

# Group Guidelines and Handbook





# Institute of Advanced Motorists

## Group Guidelines and Handbook

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# CONTENTS

<b>History and Revisions</b>	<b>3</b>
<b>Authorisation</b>	<b>3</b>
<b>IAM RoadSmart Introduction</b>	<b>9</b>
Group guidelines incorporating the group handbook	9
Group Rules of Affiliation	9
<b>IAM RoadSmart Policy on Road Traffic Regulations</b>	<b>11</b>
Statement From Standards	11
<b>IAM RoadSmart Charitable Objectives and Goals</b>	<b>10</b>
Aims and Objectives of IAM RoadSmart	10
Strategic Goals of IAM RoadSmart	10
<b>IAM RoadSmart Brand</b>	<b>12</b>
Guidelines	12
Marketing Toolkit	13
<b>Group Rules 2000</b>	<b>14</b>
Members	15
Associates	15
Friends	15
Objects and Powers	16
Constitution of The Group	16
Duties and Responsibilities of The Group Committee	17
Meetings	17
Annual General Meetings and Extraordinary General Meetings	17
Finance	18
General	18
Rules	18
Expulsion	19
Winding-Up	19
<b>Local Group Composition</b>	<b>21</b>
Introduction	21
Group Name “Known As”	21
Group Committee Composition	21
Group Membership Categories	22
Group Full Members	22
Group Honorary Members	22
Group Associate Members	22
Group Friends	23
Roles and Responsibilities of the Local Group Committee	23
Committee Meetings	24
Annual General Meetings and Extraordinary General Meetings	24
Finance	24

Expulsion of Local Group Member	25
Winding-up	25
Day-to-Day Leadership of the Local Group	26
Roles and Responsibilities – Group Officers	26
Group Officials – Succession Planning	28
Group Committee Members	28
IAM RoadSmart Local Group Communications	29
<b>Charitable Status</b>	<b>30</b>
Isle of Man (IoM)	31
<b>Gift Aid</b>	<b>32</b>
Gift Aid: Local Group Membership Subscriptions	32
<b>Local Group Annual General Meeting</b>	<b>33</b>
Preparation for the AGM	33
How to Conduct the Election at a Group AGM	34
<b>Group Associate Schemes</b>	<b>36</b>
Types of Associate Schemes	36
Appointment	36
Courses	37
Mass Guidance	37
<b>IAM RoadSmart Group Member Awards</b>	<b>38</b>
Fred Welch Rose Bowl	38
Lord Strathcarron Award	38
Nomination Process for Both Awards	38
IAM RoadSmart Local Group Achievement Awards	38
Group Newsletter of the Year	39
Group Social Media Award	39
<b>Code of Conduct</b>	<b>40</b>
Group Complaints	41
Aims of an IAM RoadSmart Group Complaints Policy	41
Receiving a Complaint	41
Managing a Complaint	42
Complaint Escalation	43
Example Complaint Process	44
Anti-Harassment and Bullying Policy	46
Anti-Harassment	46
Bullying	47
Informal Steps to Resolve Bullying or Harassment	48
Investigating Bullying and Harassment Allegations	48
Equal Opportunities	48

Examples of Discrimination	49
Resolving Complaints Regarding Equal Opportunities	49
<b>Customer Service</b>	<b>50</b>
Purpose	50
Scope	50
Communication Guidelines	50
Associate Contact Guidelines	51
Meeting Place Guidelines	52
Location	52
Room Hire, Access and Equipment	52
Customer Comfort	53
Car and Motorcycle Parking	53
General Guidelines	53
Dress Code	54
Group Scorecard	55
Associate Satisfaction Index	56
Survey Feedback	56
<b>Information Technology</b>	<b>57</b>
DTE Usage	57
Websites	57
Social Media Guidelines	58
Why Use Social Media	58
Where to Start with Social Media	58
<b>Data Protection</b>	<b>60</b>
Notification	60
Eight Data Protection Principles	60
<b>Accounting and Financial</b>	<b>61</b>
Group Annual Accounts	61
Bank Accounts - General	61
Group Volunteers Expenses	62
Usage of Group Funds	62
Claiming Financial Assistance from IAM RoadSmart	63
<b>Disclosure and Barring Service (DBS) Checks</b>	<b>64</b>
<b>Risk Assessments</b>	<b>65</b>

