Evaluate the Associate’s driving and offer guidance as required. |  |  |  |
| LO 4.2.4 | Provide suitably timed, clear route directions to the Associate. |  |  |  |
| LO 4.2.5 | Demonstrate effective use of Question and Answer technique. |  |  |  |
| NO 4.2.2 | ‘Identify’ ‘Analyse’ & ‘Rectify’ any issues with the Associate’s driving. |  |  |  |
| LO 4.2.5 | Demonstrate effective use of Question and Answer technique. |  |  |  |
|  | Compliment the Associate for effort and not just achievement. |  |  |  |

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

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| **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** |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | | Award a Pass |  | Are there any  scores of 3? |  | Is the Total Score  less than 34? |  |  | | --- | | Are there any  scores of 3? | | |

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| **Assessor’s Comments** |
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