Institute of Advanced Motorists

Radio Skills
Competency Framework

Contents

I.   <u>INTRODUCTION</u>

It is recognised that a number of Groups and their Observers use radios on their Observed Rides. Because radios are not fully available and their usage is not standard throughout all motorcycle Groups, the use of radios cannot currently be made a requirement of the IAM Observer Qualification and Assessment standards under the IMI Awards quality assurance. This framework stands alone, but in parallel to that standard.

The IAM recognises the value that radio skills can bring to training.

The Radio Skills Competency Framework consists of three levels of qualification.

- Giving route direction only

- Giving route direction and an Observer's commentary

- Giving guidance on the move.

The levels of qualification, competencies and performance standards for radio usage are defined within this document. These were developed with assistance from several Groups and Observers who have extensive experience of using radios.

This framework exists to share good practice across all Groups, to assist all radio users to achieve consistent standards. In particular this framework seeks to enable those Groups and Observers who are not currently using radios to acquire the knowledge and skills to begin to use radios.

The take-up of the use of Radios within IAM Groups has been constrained by the perceived restrictions of the IAM Group insurance. The interpretation of the IAM Insurance covering Observers and Observed Rides has been clarified and the use of radios by Group trained and qualified Observers is covered.

II.   <u>ABOUT THIS RADIO SKILLS COMPETENCY FRAMEWORK</u>

Radio skills are not part of the IMI Awards framework, but aligned with it. Radio skills are a voluntary, additional skill set.

Structure of the Qualification

Radio skills competency is qualified at 3 levels; the particular level of qualification is selected by the Observer.

- Level I radio qualified

Level 1 covers knowledge of the radio equipment, its assembly and care, operation of the equipment, the briefing of the Associate if radios are to be used and the giving of route directions. See Competency Groups A to C.

This enables the Observer to gain the advantages of greater control of the Observed Ride and enables the Associate to focus on the road ahead.

- Level 2 radio qualified

Level 2 qualifies the Observer to deliver a Commentary on their own ride whilst leading the Associate. See Competency Group D.

It enables Observers to demonstrate riding to an Associate and to explain to the Associate what they are doing and why, as they are doing it. See Competency Group D.

- Level 3 radio qualified

Level 3 qualifies the Observer to give a Commentary whilst 'following' the Associate, and then to offer 'Guidance on the Move' to the Associate. See Competency Group E.

- Not radio qualified

The Observer elects not to use radios or is not qualified to use radios. The Observer will use arm signals and indicators to control the Observed Ride.

III. THE IAM RADIO SKILLS COMPETENCY FRAMEWORK

A. Manage the Radio Equipment

Performance Standard *To meet the Standard you must be able to*	What you have to do *Guidance*		Assessment *You will be required to…*
1. Assemble and maintain the radio equipment	a) b) c)	Charge the batteries Assemble the radio equipment Maintain the radio equipment	Demonstrate knowledge of the radio equipment preparation, assembly and maintenance
2. Operate the radio equipment	a)	Understand and demonstrate the radio's controls and 'set up'	Demonstrate how to operate the radio equipment and its key functions, controls and features
3. Connect and test the communications between radios	a) b)	Establish radio communication with the Associate(s) equipment Facilitate adjustments and resolve connection issues	Demonstrate how to establish and test the radio communication Resolve simple problems Take appropriate actions should the equipment malfunction
4. Consider and manage Health and Safety aspects of radio use	a) b) c)	Be aware of, and consider risks from radio usage Consider and address safety issues for the radio users Consider and address the security of the radio equipment	Demonstrate an understanding of, and appropriate actions to address the health and safety issues in radio usage

B. Brief the Associate on Radio Use

Performance Standard *To meet the Standard you must be able to*	What you have to do *Guidance*	Assessment *You will be required to…*
1. Obtain agreement for the use of radios	a) Obtain the Associate's agreement for the use of radios	Obtain the Associate's agreement for the use of radios
2. Brief the Associate at the appropriate level	a) Ascertain what experience the Associate may have had with the use of radios on an Observed Ride b) Brief the Associate on the use of radios at the appropriate Level, 1, 2 or 3, for the Observer and the Observed Ride	Decide if the use of radio is beneficial, and at which Level: 1, 2 or 3 Explain how radios will be used according to the Associate's training need Explain how radios will be used dependent upon the Observer's skills and qualification
Level 1: Use the radio for Route Directions	Observer gives Route Directions using the radio	Explain to the Associate how radios will be used to give route directions
Level 2: Use the radio for a Demonstration Ride with Commentary	Observer gives Commentary on their own Demonstration ride	Explain to the Associate how radios will be used to give a Commentary on a Demonstration Ride
Level 3: Use the radio for Commentary from a 'Following' position and / or Guidance on the Move	Observer gives Commentary from a 'Following' position and / or Guidance on the Move	Explain to the Associate how radios will be used to give a Commentary from a 'Following' position and / or Guidance on the Move

