



Institute of Advanced Motorists

Observer Qualification and Assessment - Motorcycle

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Section 1

Introduction

Introduction:

The Institute of Advanced Motorists (IAM) is a Registered Charity, which supports the raising of driving and riding standards and campaigns for increased on-road skills.

The objectives of the IAM are to:

- Improve the standards of driving and riding on the roads;
- Promote and improve road safety for all road users;
- Administer nationally recognised Advanced Driving and Motorcycle Riding Tests.

To achieve these objectives, IAM depends on the cooperation of suitably qualified Local and National Observers, who provide Guidance to IAM Associate Members, on a voluntary basis, to prepare them to sit the Institute's Advanced Driving and Motorcycle Riding Tests.

The IAM recognises that all Observers need to be suitably trained and assessed and it is hoped sufficient full Members with the motivation to improve their skills and help others achieve a better standard of driving and riding, will put themselves forward for Local Observer training; which in turn can lead to National Observer training and qualification.

These motivated Members are essential for the continued operation of IAM Groups.

This specification document identifies the Competencies and Assessment protocol for IAM Local and National Observers (Bike).

Any reference to the "male" gender applies equally to the "female" gender in order to avoid clumsy use of "he/ she", in accordance with standard writing practice.

To be eligible to take the Local Observer Assessment (Bike), you must.....

- Hold a full UK Motorcycle licence Category A;
- Meet the DVLA standard for medical fitness to ride, including the statutory eyesight requirement;
- Ensure that you have complied with IAM and legal requirements to report any change in your status as a rider e.g. convictions, medical conditions;
- Be a current Full Member of the IAM;
- Be a Member of an IAM affiliated Group;
- Be familiar with the content of both the “Highway Code” (HC) and “How to be a Better Rider” (HTBABR) publications;
- Have the approval of your Local Group Committee;
- Show evidence of having completed the relevant sections of the Observer’s Logbook;

To be eligible to take the National Observer Assessment (Bike), you must.....

- Be currently qualified to and continue to meet the eligibility criteria for any of the following Observer Grades:
 - Local Observer;
 - Qualified Observer;
 - Senior Observer;
- Be familiar with the content of the following publications: “Highway Code”, “How to be a Better Rider” and “Roadcraft - the Police Rider’s Handbook” (RC);
- Have the approval of your Local Group Committee;
- Show evidence of having completed the relevant sections of the Observer’s Logbook;

How to use this Competency Based Training document:

Competency Based Training requires the Trainee to master specific skills, whilst gaining the relevant underpinning knowledge; it is essentially a “self learning” style of training; although it is also suitable for the traditional “teacher centred” training.

Section 2 of this Competency Based Training document refers to Local Observer training and Section 3 refers to National Observer training.

In each case, the training requirement is listed in three columns within the document, as shown below:

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment You will be required to.....
(The information in this column states the standard you are required to work to, when operating as an Observer. i.e. Your “Performance Standard”)	(The information in this column states what it is you have to do, in order to meet the Performance Standard in the left column.)	(The information in this column states what it is the Assessor will test you on, to ensure you can meet the Performance Standard in the left column.)

Trainee Local and National Observers can, if they wish, prepare themselves for Assessment by working through the relevant Section of this document. At times Trainees are required to record their achievements in the IAM Observer’s Logbook, which can be downloaded from the Observers Section of the IAM Website (www.iam.org.uk); and completed electronically, if preferred.

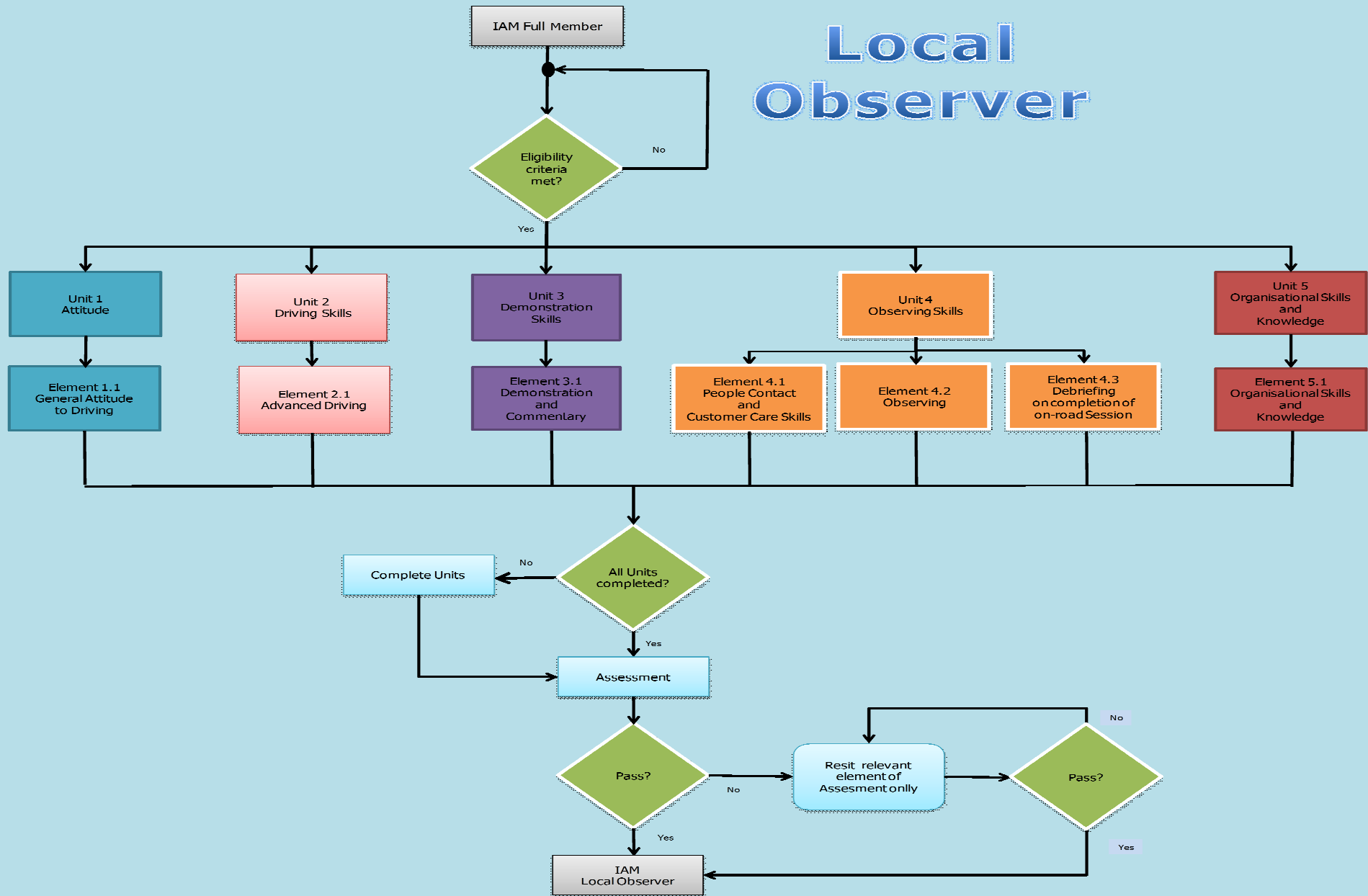
Local Observer training and Assessment is a Group responsibility, although IAM Staff Examiners verify the processes. The Group Committee can also appoint suitably qualified National Observers to provide Observer training for Full Members wishing to become Local Observers. In this way, the Trainee Observer’s “self learning” is either supplemented with, or totally replaced by, the training given by appointed National Observers.