<b>Driver and Rider Training Material</b>	<b>66</b>
IAM RoadSmart Driver and Rider Course	66
Associate Logbooks	66
Observer Handbooks	66
Examiner Handbooks	66
<b>Observer Qualifications</b>	<b>67</b>
Local Observer Qualification (LO)	68
National Observer Qualification (NO)	69
Local Observer Assessor (LOA)	71
<b>Group Insurances</b>	<b>73</b>
Introduction	73
Commercial All Risks (Anywhere in the UK)	73
Public Liability Insurance	74
Personal Accident	75
Legal Expenses	75
Directors and Officers (Trustee Indemnity)	76
Professional Indemnity	76
Employers Liability	76
Motor Insurance – Loaned Vehicles for Group Events	76
Loss of Money	77
Claims	77
<b>Appendix 1: Sample Proformas</b>	<b>78</b>
Gift Aid Declaration	78
AGM Notice – Recommended Wording	79
Committee Members	80
Committee Nomination Form	81
Annual General Meeting Agenda Wording	82
<b>Appendix 2: Links to relevant websites</b>	<b>83</b>
<b>Appendix 3: Group Role Profiles</b>	<b>84</b>
Chair	84
Secretary	85
Treasurer	86
Chief Observer Car/Bike	87
Associate co-ordinator/group contact	88
Webmaster and Information Technology	89
Associate Liaison	90
<b>Appendix 4: Group Request for Financial Assistance</b>	<b>91</b>
<b>Appendix 5: Example of Risk Assessment Car</b>	<b>92</b>
<b>Appendix 6: Example of Risk Assessment Bike</b>	<b>100</b>

# Foreword Ken Keir (Chairman)

## Welcome to the newly formatted Group Handbook and Operation Guidelines

Throughout my time as Chairman of IAM RoadSmart, I have had the opportunity to speak with many of you that unselfishly give up your time as volunteers to deliver advanced driving and riding courses through your groups.

Through these discussions, it became clear that as we positioned ourselves for the future, we needed to develop a comprehensive document which outlined not only what you need to know about IAM RoadSmart, in the way of our charitable objectives, brand and standards; but also gave guidelines on how we interact with each other through a code of conduct, what processes and insurances that we have to protect us as we go about our voluntary duties and provided examples of IAM RoadSmart expectations in relation customer service etc.

I am sure you will find the document a great asset, in not only operating your group, but also providing and understanding the key underlying principles of IAM RoadSmart, leading to us all being of one voice in delivering the key objectives of our charity and making drivers and riders safer on our roads.

Thank you for your continual support and dedication to the charity.



# IAM RoadSmart Introduction

## Group guidelines incorporating the group handbook

The following guidelines outline the daily requirements that groups should always consider when functioning as an affiliate group of IAM RoadSmart. They consist of general advice and specific requirements, including outlines of support available to groups. These guidelines are the first point of reference for all group related enquiries in relation to IAM RoadSmart.

The Group Rules of Affiliation are incorporated within these guidelines.

The group handbook can be found on the Group Management dashboard of the IAM RoadSmart website. It will be version controlled and will therefore always be the most up to date guidance. Any changes will be advised in Inform.

All new Group Committee Members should be familiar with the guidelines.

Any suggestions for revisions to these guidelines should in the first instance be discussed with the Area Service Delivery Manager responsible for the group, and then sent to [support@iam.org.uk](mailto:support@iam.org.uk) with a proposed new wording for the section in question and an explanation for the suggested amendment. These suggestions will be considered for subsequent updates to the Guidelines.

## Group Rules of Affiliation

The Group Rules of Affiliation are not permitted to be added to or amended in any way by the local group.

Committee Standing Orders or Group Local Rules are permitted, but these cannot contradict the Group Rules of Affiliation or be contrary to the aims or constitution of IAM RoadSmart.

If there is a conflict between Committee Standing Orders or Group Local Rules and the Group Rules of Affiliation (or the aims or constitution of IAM RoadSmart), the latter documents shall have precedence.

# IAM RoadSmart Charitable Objectives and Goals

## Aims and Objectives of IAM RoadSmart

The aims and objectives of the Institute of Advanced Motorists are very simple:

1. To improve the standards of driving and riding on the roads
2. The improvement of road safety or greater road safety or the promotion of road safety
3. The administration of a nationally recognised advanced test

## Strategic Goals of IAM RoadSmart

- To be a sustainable charity that, with its subsidiaries, develops the IAM RoadSmart charitable objectives and reinvests to further its aims
- To be central to powerful alliances and hold key influencing positions. To be the go-to body for standards and expertise by government, stakeholders, industry organisations and employers, as the recognised authority on driving and riding standards
- To develop and support viable customer products for IAM RoadSmart's markets in keeping with the charitable objectives and the IAM RoadSmart standards and values
- To advise, promote and sell IAM RoadSmart's expertise and services in driving and riding skills
- To deliver a highly engaged and performance driven organisation that recognises and rewards the right behaviours, innovation, business results and customer focus
- Reduce costs and increase efficiency through progressive IT improvement and lean business techniques
- To be a trusted household brand for the mission and reach all our public, market, membership and internal audiences using modern marketing and communications

# IAM RoadSmart Policy on Road Traffic Regulations

## Statement from Standards

IAM RoadSmart prides itself on developing driving and riding standards to the highest civilian level. Adherence to the rules and regulations of the road, courtesy to and co-operation with other road users forms the backbone of our advanced driving and riding methods.

To perform at the highest level a sound understanding of the Highway Code is essential. The rules and regulations contained within it when applied correctly allow us to share the road safely and effectively with other road users.

Applying the system of car or motorcycle control will allow brisk progress where permitted and an ability to identify where restraint is prudent. All of our driving plans will be made within the speed limits and with due regard for our fellow road users.

