

BEST PRACTICE NOTE

Booking a Test		
Issue Date :- November 2018	Issued To :- All Committee Members All National, Local, Qualified and Trainee Observers	Issued By :- David Rushfirth

1. The Issue

A few Observers have said that they are not aware of the process for booking a test for an Associate and what needs to be done after the test.

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

2. The Process

This process should be followed once an Associate has been confirmed as test ready as a result of a Pre-test Assessment, carried out by another Observer.

- 1) The Observer confirms with the Associate that they are happy to be booked in for the Advanced Driving Test.
 - a) The Observer to advise the Associate that once they are marked as test ready there will be no further involvement in booking the test by MYAM and that all arrangements are made by IAM RoadSmart.
 - b) The Observer to ask the Associate to keep them informed regarding the test date, examiners name and the result of the test.
- 2) The Observer contacts the Chief Observer requesting that the Associate is set as Test Ready on DTE.
- 3) IAM RoadSmart will issue the test request to an examiner who will then contact the Associate directly to arrange a suitable test appointment.
- 4) The Observer to make contact with the Associate after the test, if the Associate has not made contact, to find out the outcome.
- 5) The Observer to advise the outcome of the test to the Chief Observer.
- 6) On a successful test pass the Chief Observer contacts the Membership Secretary, Newsletter Editor and Webmaster advising of the outcome, date passed and the examiners name.
- 7) The Membership Secretary copies the Examiners scores and comments from DTE once available and sends them to the Observer for information only.

- 8) The Observer should inform the Associate that their certificate will be sent by IAM RoadSmart directly to them with a copy going to the Group Secretary. This copy will be used for presentation purposes at the Social Gathering after receipt of the Certificate should the Associate be in attendance.

3. Test Failure Actions

- 1) Should the Associate fail the Advanced Driving Test the Observer should contact the Associate to discuss the outcome and what the Associate would wish to do, i.e. continue with training or stop. If the decision is to stop the Observer must inform the Membership Secretary requesting that the Associate be marked as On Hold on DTE.
- 2) The Observer should inform the Chief Observer of the Associates decision.