

National Observer Progress Summary (NOPS) Car

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

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.			
	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 Driving 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 to be taken during the guidance session.			
	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 drive.			
NO 4.2.3	Assist the Associate to carry out daily pre-drive checks on the car.			
	Discuss the 'Moving Brake Test'. Carry out if necessary.			

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

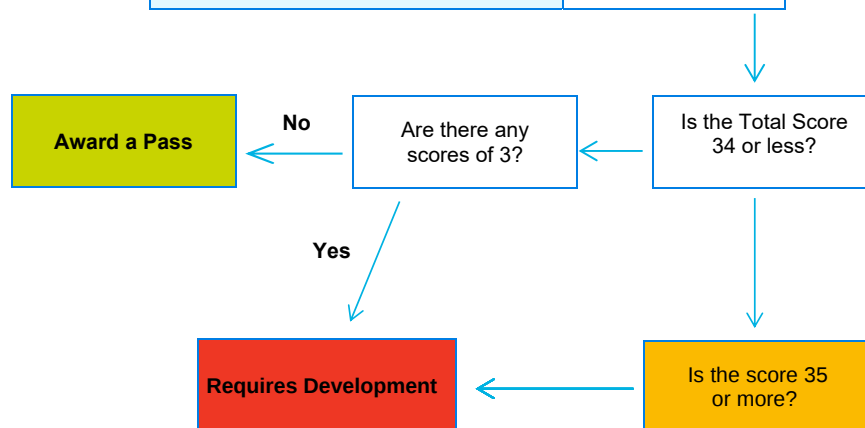
Competency	Criteria to be achieved	Competent	Not yet	Not assessed
NO 3.1.1	Demonstrate advanced driving techniques & practices to Associates.			
NO 4.2.10	Apply knowledge gained from thorough review of publications.			
NO 4.2.11	Encourage Associate to become familiar with their 'in car' technology devices.			
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 driving and offer guidance as required.			
NO 4.2.4	Provide suitably timed, clear route directions to the Associate.			
NO 4.2.2	Answer any questions on issues with the Associate's driving.			
NO 4.2.5	Demonstrate effective use of Question & 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 4.3.1	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 feedback on their own driving.			
NO 4.3.3	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 drive on a 'positive note'.			
	Concentrate on the main issues and avoid overloading the Associate.			
	Involve the associate with use of questions			
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 4.3.5	Ask 'Open Questions' constructively to develop understanding.			
NO 4.3.6	Involve the associate in the analysis of their performance.			
	Highlight 'Strengths & Weaknesses' in the Associate's drive.			
	Use the 'Hints & Tips' sheets contained in the Observer's Handbook.			
	Make use of the other publications and resources to supplement learning.			
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 driving 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 a particular Associate guidance session:				
Competency	Criteria to be achieved	Competent	Not yet	Not assessed
NO 1.1.1	Always demonstrate an exemplary attitude to road safety.			
NO 2.1.3	Demonstrate understanding of Associate & Observer Training Material; Highway Code and Roadcraft throughout the session.			
NO 2.1.3	Drive 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 5.1.1	Explain the advantages of being a group member.			
NO 5.1.2	Demonstrate an understanding of the different cars likely to be encountered when giving guidance to Associates.			
NO 6.1.1	Self-evaluate your own performance.			
NO 4.2.3	Reflect on guidance session and consider if the learning material could have been presented differently.			
NO 4.2.6	Demonstrate a working knowledge of 'in car' technology devices.			
NO 5.1.7	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 Car Assessment Scoring Table

Competency	Score
Acceleration sense	
Anticipation	
Braking	
Cornering	
Courtesy	
Eco-driving & Vehicle Sympathy	
Gear Changing	
Hazard Management & Planning	
Human Factors & Concentration	
Knowledge	
Mirrors & Rear Observation	
Observation	
Overtaking	
Positioning	
Progress & Restraint	
Safety & Legality	
Signals	
Slow Speed Manoeuvring	
Smoothness	
Spoken Thoughts Commentary	
Steering	
SYSTEM	
Use of Gearbox	
Total Score	



Assessor's Comments