As the UK's leading independent road safety organisation we are committed to making safer drivers and riders. By applying advanced driving and riding principles correctly we will not only make our roads safer but often improve the enjoyment we get from driving or riding.

By constantly challenging our own performance we can start to enjoy the journey and not just the destination.

When we achieve the 'quiet efficiency' expected of the expert driver our learning is just beginning.

# IAM RoadSmart Brand

## Guidelines

IAM RoadSmart is the umbrella brand for the Institute of Advanced Motorists and all its established subsidiary companies. The following explains what our brand looks like and describes how we present the future of better driving and riding in the UK.

Our brand is all about equipping ourselves to grab that future and continuing to deliver the aims laid down by our founders 60 years ago. 2016 was a diamond celebration year, but there are also many glittering prizes ahead.

### What do we do?

We make better drivers and riders. We develop the skills of all licence holders through our nationally recognised coaching, which includes our advanced course, programmes for businesses and short courses available to everyone.

To stay at the forefront of road safety, we must appeal to all road users and make riding and driving enjoyable for all.

We want to encourage all drivers and riders to develop their skills.

IAM and RoadSmart should always be used together. In text, RoadSmart should be written as one word, with capital 'R' and 'S'.

Our new colours and pantones are:

C: 77	C: 33	C: 100
M: 00	M: 07	M: 12
Y: 07	Y: 00	Y: 00
K: 100	K: 85	K: 27

The IAM RoadSmart logo doesn't replace the familiar red, green and blue roundels. These are retained for the use of members who have earned the right to display them by passing our advanced tests.



The IAM RoadSmart Brand has a new tone of voice that is straightforward, captivating and easier to understand.

Our target audience is any licenced driver or rider, so we use plain English, avoid jargon and keep sentences and paragraphs short. We stimulate, encourage and celebrate excellence in the development of driving and riding skills.

All images capture the point of view of the driver or rider whatever the subject matter, be it the view of the road ahead or a classroom, creating a unique and 'ownable' style of imagery.

## Marketing Toolkit

The IAM RoadSmart marketing toolkit enables your group to quickly and easily order printed marketing material online. There is a huge range of items to choose from with many items able to be personalised with your group name and logo.

Many of the leaflets are funded by IAM RoadSmart, group merchandising and clothing items are chargeable. Only items purchased via this site are endorsed as having the correct branding by IAM RoadSmart or be considered for financial assistance if requested.

**The site is available at: <http://rapidity.infigosoftware.com/iam>**

All you will need to use the site is:-

- A group logo in jpg or gif format
- The capability to use Adobe Reader
- Your 4 digit IAM RoadSmart group number
- Means to pay for chargeable items such as credit/debit card, PayPal, etc

# Group Rules 2000

## Introduction

The following outlines the Group Rules of Affiliation and are included in these guidelines for information and reference. Changes to the Group Rules of Affiliation may only be made by the IAM Council. The Charity Commission, the Office of the Scottish Charity regulator and HMRC Statutory Regulations will always take precedence over Group Rules.

Groups may not add to or amend in any way the Group Rules of Affiliation. Committee Standing Orders or Group Local Rules are permitted, but these must not contradict the Group Rules of Affiliation or be contrary to the aims and objectives or Memorandum & Articles of Association of the IAM.

Any proposal to choose or alter a Group name must be submitted to the IAM Chief Executive for the approval of the IAM Council.

- Page 14 “Group Rules 2000”. 2nd paragraph, insert after “office of the Scottish Charity regulator” “, the Charity Commission for Northern Ireland”
- Page 18 “Rules - Finance”, paragraph 4.17, substitute “the Charity Commission for Northern Ireland” for “HMRC”.
- Page 18 “Rules - General”, paragraph 4.25, line 2, insert after “office of the Scottish Charity regulator” “, the Charity Commission for Northern Ireland”.
- Page 19 “Rules - Winding-up”. The final paragraph has a clause specific to Scotland. No analogous provisions have been identified for Northern Ireland, however, the following text may prove worthy of inclusion to cater for the particular circumstances for Northern Ireland.
- Page 34 “How to conduct the election at a group AGM”. Insert after the penultimate paragraph “In Northern Ireland the Charity Commission for Northern Ireland’s ‘Running your Charity’ publication gives guidance on those eligible to serve as Trustees and their duties and responsibilities. See Appendix 2 for details
- “If the IAM is no longer in existence, the residuary assets will be paid in accordance with guidance issued by the Charity Commission for Northern Ireland, as contained in the publication entitled “Mergers and Closures”, to such charity or charities as the Group Committee will select, to be applied for similar charitable purposes.”
- Appendix 2 requires amended reference to web link for Northern Ireland, as the DSD one is inactive. Suggest following is substituted <https://www.charitycommissionni.org.uk/>

1. Rules for local groups affiliated to the Institute of Advanced Motorists, these rules (1.1 – 4.29) will form the constitution of the local group
- 1.1 The name of the Group is “..... Group of Advanced Motorists”, or “..... Group of Advanced Motorcyclists” or “.....Group of Advanced Motorists and Motorcyclists” affiliated to the Institute of Advanced Motorists. (The Institute of Advanced Motorists is hereinafter referred to as “the IAM”).
- 1.2 Affiliation to the IAM does not authorise any representation which would involve the IAM in any liability whatsoever.
- 1.3 The IAM shall have power to cancel the affiliation of the Group from time to time in its absolute discretion and to restore such affiliation upon such terms as it sees fit, provided that the Group shall first be given the right of appeal to the IAM’s Council.
- 1.4 The name, scope and geographic area of operation of the Group may be defined by the Council of the IAM. Any intended change will not be implemented without prior advice to the Group Committee.

