

**The IAM is an organisation dedicated to improving road safety and driving/riding standards. Associate Members join the Skill for Life programme in order to achieve the IAM test standard under the guidance of a qualified Observer connected to a local area group. All observers must be trained to minimum standard as described in the IMI documents on the IAM website.**

**SAM is affiliated to the IAM and as such is obliged to adhere as closely as possible to the rules and regulations governing the workings of the IAM groups. A training regime for National Observer (NO), Local Observer (LO) and Trainee Observer (TO) is described and the following document sets out the structure of SAM's COP and how it fits in with the IMI qualifications. All Observers will be qualified to either of the IMI qualifications by 2017.**

**SAM Observers operate in seven teams led by Team Leaders (NOs), previously Senior Observers, whose aims are to maintain standards within the group. Teams may include NOs, who were not previously SOs, alongside LOs.**

**The SAM committee has set up a Training Sub-committee which has the responsibility to set out the overall Observer training regime and to implement it with the approval of the full committee.**

*(The word "Observer" includes all grades of Observer where no distinction is necessary).*

**SENIOR NATIONAL OBSERVER (Previously Chief Senior Observer).**

**Duties. a) The overall supervision of all training and guidance principles.**

**b) Any arbitration assessments requested by Team Leaders in respect of Associates they adjudge ready for Test but not yet demonstrating the highest standards.**

**c) To be readily available to take questions from all Associates, Members and Observers on issues requiring clarification.**

**d) To attend Observer improvement sessions set up by the SAM Training Sub-committee.**

**e) To carry out NO duties as necessary.**

**f) To supervise on site slow riding at Saturday meeting point.**

## **NATIONAL OBSERVER – TEAM LEADER**

- Duties.**
- a) The assessment upon request by the designated Obs, of Associates deemed ready for Test.**
  - b) The recommendation of Associates either directly for Test or continuing with guidance, or for an arbitration assessment by the SNO.**
  - c) To oversee the progress of Observers in encouraging conformity of guidance methods and providing advice where necessary including accompanying the SNO on Obs check rides.**
  - d) To assist in training TOs to the post of Local Observer.**
  - e) To mentor Observers training to be NOs.**
  - f) To conduct ‘end of sheet’ assessments of Associates after ten observed runs when requested by the Guidance Coordinator or team member.**
  - g) Team Leaders may apply to become Local Observer Assessors (LOA)**
  - h) To be paired with an associate when requested by the Guidance Coordinator. This includes taking over the guidance of an associate having particular problems.**
  - i) To attend Observer improvement sessions set up by the SAM Training Subcommittee.**
  - j) To give introductory ride assessments to prospective SFL candidates. (*Should there be no SO available to give an assessment an experienced Obs will take this on*).**

## **NATIONAL OBSERVERS/LOCAL OBSERVERS.**

**New observers should initially qualify as LO’s and can then apply to qualify as NO’s subject to evidence of their efficiency and success in the role (i.e. getting one or more associates through the test process with good feedback from associates and Team Leader).**

***By 2017 all Observers will be LOs or NOs***

- Duties.** a) To give guidance and advice on Advanced Riding to their appointed Associate until such time as they deem him/her ready for assessment by a Team Leader. They should use the literature and methods recommended by the IAM at all times. *Ensure possession and use of the recommended manuals.*
- b) To refer any difficulties or problems they encounter in the pursuance of these duties, firstly to a Team Leader so that all parties are aware that matters are progressed to solution and not left to deteriorate.
- c) To accept ongoing training by Team Leader from time to time as may be deemed necessary, or for which they may be accompanied by the SNO.

**TRAINEE OBSERVERS**

Anyone wishing to train as an Observer should follow the procedure in SAM document "150713SAM Local Observer Training".

- Duties.** a) To participate in the guidance of associates whilst under the supervision and training of a NO Team Leader. They must meet the criteria set out in the IMI Information for Trainee Local Observers\* and should read ALL the information set out there.

**METHODOLOGY FOR ASSOCIATE TRAINING.**

It should be borne in mind that Guidance and Assessment methods are subjective but should as far as practical, follow a set and constant pattern which should follow the guidelines set out in IMI Information for Trainee Local Observers.\*.

Rides under Guidance or Assessment should be conducted with the rider under check ahead of the Observer except for demonstration purposes and whenever possible one to one.

