

## National Observer Progress Summary (NOPS) Motorcycle

To be used in conjunction with the IMI Competency Documentation 2023 edition.

| Candidate Name | Membership Number | 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.              |           |         |              |
|            | Devise a route that matches the time available and lesson objectives. |           |         |              |
| NO 4.1.1   | Meet in a safe public place with access to facilities.                |           |         |              |

### Meet and greet the Associate: (Red text applies to new Associates being met for the first time.)

| Competency | Criteria to be achieved                                               | Competent | Not yet | Not assessed |
|------------|-----------------------------------------------------------------------|-----------|---------|--------------|
| NO 4.1.1   | Operate a 'customer centred approach' and welcome the Associate.      |           |         |              |
| NO 4.1.1   | Ensure Associate's 'personal space' is respected.                     |           |         |              |
| NO 4.1.2   | Dress appropriately as a representative of IAM RoadSmart.             |           |         |              |
| NO 4.1.3   | Check new Associate's background goals and concerns.                  |           |         |              |
|            | Ensure the IAM RoadSmart Document Declaration form is signed.         |           |         |              |
|            | Check new Associate's knowledge of IPSGA                              |           |         |              |
| NO 4.1.4   | Check to see if the Associate meets the legal eyesight requirement.   |           |         |              |
| NO 5.1.1   | Explain the structure and operation of your Group to the Associate.   |           |         |              |
| NO 5.1.2   | Explain how IAM RoadSmart Advanced Riding is delivered in your Group. |           |         |              |
| NO 4.2.2   | Review previous guidance session before moving on to the new session. |           |         |              |

### Brief current guidance session:

| Competency | Criteria to be achieved                                                 | Competent | Not yet | Not assessed |
|------------|-------------------------------------------------------------------------|-----------|---------|--------------|
| NO 4.2.2   | State the 'Aim' of the guidance session.                                |           |         |              |
|            | Discuss the session Competency Sheet and the learning material.         |           |         |              |
|            | Discuss the route, method of signals and separation procedure.          |           |         |              |
|            | State the estimated time for the guidance session.                      |           |         |              |
|            | Give the IAM RoadSmart 'Disclaimer' to the Associate before moving off. |           |         |              |
|            | Ask the Associate if they have any questions & answer appropriately.    |           |         |              |
| NO 1.1.3   | State relevance of 'Human Factors' on safety & quality of the ride.     |           |         |              |
| NO 4.2.3   | Assist the Associate to carry out daily pre-ride checks on the machine. |           |         |              |
|            | Discuss the 'Moving Brake Test'. Carry out if necessary.                |           |         |              |

### Give the relevant guidance to achieve the 'Aim' of the session:

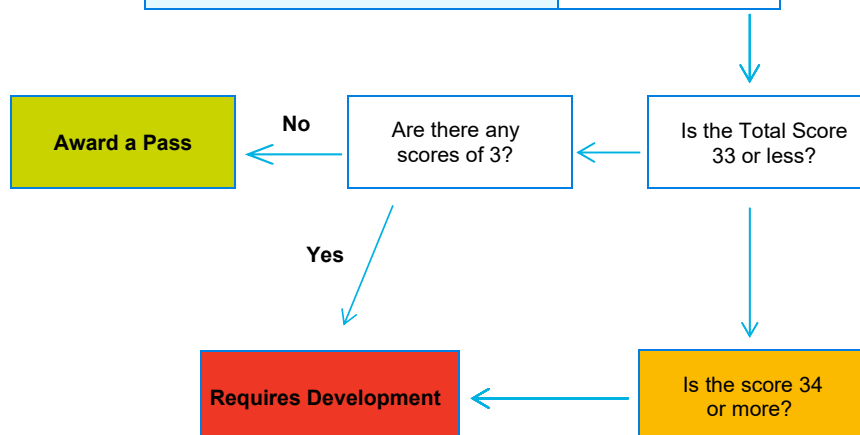
| Competency | Criteria to be achieved                                                                 | Competent | Not yet | Not assessed |
|------------|-----------------------------------------------------------------------------------------|-----------|---------|--------------|
| NO 3.1.1   | Demonstrate advanced riding techniques & practices to Associates.                       |           |         |              |
| NO 4.2.10  | Apply knowledge gained from thorough review of publications.                            |           |         |              |
| NO 4.2.11  | Encourage Associate to become familiar with their motorcycle technology and rider aids. |           |         |              |
| NO 4.2.9   | Demonstrate a flexible approach to learning throughout the session.                     |           |         |              |
| NO 4.2.6   | Present new learning material in manageable step by step parts.                         |           |         |              |
| NO 4.2.8   | Evaluate the Associate's riding and offer guidance as required.                         |           |         |              |
| NO 4.2.4   | Provide suitably timed, clear route directions to the Associate.                        |           |         |              |
| NO 4.2.7   | Deliver the session in accordance with the ARC standard.                                |           |         |              |
| NO 4.2.2   | 'Identify' 'Analyse' & 'Rectify' any issues with the Associate's riding.                |           |         |              |
| NO 4.2.5   | Demonstrate effective use of Question and Answer technique.                             |           |         |              |
|            | Compliment the Associate for effort and not just achievement.                           |           |         |              |