## Members

- 1.5** Group Full Members must be current Members of the IAM.
- 1.6** Group Committees may invite IAM Members or non-IAM Members to be a President or a Vice-President of the Group. Non-IAM Members holding such positions must not describe themselves as Members of the IAM.
- 1.7** Group Honorary Members are permitted in recognition of past Membership of and services to the Group but must be fully paid up Members of the IAM. If they become active on the Group Committee or in Observing, the Group subscription must be paid.
- 1.8** The Group Committee shall be obliged to accept as a Group Full Member a current Member of the IAM on completion of the Group application form and payment of the annual Group subscription. The Group Committee is not necessarily obliged to accept an application from a person who has previously been expelled from any Group but in such cases the IAM Member has the right of appeal to the Council of the IAM.

## Associates

- 1.9** The Group Committee may accept as Group Associate Members persons desirous of becoming full Group Members on such financial terms as the Group Committee may have notified to the IAM's Chief Executive.
- 1.10** Group Associate Members may continue as such for a period of up to one year only, during which time they must endeavour to be accepted into full IAM Membership. In individual cases where there are special circumstances this period may be extended by specific decision of the Group Committee.

## Friends

- 1.11** In the absence of special reasons rendering a particular applicant unacceptable, in the reasonable opinion of the Group Committee, it must accept applications from the general public to become Group Friends, on such terms as the Group Committee may decide.

This category is not intended for those who have been Group Full Members, for those who have been and are no longer IAM Members, or for those who have been Group Associate Members unless they have taken and failed the IAM Advanced Test and may only be awarded by individual decision of the Group Committee.

- 1.12** The only Group Membership categories permitted are Group Full Member, Group Associate Member, Group Honorary Member, and Group Friend.
- 1.13** Any proposed changes to the Group subscriptions for any Membership category must be notified to the Chief Executive of the IAM before being put before the Group Membership for approval (or before implementation, where the Committee has been empowered to make such changes without specific Membership approval).

## Objects and Powers

- 2.1** The objects of the Group are for the public benefit to promote the improvement of the standard of driving and the advancement of road safety.
- 2.2** In furtherance of the above-mentioned objects but not further or otherwise the Group shall have the following powers:
- a.** to encourage and assist motorists to become Members of the IAM and to maintain their IAM Membership
  - b.** to publicise the IAM and its work throughout the area
  - c.** to provide road safety and competitive events for Group Full Members, Group Associate Members, Group Honorary Members, Group Friends and members of the general public. Driving events on a public road must not be timed
  - d.** to arrange and provide for, or join in arranging and providing for, the holding of exhibitions, meetings, lectures, classes, seminars and courses
  - e.** to cause to be written and printed or otherwise reproduced and circulated, gratuitously or otherwise, such papers, books, periodicals, pamphlets or other documents or films or recorded tapes (whether audio or visual or both) as shall further the said objects
  - f.** to raise funds and invite and receive contributions from any person or persons whatsoever by way of subscriptions and otherwise, provided that the Group shall not undertake permanent trading activities in raising funds for the said objects
  - g.** to invest the monies of the Group not immediately required for the said objects in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions (if any) as may for the time being be imposed or required by law
  - h.** to do all such other lawful things as are necessary for the attainment of the said objects

## Constitution of The Group

- 3.1** The Group Committee must consist of fully paid up Group Full Members who are current Members of the IAM. It shall consist of Officers a Chairperson, Secretary, Treasurer and a Vice Chairperson (if required) and a minimum of three other Group Full Members all duly elected at an Annual General Meeting. The total number of the Group Committee Members shall not exceed twenty.
- 3.2** No Group Full Member may serve as a Group Committee Officer while holding an officer position in another IAM affiliated Group, nor in a similar organisation where this will create a conflict of interest. Any Group Full Member denied eligibility on these grounds shall have the right of appeal to the Council of the IAM.
- 3.3** Members disqualified by law from acting as a Charity Trustee are not eligible to serve on the Group Committee.
- 3.4** All Officers and one-third of the remainder of the Group Committee Members must retire annually by rotation and may offer themselves for re-election by Group Full Members at the Annual General Meeting held each year.
- 3.5** Nominations for Committee Members shall be made in writing to the Secretary and received not less than seven days prior to an AGM. Nominations must be proposed and seconded by Group Full Members and have the signed approval of the nominee. Nominations will only be accepted from the floor of the Meeting if a written nomination for that Committee position has not been received and the person nominated from the floor is present and agrees to be so nominated.
- 3.6** The Council of the IAM reserves the right to appoint a senior representative of the IAM to any Group Committee (without voting rights). Senior representatives appointed by the Council shall be authorised to attend Group Committee Meetings (without voting rights).



