



IMI Observer Competency document – Car

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Section 1

Introduction

Introduction:

Welcome to this Competency Based Training (CBT) documentation for IAM RoadSmart Observer Training (Car). 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 Driving 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 drivers and riders
- 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 Observers, to provide voluntary guidance to Associates to prepare them for the Advanced Driving Test.

There is opportunity within IAM RoadSmart for motivated full Members to improve their skills and qualify as an Institute of Motor Industries (IMI) Observer, with the responsibility and satisfaction of helping others achieve a better standard of driving.

Suitably qualified, experienced, and motivated Observers are essential for IAM RoadSmart to grow in membership and effectively impact on road safety. Our affiliated Groups through their efforts are the driving force for the promotion and delivery of Advanced Driving. This document identifies the Competencies to be achieved and the Assessment protocol for IMI Observers (Car).

Suitability

IAM RoadSmart values everyone as an individual and is committed to encouraging equality and diversity within our organisation and the elimination of discrimination. Our aim is to be truly representative of all sections of society and for each employee or volunteer to feel able to participate and achieve their full potential.

We commit to:

Encouraging equality and diversity in our organisation as they are good practice and make business sense.

Creating an environment free of bullying, harassment, victimisation and discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all employees and volunteers are recognised and valued.

We operate a zero-tolerance policy with regards our behaviour towards each other. A copy of this can be found on the about us page of the website.

As an observer you are in a unique position in your engagement with an Associate, your ability to perform the role effectively relies on a professional relationship built on trust. We need to remain mindful of the boundaries of this engagement. We are here to make safer drivers.

To maintain standards all Observers are subject to a quality assurance programme to ensure their interaction with an Associate and their observing competence remains at the highest level and that their riding continues to be at the required standard. An Observer also may be subject to a quality assurance check at any time.

To be eligible to train for the IMI Observer Qualification (Car), you must:

- Hold a full UK driving licence (i.e., Category B) (if restrictions apply they must be adhered to)
- 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, e.g., convictions, medical conditions – To check your conditions click here [Driving and health](#)
- Be a current Full Member of IAM RoadSmart
- If a Member of an IAM RoadSmart affiliated Group, have the approval of the Group Committee before any application is made
- Or have been selected by IAM RoadSmart to become an Observer
- Be familiar with the content of the following publications:
 - The Highway Code
 - IAM RoadSmart Advanced Driver Course Logbook
 - IAM RoadSmart Advanced Driver Observer Handbook
 - Roadcraft the Police Drivers Handbook

How to use this Competency Based Training (CBT) document:

Competency Based Training is designed to allow the Trainee Observer to demonstrate their ability to carry out 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 Observer, you 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 Observers should have the relevant experience to benefit from this learning style. It is equally suited to traditional coached learning methods.

- **Performance Standard:** This is the standard an IAM RoadSmart Observer is required to operate to, either during training or when qualified
- **What you must do:** A statement of what must be done by the Observer in order to achieve the Performance Standard
- **Continuous Assessment requirement:** This is the evidence sought by your assessor 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

Section 2

Observer Competencies

Performance Standard This is the standard an Observer is required to work to:	What you must do To meet the standard, you must be able to:	Continuous assessment requirement To be at 'Competence Level 1' you will be required to:
Observer Unit 1: Attitude Element 1.1: General attitude to driving		
1.1.1 Show an exemplary attitude to driving	Note: lists shown are not exhaustive. 1. Drive in a safe, smooth and efficient manner at all times 2. Demonstrate that you give priority to driving safely at all times 3. Display a calm, considerate and courteous manner at all times when dealing with other road users 4. Demonstrate a considered, systematic approach when dealing with driving hazards 5. Identify factors that produce a positive state of mind, such as: • Recognising that safe driving must be your primary goal at all times • Being patient and tolerant • Showing a high degree of self-discipline • Displaying a calm, considerate and collected manner at all times • Avoiding a tendency to "personalise" other drivers in thought or speech • Being composed both physically and mentally • Being confident • Being realistic of your own abilities • Showing restraint and patience when required • Being courteous and polite • Taking responsibility for your own actions 6. Recognise that your attitude to driving is influenced by many factors, including: • Your personality • Your financial situation • Your stress levels • How tired you are	1. Show that safety is your priority when you are driving 2. Drive in a safe, smooth, and efficient manner at all times when dealing with other road users 3. Drive in accordance with IPSGA and the Highway Code rules 4. Show by your actions and judgement that your driving competence and attitude to risk reflects positively in the guidance you give to Associates.

