



IMI Observer Qualification and  
Assessment - Motorcycle

---

# Table of Contents

Section	Topic	Page
<b>Section 1</b>	<b>Introduction.....</b>	<b>3</b>
	<b>Local Observer Assessor.....</b>	<b>4</b>
	<b>Local Observer Eligibility.....</b>	<b>4</b>
	<b>National Observer Eligibility.....</b>	<b>5</b>
	<b>How to use this Competency Based Training document.....</b>	<b>6</b>
	<b>Explanation of Terms.....</b>	<b>6</b>
	<b>Use of radios.....</b>	<b>7</b>
<b>Section 2</b>	<b>Local Observer Competencies .....</b>	<b>8-43</b>
<b>Section 3</b>	<b>National Observer Competencies and Assessment.....</b>	<b>44-67</b>
<b>Annex A</b>	<b>Local Observer Progress Summary (LOPS) Motorcycle).....</b>	<b>68</b>
<b>Annex B</b>	<b>National Observer Progress Summary (Bike) [NOPS form].....</b>	<b>70</b>

# Section 1

## Introduction

---

## **Introduction:**

Welcome to this Competency Based Training (CBT) documentation for IAM RoadSmart Observer Training (Motorcycle). 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 Riding 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 riders and drivers;
- 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 Riding 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 riding.

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 (Motorcycle).

## **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: in order 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 (Motorcycle), you must:**

- Hold a full UK driving licence (i.e. Category A);
- 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 or rider. 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 Rider Course Logbook;
  - IAM RoadSmart Advanced Rider Observer’s Handbook;

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

- Hold a full UK driving licence (i.e. Category A);
- 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 or Rider. 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 Rider Course Logbook;
  - IAM RoadSmart Advanced Rider Observer’s Handbook;
  - Roadcraft-the Police Riders 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 task, activity or exercise.

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 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.

## Use of radios:

Training for and Assessment of radio competence is a Group responsibility.

Observers wishing to use a radio when giving guidance must first obtain the approval of their Local Group, which can be obtained in one of the following ways:

- On successful completion of a locally organised Radio Qualifying Course;
- By transfer of skills from a previous, accredited course, which gave the Observer or Trainee Observer the relevant experience;
- By having the relevant experience, whether obtained on an accredited course or not, and proving competence to the Local Group representative responsible for qualifying Group Members in the use of radios.

Suitably qualified Observers (I.E. those that meet their Local Group requirement for the use of radios) are authorised to use radios when:

- Undergoing Observer training;
- When undergoing Observer Assessment;
- When giving guidance to IAM RoadSmart Associates;
- When on Group organised Ride Outs.

During these occasions, the use of radios will not invalidate the IAM RoadSmart Third Party liability insurance.

Associates must give their consent for radios to be used on guidance sessions and it should be noted that not all IAM RoadSmart Examiners use radios during the Advanced Test.

No further reference to the use of radios is made in this document when specifying Competencies or Assessment criteria and it is up to the individual Observer to decide whether he or she will use radios when being trained as an Observer; when giving guidance to Associates or when being assessed.

## Section 2

# Local Observer Competencies

---

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 1: Attitude Element 1.1: General attitude to riding		
LO 1.1.1 Show an exemplary attitude to riding;	<ol style="list-style-type: none"> <li>1. Ride in a safe, smooth and efficient manner at all times;</li> <li>2. Demonstrate that you give priority to riding safely at all times;</li> <li>3. Display a calm, considerate and courteous manner at all times when dealing with other road users;</li> <li>4. Recognise that your own attitude impacts on the guidance you give and on the way your Associate reacts to your comments;</li> <li>5. Demonstrate a considered, systematic approach when dealing with riding hazards;</li> </ol>	<ol style="list-style-type: none"> <li>1. Show that safety is your first and foremost priority when you are riding;</li> <li>2. Ride in a safe, smooth and efficient manner at all times when dealing with other road users;</li> <li>3. Ride in accordance with IPSGA;</li> <li>4. Show by your actions and judgement that your riding competence and attitude to risk reflects positively in the guidance you give to Associates.</li> </ol>
LO 1.1.2 Show a suitable attitude when dealing with the Associate;	<ol style="list-style-type: none"> <li>1. Display a calm, considerate and helpful manner at all times when dealing with the Associate;</li> <li>2. Recognise and respond appropriately to any</li> </ol>	<ol style="list-style-type: none"> <li>5. Display a calm, considerate and helpful manner at all times when dealing with the Associate;</li> <li>6. Recognise and respond to any change in the</li> </ol>

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

	physical or other factors that may impair the overall performance of the Associate;	Associate's performance, that may impair the ability to ride safely;
LO 1.1.3 State the relevance of 'Human Factors' on the safety and quality of a rider's performance;	1. Explain that 'Human Factors' of riding take account of: <ul style="list-style-type: none"> <li>• The rider;</li> <li>• The bike;</li> </ul>	7. Explain the influence of the following four factors on the overall safety and quality of the ride: <ul style="list-style-type: none"> <li>• The rider;</li> </ul>

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	<ul style="list-style-type: none"> <li>• The journey to be undertaken;</li> <li>• The wider world in general;</li> </ul> <p>2. Explain to the Associate that the rider must:</p> <ul style="list-style-type: none"> <li>• Put safety first at all times;</li> <li>• Remain calm and consider the needs of other road users;</li> <li>• Maintain full concentration when riding;</li> <li>• Effectively manage any external influences and distractions;</li> <li>• Be flexible and change the riding plan as the hazard changes;</li> <li>• Constantly evaluate their performance and develop their skills;</li> </ul> <p>3. Explain to the Associate that the bike:</p> <ul style="list-style-type: none"> <li>• Must be road legal and well maintained;</li> <li>• Pre-ride checks must be carried out effectively, including a Moving Brake</li> </ul>	<ul style="list-style-type: none"> <li>• The bike;</li> <li>• The journey to be undertaken;</li> <li>• The wider world in general;</li> </ul>

**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>Test;</p> <ul style="list-style-type: none"> <li>• The rider must be aware of the bikes capabilities and limitations;</li> <li>• The rider also needs to be familiar with any on-bike technology associated with the bike;</li> <li>• The rider should also be aware of issues that may arise when riding an unfamiliar bike;</li> </ul> <p>4. Explain to the Associate that the journey itself can influence the way the rider behaves and performs and these factors must be recognised and taken into account by the rider, E.G:</p> <ul style="list-style-type: none"> <li>• The purpose of the journey;</li> <li>• The time available for a journey;</li> <li>• The chosen route or limitations in selecting the most appropriate route perhaps owing to road works etc.;</li> </ul> <p>5. Explain to the Associate that the 'wider world' in general has an influence on the way we ride.</p>	
--	--	--