## Duties and Responsibilities of the Group Committee

- 4.1** To further the objects of the Group.
- 4.2** To encourage and assist motorists and/or motorcyclists to become Members of the IAM.
- 4.3** To foster and maintain interest in the IAM among Members and to keep them informed by way of a periodic Newsletter.
- 4.4** To make arrangements for road safety and other events which further the objects of the Group.
- 4.5** To ensure that no Group Member derives any pecuniary benefit from Group resources through their Membership of the Group.
- 4.6** The Group Committee must seek to ensure that all Group Full Members are current IAM Members and must not renew the Group Membership of any Group Full Member where it is known that their IAM Membership has ceased.
- 4.7** Generally to co-operate with the Council of the IAM.
- 4.8** To record and retain Minutes of meetings of the Committee, AGMs and EGMs for a minimum of ten years.

## Meetings

- 4.9** The Group committee shall call ordinary meetings of the Group Committee at least once every three months.
- 4.10** A Chairperson shall have a casting vote.
- 4.11** A quorum of the Group Committee shall be one third of all Committee Members or three, whichever is the greater.

## Annual General Meetings and Extraordinary General Meetings

- 4.12** An AGM must be held once in every calendar year and within 18 months of the previous AGM. At least 21 days but not more than 60 days notice shall be given in writing to the Group Full Members. (Publication in the Group Newsletter shall be deemed sufficient if it is received by all Group Full Members to provide at least 21, but not more than 60 days notice).
- 4.13** An EGM may be called at any time by the Committee to deal with any items deemed by the Committee to be special business. At least 21 days but not more than 60 days notice stating the business to be discussed, shall be given in writing to Group Full Members.
- 4.14** Group Full Members also have the right to call an EGM. The matter/s for discussion must be put in writing, stating the business to be considered and signed by at least five Group Full Members or five per cent of the total number of Group Full Members, whichever is the greater, and forwarded to the Group Secretary who will call an EGM within 36 days. The notice from the Group secretary to the Group Full Members shall be in writing giving a minimum of seven days notice, and state the business to be discussed.
- 4.15** A quorum for an Annual General Meeting or Extraordinary General Meeting shall be five Group Full Members or five per cent of the total number of Group Full Members, whichever number is greater.

## Finance

- 4.16** To ensure that all Third Party Liabilities and Group Assets are covered at all times by an adequate policy of insurance.
- 4.17** To consider and if decided appropriate by the Group and approved by the Charity Commission (in England and Wales), OSCR (in Scotland) and HMRC (in Northern Ireland) to arrange and maintain Trustee Indemnity Insurance.
- 4.18** To open and operate a Bank or Building Society Account in the name of the Group. The Group Committee shall authorise in writing the Treasurer, the Secretary and two or more other Members of the Group Committee to sign cheques on behalf of the Group. All cheques shall be signed by not less than two of the authorised signatories.
- 4.19** To maintain and keep proper records of the Receipts and Payments and the Assets and Liabilities of the Group. These are to be retained for at least seven years.
- 4.20** To apply the funds belonging to the Group only for purposes in furthering the objects of the Group.
- 4.21** To have prepared annual accounts and reports which are approved by the Group Committee, submitted to Group Full Members in general meeting (normally the AGM) and then sent to the IAM's Chief Executive.

## General

- 4.22** To respect the IAM's copyright in its badge or logo, to use these in Group literature in the form allowed by the IAM and to endeavour to prevent the badge or logo from being otherwise reproduced without the consent of the Council of the IAM and to report to the Chief Executive of the IAM any such reproduction.
- 4.23** To endeavour to ensure that the good name of the IAM and the Group is maintained and is not brought into disrepute by the conduct of any Group Member.
- 4.24** To refer to the IAM Council for guidance in the event of any difficulties which may arise.

## Rules

- 4.25** Groups are not permitted to add to or amend in any way the Group Rules of Affiliation. Committee Standing Orders or Group Local Rules are permitted but these cannot contradict the Group Rules of Affiliation or be contrary to the aims or constitution of the IAM.
- 4.26** Changes to the Group Rules of Affiliation may only be made by the IAM's Council. The Charity Commission, the Office of the Scottish Charity regulator and HMRC Statutory Regulations will always take precedence over Group Rules.
- 4.27** Any proposal to choose or alter a Group name must be submitted to the IAM's Chief Executive for the approval of the Council of the IAM.

## Expulsion

**4.28** The Group Committee may expel a Group Full Member, Group Associate Member, Group Honorary Member or Group Friend from the Group for conduct inconsistent with the aims and objects of the IAM and/or Group, but any such person shall first be given the opportunity to submit representations to the Group Committee and shall always have the right to appeal to the Council of the IAM.