National Observers can “self-learn” or attend a training course run by one of the IAM Regional Training Teams. However, National Observer Assessment is carried out by IAM Staff Examiners.

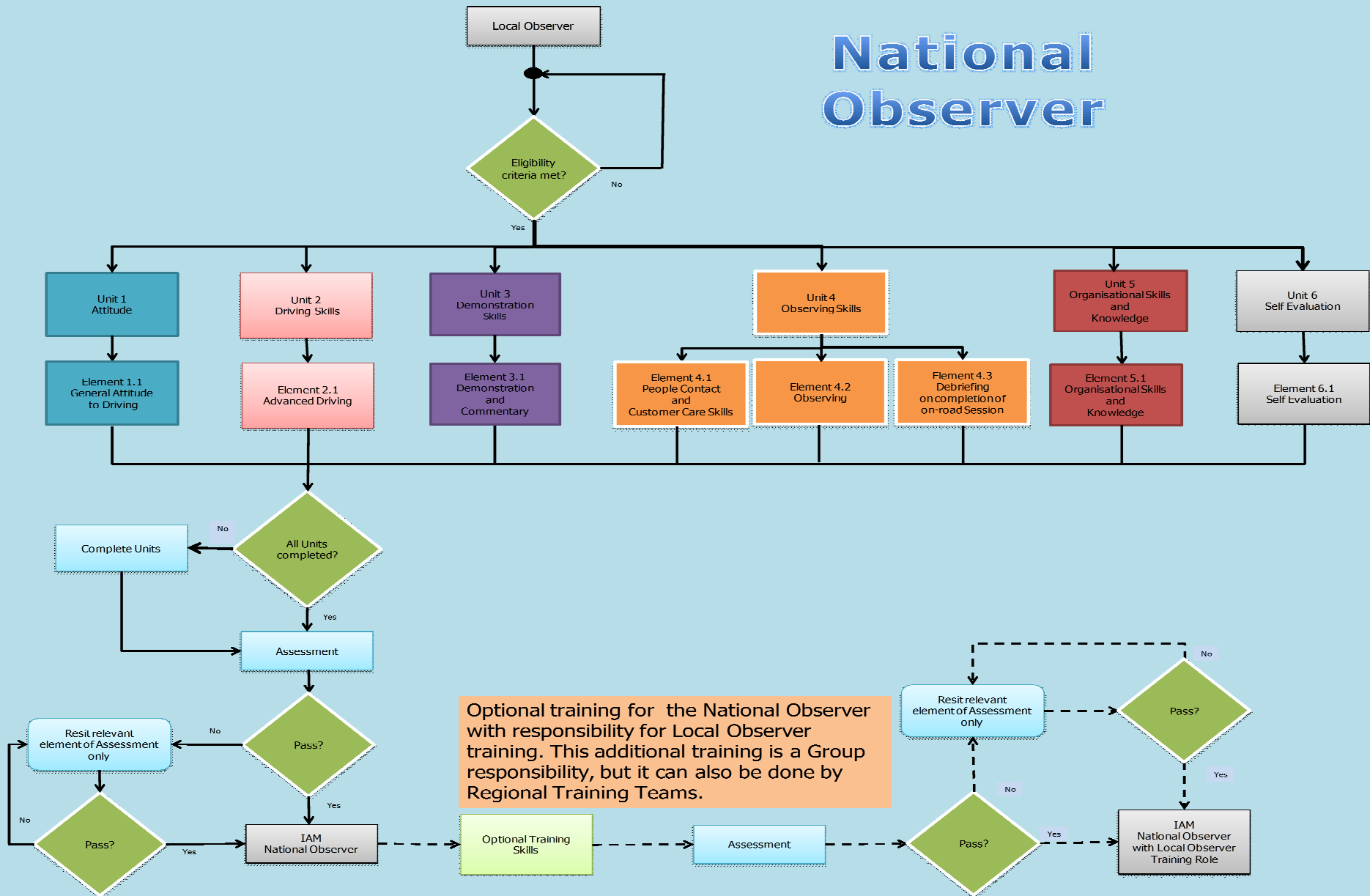
Section 2

Observer Qualification Flow Chart

Local Observer



National Observer



Section 3

Local Observer Competencies and Assessment

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
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Local Observer Unit 1: Attitude Element 1.1: General attitude to riding		
1.1.1 Show an exemplary attitude to riding;	1. Demonstrate that you give priority to riding safely at all times; 2. Display a calm, considerate and courteous manner at all times when dealing with other road users; 3. Recognise that your own attitude impacts on the guidance you give and on the way your Associate reacts to your comments; 4. Demonstrate a considered, systematic approach when dealing with riding hazards;	1. Show that safety is your first and foremost priority while you are riding; 2. Ride in a calm, considerate and courteous manner at all times when dealing with other road users; 3. Ride in accordance with IPSGA; 4. Show by your actions and judgement that your riding competence and attitude to risk reflects positively in the guidance you give to Associates.
1.1.2 Show a suitable attitude when dealing with the Associate;	1. Display a calm, considerate and helpful manner at all times 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;	5. Display a calm, considerate and helpful manner at all times when dealing with the Associate; 6. Recognise and respond to any change in the Associate's performance, that may impair their ability to Ride safely;