	• Work related issues • Whether you feel under pressure • Your emotional state • Health factors. e.g., hay fever; common cold; low sugar level; etc. • Medication, especially if it causes drowsiness	
1.1.2 Show a suitable attitude when dealing with the Associate	1. Display a calm, considerate and helpful manner always when dealing with the Associate 2. Recognise and respond appropriately to any physical or other factors that may impair the overall performance of the Associate	1. Display a calm, considerate and helpful manner always when dealing with the Associate 2. Recognise and respond to any change in the Associate's performance, that may impair the ability to drive safely
1.1.3 State the relevance of Human Factors on the safety and quality of a driver's performance	1. Explain that the 'Human Factors' of riding take account of: • The Driver • The Vehicle • The Journey to be undertaken • The 'Wider World' in general 2. Explain to the Associate that the driver must: • Put safety first at all times • Remain calm and consider the needs of other road users • Maintain full concentration when driving • Effectively manage any external influences and distractions • Be flexible and change the driving plan as hazards develop • Constantly evaluate their performance and attitude to driving to develop their skills • Apply new knowledge and continue to grow and develop their competence 3. Explain to the Associate that the vehicle: • Must be road legal and well maintained • Pre-drive checks must be carried out effectively, including a moving brake test • The driver must be aware of the vehicle's capabilities and limitations • The driver also needs to be familiar with any technology or driving aids associated with the car • The driver should also be aware of issues that may arise when driving an unfamiliar vehicle 4. Explain to the Associate that the journey itself can influence the way the	1. Answer any questions the Assessor may have on how the following Human Factors may influence driving performance: • The Driver • The Vehicle • The Journey • The 'Wider World'

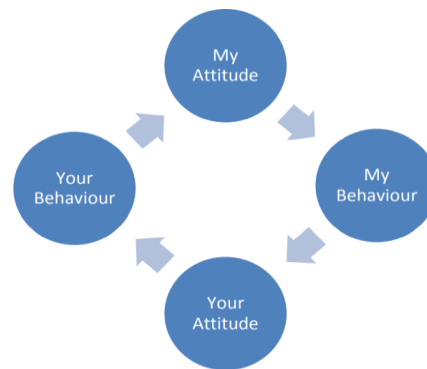
driver behaves and performs, and these factors must be recognised and considered by the driver, e.g.

- The purpose of the journey
- The time available for a journey
- The chosen route or limitations in selecting the most appropriate route perhaps owing to road works etc

5. Explain to the Associate that the 'Wider World' in general has an influence on the way we ride, e.g.:

- Attitude to risk in general, affects attitude to driving risk and this must be recognised by the driver as having an influence on safety
- Peer group pressure can influence attitudes and behaviour
- The 'thrill' of driving fast

6. Familiarise yourself with 'Betari's Box' and the cycle of conflict.



Performance Standard This is the standard an Observer is required to work to:	What you must do To meet the standard, you must be able to:	Continuous assessment requirement To be at 'Competence Level 1' you will be required to:
Observer Unit 2: Driving Skills Element 2.1: Advanced Driving		
2.1.1 Provide a suitable vehicle for the driving assessment	1. Recognise that: • Unnecessary or unsecured items within the vehicle, present a greater risk of injury in the event of collision • As the driver, it is your responsibility to ensure the vehicle you drive is in a legal and roadworthy condition, irrespective of ownership	1. Provide a clean, tidy vehicle in a roadworthy condition 2. Complete the IAM Road Smart Document Declaration, confirming the vehicle has an in-date: • Tax • Insurance • MOT