## Winding-Up

**4.29** If the Group Committee by a simple majority decides at any time that on the grounds of expense or otherwise it is necessary or advisable to wind up the Group, it shall call a meeting of all Group Full Members, of which meeting not less than 21 days but not more than 60 days notice in writing shall be given. If such decision shall be confirmed by a two-thirds majority of those present and voting at such meeting, the Group Committee shall wind up the Group.

Any surplus assets remaining after the settlement of all liabilities shall be handed over to the Council of the IAM to be applied for the IAM's charitable objects.

\*If the IAM is no longer in existence when the Group is wound up, then the surplus assets shall be paid to such charity or charities as the Group Committee shall select; to be applied for similar charitable purposes.

\* Scottish Groups replace the last sentence with:

"If the IAM is no longer in existence, the residuary assets shall be paid to such charity or charities as the Group Committee shall select, which are charitable in accordance with Section 7 of the Charities and Trustee investment (Scotland) Act 2005.

### **Note**

All references to the Group Committee will, where appropriate, apply to the Group Council, if one exists.

# Objectives of a Local Group

The objectives of the local group are to promote improvement in the standards of driving and riding and the advancement of road safety for the overall benefit of the public.

To enable achievement of these objectives, the local group should:

- Encourage and assist drivers and riders to become members of IAM RoadSmart and, thereafter, to maintain their IAM RoadSmart membership
- Publicise IAM RoadSmart and its work throughout their local area
- Provide road safety events for group full members, group associate members, group honorary members, group friends and the general public. Driving /riding events on public roads must not be competitive and must not be timed
- Arrange and provide for, or join in arranging and providing for, the holding of exhibitions, meetings, lectures, classes, seminars and courses
- Create and distribute papers, books, periodicals, pamphlets or other documents or films in line with IAM RoadSmart standards
- Raise funds and invite / receive contributions by way of subscriptions and otherwise, provided that the local group shall not undertake permanent trading activities in raising such funds
- Invest the monies of the local group not immediately required for the said objects in such investments as may be thought fit, subject to such conditions (if any) as may be imposed or required by law; and
- Do such other lawful things as are reasonable and necessary for the attainment of the said objectives:
  - Represent IAM RoadSmart objectives and viewpoints at all times
  - Promote IAM RoadSmart benefits, products and guidelines
  - Adhere to IAM RoadSmart standards

# Local Group Composition

The following outlines the composition of a group and incorporates Group Rules 2000 which are the Group Rules of Affiliation, which can only be changed by the IAM RoadSmart Council of Trustees.

## Introduction

The name of the local group is “..... Group of Advanced Motorists”, or

“..... Group of Advanced Motorcyclists” or “.....Group of Advanced

Motorists and Motorcyclists” affiliated to the Institute of Advanced Motorists. (The Institute of Advanced Motorists is hereinafter referred to as “IAM RoadSmart”).

Affiliation to IAM RoadSmart does not authorise any representation which would involve IAM RoadSmart in any liability whatsoever.

IAM RoadSmart has the power to cancel the affiliation of the local group at its absolute discretion and to restore such affiliation upon such terms as it sees fit, provided that the local group will first be given the right of appeal to the IAM RoadSmart Council. Each case will be judged on its own merits.

The name, scope and geographic area of operation of the local group may be amended by the IAM RoadSmart Council, having given prior notice of implementation of the intended change(s) to the local group committee.

## Group Name “Known As”

The formal name of the group registered with the Charities Commission and IAM RoadSmart should be as the introduction, however it is acceptable for group to also register a “Known as” name, with both the charity commission and IAM RoadSmart.

The naming should include IAM RoadSmart. i.e. IAM RoadSmart Better Drivers Anytown

The “Known as” name should first be approved by IAM RoadSmart and then added to the group’s charity registration on the Charity Commissions website. The link to the website is in appendix 2.

## Group Committee Composition

The Group Committee shall comprise fully paid up local group full members who are current full members of IAM RoadSmart. The Committee must consist of a minimum of 3 (three) officers (being a Chair, a Secretary and a Treasurer), a Vice Chair, (optional) and a minimum of three other duly elected local group full members. The total number of the local group committee members must not exceed 20 (twenty).

No local group full member may hold an officer position with another IAM RoadSmart affiliated local group or similar organisation, where this creates (or may be seen to create) a conflict of interest. Any local group full member denied eligibility on such grounds will have the right of appeal to the IAM RoadSmart Council.

Members disqualified by law from acting as a charity trustee are not eligible to serve on any local group committee.

All officers and one-third of the remainder of the Group Committee members must retire annually by rotation and may offer themselves for re-election by local group full members at the Annual General Meeting (“AGM”).

Nominations for committee members should be submitted to the Secretary and received not less than 7 (seven) days prior to an

AGM. Nominations must be proposed and seconded in writing, by letter or email, by local group full members.

Nominations will only be accepted from the floor of an AGM if a written nomination for that committee position has not been received prior to the meeting and the person nominated from the floor is present and agrees to be so nominated and seconded.