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

	<p>E.G:</p> <ul style="list-style-type: none"> <li>• Attitude to risk in general, affects attitude to riding risk and this must be recognised by the rider as having an influence on safety;</li> <li>• Peer group pressure can influence attitudes and behaviour;</li> <li>• The 'thrill' of riding fast;</li> </ul>	
--	---	--

Local Observer  
 Unit 2: Riding Skills  
 Element 2.1 Advanced Riding

LO 2.1.1 Provide a suitable bike for the riding assessment;	1. Recognise that as the rider, it is your responsibility to ensure the bike is in a legal and	1. Provide a clean, tidy bike in a road worthy condition;
---	--	---

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

	roadworthy condition, irrespective of ownership;	2. Complete the IAM Road Smart Document Declaration, confirming the bike has an in-date: <ul style="list-style-type: none"> <li>• Vehicle Excise Licence;</li> <li>• Insurance Certificate;</li> <li>• MOT Certificate (if applicable);</li> </ul>
LO 2.1.2 Complete basic safety checks before riding;	1. Carry out practical pre-Ride checks on the bike, before moving off;  2. Perform a Moving Brake test when setting off initially at the start of the ride;	3. Carry out practical pre-ride checks on the bike before moving off;  4. Perform a Moving Brake test when setting off at the start of the ride;
LO 2.1.3 Ride to a higher standard than that required to pass the IAM RoadSmart Advanced Riding Test;	1. Ride in a safe; smooth, systematic manner, whilst complying with the criteria laid down in IAM RoadSmart Observer's Handbook; at a standard above that for the IAM RoadSmart Advanced Riding Test;  2. Lead by example and ride to the best of your ability, at all times;	5. Ride for about 20 to 30 minutes to a higher standard than that required to pass the IAM RoadSmart Advanced Riding Test. I.E. achieve a Score not exceeding 37, with no individual section scoring greater than 2;  6. Perform a manoeuvre, showing your ability to accurately and safely control the bike at low speed;
LO 2.1.4 Answer questions on the Highway Code	1. Be familiar with the content of the Highway	7. Answer some verbal questions on the Highway

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

and IAM RoadSmart Observer's Handbook;	Code and IAM RoadSmart Advanced Rider Logbook;	Code and IAM RoadSmart Observer's Handbook;
--	--	---

Local Observer  
 Unit 3: Demonstration Skills  
 Element 3.1: Demonstration ride of Advanced Riding technique to Associate

LO 3.1.1 Demonstrate how to perform specific Advanced Riding techniques and practices, to	<b>Note: Your insurance provider should be informed that, as an IAM RoadSmart Observer,</b>	1. Verbally confirm that you have informed your insurance provider that as an IAM RoadSmart
---	---	---

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

illustrate the standard required;	<p style="color: red;">you may be required to give demonstration drives from time to time;</p> <ol style="list-style-type: none"> <li>1. Demonstrate Advanced Riding techniques to an Associate, to explain specific aspects of riding, such as IPSGA; positioning for bends; the Three Stage Overtake, etc.</li> <li>2. Assess whether effective learning has taken place by:               <ul style="list-style-type: none"> <li>• Questioning the Associate and responding to the answers given;</li> <li>• Assessing how the Associate performs the task previously demonstrated;</li> </ul> </li> </ol>	Observer, you will be giving unpaid guidance to IAM RoadSmart Associates and may be required to give demonstration rides, from time to time; <ol style="list-style-type: none"> <li>2. Deliver a short demonstration ride of around 20 to 30 minutes to explain show an Advanced Riding technique and the standard to which it is to be performed'.</li> </ol>
-----------------------------------	---	--

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	<ol style="list-style-type: none"> <li>1. For reasons of safety and security, ensure the Associate is met in a safe public place, with</li> </ol>	<ol style="list-style-type: none"> <li>1. Observe without invading the Associate’s “personal space” at any time;</li> </ol>
--	---	---

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
<p>of the Associate above all else, in a flexible and helpful way;</p>	<p>access to facilities;</p> <ol style="list-style-type: none"> <li>2. Respect the Associate's personal space at all times;</li> <li>3. Deal with any customer issues the Associate may have and defer to a more experienced Observer, if they are beyond your experience to put right;</li> <li>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;</li> <li>5. Inform the Associates that after taking the Advanced Test, IAM RoadSmart will send an on-line survey with a request for completion;</li> <li>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</li> </ol>	<ol style="list-style-type: none"> <li>2. Demonstrate interpersonal skills appropriate to the situation and individual Associate;</li> <li>3. State the action you would take if an Associate's fitness to continue the session, or the Associate's behaviour puts you, the Associate or any third party at risk;</li> </ol>

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

	experienced Observer and take appropriate action to develop your knowledge, skills and understanding of the Observing tasks;	
LO 4.1.2 Dress appropriately, when giving guidance to Associates;	1. Lead by example by wearing suitable protective clothing, when giving guidance to Associates;	4. Wear appropriate protective clothing when giving guidance to an Associate, as both a representative of your Local Group and IAM RoadSmart;
LO 4.1.3 Demonstrate your ability to welcome the Associate and ascertain the existing level of knowledge and understanding;	<p><b>If meeting the Associate for the first time:</b></p> 1. Welcome the Associate and determine his or her the riding background and the reason for joining IAM RoadSmart. Ask if they have any concerns with riding in general or the Advanced Riding programme in particular; 2. Ask Associates if they have read the Highway Code; the IAM RoadSmart Associate Logbook and if they have knowledge of IPSGA; 3. Explain the need for the IAM RoadSmart Document Declaration and ensure the Associate	5. Demonstrate your ability to welcome the Associate; 6. Determine the Associate's riding background, ascertaining goals and addressing concerns, before starting the guidance ride; 7. Question the Associate to ascertain what knowledge they have of IPSGA; 8. Ensure the Associate has signed the IAM RoadSmart Document Declaration before going on the first ride;

**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>is aware that by signing the Declaration, they are confirming:</p> <ul style="list-style-type: none"> <li>• They hold a current valid driving licence;</li> <li>• They have appropriate insurance for the bike;</li> <li>• They have a valid MOT for the bike, if applicable;</li> <li>• Their bike is in a road-worthy condition;</li> <li>• That all of the above documentation will remain valid for the duration of IAM RoadSmart training;</li> <li>• They are fit to ride;</li> <li>• They will not be under the influence of drugs or alcohol at any time when riding;</li> <li>• They will wear appropriate corrective eyewear when riding, if required;</li> <li>• They are responsible for all riding decisions;</li> <li>• They will make the Observer / Examiner aware if they become distracted during</li> </ul>	
--	---	--