All briefing and debriefing should be conducted in private. *(In the case of SNO and NO assessments of LO under Training using their Associates, the debrief of the LO should be conducted in private.)*

**Team Leaders may choose to join any Guidance ride by request or agreement in the interest of improving standards and education.**

**Assessment ride routes used by Team Leaders should vary, should not become generally known and thus “practiced” by Associates nearing Assessment.**

**Associates should receive a maximum of ten Rides under Guidance each of a minimum of two hours duration and receive an Assessment of Progress by a Team Leader with the Observer, after that time.**

**Should this be positive, then the Team Leader will recommend the Associate for test.**

**An Observer may request a pre-test assessment when at any time he/she feels the Associate has reached the required standard.**

***(To aid continuity and record keeping, inform the Guidance Coordinator when an Associate is ready for test).***

**Following an End Of Sheet/Pre-test Assessment ride where an Associate has not reached the required standard the Team Leader may advise a change of Observer . Both the existing observer and the associate should be consulted as part of the decision making process.**

**Any rider having cause for concern or complaint should feel free to register this immediately with the Guidance Coordinator and/or any committee member. Discussion may then resolve the problem to the benefit of all.**

#### **SPEED CONTROLS.**

**All posted speed limits should be strictly adhered to for riders under guidance or assessment.**

#### **STRUCTURE**

**All training matters fall under the remit of the SAM Training Sub-committee which will submit items to the SAM Management Committee for implementation.**

**The Senior National Observer is responsible, with the assistance of the Guidance Coordinator, for the day to day running of the Guidance and Training programmes.**

**The incumbency of the post of Senior National Observer should be for an initial period of three years and subject to approval and review by the Group Managing Committee.**

**Anyone wishing to qualify as a NO should consult verbally with the guidance coordinator (or committee) before submitting an application to IMI.**

**Training to become a National Observer is with the approval of the Group Managing Committee following application on the IMI section of the IAM website. Before**

commencing training to NO level the candidate must have demonstrated evidence of their efficiency and success in the role of LO.

The test is carried out by an IAM Staff Examiner.

Anyone wishing to qualify as a LO should consult verbally with the guidance coordinator (or committee) before submitting an application IMI.)

Training to become a Local Observer is with the approval of the Group Managing Committee following application on the IMI section of the IAM website. It is recommended that training commences no sooner than 3 months after obtaining a green badge.

The test is by continual assessment by a Local Observer Assessor (LOA).

Trainee Observers may be identified by a NO or the SNO during guidance/assessments and be approached as to their willingness to undertake training. A Green Badge holder may also request being a Trainee Observer.

NOTE.

**This document replaces any previous SAM documents concerning Observer Training.**

This document does not change or replace any part of the IAM Group rules.

#### **SAM COMMITTEE**

01/10/2015

\*The documents can be found at;

<http://www.iam.org.uk/members-area/courses/become-an-observer>

<b>1. Senior National Observer</b>	
Trained by:	Peer support
Qualified by:	IMI/ IAM Staff Examiner
Responsible for:	Overseeing training procedures in conjunction with SAM Training Sub-committee.
<b>2. National Observer/Team Leader</b>	
Trained by:	Peer support
Qualified by:	IMI/ IAM Staff Examiner

Responsible for:	Training Observers; verifying their feedback skills and, collectively, for verifying the levels on mark sheets; accompanying Observers, on a regular basis, to verify standards and offer advice; performing pre-test assessments (and assessment rides?); on request, to accompany, assess and, possibly, train “difficult” Associates.
<b>3. National Observers</b>	
Trained by:	Team Leaders/Peer support
Qualified by:	IMI/ IAM Staff Examiner
Responsible for:	Associates Guidance. May give guidance to other IAM Groups
<b>4. Local Observers</b>	
Trained by:	Team Leaders
Qualified by:	Local Observer Assessor
Responsible for:	Guidance to Associates under the mentorship of a Team Leader
<b>5. Local Observer Assessor</b>	
Trained by:	Peer support
Qualified by:	As National Observer with additional responsibility approved by IMI
Responsible for:	Completing Assessments of competences for qualification of Local Observers.