The IAM RoadSmart Council may at any time appoint a representative of IAM RoadSmart to any group committee. Such representatives appointed by the IAM RoadSmart Council are authorised to attend local group committee meetings (without voting rights). The Secretary of the local group must advise any such designated representative of the date, time and place of all meetings.

## Group Membership Categories

A local group may only have the following membership categories:

- Group full members
- Group honorary members
- Group associate members
- Group friends

## Group Full Members

Group full members must be current members of IAM RoadSmart.

Local group committees may invite IAM RoadSmart members or non-IAM RoadSmart members to be a President or a Vice-President of the Group. Non-IAM RoadSmart members holding such positions must not describe themselves as members of IAM RoadSmart.

The local group committee will be obliged to accept as a group full member any current member of IAM RoadSmart on completion of the local group application form and payment of the annual local group subscription. The Group Committee is not obliged to accept an application from any person who has previously been expelled from any local group, but in such cases the IAM RoadSmart member has the right of appeal to the IAM RoadSmart Council.

## Group Honorary Members

Honorary members are permitted in recognition of past membership of (or services to) the local group, but they must be fully paid up members of IAM RoadSmart. If they become active on the local group committee or as an IAM RoadSmart Observer, the appropriate local group subscription must be paid.

## Group Associate Members

The local group committee may accept as associate members people wishing to become full group members.

Local group associate members may continue in that membership category as such for a period of up to one year only, during which time they should endeavour to be accepted into full IAM RoadSmart membership. In individual cases where there are special circumstances, this period may be extended at the discretion of the local group committee.

## Group Friends

The local group committee may at its discretion accept applications from individuals to become group friends, on such terms as the local group committee may decide.

This category is not intended:

- For those who have in the past been local group full members
- For those who have been and are no longer IAM RoadSmart members; or
- For those who have been local group associate members (unless they have taken and failed the IAM RoadSmart advanced test)

## Roles and Responsibilities of the Local Group Committee

- To further the objectives of the local group
- To encourage and assist drivers and / or riders to become members of IAM RoadSmart
- To foster and maintain interest in IAM RoadSmart among members and to keep them informed by way of a periodic newsletter
- To arrange road safety and other events which further the objects of the local group
- To ensure no local group member derives pecuniary benefit from local group resources through their membership of the local group
- The Group Committee must ensure all local group full members are current IAM RoadSmart Members and must exclude from local group membership any local group full member if their IAM RoadSmart membership has ceased
- Generally to co-operate with the IAM RoadSmart Council and employees of IAM RoadSmart
- To record and retain minutes of meetings of the Committee, AGMs and EGMs for a minimum of ten years.
- To respect IAM RoadSmart's copyright in its badge or logo
- To use the IAM RoadSmart Badge and logo in Group literature in accordance with the brand guidelines set out for their use by IAM RoadSmart
- To report any unauthorised use of the badge or logo to IAM RoadSmart and endeavour to prevent the badge or logo from being otherwise reproduced without the consent of the IAM RoadSmart Council
- To endeavour to ensure the good name of IAM RoadSmart and the local group is maintained and is not brought into disrepute by the conduct of the local group or any group member

## Committee Meetings

The Secretary of the local group committee will convene ordinary meetings of the committee at least once every three months.

If a vote on a resolution is required and ends in a tie, the Chair shall exercise a casting vote.

A quorum of the local group committee will be one third of all committee members or three, whichever is the greater.

## Annual General Meetings and Extraordinary General Meetings

Each local group must convene and hold an AGM once in each calendar year and no more than 18 months after the previous AGM. The Secretary will ensure at least 21 days' notice of the AGM is given to all local group full members. Publication of the notice of the AGM in the local group newsletter shall be deemed sufficient in this respect. (See Appendix 1" for sample pro forma" AGM notice.)

An Extraordinary General Meeting ("EGM") may be convened at any time by the local group committee to deal with items deemed by the committee to be special business. The Secretary will ensure at least 21 days' notice of the EGM is given to all local group members, accompanied by the appropriate resolution and / or details of the special business to be discussed.

Group full members may also convene an EGM. The resolution / matter(s) for discussion must be submitted to the local group Secretary, with a resolution to convene an EGM signed by at least five local group full members or five per cent of the total number of local group full members, whichever is the greater. The local group Secretary must convene the EGM within 36 days, giving local group full members a minimum of 7 days' notice of the meeting and will provide details of the resolution / business to be discussed.

A quorum for an AGM or EGM will be 5 local group full members or 5% of the total number of local group full members, whichever is the greater.