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

	<p>the ride;</p> <ul style="list-style-type: none"> <li>• They acknowledge that any advice / direction given will require their diligence to apply safely;</li> <li>• They will ask for clarification of any direction / advice, if in any doubt as to the meaning or intention of that direction / advice;</li> </ul> <p><b>If meeting the Associate for the second or subsequent time:</b></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 riding a motorcycle on UK roads;	<p><b>If meeting for the first time:</b></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><b>Note: If this legal eyesight requirement cannot be met, cancel the guidance session and politely</b></p>	<p>9. Demonstrate how you would check to see if the Associate can meet the legal eyesight requirement;</p>

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....

	suggest the Associate has an eye test.	
LO 4.1.5 Establish a good working relationship with the Associate;	<ol style="list-style-type: none"> <li>1. Explain to the Associate how the IAM RoadSmart Advanced Rider programme works in your Group;</li> <li>2. At the end of each session, ensure the Associate has no unresolved queries;</li> <li>3. Recognise the need for confidentiality and data security when dealing with personal data;</li> <li>4. State that preparation for Advanced Test is a “team effort” for Associate and Observer;</li> <li>5. Recognise that good support material comprises: <ul style="list-style-type: none"> <li>• The IAM RoadSmart Advanced Rider Logbook;</li> <li>• Additional Knowledge Reviews given by the Observer;</li> <li>• The Highway Code;</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>10. Explain how the IAM RoadSmart Advanced Rider programme works in your Group;</li> <li>11. Show the Associate the relevant sections of the IAM RoadSmart Advanced Driver Logbook and (if applicable) the Highway Code that relate to the session;</li> <li>12. State that Knowledge Reviews may be used to supplement the guidance sessions;</li> <li>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;</li> </ol>

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 Rider guidance session to suit the needs of the Associate;	1. Plan each guidance session, considering: <ul style="list-style-type: none"> <li>• The 'Aim' of the guidance session;</li> <li>• The Associate's current competence;</li> <li>• The route to be taken, which must match the available time and the aim of the session;</li> <li>• The estimated timings;</li> <li>• The road, traffic and weather conditions;</li> </ul>	1. Show evidence of having planned the guidance session. (I.E. this may be evident in the briefing, or after an assessment, if it is an initial session);  2. Devise a route that: <ul style="list-style-type: none"> <li>• Matches the time available;</li> <li>• Reflects the subject being covered;</li> <li>• Is not too demanding for the Associate during the early stages of preparation for Test;</li> </ul>
LO 4.2.2 Brief the Associate on the specific subject to be covered in the guidance session using a coaching technique;  <b>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.</b>	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;  <b>Note: This applies whether you or another Observer took the Associate for the previous session.</b>  2. Brief the Associate on the current session by	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 of 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;  6. Give the IAM RoadSmart Disclaimer;

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

	<p>coaching them, on an equal basis, whilst discussing:</p> <ul style="list-style-type: none"> <li>• The 'Aim' of the guidance session. I.E. a clear statement of what it is you intend to achieve;</li> <li>• The relevant session Competency Sheet, which provides an over-view of the learning material to be addressed during the session;</li> <li>• The route to be taken in general, with specific emphasis on the initial part of the route, as further directions can be given after each stop;</li> <li>• The estimated time it will take to complete the session;</li> <li>• The action to take in the event of separation, including exchange of mobile numbers;</li> <li>• The method of giving directions;</li> <li>• The "ready" signal to be used when you</li> </ul>	
--	---	--

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	<p>want the Associate to move off;</p> <ul style="list-style-type: none"> <li>• The method to be used when you want the Associate to stop;</li> <li>• The following position you will assume. (I.E. explain that you may need to alter your road position in order to see the Associate's hands and feet and as such, the Associate should not assume their bike is wrongly position, simply because it is not in the same position as yours!)</li> </ul> <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 the <u>Associate is in charge of their own bike and fully responsible for their own riding and safety;</u></p> <p><b>If two Associates are going out with one Observer on the same session:</b></p> <p>5. Ensure the Associates are briefed on what to do when you want the one at the rear to take the</p>	

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....

	<p>lead and vice versa;</p> <p>6. Emphasise that if one of the riders turns out to be slower than the other, the slower rider does <u>not have to keep up, when riding at the back</u>;</p> <p>7. Explain the procedure to be used if the slower rider loses contact with the other two riders;</p>	
LO 4.2.3 Assist the Associate carry out daily pre-ride checks on the bike;	<p>1. Guide the Associate through daily pre-ride safety checks on the Bike, ensuring it is in a suitable condition for the session;</p> <p>2. Explain how to carry out a Moving Brake Test and offer guided practice, if necessary;</p>	<p>7. Guide the Associate carrying out pre-Ride safety checks;</p> <p>8. Assess the Associate checking the effectiveness of the brakes on first moving off at the start of the guidance session;</p>
LO 4.2.4 Provide suitably timed, clear route directions to the Associate;	1. Give effective route directions to the Associate. I.E. those that are easily understood, clear, unambiguous, concise and well timed;	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	<p>1. Assist the Associate to learn using a suitable guidance technique. For example:</p> <ul style="list-style-type: none"> <li>• Demonstration: to show how a particular</li> </ul>	<p>10. Demonstrate how to give effective guidance to the Associate, which should include:</p> <ul style="list-style-type: none"> <li>• Using a suitable guidance techniques to</li> </ul>

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
with any issues that arise;	<p>skill is carried out;</p> <ul style="list-style-type: none"> <li>• Instruction: where you explain what to do in a step by step fashion;</li> <li>• Coaching: where you discuss with the Associate and between you determine the best way to achieve the objective. The Associate then carries out the task, whilst you monitor the performance and assist if required;</li> </ul> <p>2. Ensure good verbal and non-verbal communication by:</p> <ul style="list-style-type: none"> <li>• Maintaining appropriate eye-contact, when off the bike;</li> <li>• Using consistent language;</li> <li>• Using terminology from the IAM RoadSmart Associate Logbook;</li> </ul> <p>3. Plan to have a mid-run stop to:</p> <ul style="list-style-type: none"> <li>• Give the Associate a break, especially if the weather is cold / wet / hot;</li> <li>• Debrief the Associate's performance to</li> </ul>	<p>assist in the learning process; (I.E. demonstration; instruction; coaching);</p> <ul style="list-style-type: none"> <li>• Referring to IAM RoadSmart Observer's Handbook or Associate Logbook and the Highway Code to consolidate practical riding;</li> <li>• Providing support and assistance to the Associate when required;</li> <li>• Demonstrating effective communication at all times;</li> <li>• Using appropriate content for the subject being covered;</li> <li>• Demonstrating sound judgement, if advising the Associate where to pull up to explain or discuss issues, ensuring the bike stops in a safe, legal and convenient place;</li> </ul> <p>11. Identify; Analyse and Rectify all riding faults;</p> <p>12. Demonstrate effective use of Question and Answer technique;</p>