2.1.2 Complete basic safety checks before driving	1. Carry out practical internal and external pre-drive vehicle checks 2. Perform a moving brake test when setting off initially at the start of the drive	1. Carry out practical internal and external pre-drive vehicle checks 2. Perform a moving brake test when setting off at the start of the drive, if safe to do so
2.1.3 Demonstrate your capability to drive consistently at a standard higher than that of the IAM RoadSmart entry level Test standard	1. Lead by example and drive to the best of your ability, at all times 2. Demonstrate the ability to control the position and speed of your vehicle safely, systematically, and smoothly, considering the road and traffic conditions, to make reasonable progress unobtrusively, with skill and responsibility 3. Exhibit a high standard of driving competence based on concentration, effective all-round observation, anticipation, and planning 4. Demonstrate your ability to be at the right place on the road, travelling at the right speed and in the correct gear to suit the prevailing road, traffic, and weather conditions 5. Practice driving 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	1. Drive to a standard, which exceeds the IAM RoadSmart entry Test standard, on a variety of roads for approximately 20 to 30 minutes. 2. The Assessor may ask you to plan the route, or to give directions as you go. The total score on the test marking sheet (the same sheet as the IAM RoadSmart Advanced Test) must not exceed 33, with no score of 3 recorded
2.1.4 Demonstrate that you can carry out low speed manoeuvres, containing a reversing element, safely and under control	1. Recognise the need for full and effective all-round observation whenever the vehicle is reversing, assess whether it has the potential to affect another road user 2. Recognise that you are the "give way" vehicle whenever you are reversing 3. Demonstrate your ability to always control the vehicle accurately and safely, when carrying out manoeuvres that have a reversing element	1. Perform a low-speed driving manoeuvre including reversing, as specified by the Assessor, showing your ability to accurately and safely control the vehicle at all times
2.1.5 Demonstrate an understanding of Associate and Observer training material together with The Highway Code and Roadcraft	1. Study relevant driving publications including: • The Highway Code • IAM RoadSmart Observer Handbook • IAM RoadSmart Associate Logbook • Roadcraft 2. Illustrate Advanced Driving techniques using examples from these	1. Answer verbal questions from the Assessor on any of the following publications: • The Highway Code • IAM RoadSmart Observer Handbook • IAM RoadSmart Associate Logbook • Roadcraft

	publications	
	3. Comply with the guidance given in these publications when driving	

Performance Standard	What you must do	Continuous assessment requirement
This is the standard an Observer 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:
Observer Unit 3: Demonstration Skills Element 3.1: Demonstration and Commentary		
3.1.1 Demonstrate advanced driving techniques and practices to an Associate	1. Demonstrate Advanced Driving techniques to an Associate, to explain specific aspects of driving, such as IPSGA; positioning for bends; the Three Stage Overtake, etc by breaking them down into their detailed component parts 2. Ensure you can demonstrate all the skills required by an Associate to pass the IAM RoadSmart Test 3. Assess whether effective learning has taken place by: - Questioning the Associate and responding to the answers given - Assessing how the Associate performs the task previously demonstrated	1. Deliver a short demonstration drive of around 20 to 30 minutes to explain a particular Advanced Driving technique and the standard to which it is to be performed, whilst giving 'spoken thoughts commentary' 2. If the Assessor is satisfied with the Observers' 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 request a separate demonstration 3. Verbally confirm that you have informed your insurance

	Note: Your insurance provider should be informed that, as an IAM RoadSmart Observer, you may be required to give demonstration drives from time to time	provider that as an IAM RoadSmart Observer, you will be giving unpaid guidance to IAM RoadSmart Associates and may be required to give demonstration drives, from time to time
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Performance Standard This is the standard an Observer is required to work to:	What you must do To meet the standard, you must be able to:	Continuous assessment requirement To be at 'Competence Level 1' you will be required to:
Observer Unit 4: Observing Skills Element 4.1: People contact and customer care skills		
4.1.1 Operate a “customer centred” approach at all times, addressing the concerns and needs of the Associate in a flexible and helpful way Be aware that there may be Neurodiversity needs which require consideration in your training interaction	1. For reasons of safety and security, ensure the Associate is met in a safe public place, with access to facilities 2. Respect the Associate’s personal space 3. Deal with any customer issues the Associate may have and defer to a more experienced Observer, if they are beyond your experience to rectify 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 5. Inform the Associates that after taking the Advanced Test, IAM RoadSmart	1. Observe without invading the Associate’s “personal space” at any time 2. Demonstrate interpersonal skills appropriate to the situation and individual Associate 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 4. Check the Associate’s background:

