BEST PRACTICE NOTE

|  |  |  |
| --- | --- | --- |
| **Associate Joining MYAM Process** | | |
| **Issue Date :-**  July 2016 | **Issued To :-**  All Committee Members  All National, Local, Qualified and Trainee Observers | **Issued By :-**  David Rushfirth |

1. **The Issue**

It may not be obvious to all Observers what the process is for new Associates joining MYAM.

This Best Practice Note sets out the overall process, who needs to be notified etc.

1. **The Process**

The following is the overall process, which will be followed to introduce a new Associate to the group.

1. The membership Secretary is informed by IAM RoadSmart of a new Associate being allocated to the group.
2. The membership Secretary passes the name of the Associate to the Webmaster and Newsletter editor to enable the Welcome notices to be added to the Newsletter and Website.
3. The membership Secretary passes the Associates details on to the Chief Observer who contacts the Associate to obtain any details of preferred one to one days and times and the distance they are willing to travel to meet with the Observer.
4. The Membership Secretary issues the MYAM Welcome pack to the Associate.
5. The Chief Observer contacts all Observers to request a volunteer to take the Associate, providing the post code and preferred one to one days and times as advised by the Associate.
6. The Chief Observer passes on the details of the Associate to the allocated Observer and informs the Membership Secretary of the allocation.
7. The Chief Observer informs the Associate of the Observers name.
8. The Observer to make contact with the Associate to make the introduction and to arrange the initial one to one session.
9. On the first meeting the Observer needs to check that all documentation has been received by the associate. The following is what they should have:-
   1. From IAM RoadSmart
      1. The welcome letter
      2. The Associates Course Logbook
      3. The Associates Membership Card
   2. From MYAM
      1. The welcome letter
      2. The Associates guide book
      3. Sample cockpit drill
10. The Observer to check that the Associate has an up to date copy of the Highway Code. If not then the Observer should provide a copy free of charge from group stock, available from the Caravan or at the Social meetings.
11. The Observer to complete the Group Information page on page 4 of the Associates course logbook.
12. The Observer to ensure that a Declaration Form at the rear of the course logbook has been completed and signed by the Associate.
13. The Observer to inform the Chief Observer of any difficulties found whilst working with the Associate, including requests for a change of Observer, either by the Associate or Observer.