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	<p>date;</p> <ul style="list-style-type: none"> <li>• Allow the Associate an opportunity to ask questions or clarify learning points;</li> </ul> <p>4. Identify any riding fault the Associate may have:</p> <ul style="list-style-type: none"> <li>• Identifying a riding fault <u>does not fix it</u>;</li> <li>• Analyse the fault and figure out why it happened: the reason may not be as obvious as it at first may seem;</li> <li>• Do not apportion blame;</li> <li>• Rectify riding faults using a suitable guidance technique (I.E. Coaching; Instruction; Demonstration etc.);</li> </ul> <p>5. 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"> <li>• Lack of riding or Highway Code knowledge;</li> <li>• Lack of riding skill;</li> <li>• An inappropriate attitude to the task;</li> </ul>	<p>13. Compliment the Associate for effort;</p> <p>14. Choose a suitable mid-run stopping point to give the Associate a break, whilst appraising the run up to that point by identifying; analysing and rectifying any riding faults;</p>

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....

	<p>6. Compliment the Associate for effort and in particular whenever there is evidence of good riding 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>7. 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 mid-run or end of run debriefing;</p>	
LO 4.2.6 Present new learning material in manageable, step by step parts;	<p>1. Recognise that learning is more effective if the task is broken down into its component parts, each of which is mastered before moving on to the next; for example:</p> <ul style="list-style-type: none"> <li>• Use visual aids if they help to explain the point in question;</li> <li>• Develop your skill in asking Open Questions. (i.e. Ones that cannot simply be answered with a "Yes" or "No");</li> <li>• Provide suitable constructive feedback</li> </ul>	15. Show evidence of presenting the learning material in logical; step by step; easily manageable parts;

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....

	on completion of each task;	
LO 4.2.7 Assess the Associate's performance and compare with the required standard;	<ol style="list-style-type: none"> <li>1. Watch the Associate perform a task and compare it with the required standard;</li> <li>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;</li> </ol>	<ol style="list-style-type: none"> <li>16. Assess the Associate's performance, through effective use of question and answer, to see if learning has taken place;</li> <li>17. Identify where the Associate's performance meets the Advanced Test standard and what areas require additional attention;</li> <li>18. Provide praise and positive feedback using constructive criticism;</li> <li>19. Answer questions the Local Observer Assessor may ask with respect to your assessment of the Associate's performance;</li> </ol>
LO 4.2.8 Encourage Associates to become familiar with any 'on bike technology' fitted to their motorcycle;	<ol style="list-style-type: none"> <li>1. Learn what you can about the features and fittings to modern motorcycles;</li> <li>2. List possible on-bike technology devices: E.G. <ul style="list-style-type: none"> <li>• Semi-automatic transmission;</li> <li>• Anti-lock Braking System;</li> <li>• Traction Control System;</li> <li>• Linked brakes;</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>20. Demonstrate a working knowledge of on bike technology devices fitted to some modern motorcycles;</li> <li>21. The LO Assessor will gauge your knowledge from the answers you give to questions posed on the function and operation of these devices;</li> </ol>

**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....

- Cruise control;
- Satellite Navigation System;
- Heated grips and / or heated seats;

**Note:** This list is for example only and is not exhaustive.

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 ride, making use of positive feedback and constructive comment;	1. Debrief the Associate at the end of the guidance session: <ul style="list-style-type: none"> <li>• Ask how the ride has gone and listen carefully to what is said;</li> <li>• Start your own summary of the ride on a positive note, use constructive criticism to analyse issues of concern and finish on a positive note. (I.E. a “sandwich” of information);</li> <li>• Concentrate on the main issues and avoid overloading the Associate with a list of less important ones;</li> <li>• Recall the Identification; Rectification and Analysis of the main riding faults, some of which may have been previously discussed with the Associate, as they occurred on the ride;</li> </ul>	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;

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
LO 4.3.2 Encourage Associates to be critical of their own riding, with a view to identifying performance issues that need to be resolved;	<ol style="list-style-type: none"> <li>1. Help Associates analyse their own performance, on completion of a guidance session, by making good use of Question and Answer technique;</li> <li>2. Explain that self-evaluation is a powerful learning technique and encourage the Associate to analyse their own performance, each time they ride;</li> <li>3. State that the benefits of self-evaluation increase as the rider becomes more accomplished in the art of motorcycle riding;</li> </ol>	<ol style="list-style-type: none"> <li>2. Demonstrate your ability to assist Associates analyse their own performance;</li> </ol>
LO 4.3.3 Ask "Open Questions" constructively to develop understanding and encourage solution finding;	<ol style="list-style-type: none"> <li>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;</li> </ol>	<ol style="list-style-type: none"> <li>3. Demonstrate skilful use of Question and Answer technique throughout the Debriefing process;</li> </ol>
LO 4.3.4 Demonstrate your ability to provide solutions to aspects of the Associate's ride in need of development;	<ol style="list-style-type: none"> <li>1. Involve the Associate in the analysis of their performance on an equal basis, rather than as a 'top down' Observer to Associate technique</li> <li>2. Summarise strengths and weaknesses in the</li> </ol>	<ol style="list-style-type: none"> <li>4. Demonstrate your ability to involve the Associate in the debrief process, on an equal basis</li> <li>5. Recognise strengths and weaknesses in the</li> </ol>

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	Associate's ride; 3. Ensure feedback is positive and constructive; 4. Discuss a plan for putting right any riding faults, incorrect techniques or understanding 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 ride and: <ul style="list-style-type: none"> <li>• Praise the Associate for good riding practice;</li> <li>• Praise the Associate for effort made, irrespective of achievement;</li> <li>• Assist the Associate to resolve any problems that may have arisen from the ride;</li> <li>• Use the 'hints and tips' sheets contained in the Observer's Handbook;</li> <li>• Offer any ancillary hand-outs you feel may help the Associate to understand aspects of the ride;</li> <li>• Make use of the 'Knowledge Reviews' contained in the Observer Handbook</li> </ul>
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><b>Note:</b> 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"> <li>• <b>Competence Level 1 (Commended):</b> Consistently demonstrates the competency to a high standard with confidence; showing sound understanding of the interaction between this and other competencies;</li> <li>• <b>Competence Level 2 (Satisfactory):</b> Consistently demonstrates the</li> </ul>	<p>7. Complete a Run Sheet for each guidance session and justify to the Associate, the Competency Levels awarded;</p> <p><b>Note:</b> 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>