## SAM Observer Structure

## **150928 SAM National Observer Training**

### **IAM Requirement**

**NO Candidate:- Register with IMI – by completing an application form with Group approval and submitting to IAM Support.**

**Support will send a notification to the IAM Staff Examiner and the IMI Local Group contact.**

**All Senior Observers who are ready for re-test will undergo the IMI assessment.**

### **National Observer (NO) Documentation and Process**

All candidates should familiarise themselves with the following documents:-

Motorcycle competency document

Motorcycle marking guide

Registration form

### **SAM Procedure**

**All Senior Observers who are ready for re-test will undergo the IMI assessment. Any Group or Local Observer having demonstrated the relevant observing experience may, with the approval of the group managing committee, apply to take the qualification.**

Notification will be sent to the IMI Local Group contact and the Candidate will be contacted by the National Observer Regional Assessor to establish a time when the candidate will be ready for assessment.

On the IMI web page are the forms the National Observer Regional Assessor has to fill in, it's useful to look at these to understand the competencies required to become a NO.

The Candidate will not undergo formal training (unless it is felt necessary) but will be mentored by a suitable National Observer usually a Team Leader.

Once the Candidate is ready for assessment the National Observer Regional Assessor will be contacted to finalise the date of the assessment. To help with the assessment the candidate should have an Associate available. If one is not available a group member who is not an Observer may be used. Alternatively the Assessor may take the role of the Associate.

On completion of the assessment the Assessor will advise the candidate if they have been successful or if they will be referred for any unit.

The candidate will receive a verbal debrief from the assessor giving developmental feedback. This will be followed, in all cases, by a copy of the assessment completed by the Assessor.

If successful, a certificate will be issued by IMI.

If referred, the candidate has three months to retake the referred unit(s). There is no requirement to retake the complete assessment only those parts referred. An email will be sent to the candidate with a retest application form attached. The cost for a retest is £30.

Should a candidate be referred for a second time, a discussion will take place with the Assessor, candidate and a group representative. The purpose of this will be to establish an action plan and potential of candidate.

The IAM will require successful candidates to be re-assessed for Quality Assurance purposes. This will be every five years. National Observers who are also Local Observer Assessors are to requalify every three years.

## 150713SAM Local Observer Training

### IAM Requirement

**LO Candidate:- Register with IMI – by completing an application form with Group approval and submitting to IAM Support.**

<http://www.iam.org.uk/iam-groups/imi-local-observer-qualification-documents>

**Support will send a notification to the IMI Local Group contact.**

**There will be a 1 year time limit between registering and taking the initial assessment**

- **A LO assessor will then be responsible for the continual assessment process of the LO candidate with final sign off when they consider the candidate is competent within the LO framework.**
- **There is no requirement for the same LO Assessor to be used throughout the assessment period**

### Local Observer (LO) Documentation and Process

An IMI LO Observer Progress Summary (LOPS) report form for LO assessors to complete with their Candidate after each assessed run

After each assessed run the group will send the completed form to

[imiqualfications@iam.org.uk](mailto:imiqualfications@iam.org.uk) for attaching to the Candidate's record.

### SAM Procedure

Any Green badge holder may with the approval of the Local Group Committee apply via the IAM website to register as a LO Candidate. Notification will be sent to the IMI Local Group contact and the Candidate may commence training.

On the IMI web page are the forms the LO assessor has to fill in, it's useful to look at these to understand the competencies required to become a LO.

The Candidate will be assigned to a cohort within the Local Group to be mentored by the Team Leader. An Associate will be assigned to the Candidate to give guidance to attain the IAM pass standard.

When the Team Leader considers the Candidate is ready for an assessment a Group LO Assessor will assess the candidate and submit a LOPS report to IAM Support (e-mail only!).

The Candidate will continue with training and when the Team Leader considers the candidate is sufficiently competent the Group LO Assessor will complete the final assessment and submit the final sign off sheet and submit this to IAM support as before. This final sign off sheet **MUST** be signed by the Group LO Assessor.

Once an IAM Internal Verifier has reviewed evidence and made a decision on recommendation the Candidate (if successful) will be granted LO status and may give guidance to an associate without supervision.

### Consider

- Holding a copy of each completed LOPS form for our own records.



- An internal verification process with a Lead NO from the group having final sign off and recommendation before submitting forms to IAM Support.
- An internal yearly check on each LO assessor.
- An internal referral process