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
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Local Observer Unit 2: Riding Skills Element 2.1 Advanced Riding		
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 roadworthy condition, irrespective of ownership;	1. Provide a clean, tidy bike in a road worthy condition; 2. Show evidence that the bike has an in-date: <ul style="list-style-type: none"> • Vehicle Excise Licence; • Insurance Certificate; • MOT Certificate (if applicable);
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 Rolling Brake test when moving off initially at the start of the ride;	3. Carry out practical pre-ride checks on the bike before moving off; 4. Perform a Rolling Brake test on moving off at the start of the ride;
2.1.3 Ride to a standard that would allow you to pass the IAM Advanced Riding Test;	1. Ride in a safe; smooth, systematic manner, whilst complying with the criteria laid down in HTBABR; at a standard that would allow you to pass the IAM 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, at a standard which would pass the IAM Advanced Riding Test; 6. Perform a manoeuvre, showing your ability to accurately and safely control the bike at low speed;
2.1.4 Answer questions on the HC and HTBABR;	1. Be familiar with the content of the HC and HTBABR;	7. Answer some verbal questions on the HC and HTBABR;

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
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Local Observer Unit 3: Demonstration Skills Element 3.1: Demonstration and Commentary		
3.1.1 Demonstrate how to perform specific Advanced Riding techniques and practices, to illustrate the standard required;	<p>Note: Your insurance provider should be informed that, as an IAM Observer, you may be required to give demonstration rides from time to time;</p> <ol style="list-style-type: none"> 1. Demonstrate Advanced Riding techniques to an Associate, in order to explain specific aspects of riding, such as IPSGA; positioning for bends; the Three Stage Overtake, etc. 2. Assess whether effective learning has taken place by: <ul style="list-style-type: none"> • questioning the Associate and responding to the answers given; • assessing how the Associate performs the task previously demonstrated; 	<ol style="list-style-type: none"> 1. Show Logbook evidence of having informed your insurance provider that as an IAM Observer, you may be required to give demonstration rides; 2. Deliver a short Demonstration Ride of about 20 to 30 minutes to explain a particular Advanced Riding technique and the standard to which it is to be performed: <ul style="list-style-type: none"> • Break the demonstration down into easily achievable “chunks” and demonstrate each “chunk” before moving on to the next, if appropriate to do so;
3.1.2 Ride to a standard which would pass the advanced riding test;	<ol style="list-style-type: none"> 1. Give a general demonstration Ride of about 20 to 30 minutes duration. 	<ol style="list-style-type: none"> 3. Give a demonstration Ride of around 20 to 30 minutes to emphasise the observation, anticipation and planning aspects of Advanced Riding:

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
	<ul style="list-style-type: none"> Brief the Associate on what to expect and consider having a break, or breaks during the demonstration, to give the Associate an opportunity to ask questions and for you to clarify any points; <p>2. Exhibit the ability to keep the Associate with you, when giving a demonstration ride without compromising safety and whilst maintaining the ride to advanced level, wherever possible. (i.e. Some Associates may be relatively poor riders at this stage in their development, so you must be able to modify your own riding in order to keep them with you during the demonstration. Advanced progress may well have to be sacrificed if this is the case);</p>	<ul style="list-style-type: none"> Brief the Associate on the Key Points to look out for during the demonstration. e.g. Positioning for bends; giving up position when faced with oncoming traffic; positioning for view when safe and appropriate to do so; etc. Also, consider stopping at times to give the Associate an opportunity to query any points arising from the demonstration; <p>4. Exhibit the ability to keep the Associate with you, when giving a demonstration ride without compromising safety and whilst maintaining the ride to advanced level, wherever possible;</p> <p>5. Answer questions the Assessor may have, on Highway Code issues or other general riding situations that arose during the demonstration;</p>

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
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Local 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 above all else, in a flexible and helpful way;	1. Respect the Associate’s personal space at all times; 2. 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; 3. Invite Associates to complete a feedback form on completion of Skill for Life. If applicable, discuss any negative comments or constructive criticism with an experienced Observer and take appropriate action to develop your knowledge, skills and understanding of the Observing tasks;	1. Observe without invading the Associate’s “personal space” at any time; 2. Demonstrate interpersonal skills appropriate to the situation and individual Associate;
4.1.2 Dress appropriately, when giving guidance to Associates;	1. Educate by example by wearing suitable protective clothing, when giving guidance to Associates;	3. Use appropriate protective clothing, when giving guidance to Associates;
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 their riding background, the reason for joining the IAM and any concerns the Associate may have with Skill For Life (SFL) in particular, or riding in general; 2. Ask Associates if they have read the HC and HTBABR;	4. Demonstrate your ability to welcome the Associate; 5. Determine the Associate’s riding background, ascertaining goals and addressing concerns, before starting the guidance ride; 6. Question the Associate to ascertain what knowledge they have of IPSGA: if any;