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	<p>competency;</p> <ul style="list-style-type: none"> <li>• <b>Competence Level 3 (Requires Development):</b> Fails to consistently demonstrate the competency.</li> </ul> <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>	
<p>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>	<ol style="list-style-type: none"> <li>1. Ask the Associate if they have any questions about the drive or the feedback and deal with those that arise;</li> <li>2. Encourage Associates to practice skills between sessions to develop competence;</li> <li>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</li> </ol>	<ol style="list-style-type: none"> <li>8. Ask the Associate if there are any questions and answer accordingly;</li> <li>9. Encourage personal skills development between guidance sessions, to consolidate the learning material;</li> <li>10. Use Knowledge Reviews to supplement learning;</li> <li>11. State the Aim of the next session and ask the Associate to prepare by reading the relevant</li> </ol>

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

	<p>Guidance Session;</p> <p>4. Supplement the training with the relevant, IAM RoadSmart Knowledge Reviews;</p> <p>5. Ensure the Associate is aware of:</p> <ul style="list-style-type: none"> <li>• The Aim of the next guidance session;</li> <li>• The date and time of the session;</li> <li>• The meeting place;</li> <li>• Any development work required before the next session;</li> </ul> <p>6. Thank the Associate for their time;</p>	<p>section of the Associate Logbook / Highway Code;</p> <p>12. Discuss the date; time and meeting place for the start of the next session;</p> <p>13. Close the session pleasantly and politely by thanking the Associate for their time;</p>
--	---	---

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: Organisational Skills and Knowledge Element 5.1: Organisational 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"> <li>• The Aim of your Local Group;</li> <li>• How the Group is structured;</li> <li>• The affiliation with IAM RoadSmart;</li> <li>• The association with neighbouring Groups (if applicable);</li> <li>• The advantages of being a Group Member, both before and after the Test is taken;</li> </ul>	1. Answer questions on the structure and operation of your Local Group;
LO 5.1.2 Explain how the IAM RoadSmart Advanced Rider 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 Rider Course is delivered in your Group;

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> 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"> <li>• The various guidance sessions required to bring the average Associate up to Test standard;</li> <li>• The normal duration of guidance sessions and hence, how long it takes as a rule, to prepare an Associate for Test;</li> <li>• The procedure to be followed if there are issues that cannot be resolved in the first place by the Observer;</li> <li>• How progress is monitored using the IAM RoadSmart Associate Logbook;</li> </ul>	
LO 5.1.3 Describe how to book an IAM RoadSmart Advanced Test;	<p>1. IAM RoadSmart is to be informed when the Associate is Test ready. This can be done in one of the following ways:</p> <ul style="list-style-type: none"> <li>• The Group Representative ticks the</li> </ul>	<p>4. State the procedure used by the Group for booking an IAM RoadSmart Advanced Riding Test for an Associate;</p>

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	<p>appropriate box on the Driver Trainers Examiners (DTE) Data base;</p> <ul style="list-style-type: none"> <li>• The Associate informs IAM RoadSmart via the IAM RoadSmart Website;</li> <li>• The Associate informs IAM RoadSmart by phone;</li> </ul> <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 (<a href="https://www.iamroadsmart.com/">https://www.iamroadsmart.com/</a>) or by calling IAM RoadSmart on 0300 303 1134;</p> <p>3. 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>	

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

<p>LO 5.1.4 Describe the opportunity within IAM RoadSmart, for development beyond the entry level Advanced Test;</p>	<ol style="list-style-type: none"> <li>1. Explain to the Associate that riding competence develops through progression from the basic DVSA Motorcycle Test; the IAM RoadSmart Advanced Test; IAM RoadSmart Masters or Observer training;</li> <li>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;</li> <li>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;</li> <li>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</li> </ol>	<p>5. Discuss the opportunities that exist within IAM RoadSmart, for development beyond the Advanced Test;</p>
--	--	--

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

	Summary Forms (LOPs Forms) for Trainee Local Observers;  5. Explain that this approach to “Life Long Learning” ultimately reduces riding 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;	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"> <li>• Try and deal with the complaint yourself;</li> <li>• Clear up any misunderstanding that may have inadvertently given cause for complaint;</li> <li>• Apologise to the Associate, if you have given cause for complaint;</li> </ul>	6. State the procedure to be followed when dealing with a complaint from an Associate;

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	<ul style="list-style-type: none"> <li>• If the matter remains unresolved, follow the guidelines established by your Group for dealing with complaints;</li> <li>• If the matter cannot be resolved within the Group, it should be referred to the Area Service Delivery Manager;</li> <li>• If the matter still remains unresolved the Area Service Delivery Manager will refer it to the relevant member of Staff at IAM RoadSmart Head Office;</li> <li>• Throughout this process, keep the complainant informed of actions taken;</li> <li>• Note that the IAM RoadSmart Complaints Policy is detailed on the web site: <a href="http://www.iamRaodSmart.com">www.iamRaodSmart.com</a></li> </ul>	
LO 5.1.6 Explain the process to be followed by Observers, when seeking additional help for themselves or their Associates;	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: <ul style="list-style-type: none"> <li>• Ask for advice from someone within the</li> </ul>	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.

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....

	<p>Group who has more experience. E.G. a National Observer or Local Observer Assessor;</p> <ul style="list-style-type: none"> <li>• (If applicable) pass the advice on to the Associate as soon as possible;</li> <li>• Ensure the advice satisfies the query;</li> </ul>	
LO 5.1.7 Acquire knowledge of a variety of different motorcycle types and compare their characteristics;	<ol style="list-style-type: none"> <li>1. Recognise that experienced riders will usually have ridden a range of different bikes, with different engine capacities;</li> <li>2. Develop knowledge and experience of as many different types of bike as possible, comparing their features and characteristics.</li> </ol>	8. Answer any questions, posed by the Local Observer Assessor, on the characteristics of different types of bike;

## Section 3

# National Observer Competencies and Assessment

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....