	will send an on- line survey with a request for completion 6. Invite the Associate to complete any Group feedback survey on completion of training. If applicable, discuss any negative comments constructive or otherwise- with an experienced Observer and take appropriate action to develop your knowledge, skills and understanding of the Observing tasks 7. Recognise that the quality of advice you give to Associates is entirely dependent on your own knowledge and experience of the subject matter 8. Study relevant sources of information that will help you understand the background and nature of enquires likely to be asked	5. In the case of a new Associate, ask suitable questions to establish the Associate's driving background, be aware of the Neurodiversity guidelines
4.1.2 Dress appropriately, when giving guidance to Associates	1. Lead by example by wearing suitable appropriate clothing, when giving guidance to Associates -ideally IAM RoadSmart branded clothing.	1. Wear appropriate clothing when giving guidance to an Associate, as both a representative of your Group and IAM RoadSmart
4.1.3 Demonstrate your ability to welcome the Associate and ascertain the existing level of knowledge and understanding	If meeting the Associate for the first time: 1. Welcome the Associate and determine his or her driving background and their reason for joining IAM RoadSmart. Ask if they have any concerns with driving in general or the Advanced Driver programme in particular 2. Ask Associates if they have read the latest Highway Code; the IAM RoadSmart Associate Logbook and if they have any knowledge of IPSGA 3.Explain the need for the IAM RoadSmart Document Declaration (disclaimer) and ensure the Associate is aware that by signing the Declaration, they are confirming: • They hold a current valid driving licence • They have appropriate insurance • They have a valid MOT for the vehicle, if applicable • Their vehicle is in a roadworthy condition • That all of the above documentation will remain valid for the duration of IAM RoadSmart training • They are fit to drive • They will not be under the influence of drugs or alcohol when driving • They will wear appropriate corrective eyewear when driving, if required • They are responsible for all driving decisions • They will make the Observer / Examiner aware if they become distracted during the drive	1. Demonstrate your ability welcome the Associate 2. Determine the Associate's driving background, ascertaining goals, and addressing concerns, before starting the guidance drive 3. Question the Associate to ascertain what knowledge they have of IPSGA 4. Ensure the Associate has signed the IAM RoadSmart document declaration before commencing the first drive, ensure nothing has changed for all subsequent drives

	• They acknowledge that any advice / direction given will require their diligence to apply safely • They will ask for clarification of any direction / advice, if in any doubt as to the meaning or intention of that direction / advice For any subsequent session 4. Welcome the Associate and determine if there are any queries from the previous session	
4.1.4 Check to see if the Associate meets the legal eyesight requirement for driving on UK roads	If meeting for the first time: 1. Ask the Associate to read a standard number plate from 20m. (20.5m for the older style number plates) Note: If this legal eyesight requirement cannot be met, cancel the guidance session, and politely suggest the Associate has an eye test	1. Demonstrate how you would check to see if the Associate can meet the legal eyesight requirement
4.1.5 Establish a good working relationship with the Associate	1. Explain to the Associate how the IAM RoadSmart Advanced Driver programme works in your Group 2. At the end of each session, ensure the Associate has no unresolved queries 3. Recognise the need for confidentiality and data security when dealing with personal data; (IAM RoadSmart conforms with all data protection regulations) 4. State that preparation for Advanced Test is a “team effort” for Associate and Observer 5. Recognise that good support material comprises: • The Highway Code • The IAM RoadSmart Advanced Driver Logbook	1. Explain how the IAM RoadSmart Advanced Driver programme works in your Group 2. Show the Associate the relevant sections of the IAM RoadSmart Advanced Driver Logbook and (if applicable) the Highway Code that relate to the session 3. 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

Performance Standard This is the standard an Observer is required to work to:	What you must do To meet the standard, you must be able to:	Continuous assessment requirement To be at 'Competence Level 1' you will be required to:
Observer Unit 4: Observing Skills Element 4.2: Observing		
4.2.1 Plan each IAM RoadSmart Advanced Driver guidance session to suit the needs of the Associate	1. Plan each guidance session, considering: • The 'Aim' of the guidance session • The Associate's current competence • The route to be taken, which must match the available time and the aim of the session • The estimated timings • The road, traffic, and weather conditions • The risk assessment of the prevailing weather for the entire session, including the travel to and from the session	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: • Matches the time available • Reflects the subject being covered • Is not too demanding for the Associate during the early stages of the training