B. Brief the Associate on Radio Use

Performance Standard	What you have to do	Assessment
To meet the Standard you must be able to	*Guidance*	*You will be required to…*
3. Brief the Associate on the actions to consider in the event of an Incident	a) Explain how a loss of radio communication will be handled b) Explain how incidents may be handled using radios, and without radio communication c) Explain any arm signals and indicators that may be used in addition to, or instead of radio communication	Define the actions to be taken should the radio communications fail Explain how incidents on the Observed Ride will be managed, with and without radio communications Explain the arm signals and indicators to be used by the Associate and the Observer.
4. Undertake Testing of the radios before and during the Observed Ride	a) Test radio communication before moving off b) Test radio communication 'on the road'	Test the radios are working before setting off' and check they are working whilst 'on the road' Resolve simple problems
5. Ensure the Associate is fully aware of their responsibilities	a) Give an appropriate 'Disclaimer' to ensure the Associate clearly understands their responsibility, particularly for their own safety b) Check the Associate's understanding of the Briefing, the 'Disclaimer' and their responsibilities during the Observed Ride which may involve the agreed use of radios	Ensure the Associate is fully aware of their own responsibilities during the Observed Ride Ensure the Associate understands the instructions and guidance offered during the briefing

C.	**Give Route Directions & Control the Observed Ride**

Performance Standard	What you have to do	Assessment
To meet the Standard you must be able to	*Guidance*	*You will be required to…*
1. Commence the Observed Ride giving clear instructions by radio	a) Request a 'Ready' signal from the Associate b) Give clear signals to 'Wait', and 'Proceed'	Control the start of the Observed Ride, ensuring all riders are ready and start together, safely
2. Give Route Directions using radios	a) Demonstrate what to say b) Demonstrate how to say it c) Demonstrate when to say it	Give clear, unambiguous and timely route directions by radio
3. Control the Observed Ride using radios	a) Maintain full control of the Observed Ride	Effectively control the Observed Ride using radios
4. Control the Observed Ride using arm signals and indicators	a) Demonstrate how, in the event of any radio failure the Observer can control the Observed Ride using arm signals and indicators	Effectively control the Observed Ride using arm signals and indicators,
5. Conclude the Observed Ride when radios have been available	a) Arrange the return of the radio equipment, ensure it is cleaned and in working order, noting any defects b) Request feedback from the Associate on the radio equipment c) Request feedback from the Associate on the conduct of the Observed Ride using radios	Demonstrate care for the equipment and the Associate / user when taking back the radios Request feedback from the Associate on the Observed Ride including the use of radios

© IAM

C.	**Give Route Directions & Control the Observed Ride**	

Performance Standard *To meet the Standard you must be able to*	**What you have to do** *Guidance*	**Assessment** *You will be required to…*
6. **Evaluate the session, assessing the benefits for the Associate, and learning and action points for the Observer**	a) Assess the key benefits for the Associate b) Assess the Observer's own performance in the session	Evaluate the effect of giving Route Directions and controlling the Observed Ride using radios Identify the learning and actions for the Observer

D. Give a Demonstration Ride with Commentary

Performance Standard	What you have to do		Assessment
To meet the Standard you must be able to	*Guidance*		*You will be required to…*
1. Understand the issues, benefits and concerns involved in giving a Demonstration Ride with Commentary	a)	Demonstrate an understanding of the Associate's development need	Demonstrate an understanding of the issues, benefits and concerns involved in giving a Demonstration Ride with Commentary
	b)	Demonstrate consideration of the risks and benefits of a Demonstration Ride with Commentary	
	c)	Demonstrate consideration of the issues of personal capability to manage multiple tasks simultaneously	

D. Give a Demonstration Ride with Commentary

Performance Standard	What you have to do	Assessment
To meet the Standard you must be able to	*Guidance*	*You will be required to…*
2. Brief the Associate about the Demonstration Ride with Commentary	a) Carry out a Briefing before giving a Demonstration Ride with Commentary, b) Agree the objective(s) of the Demonstration Ride with Commentary c) 'Set the scene' and context for the Commentary d) Confirm how the Associate should ride, react and behave during the Demonstration Ride with Commentary e) Ensure the Associate fully understands their responsibility for their safety f) Confirm the Associate's understanding	Demonstrate a thorough and effective Briefing for the Associate prior to giving the Demonstration Ride with Commentary