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

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	<p>other riders in thought or speech;</p> <ul style="list-style-type: none"> <li>• Being composed both physically and mentally;</li> <li>• Being confident;</li> <li>• Being realistic of your own abilities;</li> <li>• Showing restraint and patience when required;</li> <li>• Being courteous and polite;</li> <li>• Taking responsibility for your own actions;</li> </ul> <p>4. Recognise that your attitude to riding is influenced by many factors, including:</p> <ul style="list-style-type: none"> <li>• Your personality;</li> <li>• Your financial situation,</li> <li>• Your stress level;</li> <li>• How tired you are;</li> <li>• Work related issues;</li> <li>• Whether or not you feel under pressure;</li> <li>• Your emotional state;</li> </ul>	

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	<ul style="list-style-type: none"> <li>• Health factors. E.G. hay fever; common cold; low sugar level; etc.</li> <li>• Medication, especially if it causes drowsiness;</li> </ul>	
NO 1.1.2 State the relevance of Human Factors on the safety and quality of a rider's performance	<ol style="list-style-type: none"> <li>1. Explain, or be able to explain, to an Associate that it is the rider who is the most important 'feature' of a bike and that Human Factors affecting the rider have a significant effect on performance.</li> <li>2. Emphasise that the Associate must:               <ul style="list-style-type: none"> <li>• Put safety first in all riding judgements;</li> <li>• Remain calm and considerate to the needs of others at all times;</li> <li>• Maintain concentration when riding: at all times;</li> <li>• Manage any external influence on safety at all times;</li> <li>• Change the riding plan if the hazard changes;</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>2. Answer any questions the Assessor may have on how the following Human Factors may influence driving performance:               <ul style="list-style-type: none"> <li>• The driver;</li> <li>• The vehicle;</li> <li>• The journey;</li> <li>• The 'wider world';</li> </ul> </li> <li>3.</li> </ol>

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

	<ul style="list-style-type: none"> <li>• Consistently monitor their own performance and attitude to riding;</li> <li>• Apply new knowledge and continue to grow and develop their riding competence;</li> </ul> <p>3. Be aware that your own Attitude as a rider 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 Box':</p> <div data-bbox="846 975 1294 1238" data-label="Diagram"> <pre> graph TD     A((My Attitude)) --&gt; B((My Behaviour))     B --&gt; C((Your Attitude))     C --&gt; D((Your Behaviour))     D --&gt; A           </pre> </div>	
--	---	--

<b>Performance Standard</b>	<b>What you have to do</b>	<b>Continuous assessment requirement</b>
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....

<b>National Observer</b> Unit 2: <b>Riding Skills</b> Element 2.1 <b>Advanced Riding</b>		
NO 2.1.1 Expand and develop your capability to ride at a standard higher than that of the IAM RoadSmart entry level Test standard;	<ol style="list-style-type: none"> <li>1. Refer to the requirements of the Local Observer Unit 2 Element 2.1 Advanced Riding: "What you have to do" section of this schedule and aim to develop your expertise from there;</li> <li>2. Lead by example and ride to the best of your ability at all times;</li> <li>3. Demonstrate the ability to control the position and speed of your bike safely, systematically and smoothly, considering the road and traffic conditions, to make reasonable progress unobtrusively, with skill and responsibility;</li> <li>4. Exhibit a high standard of riding competence based on concentration, effective all round observation, anticipation and planning;</li> <li>5. Demonstrate your ability to be at the right place on the road, travelling at the right speed</li> </ol>	<ol style="list-style-type: none"> <li>1. Comply with the 'Continuous Assessment Requirements' of the Local Observer Unit 2 Element 2.1 section of this document;</li> <li>2. Ride 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 33 with no individual section scoring greater than 2;</li> </ol>

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	and in the correct gear to suit the prevailing road, traffic and weather conditions;  6. Practise riding 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, safely and under control;	1. Recognise the need for full and effective all round observation before committing to a manoeuvre, whether it has the potential to affect another road user;  2. Demonstrate your ability to accurately and safely control the bike, whilst riding at walking pace: <ul style="list-style-type: none"> <li>• When riding in a straight line;</li> <li>• When turning to the left or right;</li> <li>• When riding in a circle;</li> <li>• When moving off with some degree of turn on the handlebars (not necessarily</li> </ul>	3. The Examiner may be satisfied with the Candidate's ability to control their machine with a degree of finesse by simply watching them ride in slow moving traffic under 'real world' conditions;

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	'full lock'); 3. Demonstrate your ability to push your bike around forwards and backwards both in a straight line and when changing direction left to right and vice versa; 4. Recognise that you are the "give way" vehicle whenever you are turning around in the road;	
NO 2.1.3 Demonstrate an understanding of Associate and Observer training material along with the Highway Code and Roadcraft;	1. Study relevant riding publications including: <ul style="list-style-type: none"> <li>• IAM RoadSmart Observer's Handbook;</li> <li>• IAM RoadSmart Associate Log Book;</li> <li>• Knowledge Reviews to support Associate training;</li> <li>• Highway Code;</li> <li>• Roadcraft;</li> </ul> 2. Illustrate Advanced Riding techniques using examples from these publications; 3. Comply with the guidance given in these publications at all times when riding;	4. Answer verbal questions from the Assessor on any of the following publications: <ul style="list-style-type: none"> <li>• IAM RoadSmart Observer's Handbook;</li> <li>• IAM RoadSmart Associate Log Book;</li> <li>• Highway Code;</li> <li>• Roadcraft;</li> </ul>

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
NO 2.1.4 Demonstrate an understanding of the way in which a motorcycle responds to various rider inputs or environmental conditions;	<ol style="list-style-type: none"> <li>1. Recognise that a motorcycle, unlike a car, is a single-track vehicle, which is prone to tipping over and sliding;</li> <li>2. Recognise that rider error is often the cause of incident and Associates will often query why this is;</li> </ol>	<ol style="list-style-type: none"> <li>5. Answer verbal questions from the Assessor on the way in which the bike controls should be used, to maximise stability and give the desired response to rider inputs;</li> </ol>
<b>National Observer</b>		

<b>Performance Standard</b>	<b>What you have to do</b>	<b>Continuous assessment requirement</b>
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....