4.2.2 Brief the Associate on the specific subject to be covered in the guidance session using a coaching technique	1. Review the previous guidance session and deal with any issues arising, before giving the brief for the current session Note: This applies whether you or another Observer took the Associate for the previous session. 2. Brief the Associate on the current session by coaching them, on an equal basis, whilst discussing: • The aim of the guidance session. i.e., a clear statement of what it is you intend to achieve • The relevant session Competency Sheet, which provides an overview of the learning material to be addressed during the session • 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 • The estimated time it will take to complete the session 3. Ask the Associate if there are any questions and deal with them before moving on 4. Give the IAM RoadSmart Disclaimer, the main point of which is to clearly state that Associates are responsible for their own actions and safety Note: 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	1. Use Q&A to assess the Associate's recall of the previous guidance session before moving on to new work 2. Brief the Associate and include all the elements listed in the column to the left 3. Ask the Associate if there are any questions and deal with them before moving on 4. Give the IAM RoadSmart Disclaimer
4.2.3 Assist the Associate carry out daily pre-drive checks on the car	1. Guide the Associate through daily external and internal pre-drive checks on the car, ensuring the vehicle is in a suitable condition for the session 2. Explain how to carry out a moving brake test and offer guided practice, if necessary	1. Guide the Associate carrying out external and internal pre-drive checks 2. Assess the Associate checking the effectiveness of the brakes on first moving off at the start of the guidance session Note: this is usually assessed verbally with no need to carry out a practical check
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	1. Give effective route directions to the Associate

4.2.5 Demonstrate the ability to give guidance whilst on the move or at rest, choosing appropriate subject matter and deal effectively with any issues that arise	1. Assist the Associate to learn using a suitable guidance technique, either on the move or when at rest. For example: • Demonstration: to show how a particular skill is carried out • Instruction: where you explain what to do in a step-by-step fashion • 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 2. Ensure good verbal and non-verbal communication by: • Maintaining appropriate eye-contact • Using consistent language • Using terminology from the IAM RoadSmart Associate Logbook 3. Identify any driving fault the Associate may have: • Identifying a driving fault does not fix it • Analyse the fault and figure out why it happened: the reason may not be as obvious as it at first may seem • Do not apportion blame • Rectify driving faults using a suitable guidance technique (i.e., Coaching; Instruction; Demonstration etc.) 4. Demonstrate effective use of Question-and-Answer technique to determine whether an identified fault is the result of: • Lack of driving or Highway Code knowledge • Lack of driving skill • An inappropriate attitude to the task 5. Compliment the Associate for effort and in particular whenever there is evidence of good driving 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!) 6. 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 end of session debriefing	1. Demonstrate how to give effective guidance to the Associate, which should include: • Using a suitable guidance technique to assist in the learning process (i.e., demonstration; instruction; coaching) • Referring to IAM RoadSmart Observer Handbook or Associate Logbook; any ancillary Knowledge Reviews used to support the Advanced Driver course or the Highway Code to consolidate practical driving, if required • Providing support and assistance to the Associate when required • Demonstrating effective communication at all times • Using appropriate content for the subject being covered • Demonstrating sound judgement, if advising the Associate where to pull up to explain or discuss issues, ensuring the car stops in a safe, legal and convenient place 2. Decide the reason for each fault. i.e. • Lack of knowledge • Lack of skill • Inappropriate attitude 3. Correctly identify, analyse and rectify all driving faults 4. Compliment the Associate for effort 5. 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 driving faults 6. Be aware of possibly overloading your Associate with information.
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4.2.6 Present new learning material in manageable, step by step parts	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: • Use visual aids if they help to explain the point in question • Develop your skill in asking Open Questions. (i.e., Ones that cannot simply be answered with a “Yes” or “No”) • Provide suitable constructive feedback on completion of each task	1. Show evidence of presenting the learning material in logical; step by step; easily manageable parts Who, why, what, where, when and how?
4.2.7 Assess the Associate's performance and compare with the required standard	1. Watch the Associate perform a task and compare it with the required standard which is available on the competency check list in the associate logbook 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	1. Assess the Associate's performance, through effective use of question and answer, to see if learning has taken place 2. Identify where the Associate's performance meets the Advanced Test standard and what areas require additional attention 3. Provide praise and positive feedback using constructive feedback models 4. Answer questions the Assessor may ask with respect to your assessment of the Associate's performance
4.2.8 Evaluate the Associate's driving competence and offer guidance to bring the drive to IAM RoadSmart Advanced Driving Test standard	1. Identify patterns in the Associate's driving; analyse why faults are being made; discuss your analysis with the Associate in a positive way and suggest corrective action to put things right Note: identifying a driving fault does not fix it. Each fault must therefore be Identified; Analysed and Rectified	1. Identify faults that occur in the Associate's drive. Essentially, a driving fault is anything the Associate does that you would not do, to reduce the risk from an actual or potential hazard 2. Demonstrate effective use of question and answer to help the Associate: • Analyse any faults you have identified in the Associate's driving • Rectify those faults
4.2.9 Demonstrate a flexible approach to learning Be aware that there may be Neurodiversity needs which require consideration in your training interaction	1. Look for flexible ways in which to adapt the IAM RoadSmart Advanced Driver programme when dealing with an experienced Associate: always assuming it is compatible with the way your Group operates 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 techniques and practices so that everyone can benefit from your experience, if applicable	1. 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 If questions are asked, you will be assessed on: • The quality and accuracy of your answers • Your ability to explain how you could have put the learning material across differently