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
	<p>3. Examine the Associate's Driving Licence; Insurance; Vehicle Excise Licence and MOT Certificate (if applicable), before going on the first run and ensure they are in order. Alternatively, ask the Associate to confirm that these items are in order;</p> <p>4. Check the Skill for Life (SFL) paperwork and action in accordance with your Group policy;</p> <p>If meeting for the Associate for the second or subsequent time:</p> <p>5. Welcome the Associate and determine if there are any queries from the previous session;</p>	<p>7. Review the Associate's documents and ensure they are in order;</p> <p>8. Review the Associate's SFL paperwork and action in accordance with your Group's policy;</p> <p>9. Review the previous session, before moving on to new work;</p>
4.1.4 Check to see if the Associate meets the legal eyesight requirement for riding on the road and check that they have suitable protective clothing;	<p>If meeting for the first time:</p> <p>1. Ask the Associate to read a standard number plate from a distance of 20m. Note: If this legal eyesight requirement cannot be met, cancel the guidance session and politely suggest the Associate has an eye test.</p> <p>2. Check to see that they have suitable protective clothing.</p>	<p>10. Demonstrate how you would check to see if the Associate can meet the legal eyesight requirement;</p> <p>11. Check to see that they have suitable protective clothing;</p>
4.1.5 Establish a good working relationship with the Associate;	<p>1. Explain to the Associate how the SFL programme works in your Group;</p> <p>2. At the end of each session, ensure the Associate has no unresolved queries;</p>	<p>12. Explain how the SFL programme works in your Group;</p> <p>13. Show the Associate the relevant sections of How to be a Better Rider and (if applicable) the Highway Code that relate to the session;</p>

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
	<p>3. Recognise the need for confidentiality and data security when dealing with Associates;</p> <p>4. State that preparation for Advanced Test is a “team effort” for Associate and Observer;</p> <p>5. Recognise that HTBABR and the Highway Code (HWC) offers good support material for the Ride;</p>	<p>14. 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;</p>

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
Local Observer Unit 4: Observing Skills Element 4.2: Observing		
4.2.1 Plan each SFL guidance session to suit the needs of the Associate;	1. Plan each guidance session, taking into account: <ul style="list-style-type: none"> the 'Aim' of the Ride; the Associate's current competence; the route to be taken, which must match the available time and the aim of the session. (i.e. Do not use a motorway route to teach corners and bends!); the estimated timings; the road, traffic and weather conditions; 	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"> matches the time available; reflects the subject being covered;
4.2.2 Ascertain the Associate's level of knowledge in carrying out daily pre-Ride checks on the Bike;	1. Guide the Associate where necessary through daily pre-Ride safety checks on the Bike, ensuring it is in a suitable condition for the session;	3. Ascertain the Associate's level of knowledge when carrying out pre-Ride safety checks;
4.2.3 Brief the Associate on the specific subject to be covered in the guidance session;	2. Ensure the Associate is happy with the previous guidance session and deal with any issues arising, before giving the brief for the current session;	4. Assess the Associate's recall of the previous guidance session before moving on to new work;

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
	<p>Note: This applies whether you or another Observer took the Associate for the previous session.</p> <p>3. Brief the Associate on the current session and include:</p> <ul style="list-style-type: none"> the 'Aim' of the guidance session. i.e. A clear statement of what it is you intend to achieve; the estimated time it will take to complete the session; the following position you will take. (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 he is wrongly positioned, simply because he is not in the same position as you!) the route to be taken in general, with specific emphasis on the initial part of the route; the action to take in the event of separation. e.g. Ensure that mobile numbers are exchanged; the method of giving directions; the "ready" signal to be used when you want the Associate to move off; the method to be used when you want the Associate to stop; 	<p>5. Brief the Associate including a statement of:</p> <ul style="list-style-type: none"> the aim of the guidance session; the estimated time it will take to complete the session; the action to take in the event of separation, including exchange of mobile numbers; the following position you will assume; the route to be taken; the method of giving directions; the "ready" signal to be used when you want the Associate to move off; the method to be used when you want the Associate to stop;

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
	<p>Note: If two Associates are going out with one Observer on the same session:</p> <ol style="list-style-type: none"> 4. Ensure the Associates are briefed on what to do when you want the one at the rear to take the lead and vice versa; 5. Emphasise that if one of the riders turns out to be slower than the other, he does <u>not have to keep up, when riding at the back</u>; 6. Explain the procedure to be used if the slower rider loses contact with the other two riders; 7. Ask the Associate / Associates if there are any questions and deal with them before moving on; 8. Give the IAM disclaimer, the main point of which is to clearly state that <u>the Associate is responsible for his own actions and safety</u>; 	<p>In every case:</p> <ol style="list-style-type: none"> 6. Give a concise and effective statement of the IAM disclaimer emphasising that the Associate is in charge of his own bike and fully responsible for his own riding and safety;

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
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;	7. Give route directions to the Associate that are easily understood, clear, unambiguous concise and well timed:
4.2.5 Maintain a high riding standard whilst Observing.	<p>1. Observe the Associate from behind in a manner that does not compromise the safety of either the Observer or the Associate.</p> <p>2. Position in such a way that signals given by the Observer when directing from behind are clearly visible to the Associate.</p>	<p>8. Demonstrate an appropriate following position that:</p> <ul style="list-style-type: none"> - does not compromise the safety of the Associate or the Observer - ensures all signals given are clearly visible through use of appropriate positioning - allows for unexpected actions on the part of the Associate
4.2.6 Demonstrate the ability to give guidance, choosing appropriate times, places and subject matter and deal effectively with any issues that arise;	<p>1. Assist the Associate to learn using suitable mid-run stopping points. For example:</p> <ul style="list-style-type: none"> • 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 the Associate carries out the task on their own, whilst you monitor the performance and assist if required; 	<p>9. Demonstrate how to give effective guidance to the Associate, which should include:</p> <ul style="list-style-type: none"> • using a suitable guidance technique to assist in the learning process (i.e. (Demonstration; Coaching); • referring to HTBABR and the HC to consolidate practical riding; • providing support and assistance to the Associate when required; • demonstrating effective communication