D.   Give a Demonstration Ride with Commentary

Performance Standard	What you have to do		Assessment
To meet the Standard you must be able to	*Guidance*		*You will be required to…*
3. **Select the appropriate opportunity and give a Demonstration Ride with Commentary**	a)	Demonstrate good decision making about which issues and training needs to prioritise and focus upon in the Demonstration Ride with Commentary	Give a Demonstration Ride with Commentary appropriate to the training needs of the Associate Use radios to give a simultaneous Commentary on the Observer's own ride
	b)	Demonstrate how to graduate the level of input appropriate to the development of the Associate	
	c)	Demonstrate consideration of the factors that will determine the effectiveness of the Demonstration Ride with Commentary	
4. **Demonstrate the ability to give a Demonstration Ride with Commentary whilst 'leading' the Associate**	a)	Give a Demonstration Ride with Commentary from a 'Leading' position	Demonstrate the skills and techniques required to give a satisfactory Demonstration Ride with Commentary whilst 'leading' the Associate
	b)	Maintain full control of the Observed Ride	
	c)	Maintain contact with the Associate	

D.   Give a Demonstration Ride with Commentary

Performance Standard	What you have to do		Assessment
To meet the Standard you must be able to	*Guidance*		*You will be required to…*
5. Conduct a Debriefing and Action Planning session at the conclusion of the Demonstration Ride with Commentary	a)	Facilitate the Associate's learning from the Demonstration Ride with Commentary	Encourage the Associate to identify their learning points from the Demonstration Ride with Commentary
	b)	Agree the actions that the Associate will undertake as a result of the session	Encourage the Associate to identify the Actions they will undertake as a result of the Demonstration Ride with Commentary
	c)	Gather feedback from the Associate on the Demonstration Ride with Commentary	Request feedback from the Associate on the Demonstration Ride with Commentary
6. Evaluate the session, assessing the benefits for the Associate and identifying the learning and action points for the Observer	a)	Assess the key benefits for the Associate	Evaluate the effect of the session for the Associate
	b)	Assess the Observer's own performance in the session	Evaluate the effect of the Demonstration Ride with Commentary for the Associate
	c)	The Observer should identify their own learning points and action plan resulting from the Demonstration Ride with Commentary	Identify the learning and actions for the Observer

E.   Give Guidance on the Move

Performance Standard	What you have to do		Assessment
To meet the Standard you must be able to	*Guidance*		*You will be required to…*
1. Understand the issues, the benefits and concerns involved in giving Commentary from a 'Following' position and / or Guidance on the Move	a)	Demonstrate an understanding of the Associate's development need	Demonstrate an understanding of the benefits to be gained and issues involved in giving Commentary from a 'Following' position and / or Guidance on the Move
	b)	Demonstrate consideration of the risk and benefits involved in giving Commentary from a 'Following' position and / or Guidance on the Move	
	c)	Demonstrate consideration for the issues of personal capability to manage multiple tasks simultaneously	
2. Brief the Associate about receiving Commentary from a 'Following' position and / or Guidance on the Move'	a)	Carry out a Briefing before giving Commentary from a 'Following' position and / or Guidance on the Move	Demonstrate a thorough and effective Briefing for the Associate prior to giving the Commentary from a 'Following' position and / or Guidance on the Move
	b)	Confirm how the Associate should ride, react and behave when Commentary from a 'Following' position and / or Guidance on the Move' is given	
	c)	Ensure the Associate fully understands their responsibility for their safety	

E.   Give Guidance on the Move

Performance Standard *To meet the Standard you must be able to*	What you have to do *Guidance*		Assessment *You will be required to…*
3. **Select the appropriate opportunity to give Commentary from a 'Following' position and / or Guidance on the Move**	a)	Demonstrate good decision making about which issues and training needs to prioritise and focus upon when offering Commentary from a 'Following' position and / or Guidance on the Move	Offer Commentary from a 'Following' position and / or Guidance on the Move appropriate to the needs of the Associate
	b)	Demonstrate how to graduate the level of Commentary and / or Guidance given to be appropriate to the development of the Associate	
4. **Demonstrate the ability to give Commentary from a 'Following' position**	a)	Demonstrate effective Commentary from a 'Following' position	Demonstrate the skills and techniques required to give a satisfactory Commentary from a 'Following' position
	b)	Maintain full control of the Observed Ride	
	c)	Maintain contact with the Associate	
5. **Demonstrate the ability to give Guidance on the Move**	a)	Demonstrate effective Guidance on the Move	Demonstrate the skills and techniques required to give satisfactory Guidance on the Move
	b)	Maintain full control of the Observed Ride	
	c)	Maintain contact with the Associate	