4.2.10 Apply knowledge gained from a thorough review of publications and other sources of information relating to the techniques and practises of Advanced Driving	1. Familiarise yourself with the content of the following publications: • The Highway Code • IAM RoadSmart Observer Handbook • IAM RoadSmart Associate Logbook • Roadcraft • IAM RoadSmart official website Observer area • IAM RoadSmart updates • IAM RoadSmart Website and your Group's Website, if applicable 2. Interpret this information in a logical, practical and common-sense manner and use it when explaining aspects of Advanced Driving to Associates	1. Demonstrate a good working knowledge of publications and other sources of information relating to Advanced Driving. The Assessor will gauge your knowledge from the explanations and guidance you give the Associate 2. If appropriate, further questions may be asked to explore your knowledge and understanding of: • The Highway Code • IAM RoadSmart Observer Handbook • Roadcraft
4.2.11 Encourage Associates to become familiar with any 'in car technology' and driver aids fitted to their vehicle	1. Ask the Associate if: • They know what technology devices are fitted to their car • Where they would go to find out about the devices fitted to their car • They can explain the function and operation of these devices • If they know how to select / deselect the devices (if appropriate) and why they might do so. e.g., It may be advantageous to deselect the TCS when moving off on a slippery road surface 2. If the Associate is unsure about any of the in-car technology devices, ask them to find out, with a view to explaining their function and operation at the start of the next session	1. Demonstrate a working knowledge of in car technology devices and driver aids fitted to modern cars. 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

Performance Standard This is the standard an Observer is required to work to:	What you must do To meet the standard, you must be able to:	Continuous assessment requirement To be at 'Competence Level 1' you will be required to:
Observer Unit 4: Observing Skills Element 4.3: Debriefing following an on-road session		

4.3.1 Provide a verbal summary of the drive, making use of positive feedback and constructive comment	1. Debrief the Associate at the end of the guidance session: • Ask how the drive has gone and listen carefully to what is said • Start your own summary of the drive on a positive note, use constructive comments to analyse issues of concern and finish on a positive note. (i.e., a “sandwich” of information) • Concentrate on the main issues and avoid overloading the Associate with a list of less important ones • Engage the Associate in the understanding of the main faults using questions	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 Advanced Test standard
4.3.2 Encourage Associates to analyse their own drive, with a view to identifying performance issues that need to be resolved	1. Help Associates analyse their own performance, on completion of a guidance session, by making good use of coaching questions 2. Explain that self-evaluation is a powerful learning technique and encourage the Associate to analyse their own performance, each time they drive 3. State that the benefits of self-evaluation increase as the drive becomes more accomplished in the art of driving	1. Demonstrate your ability to assist Associates analyse their own performance
4.3.3 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: • Asking the Associate to give you their view of how the session has gone, before you give your own view • Listening very carefully to what Associates say, as they will often express concerns you were unaware of • Addressing their concerns in a positive and constructive way, so as not to demoralise the Associates • Delivering your comments in the form of an “information sandwich”, which starts and finishes with positive comments, whilst delivering constructive feedback inbetween • Making effective use of question-and-answer technique in order to involve the Associate in the Debriefing • Asking the Associate if they have any questions on the drive in general or you’re debriefing in particular • Answering any queries raised or concerns expressed	1. Answer verbal questions the Assessor may ask on any of the following: • The Associate’s performance during the guidance session • The way in which you structured and delivered the Debriefing • The effectiveness of any question-and-answer technique used during the Debriefing • The advice given by you to the Associate during the Debriefing