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
	<ol style="list-style-type: none"> 2. Ensure good verbal and non-verbal communication by: <ul style="list-style-type: none"> • maintaining appropriate eye-contact when off the bike; • Using consistent language; • Using terminology from HTBABR; 3. Plan to have a mid-run stop in order to: <ul style="list-style-type: none"> • give the Associate a break, especially if the weather is cold / wet / hot; • debrief the Associate's performance to date; • allow the Associate an opportunity to ask questions or clarify learning points; • compliment the Associate, no matter how the run has gone. (i.e. The Associate's performance may not be up to the required standard, but reward should be for effort and not just achievement!) 4. Identify any riding fault the Associate may have; 5. 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; 6. Demonstrate effective use of Question and Answer technique to determine whether an identified fault is the result of: 	<ul style="list-style-type: none"> at all times; • using appropriate content for the subject being covered; • demonstrating sound judgement, if advising the Associate where to pull up in order to explain or discuss issues, ensuring your stopping procedure is in accordance with the briefing and that the bike stops in a safe, legal and convenient place; <p>10. Choose a suitable mid-run stopping point in order to give the Associate a break, whilst appraising the run up to that point;</p> <p>If necessary :</p> <p>11. Stop the Associate at any time if it is felt a serious fault needs to be analysed and rectified before moving on;</p> <p>14. Decide the reason for each fault. i.e.</p> <ul style="list-style-type: none"> • Lack of knowledge; • Lack of skill;

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
	<ul style="list-style-type: none"> • lack of riding or HC knowledge; • lack of riding skill; • an inappropriate attitude to riding; <p>7. Analyse the fault and figure out why it happened;</p> <p>8. Rectify riding faults by giving suitable guidance;</p> <p>9. Compliment the Associate for effort and in particular whenever there is evidence of good riding practice and attitude;</p>	<ul style="list-style-type: none"> • Inappropriate attitude; <p>15. Identify, analyse and rectify all riding faults;</p> <p>16. Compliment the Associate for effort and not just achievement;</p> <p>17. Answer questions the Assessor may ask with respect to your assessment of the Associate's performance, in order to see if your assessment is accurate;</p>
4.2.7 Present new learning material in manageable "chunks";	<p>1. Recognise that learning is more effective if the task is broken down into "chunk sized" bits, each of which is mastered before moving on to the next; for example:</p> <ul style="list-style-type: none"> • 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; • 	<p>18. Present training material in easily manageable "chunks";</p>

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
4.2.8 Assess the Associate's performance and compare with the required standard;	<ol style="list-style-type: none"> 1. Watch the Associate perform a task and compare it with the required standard; 2. Offer constructive feedback and relate on-road experiences to information contained in HTBABR and the HC. 	<p>19. Assess the Associate's performance, through effective use of question and answer, to see if learning has taken place;</p> <p>20. Identify where the Associate's performance meets the Advanced Test standard and what areas require additional attention;</p> <p>21. Provide praise and positive feedback through the use of constructive criticism;</p>
4.2.9 Assess the Associate's ability to manoeuvre his machine at low speed.	<ol style="list-style-type: none"> 1. Require the Associate to carry out a manoeuvring exercise whilst assessing their balance, vision, use of brakes and clutch. 	<ol style="list-style-type: none"> 1. Demonstrate your ability to assess the Associate's slow speed manoeuvring performance and ability to make correct use of their machine's controls. 2. Identify where the Associate's performance meets the Advanced Test standard and correct errors in technique. 3. Where appropriate provide an example of good slow speed manoeuvring performance from which the Associate would benefit.

Performance Standard	What you have to do	Assessment
To meet the standard you must be able to.....		For this Assessment, you will be required to.....

Local Observer Unit 4: Observing Skills Element 4.3: Debriefing following an on-road session		
4.3.1 Provide a verbal summary of the Ride, making use of positive feedback and constructive criticism;	1. Debrief the Associate at the end of the guidance session: <ul style="list-style-type: none"> • Ask how he felt the Ride has gone and listen carefully to what he has to say; • 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); • Concentrate on the main issues and avoid overloading the Associate; • Recall the Identification; Rectification and Analysis of the main riding faults, some of which may have been previously discussed; 	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;
4.3.2 Encourage Associates to be critical of their own riding, with a view to identifying performance issues that need to be resolved;	2. Help Associates analyse their own performance, on completion of a Guidance session, by making good use of Question and Answer technique;	3. Demonstrate your ability to assist Associates analyse their own performance;
4.3.3 Ask “Open Questions” constructively 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;	4. Demonstrate skilful use of Question and Answer technique throughout the Debriefing process;

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
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"> 1. Summarise strengths and weaknesses in the Associate's Ride; 2. Ensure criticism is positive and constructive; 3. Discuss a plan for putting right any riding faults, incorrect techniques or understanding of Highway Code guidance; 	<p>4. Recognise strengths and weaknesses in the Associate's ride as a whole, and:</p> <ul style="list-style-type: none"> • assist the Associate to resolve any problems that may have arisen from the ride; • praise the Associate when he has done well; • praise the Associate for effort made, irrespective of achievement;
4.3.5 Provide written feedback together with a Development Plan dealing with the main issues arising from the Ride;	<ol style="list-style-type: none"> 1. Produce a Run Sheet with a Development Plan summarising the Ride or to prepare for the next session; 2. Give a copy to the Associate to help with personal development and retain a copy. 	<p>5. Complete a Run Sheet that summarises the way the session and debriefing have gone;</p> <p>6. Include a Development Plan, as part of the Run Sheet, to address any issues arising from the session or to prepare for the next session;</p>
4.3.6 Demonstrate your ability to finish off the session positively, ensuring the Associate is clear about the way it has gone and when the next session is due to take place;	<ol style="list-style-type: none"> 1. Ask the Associate if they have questions about the Ride or the feedback and deal with any that arise; 2. Encourage Associates to practise skills between sessions in order to develop competence; 3. Thank the Associate for his time; 	<p>7. Ask the Associate if he has any questions and answer accordingly;</p> <p>8. Close the session pleasantly and politely;</p>

Performance Standard	What you have to do	Assessment
To meet the standard you must be able to.....		For this Assessment, you will be required to.....