© IAM

E.	**Give Guidance on the Move**

Performance Standard	What you have to do		Assessment
To meet the Standard you must be able to	*Guidance*		*You will be required to…*
6. Conduct a Debriefing and Action Planning session at the conclusion of the session	a)	Facilitate the Associate's learning from the Commentary from a 'Following' position and / or Guidance on the Move	Encourage the Associate to identify their learning points from the session
	b)	Agree the actions that the Associate will undertake as a result of the session	Encourage the Associate to identify the Actions they will undertake as a result of the session
	c)	Gather feedback from the Associate on the session	Request feedback from the Associate on the session
7. Evaluate the session, assessing the benefits for the Associate and identifying the learning and action points for the Observer	a)	Assess the key benefits for the Associate	Evaluate the effect of the session for the Associate
	b)	Assess the Observer's own performance in the session	Assess the effect of the Commentary from a 'Following; position for the Associate
	c)	The Observer should identify their own learning points and action plan resulting from the Commentary from a 'Following' position and / or a Guidance on the Move session	Assess the effect of the Guidance on the Move for the Associate
			Identify the learning and actions for the Observer

IV.   <u>GLOSSARY</u>

Term	Definition
Action points	Actions that the individual records and commits to undertake.
Assessment	The process of 'testing' the Observer's skills at the selected level, to qualify them to use radios, undertaken within local Groups.
Associate	The trainee, coachee or person undertaking training.
Briefing	Discussion prior to the session.
Commentary	Comments made by radio, by the Observer, on their own implementation of the System on their own ride.
Debriefing	Discussion after the session, to assist learning.
Demonstration Ride	The Observer will ride in front of, or behind the Associate, and demonstrate skills, sometimes called a 'Demo ride'.
Evaluation	An assessment of the value, cost and benefit, impact, both positive and negative of the activity.
Feedback	A response, usually invited, offering a factual, informative and helpful assessment to the other party.
Guidance on the Move	Offering of 'contemporaneous' / immediate / timely advice to the Associate, by radio whilst the Associate is riding, Guidance should be offered subject to not interrupting the rider's concentration.
Guidance (as distinct from Instruction)	Offering of advice for consideration, whereas 'Instruction 'may imply a compulsion to obey.

IAM Radio Skills Competency Framework
Glossary

Term	Definition
Incident	Unexpected, unplanned or uncontrollable event, the Observer must decide how to obtain the greatest learning value from an incident, which may mean ignoring it, or focusing upon it critically.
Instruction	In the context of using radios whilst training an Associate, this has now been replaced by Guidance on the Move.
Learning points	Items that that the individual seeks to benefit from to improve their performance.
Local Observer (abbr: LO)	An Observer who is qualified by a Senior Observer or Group process and who has not undertaken the National Observer test.
Observer National or Local, Senior or Group	The trainer or the coach for an Observed Ride (OR). May also be the candidate for an Observer Radio Skill Test at Level 1, 2 or 3 undertaken within a Group, or a candidate for a National Observer qualification undertaken by an Examiner.
OR	Abbreviation for 'Observed Ride', where an Associate is accompanied by an Observer.
Radio Skills Level 1	The Observer is qualified to use radios on an Observed Ride to give Route Directions.
Radio Skills Level 2	The Observer is qualified to use radios on an Observed Ride to give Route Directions, and a Demonstration ride with Commentary (i.e. whilst leading the Associate).
Radio Skills Level 3	The Observer is qualified to use radios on an Observed Ride to give Route Directions, all Commentary and Guidance on the Move.
Not Radio Qualified	The Observer is not authorised / qualified to use radios.
National Observer (Abbr: NO)	An Observer who has passed the National Observer test, given by a Staff Examiner, under the IMI Awards Quality Assured process.

Term	Definition
Session	An Observed Ride or a discreet part of the Observed Ride.
Verification	A Quality Assurance process whereby training, and Assessment in particular, are checked by an independent person to ensure compliance and consistency with the standard.

Some Technical Terms	
Term	**Definition**
Simplex / Duplex	Transmission modes for the radios. Usual mode within an Observed ride with Observer and Associate will be Simplex, one way communication from Observer to Associate.
PMR446	Limited range radio transmission protocol and radio type which does not require a licence in the UK.
Squelch	A setting that determines when a signal will be received.
CTCSS/Sub channel or Tones	Continuous Tone-Coded Squelch System – can help to prevent other radio users in the area interfering, but requires some knowledge and skill to ensure 'set up' is correct.
PTT	The Observer controls the transmission with the Push To Talk switch when ready to speak.
VOX	Voice activation of the microphone, may require the microphone to be 'triggered' by a preface phrase.
CT	Continuous Transmission: useful for Commentary as the microphone is 'always on' and the radio transmitting.