4.3.4 Demonstrate a “customer centred” approach when debriefing Associates	1. Recognise that Associates join IAM RoadSmart to improve their driving and road safety. Initially, in all but a few exceptional cases, the standard of driving is likely to be below advanced standard. 2. Recognise that the Associate’s performance may still be below advanced standard on completion of the guidance session and take this into account during the debriefing, by considering: • That Associates are individuals with varying driving backgrounds and experience and as such, they will learn at different rates • 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 • That the challenge to you as an Observer is to find the most suitable learning process for each Associate and to maintain their motivation • 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 3. Compliment the Associate for effort made and not simply on results achieved. Note: An Associate may fail to achieve the standard expected during a guidance session, but if that Associate has worked hard to improve, it is a matter for praise and encouragement, irrespective of the fact that the standard was not met	1. Answer questions the assessor may have on: • the way in which you dealt with the Associate, in general, during the Debriefing • what lessons you have learned, if any, from the experience of Debriefing this Associate
4.3.5 Ask “Open Questions” to develop understanding and encourage solution finding	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	1. Demonstrate skilful use of coaching questions technique throughout the debriefing process
4.3.6 Demonstrate your ability involve the associate as an equal in areas for development	1. Involve the Associate in the analysis of their performance on an equal basis, rather than as a ‘top down’ Observer to Associate technique 2. Summarise strengths and weaknesses in the Associate’s drive 3. Ensure feedback is positive and constructive 4. Discuss a plan for putting right any driving faults, incorrect techniques or understanding of anything in the IAM RoadSmart Associate Logbook or the Highway Code	1. Demonstrate your ability to involve the Associate in the debrief process, on an equal basis 2. Recognise strengths and weaknesses in the Associate’s drive and: • Praise the Associate for good driving practice • Praise the Associate for effort made, irrespective of achievement • Assist the Associate to resolve any problems that may have arisen from the drive

	5. Offer advice based on the 'hints and tips' sheets contained within the IAM RoadSmart Observer Handbook, Highway Code and associates choices	Use the 'hints and tips' sheets contained the Observer's Handbook
4.3.7 Complete the relevant Competency Sheet and Run Sheet from the Associate's Logbook, for each guidance session, or complete the electronic version	1. Recognise that Associates are motivated individuals with a desire to succeed and as such, they will reflect on the drive and on any issues and comments made, with a view to putting right areas that are not up to standard 2. Involve the Associate, discuss each entry and complete the relevant Competency Sheet, as part of the debriefing 3. Tick off the Competencies achieved during the session, making the Competency Sheet the Associate's record of achievement 4. Discuss each entry on the Run Sheet and mark competency level of 1, 2, or 3 5. Ensure all developmental areas have evidence-based entries. Relating back to specifics within the drive will allow the Associate to better understand how to improve. Note: For an explanation of the three Competency Levels, see 'Explanation of Terms' on page 6	1. Involve the Associate when discussing and completing the relevant Competency Sheet during the session debriefing 2. Involve the Associate when discussing and completing the Run Sheet during the session briefing 3. Complete a Run Sheet for each guidance session and justify to the Associate, the Competency Levels awarded Note: An Associate may well score competency level 3 grades during preparation for Test this is expected. The development plan which accompanies these scores should be detailed on how this can be turned into a competent score. However, make it clear to Associates that any score of 3 on the Advanced Test will result in them being unsuccessful