Local Observer Unit 5: Organisational Skills and Knowledge Element 5.1: Organisational skills and Knowledge		
5.1.1 Explain to the Associate the structure and operation of your Group;	1. Explain to the Associate: <ul style="list-style-type: none"> the Aim of the Local Group; how the Group is structured; the affiliation with IAM; the association with neighbouring Groups (if applicable); the advantages of being a Group Member, both before and after the Test is taken; 	1. Answer verbal questions by the Assessor on any of the following subjects: <ul style="list-style-type: none"> the structure of your Group; the Group's association with IAM; the advantages of Group membership;
5.1.2 State how the Skill For Life (SFL course) is delivered within your Group;	1. Explain to the Associate: <ul style="list-style-type: none"> how SFL is run in your Group; 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 reviewed throughout the SFL programme; Group policy with respect to any Associate contribution to the Observer's running costs; 2. State the action to take when dealing with SFL and associated paperwork;	2. Describe how Skill For Life is administered in your Group; 3. Describe the structure and delivery of the Skill For Life preparation for Test programme in your Group;

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
5.1.3 Describe how to book an Advanced Test;	1. Explain how to book the IAM Advanced Riding Test;	4. State the procedure for booking an IAM Test;
5.1.4 Describe the opportunity within IAM, for development beyond the entry level Advanced Test;	1. Explain to the Associate that riding competence develops through progression from the DSA Riding Test; the IAM Advanced Test; IAM Masters or Observer training at either Local or National level; 2. Explain that this approach to “Life Long Learning” ultimately reduces riding risk and cost;	5. Discuss the opportunities that exist within IAM, for development beyond the Advanced Test;
5.1.5 Describe how to deal with complaints from an Associate and how to escalate a complaint to the next level, if necessary;	1. Explain how to deal with complaints from the Associate and how-if necessary- to escalate complaints to the next level; e.g. <ul style="list-style-type: none"> • Treat all complaints seriously and deal with them promptly; • Try and deal with the complaint yourself; • Clear up any misunderstanding that may have inadvertently been the 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; • If the matter cannot be resolved within the Group, it may have to be referred to IAM for further advice or arbitration ; 	6. State the procedure to be followed when dealing with a complaint from an Associate;

Performance Standard To meet the standard you must be able to.....	What you have to do	Assessment For this Assessment, you will be required to.....
<p>5.1.6 Explain the process to be followed by Observers, when seeking additional help for themselves or their Associates ;</p>	<p>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:</p> <ul style="list-style-type: none"> • ask advice from someone with more experience. e.g. Your Team Leader, although this may vary from Group to Group; • (if applicable) pass the advice on to the Associate as soon as possible; • ensure the advice offered satisfies the initial query; 	<p>7. State the procedure to be followed when either you or your Associate need help to deal with a Skill For Life problem;</p>

Section 4

National Observer Competencies and Assessment

Performance Standard To meet the Standard you must be able to...	What you have to do	Assessment You will be required to.....
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National Observer Unit 1: Attitude Element 1.1 General Attitude to Riding		
1.1.1 Expand and develop the entry level attitudinal skills required of a Local Observer;	<p>Note: lists shown are not exhaustive.</p> <ol style="list-style-type: none"> 1. Refer to the requirements of the Local Observer Unit 1 Element 1.1 Attitude: “What you have to do” section of this schedule and aim to develop your expertise from there; 2. Recognise that attitude is the state of mind with which you approach the riding task; 3. Identify factors that produce a positive state of mind, such as: <ul style="list-style-type: none"> • recognising that safe riding 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 road users in thought or speech; • being composed both physically and mentally; • being confident; • being realistic of your own abilities; 	1. Demonstrate an exemplary attitude to general riding and road safety during the riding assessment phase of the National Observer Assessment;

Performance Standard To meet the Standard you must be able to...	What you have to do	Assessment You will be required to.....
	<ul style="list-style-type: none"> • showing restraint when required; • being courteous and polite; • taking responsibility for your own actions; <p>4. Recognise that your attitude to riding is influenced by many factors, including:</p> <ul style="list-style-type: none"> • your personality; • your financial situation, • your stress level; • how tired you are; • work related issues; • whether or not you feel under pressure; • your emotional state; • health factors. i.e. hay fever; common cold; low sugar level; etc. • medication , especially if it causes drowsiness; 	

Performance Standard To meet the Standard you must be able to...	What you have to do	Assessment You will be required to.....
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National Observer Unit 2: Riding Skills Element 2.1 Advanced Riding		
2.1.1 Expand and develop your capability to ride at a standard higher than that of the IAM entry level Test standard;	<ol style="list-style-type: none"> 1. Refer to the requirements of the Local Observer Unit 2 Element 2.1 Riding Skills: "What you have to do" section of this schedule and aim to develop your expertise from there; 2. Lead by example and ride to the best of your ability at all times; 3. Demonstrate the ability to control the position and speed of your bike safely, systematically and smoothly, using road and traffic conditions to make reasonable progress unobtrusively, with skill and responsibility; 4. Exhibit a high standard of riding competence based on concentration, effective all round observation, anticipation and planning; 5. 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; 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; 	<ol style="list-style-type: none"> 1. Ride to a standard, which exceeds the IAM entry Test standard, on a variety of roads for about 20 to 30 minutes. The Staff Examiner has the flexibility to ask you to plan this route, or to give directions en route. Your scores on the Test Marking Sheet (the same sheet as the Advanced Riding Test) must not exceed 30 when added up with no individual section scoring greater than 2.