<b>Unit 3: Demonstration Skills</b> <b>Element 3.1: Demonstration</b>		
NO 3.1.1 Demonstrate advanced riding techniques and practice to an Associate;	<ol style="list-style-type: none"> <li>1. Refer to the requirements of the Local Observer Unit 3 Element 3.1 Demonstration Skills: "What you have to do" section of this schedule and aim to develop your expertise from there;</li> <li>2. Demonstrate Advanced Riding techniques to an Associate, to explain specific riding tasks, by breaking them down into their detailed component parts. E.G. positive steering; positioning for bends; slow speed clutch control etc.</li> <li>3. Ensure you can demonstrate all the skills required by an Associate to pass the IAM RoadSmart Test;</li> </ol>	<ol style="list-style-type: none"> <li>1. Comply with the 'Continuous Assessment Requirements' of the Local Observer Unit 3 Element 3.1 section of this document;</li> <li>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;</li> </ol>
<b>National Observer</b> <b>Unit 4: Observing Skills</b> <b>Element 4.1: People contact and Customer Care Skills</b>		

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

<p>NO 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;</p>	<ol style="list-style-type: none"> <li>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 schedule and aim to develop your expertise from there;</li> <li>2. Recognise that the quality of advice you give to Associates is entirely dependent on your own knowledge and experience of the subject matter;</li> <li>3. Study relevant sources of information that will help you understand the background and nature of enquires likely to be asked.</li> </ol>	<ol style="list-style-type: none"> <li>1. Comply with the “Continuous assessment requirement” of the Local Observer Unit 4, Element 4.1 section of this document;</li> <li>2. Demonstrate or explain (at the Assessor’s discretion), how to carry out an eyesight check;</li> <li>3. Check the Associate’s background. E.G.               <ul style="list-style-type: none"> <li>• In the case of a new Associate, ask suitable questions to establish the Associate’s riding background;</li> <li>• If the Associate is already known to you, outline the Associate’s background to the Assessor;</li> </ul> </li> </ol>
---	---	---

<b>Performance Standard</b>	<b>What you have to do</b>	<b>Continuous assessment requirement</b>
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....

<b>National Observer</b> 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. Comply with the "Continuous assessment requirement" of the Local Observer Unit 4, Element 4.2 section of this document;  2. Devise a route that: <ul style="list-style-type: none"> <li>• Matches the time available;</li> <li>• Reflects the subject being covered;</li> <li>• Is not too demanding for the Associate during the early stages of preparation for Test;</li> </ul> <p><b>Note:</b> 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 riding competence and offer guidance to bring the	1. Identify patterns in the Associate's riding; analyse why faults are being made; discuss your	3. Identify faults that occur in the Associate's ride. Essentially, a riding fault is anything the Associate

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
ride to IAM RoadSmart Advanced Riding Test standard;	analysis with the Associate in a positive way and suggest corrective action to put things right;  <b>Note:</b> identifying a riding fault does not fix it. Each fault must therefore be Identified; Analysed and Rectified.	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"> <li>• Analyse any faults you have identified in the Associate's driving;</li> <li>• Rectify those faults;</li> </ul>
NO 4.2.3 Demonstrate a flexible approach to learning;	1. Look for flexible ways in which to adapt the IAM RoadSmart Advanced Rider programme when dealing with an experienced Associate: always assuming it is compatible with the way your Group operates;	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.
	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	If questions are asked, you will be assessed on: <ul style="list-style-type: none"> <li>• The quality and accuracy of your answers;</li> </ul>

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	techniques and practices, so that everyone can benefit from your experience, if applicable;	<ul style="list-style-type: none"> <li>Your ability to explain how you could have put the learning material across differently;</li> </ul>
No 4.2.4 Offer advice to Local Observers if they seek assistance with the IAM RoadSmart Advanced Rider course.	1. Recognise that less experienced Observers may seek your advice with specific concerns relating to IAM RoadSmart Advanced Rider training.  If so: <ul style="list-style-type: none"> <li>Deal with the matter quickly;</li> <li>Ensure the Local Observer fully understands and is satisfied with the advice given;</li> <li>If you cannot resolve the concern, pass it on to the next level within the Group and keep the Local Observer informed of progress;</li> </ul>	6. Answer questions the Assessor may ask relating to the content and /or delivery of IAM RoadSmart advanced Rider training.
No 4.2.5 Apply knowledge gained from a thorough review of publications and other sources of information relating to the	1. Familiarise yourself with the content of the following driving publications: <ul style="list-style-type: none"> <li>IAM RoadSmart Observers Handbook;</li> </ul>	7. Demonstrate a good working knowledge of publications and other sources of information relating to Advanced Riding. The ASSESSOR will

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
techniques and practises of Advanced Riding;	<ul style="list-style-type: none"> <li>• IAM RoadSmart Associate Logbook;</li> <li>• Roadcraft;</li> <li>• Highway Code;</li> <li>• IAM RoadSmart official website;</li> <li>• IAM RoadSmart updates;</li> <li>• Local Group's Website, if applicable;</li> </ul> 2. Interpret this information in a logical, practical and common sense manner and use it when explaining aspects of Advanced Riding to Associates;	gauge your knowledge from the explanations and guidance you give the Associate.  If appropriate, further questions may be asked to explore your knowledge and understanding of: <ul style="list-style-type: none"> <li>• IAM RoadSmart Observer's Handbook;</li> <li>• Roadcraft;</li> <li>• Highway Code;</li> </ul>

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
No 4.2.6 Encourage Associates to become familiar with the technology on their bike;	<ol style="list-style-type: none"> <li>1. Recognise that experienced riders will usually have ridden a range of different motorcycles, with different engine capacities and styles;</li> <li>2. Evaluate as many different types of motorcycle as possible;</li> </ol>	8. Demonstrate a working knowledge of on-bike technology devices fitted to modern machines. 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.

<b>Performance Standard</b>	<b>What you have to do</b>	<b>Continuous assessment requirement</b>
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....

<b>National Observer</b> <b>Unit 4: Observing Skills</b> <b>Element 4.3: Debriefing following an on-road session</b>		
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"> <li>• Asking the Associate to give you their view of how the session has gone, before you give your own view;</li> <li>• Listening very carefully to what Associates say, as they will often express concerns you were unaware of;</li> </ul>	2. Answer verbal questions the Assessor may ask on any of the following: <ul style="list-style-type: none"> <li>• The Associate's performance during the guidance session;</li> <li>• The way in which you structured and delivered the Debriefing;</li> <li>• The effectiveness of any question and answer technique used during the Debriefing;</li> <li>• The advice given by you to the Associate during the Debriefing</li> </ul>

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	<ul style="list-style-type: none"> <li>• Addressing their concerns in a positive and constructive way, so as not to demoralise the Associates;</li> <li>• Delivering your comments in the form of an “information sandwich”, which starts and finishes with positive comments, whilst delivering constructive criticism in between;</li> <li>• Making effective use of question and answer technique in order to involve the Associate in the Debriefing;</li> <li>• Asking the Associate if they have any questions on the drive in general or your debriefing in particular;</li> <li>• Answering any queries raised or concerns expressed;</li> </ul>	