4.3.8 Demonstrate your ability to end the session positively, ensuring the Associate is clear on how it has gone and when the next session is due to take place	1. Ask the Associate if they have any questions about the drive or the feedback and deal with any that arise 2. Encourage Associates to practice skills between sessions to develop competence 3. Ensure the Associate is aware of: • The Aim of the next guidance session • The date and time of the session • The meeting place • Any development work required before the next session • Thank the Associate for their time	1. Ask the Associate if there are any questions and answer accordingly 2. Encourage an associate to practice their driving skills between guidance sessions, to consolidate learning 3. State the Aim of the next session and ask the Associate to prepare by reading the relevant section of the Associate Logbook / Highway Code 4. Discuss the date; time and meeting place for the start of the next session 5. Close the session pleasantly and politely by thanking the Associate for their time
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Performance Standard This is the standard an Observer is required to work to:	What you must do To meet the standard, you must be able to:	Continuous assessment requirement To be at 'Competence Level 1' you will be required to:
Observer Unit 5: Organisational Skills and Knowledge Element 5.1: Organisational skills and Knowledge		
5.1.1 Explain the structure and operation of your Group to the Associate	1. Explain to the Associate: - The aim of your Group - How the Group is structured - The affiliation with IAM RoadSmart - The association with neighbouring Group (if applicable) - The advantages of being a Group Member, both before and after the test is taken	1. Answer questions on the structure and operation of your Group 2. Demonstrate an exemplary attitude to your Associate, during the observing phase of the Observer Assessment
5.1.2 Explain how the IAM RoadSmart Advanced Driver 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 different Observers at different times and that there are advantages and disadvantages of each method 3. Explain how Advanced Driver preparation is delivered in your own Group: i.e. - The various guidance sessions required to bring the average Associate up to Test standard - The normal duration of guidance sessions and hence, how long it takes as a rule, to prepare an Associate for Test - The procedure to be followed if there are issues that cannot be resolved in the first place by the Observer - How progress is monitored using the IAM RoadSmart Associate Logbook	1. Explain that there is variety in the way that different Groups provide guidance to Associate and that this is mainly owing to Group size, the number of available Observers and the number of Associates under training 2. Describe how the IAM RoadSmart Advanced Driver course is delivered in your Group

5.1.3 Describe how to book an IAM RoadSmart Advanced Test	1. IAM RoadSmart is to be informed when the Associate is Test ready. This can be done in one of the following ways • The Group Representative ticks the appropriate box in the IAM RoadSmart remote portal • The Associate informs IAM RoadSmart via the IAM RoadSmart Website • The Associate informs IAM RoadSmart by phone	1. State the procedure used by the Group for booking an IAM RoadSmart Advanced Driving Test for an Associate
5.1.4 Describe opportunities for development within IAM RoadSmart and your local group	1. Opportunities to develop within the organisation include: • Masters (as a qualification and a mentor) • Examiner (with experience and qualifications) • NOA (as above) • Within the group as a committee member	1. State the areas that a new associate may aspire to.
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 3. Treat all complaints seriously and deal with them promptly • Can you resolve the complaint • Clear up any misunderstanding that may have inadvertently given cause for complaint • Apologise to the Associate if you have given cause for complaint • If the matter remains unresolved, follow the guidelines established by your Group for dealing with complaints – there may still be an opportunity to informally resolve the matter • If the matter cannot be resolved within the Group, it should be referred to the Area Service Delivery Manager • Throughout this process, keep the complainant informed of actions taken Note: the IAM RoadSmart Complaints Policy is detailed on the web site: www.iamRoadSmart.com	1. State the procedure to be followed when dealing with a complaint from an Associate

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: • Ask for advice from someone within the Group who has more experience • (If applicable) pass the advice on to the Associate as soon as possible • Ensure the advice satisfies the query	1. State the procedure to be followed when either you or your Associate need help to deal with a problem concerning the IAM RoadSmart course
5.1.7 Acquire knowledge / experience of a variety of different vehicle types and compare their characteristics	1. Recognise that experienced drivers will usually have driven a range of different vehicles, with different engine capacities and gearboxes 2. Develop knowledge and experience of as many different types of vehicle as possible 3. Explain the different driving characteristics of these vehicles	1. Answer any questions posed by the Assessor on the characteristics of these vehicle types

Performance Standard This is the standard an Observer is required to work to:	What you must do To meet the standard, you must be able to:	Continuous assessment requirement To be at ‘Competence Level 1’ you will be required to:
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Observer Unit 6: Self-evaluation Element 6.1: Self-evaluation		
6.1.1 Self-evaluate your own performance	1. Recognise that Self-evaluation is essential when developing the core skills required of an Observer 2. Consistently evaluate your own performance with a view to retaining and developing driving skills 3. Recognise good and robust qualities in other Observers within the Group and try to model yourself on their behaviour;	1. Self-evaluate your performance when giving guidance to Associates and give the Assessor an accurate appraisal of your own performance 2. Provide a verbal description of what you could do to improve on that performance if you had to do it again