Performance Standard To meet the Standard you must be able to...	What you have to do	Assessment You will be required to.....
2.1.2 Demonstrate that you can carry out low speed manoeuvres, safely and under control;	<ol style="list-style-type: none"> 1. Recognise the need for full and effective all round observation before committing to a manoeuvre, whether or not 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"> • when riding in a straight line; • when turning to the left or right; 3. Recognise that you are the “give way” vehicle whenever you are turning around in the road; 4. Record an entry in the Observer’s Logbook self-certifying that you can carry out a variety of slow speed manoeuvres, safely and under control; 	<p>In addition:</p> <ol style="list-style-type: none"> 2. Perform a low speed riding manoeuvre specified by the Staff Examiner at the time; you will be assessed on the quality of your observations and your ability to control the bike safely at low speed;
2.1.3 Demonstrate an understanding of How to be a Better Rider; Highway Code and Roadcraft;	<ol style="list-style-type: none"> 1. Study relevant riding publications including HTBABR; and RC; 2. Illustrate Advanced Riding techniques using examples from these publications; 3. Comply with the guidance given in these publications at all times when riding; 	<ol style="list-style-type: none"> 3. Answer verbal questions from the Staff Examiner on the HTBABR; HC and RC;

Performance Standard To meet the Standard you must be able to...	What you have to do	Assessment You will be required to.....
<p>2.1.4 Demonstrate an understanding of the way in which a motorcycle responds to various rider inputs or environmental conditions;</p>	<ol style="list-style-type: none"> 1. Recognise that a motorcycle, unlike a car, is a single-track vehicle, which is prone to tipping over and sliding; 2. Recognise that rider error is often the cause of motorcycle incidents and that Associates will often query why the bike behaves the way it does; 3. Demonstrate your knowledge of the following motorcycle characteristics, by explaining why: <ul style="list-style-type: none"> • slow speed control may be more difficult to achieve, on a bike with linked brakes; • bikes tend to lean into a side wind and not away from it; • bikes sit up in a bend under heavy front braking; • the rear brake should be avoided when braking very hard; • the front brake should be applied momentarily before the back, when braking under normal circumstances; • engine revs should be kept reasonably high and the back brake applied when manoeuvring at slow speed; • steering is lighter and possibly less precise when carrying a pillion; • the bike goes left when the rider pushes away on the left handlebar end and right when pushing away on the right handlebar end. (i.e. Positive Steering); 	<ol style="list-style-type: none"> 1. Answer verbal questions from the Staff Examiner to demonstrate your understanding of the way in which the bike controls should be used, to maximise stability and give the desired response to rider inputs;

Performance Standard	What you have to do	Assessment
To meet the Standard you must be able to...		You will be required to.....

National Observer Unit 3: Demonstration Skills Element 3.1: Demonstration and Commentary		
3.1.1 Demonstrate advanced riding techniques and practices to an Associate;	<ol style="list-style-type: none"> 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; 2. Demonstrate Advanced Riding techniques to an Associate, in order 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; 3. Complete the relevant section of the Observer's Logbook when you: <ul style="list-style-type: none"> • can demonstrate all of the skills required by an Associate to pass the IAM Bike Test; • have identified, analysed , rectified and recorded any faults in your demonstration 	<ol style="list-style-type: none"> 1. Demonstrate an advanced riding technique selected by the Staff Examiner. You will be assessed on your ability to: <ul style="list-style-type: none"> • analyse the technique and break it into easily achievable parts; • demonstrate each part of the technique, explaining how the task is performed; • summarise the technique by performing it at Advanced Test standard.

Performance Standard To meet the Standard you must be able to...	What you have to do	Assessment You will be required to.....
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National 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 above all else, in a flexible and helpful way;	<ol style="list-style-type: none"> 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; 2. Recognise that the quality of advice you give to Associates is entirely dependent on your own knowledge and experience of the subject matter; 3. Study relevant sources of information that will help you understand the background and nature of enquires likely to come from Associates / Local Observers: e.g. <ul style="list-style-type: none"> • Group Handbook; • IAM website in general; • Groups section of the IAM website in particular; • How to be a Better Rider; • Highway Code; • Roadcraft; • Minutes of the Group Committee meetings; • IAM Head Office Memos; • IAM Press Releases; • etc. 	<p>For this Assessment, you will be required to:</p> <ol style="list-style-type: none"> 1. Comply with the “Assessment” requirement of the Local Observer Unit 4, Element 4.1 section of this schedule; <p>In addition:</p> <ol style="list-style-type: none"> 2. Demonstrate or explain (at the Staff Examiner’s discretion), how to: <ul style="list-style-type: none"> • carry out an eyesight check; • check a driving licence; 3 Check the Associate’s background. e.g. <ul style="list-style-type: none"> • If a new Associate, do so by asking suitable questions to establish the Associate’s riding background; • If the Associate is already known to the Observer, outline the Associate’s background to the Staff Examiner;

Performance Standard To meet the Standard you must be able to...	What you have to do	Assessment You will be required to.....
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National Observer Unit 4: Observing Skills Element 4.2: Observing Skills		
4.2.1 Operate to a higher standard than that required of a Local Observer, when giving guidance to Associates;	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;	For this Assessment, you will be required to: 1. Comply with the Assessment requirement of the Local Observer Unit 4, Element 4.2 section of this schedule; Note: Local Observer Performance Standard 4.2.2 (i.e. pre-ride checks) will normally be assessed verbally – a practical demonstration of this will normally not be required;
4.2.2 Evaluate the Associate’s riding competence and offer guidance to bring the Ride to IAM entry Test standard;	1. Identify patterns in the Associate’s riding; analyse why faults are being made; discuss your analysis with the Associate in a positive way and suggest corrective action to put things right;	In addition: 2. Demonstrate effective use of question and answer in order to help the Associate: <ul style="list-style-type: none"> • analyse any faults you have identified in his riding; • rectify those faults;
4.2.3 Demonstrate a flexible approach to learning;	1. Look for ways in which to adapt the SFL programme if flexibility is required when dealing with an experienced Associate, if this is compatible with the way your Group operates; 2. Analyse the learning techniques used and be prepared to change them, if to do so improves learning efficiency;	3. Demonstrate your ability to show a flexible approach to learning when giving guidance to Associates. The Staff Examiner 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.