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
NO 4.3.3 Complete the relevant Competency Sheet and Run Sheet from the Associate's Logbook, for each guidance session;	<ol style="list-style-type: none"> <li>1. Recognise that Associates are motivated individuals with a desire to succeed and as such, they will reflect on the ride and on any issues and comments made, with a view to putting right areas that are not up to standard;</li> <li>2. Involve the Associate, discuss each entry and complete the relevant Competency Sheet, as part of the debriefing;</li> <li>3. Tick off the Competencies achieved during the session, making the Competency Sheet the Associate's record of achievement;</li> <li>4. Discuss each entry on the Run Sheet and allocate Competency Level of 1, 2, or 3;</li> </ol> <p><b>Note:</b> For an explanation of the three Competency Levels, see 'Explanation of Terms' on page 10.</p>	<ol style="list-style-type: none"> <li>3. Involve the Associate when discussing and completing the relevant Competency Sheet during the session debriefing;</li> <li>4. Involve the Associate when discussing and completing the Run Sheet during the session debriefing;</li> </ol>
NO 4.3.4 Develop a "customer centred" approach when debriefing Associates;	<ol style="list-style-type: none"> <li>1. Recognise that Associates join IAM RoadSmart to improve their riding and road safety. To begin</li> </ol>	<ol style="list-style-type: none"> <li>5. Answer questions the Staff Examiner may have on:</li> </ol>

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	<p>with- in all but a few exceptional cases- the standard of riding is likely to be below entry Test standard</p> <p>2. Recognise that the Associate's performance may still be below Test standard on completion of the guidance session and take this into account during the debriefing, by considering:</p> <ul style="list-style-type: none"> <li>• That Associates are individuals with varying riding backgrounds and experience and as such, they will learn at different rates;</li> <li>• 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;</li> <li>• 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;</li> </ul>	<ul style="list-style-type: none"> <li>• the way in which you dealt with the Associate, in general, during the Debriefing;</li> <li>• what lessons you have learned –if any- from the experience of Debriefing this Associate;</li> </ul>

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
	<ul style="list-style-type: none"> <li>• 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;</li> </ul> <p>3. Compliment the Associate for effort made and not simply on results achieved;</p> <p><b>Note:</b> an Associate may fail to achieve the standard 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>	

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....

<b>National Observer</b> 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;  Comply with the “Continuous assessment requirement” of the Local Observer Unit 4 Element 4.3 section of this document	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 National Observers are more accomplished Observers, owing to either: <ul style="list-style-type: none"> <li>• Greater experience gained from providing guidance to a variety of Associates over an extended period;</li> <li>• Other previous accredited learning. I.E. transferrable skills;</li> <li>• Proven experience and commitment to the Local Group and IAM RoadSmart;</li> </ul>	1. Comply with the “Continuous assessment requirement” of the Local Observer Unit 5 Element 5.1 section of this document  <b>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);</b>  2. Demonstrate an exemplary attitude to your Associate, during the Observing phase of the National Observer Assessment;
NO 5.1.2 Demonstrate an understanding of the different bikes likely to be encountered, when	1. Demonstrate your knowledge and understanding of different types of bike;	3. Answer any questions the Assessor may ask on the function and operation of different types of

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
giving guidance to Associates;		motorcycle;  4. Discuss with the Assessor how the advice you gave would have differed, if the Associate had been riding a different bike;
<b>National Observer</b> Unit 6: Self-evaluation Element 6.1: Self-evaluation		

<b>Performance Standard</b> This is the standard a LO is required to work to.	<b>What you have to do</b> To meet the standard, you must be able to.....	<b>Continuous assessment requirement</b> To be at 'Competence Level 1' you will be required to....
NO 6.1.1 Self-evaluate your own performance;	<ol style="list-style-type: none"> <li>1. Recognise that Self-evaluation is essential when developing the core skills required of a National Observer;</li> <li>2. Consistently evaluate your own performance with a view to retaining and developing riding skills;</li> <li>3. Recognise good and robust qualities in other - usually more experienced- Observers within the Group and try to model yourself on their behaviour;</li> </ol>	<ol style="list-style-type: none"> <li>1. Self-evaluate your performance when giving guidance to Associates and give the Assessor an accurate appraisal of your own performance;</li> <li>2. Provide a verbal description of what you could do to improve on that performance if you had to do it again;</li> </ol>



## Local Observer Progress Summary (LOPS) Motorcycle



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 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 Riding' 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 <sup>rd</sup> 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 ride.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.3	Assist the Associate to carry out daily pre-ride checks on the bike.	<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 riding 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 'on bike' 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 riding.	<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"/>

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) Motorcycle



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

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 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 IAM RoadSmart Advanced Riding 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 <sup>rd</sup> Party Insurance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 1.1.2	Ask the Associate if they have any questions & answer appropriately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	State relevance of 'Human Factors' on safety & quality of the ride.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
LO 4.2.3	Assist the Associate to carry out daily pre-ride checks on the bike.	<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"/>

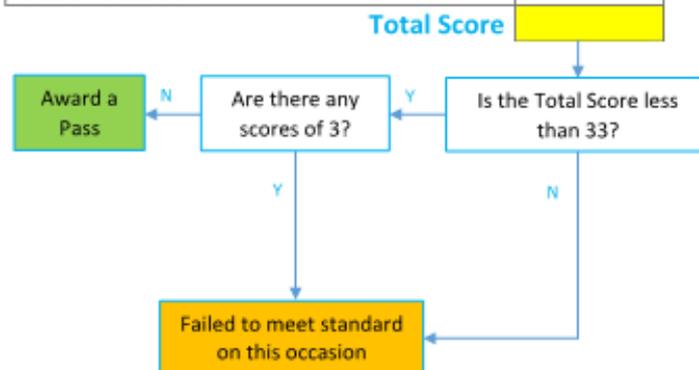
Give the relevant guidance to achieve the 'Aim' of the session:				
NO 3.1.1	Demonstrate advanced riding techniques & practices to Associates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.2.5	Apply knowledge gained from thorough review of publications.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.2.6	Encourage the Associate to become familiar with their bike's technology.	<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 riding 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 your ability to give effective guidance when stationary, or on the move if using a radio.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
NO 4.2.2	'Identify' 'Analyse' & 'Rectify' any issues with the Associate's riding.	<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:				
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 riding.	<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 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"/>
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 ride in need of development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Highlight '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'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 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:				
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	Ride 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 2.1.4	Demonstrate an understanding of how a motorcycle responds to various rider inputs.	<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 motorcycles 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 'on bike' 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"/>

IAM RoadSmart NOPS Form Version #4 Dated 28<sup>th</sup> April 2017

**NO Motorcycle Assessment Scoring Table**

Competency	Score
Acceleration sense	
Anticipation	
Braking	
Cornering	
Courtesy	
Eco-riding & Machine 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	
Steering	
SYSTEM	
Use of Gearbox	
<b>Total Score</b>	



Assessor's Comments