| Debrief the current guidance session: |                                                                                              |           |         |              |
|---------------------------------------|----------------------------------------------------------------------------------------------|-----------|---------|--------------|
| Competency                            | Criteria to be achieved                                                                      | Competent | Not yet | Not assessed |
| NO 4.3.3                              | Give an effective debriefing on completion of the guidance session.                          |           |         |              |
| NO 4.3.4                              | Demonstrate a 'customer centred' approach when debriefing Associates.                        |           |         |              |
| NO 4.3.6                              | Demonstrate your ability to involve the Associate as an equal.                               |           |         |              |
| NO 4.3.2                              | Encourage the Associate to analyse their own riding.                                         |           |         |              |
| NO 4.3.1                              | Ask the Associate how they think the guidance session has gone.                              |           |         |              |
|                                       | Listen carefully to what the Associate has to say.                                           |           |         |              |
|                                       | Address any Associate concerns in a positive and constructive way.                           |           |         |              |
|                                       | Deliver your comments using an 'information sandwich' approach.                              |           |         |              |
| NO 4.3.1                              | Start your own summary of the ride on a 'positive note'.                                     |           |         |              |
|                                       | Concentrate on the main issues and avoid overloading the Associate.                          |           |         |              |
|                                       | Recall Identification; Analysis and Rectification of riding issues.                          |           |         |              |
| NO 4.3.1                              | Use positive feedback and constructive criticism, to reflect on the Associate's performance. |           |         |              |
| NO 4.3.2                              | Involve the Associate and make effective use of Question & Answer.                           |           |         |              |
| NO 4.3.3                              | Make use of the 'Question and Answer technique.'                                             |           |         |              |
| NO 4.3.6                              | Involve the associate in the analysis of their performance.                                  |           |         |              |
|                                       | Summarise 'Strengths & Weaknesses' in the Associate's ride.                                  |           |         |              |
|                                       | Use the 'Hints & Tips' sheets contained in the Observer's Handbook.                          |           |         |              |
| NO 4.3.7                              | Complete the relevant Logbook Competency Sheet and Run Sheet.                                |           |         |              |
| NO 4.3.8                              | Finish the session positively, ensuring the Associate is clear on how it has gone.           |           |         |              |
|                                       | Ask the Associate if they have any questions and answer accordingly.                         |           |         |              |
|                                       | Encourage the Associate to practice their riding skills between sessions.                    |           |         |              |
|                                       | State the 'Aim' of the next guidance session.                                                |           |         |              |
|                                       | Discuss a mutually agreeable date and time for the next session.                             |           |         |              |
|                                       | Close the session pleasantly, politely and thank Associate for their time.                   |           |         |              |

| Generic Competencies not specific to any particular Associate guidance session: |                                                                                                                         |           |         |              |
|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------|---------|--------------|
| Competency                                                                      | Criteria to be achieved                                                                                                 | Competent | Not yet | Not assessed |
| NO 1.1.1                                                                        | Demonstrate an exemplary attitude to road safety at all times.                                                          |           |         |              |
| NO 2.1.5                                                                        | Demonstrate understanding of Associate & Observer Training Material; Highway Code and Roadcraft throughout the session. |           |         |              |
| NO 2.1.3                                                                        | Ride at a standard higher than that of an IAM RoadSmart Associate.                                                      |           |         |              |
| NO 2.1.4                                                                        | Demonstrate that you can carry out low speed manoeuvres.                                                                |           |         |              |
| NO 2.1.5                                                                        | Demonstrate an understanding of how a motorcycle responds to various rider inputs.                                      |           |         |              |
| NO 5.1.7                                                                        | Demonstrate an understanding of the different motorcycles likely to be encountered when giving guidance to Associates.  |           |         |              |
| NO 6.1.1                                                                        | Self-evaluate your own performance.                                                                                     |           |         |              |
| NO 4.2.6                                                                        | Reflect on guidance session and consider if the learning material could have been presented differently.                |           |         |              |
| NO 4.2.11                                                                       | Demonstrate a working knowledge of motorcycle technology and rider aids.                                                |           |         |              |
| NO 5.1.3                                                                        | Describe how to book an IAM RoadSmart Advanced Test.                                                                    |           |         |              |
| NO 5.1.4                                                                        | Describe the opportunities for development beyond 'Entry Level'.                                                        |           |         |              |
| NO 5.1.5                                                                        | Describe how to deal with complaints from Associates.                                                                   |           |         |              |

## NO Bike 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