Performance Standard To meet the Standard you must be able to...	What you have to do	Assessment You will be required to.....
	3. Share with others in your Group any development or revision in the learning techniques and practices used, so that they can discuss them and use them if applicable and in so doing, benefit from your experience;	If questions are asked, you will be assessed on: <ul style="list-style-type: none"> the quality and accuracy of your answers; your ability to explain how you could have put the learning material across differently;
4.2.4 Offer advice to Local Observers if they seek assistance with SFL;	4. Recognise that less experienced Observers may seek your advice with specific concerns relating to SFL; if so: <ul style="list-style-type: none"> deal with the matter quickly; ensure the Local Observer is satisfied with the advice given; if you cannot resolve the concern, pass it on to the next level within the Group and keep the Local Observer in the picture; 	4. Answer questions the Staff Examiner may ask relating to the content and /or delivery of SFL;
4.2.5 Apply knowledge gained from a thorough review of publications and other sources of information relating to the techniques and practices of Advanced Riding;	1. Familiarise yourself with the content of the following driving publications: <ul style="list-style-type: none"> HC; HTBABR; RC; 2. Interpret this information in a logical, practical and common sense manner and use it when explaining aspects of Advanced Riding to Associates;	5. Demonstrate a good working knowledge of publications and other sources of information relating to Advanced Riding. The Staff Examiner will gauge your knowledge from the explanations and guidance you give the Associate. If appropriate, he may ask questions to further explore your knowledge and understanding of: <ul style="list-style-type: none"> HC; HTBABR; RC;

Performance Standard To meet the Standard you must be able to...	What you have to do	Assessment You will be required to.....
<p>4.2.6 Acquire experience of a variety of different motorcycle types and compare their characteristics;</p>	<ol style="list-style-type: none"> 1. Recognise that experienced riders will usually have ridden a range of different motorcycles, with different engine capacities and styles; 2. Evaluate as many different types of motorcycle as possible, when observing: e.g. <ul style="list-style-type: none"> • Different makes and models; • Twins and four cylinder machines; • Small and large capacity engines; • Sports bikes / tourers / custom / trail / naked traditional / scooters etc; • Faired and un-faired; • Chain drive and shaft drive; • Those with standard and those with linked brakes; • Those with ABS and those without ABS; • etc; 	<p>6. Discuss with the Staff Examiner how the advice you gave may have differed, if the Associate had been riding a different style / type of motorcycle, if relevant. e.g. Super Sports bike instead of a Cruiser etc;</p>

Performance Standard To meet the Standard you must be able to...	What you have to do	Assessment You will be required to.....
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National Observer Unit 4: Observing Skills Element 4.3: Debriefing following an on-road session		
4.3.1 Operate to a higher standard than that required of a Local Observer, when debriefing Associates on completion of a guidance session;	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;	For this Assessment, you will be required to: 1. Comply with the requirements of the Local Observer Unit 4 Element 4.3 Assessment;
4.3.2 Develop your ability to give an effective debriefing;	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"> • 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 criticism in between; 	In addition: 2. Answer verbal questions the Staff Examiner may have on either: <ul style="list-style-type: none"> • 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;

Performance Standard To meet the Standard you must be able to...	What you have to do	Assessment You will be required to.....
	<ul style="list-style-type: none"> • 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 Ride in general or your debriefing in particular; • answering any queries raised or concerns expressed; 	
4.3.3 Improve your ability to produce a Development Plan that addresses the needs of the Associate;	<ol style="list-style-type: none"> 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; 2. Provide the Associate with a Development Plan that acts as a record of achievement and a summary of the way ahead with respect to bringing the Associate's Ride up to Test standard. The plan could include: <ul style="list-style-type: none"> • a brief statement of the areas of concern; • a brief analysis of why these areas are causing concern; • a suggested plan of action to put right the areas of concern; • a timescale over which the action plan should be developed. (i.e. By the next session, you should be able to....); • reference to HTBABR; RC and / or the HC as appropriate; 	<ol style="list-style-type: none"> 3. Produce a Development Plan to help the Associate resolve any issues identified during the guidance session; 4. Answer questions on the effectiveness of your Development Plan;

Performance Standard To meet the Standard you must be able to...	What you have to do	Assessment You will be required to.....
<p>4.3.4 Develop a “customer centred” approach when debriefing Associates;</p>	<ol style="list-style-type: none"> 1. Recognise that Associates join IAM to improve their riding and road safety. To begin with the standard of riding is likely to be below entry Test standard - in all but a few exceptional cases; 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: <ul style="list-style-type: none"> • Associates are individuals with varying riding 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; • the challenge to you as an Observer is to find the most suitable learning process for each individual Associate and to maintain their motivation; • offering 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; 	<p>5. Answer questions the Staff Examiner may have on:</p> <ul style="list-style-type: none"> • 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;

Performance Standard	What you have to do	Assessment
To meet the Standard you must be able to...		You will be required to.....

National Observer Unit 5: Organisational Skills and Knowledge Element 5.1: Organisational Skills and Knowledge		
5.1.1 Operate to a higher standard than that required of a Local Observer;	<ol style="list-style-type: none"> 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 greater experience gained from providing guidance to a variety of Associates over an extended period of time; 	<p>For this Assessment, you will be required to:</p> <ol style="list-style-type: none"> 1. Comply with the requirements of Unit 5 Element 5.1 "Assessment". <p>Note: However, the Staff Examiner will not assess Local Observer Performance Standard 5.1.1 (Structure of your Group) or 5.1.2 (Delivery of SFL in your Group);</p> <p>In addition:</p> <ol style="list-style-type: none"> 2. Demonstrate an exemplary attitude to your Associate, during the Observing phase of the National Observer Assessment;

Performance Standard	What you have to do	Assessment
To meet the Standard you must be able to...		You will be required to.....

National Observer Unit 6: Self Evaluation Element 6.1: Self Evaluation		
6.1.1 Self-evaluate your performance;	<ol style="list-style-type: none"> 1. Recognise that Self evaluation is an integral part in developing the core skills required of a National Observer; 2. Recognise good and robust qualities in other - usually more experienced- Observers within the Group and try to model yourself on their behaviour; 	<p>For this Assessment, you will be required to:</p> <ol style="list-style-type: none"> 1. Self-evaluate the session you have had with the Associate and give the Staff Examiner 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;