## Finance

The local group committee shall have the following responsibilities:

- To safeguard the local group's assets, maintaining adequate insurance cover for such assets and against third party liabilities as appropriate
- If considered appropriate and approved by the Charity Commission (in England and Wales), OSCR (in Scotland) and Charity Commission (in Northern Ireland), to arrange and maintain trustee indemnity insurance
- To open and operate a bank or building society account in the name of the local group. The local group committee shall designate the Treasurer, the Secretary and other members of the local group committee as required as authorised signatories to the account for the purposes of making payments (either by cheque or by electronic means). It is recommended the local group bank mandate stipulates all cheques and / or electronic payments must be signed / authorised by two authorised signatories
- To maintain and keep proper records of income and expenditure, assets and liabilities, such records to be retained for a minimum of 7 years
- To apply the assets and funds belonging to the local group only for purposes in furthering the objectives of the local group
- To prepare annual accounts and reports, approved by the local group committee, submitted to local group full members for approval at the AGM and subsequently forwarded to IAM RoadSmart



## Expulsion of Local Group Member

It is recommended that the complaints procedure in the section on Code of Conduct on page 40 is utilised in relation to expulsion of a local group member.

The local group committee may expel a local group full member, associate member, honorary member or group friend from membership of the local group for inappropriate conduct or conduct inconsistent with the aims and objectives of IAM RoadSmart and / or the local group.

In considering the conduct of a member, the local group committee must have regard to the rules of natural justice, discussing the allegation(s) / issue(s) with the individual concerned, considering the case fully and fairly and recording all details. The local group committee shall endeavour to complete their investigations and reach a finding in a timely manner.

As the final element of the process, the local group committee shall invite the individual concerned to attend a formal disciplinary meeting to consider and, if appropriate, decide on their continuing local group membership. The individual concerned may be accompanied to such a meeting by a friend who should be a full member both of IAM RoadSmart and the local group, but not a local group committee member or officer.

The Group Committee may expel a Group Full Member, Group Associate Member, Group Honorary Member or Group Friend from the Group for conduct inconsistent with the aims and objects of IAM RoadSmart and/or Group, but any such person shall first be given the opportunity to submit representations to the Group Committee and shall always have the right to appeal to the Council of IAM RoadSmart.

## Winding-up

If the local group committee by a simple majority decides at any time on any grounds it is necessary or advisable to disband or wind up the local group, the Secretary shall convene an EGM as set out in this Handbook with a resolution for the winding up of the local group. A resolution to wind up the local group shall require a two-thirds majority of those present and voting to be carried, whereupon the committee shall instigate the winding up the local group.

Any surplus assets remaining after settlement of all liabilities shall be immediately transferred to IAM RoadSmart to be applied in pursuance of IAM RoadSmart's charitable objects.

1. For local groups in England and Wales, if IAM RoadSmart is no longer in existence when the local group is wound up, then the surplus assets will be paid to such charity or charities as the local group committee will select to be applied for similar charitable purposes.
2. For local groups in Scotland, if IAM RoadSmart is no longer in existence, the residuary assets will be paid to such charity or charities as the local group committee will select, which are charitable in accordance with Section 7 of the Charities and Trustee investment (Scotland) Act 2005.
3. For local groups in Northern Ireland, if IAM RoadSmart is no longer in existence, the residuary assets will be paid in accordance with guidance issued by the Charity Commission for Northern Ireland, as contained in the publication entitled "Mergers and Closures", to such charity or charities as the local group committee will select, to be applied for similar charitable purposes."

## Day-to-Day Leadership of the Local Group

The leadership of a local group is vested in a committee responsible to all members of the local group. The local group committee must abide by Group Rules.

Where the local group is a registered charity in its own right, all members of a local group committee assume the responsibilities of trustees of the charity. All committee members are jointly responsible for ensuring the local group is run according to Group Rules and appropriate charity law.

Individuals may agree to become trustees on local group committees without understanding the responsibilities that come with the role. IAM RoadSmart recommends all local group committee members are made aware of the requirements and appropriate guidance (see Appendix 2 -Charity Commission)

Local group committee members are entitled to reimbursement from local group funds for out-of-pocket expenses properly incurred.

All local group committee members must be fully paid-up members of both IAM RoadSmart and the local group.

Local group committees may form standing and ad hoc sub-committees as required.

## Roles and Responsibilities – Group Officers

Appendix 3 (page 84) of these guidelines provides templates for role profiles of each of the Group Officers roles where an \* is present, these should be used in conjunction with the following descriptions.

### Roles and Responsibilities – President

It is not essential for a local group to have a President, but it may be an advantage. A President may add to the standing of a local group within its area of operation. A President and / or Vice-Presidents are not required to be members of IAM RoadSmart. Chief Constables, Senior Police Officers and Road Safety Officers may be appropriate for such positions, but there may be other candidates worthy of consideration.

### Roles and Responsibilities – Vice President

A local group may appoint Vice-Presidents as it wishes. It is recommended such appointments are not made in recognition for past services (where honorary membership may be more appropriate) but are made with future benefits to the local group in mind.

### Roles and Responsibilities – Chair

The Chair should understand the various aspects of running a local group and ideally will have previously held one or more of the other officer positions on the committee. The Chair should set an example of leadership, understand how to chair meetings, be in the forefront of local group activities and be prepared to attend meetings and events as required. The Chair should also ensure that the local group engage and embrace IAM RoadSmart standards and strategy.

There will be occasions when urgent decisions have to be made out of committee. In these cases, the Chair should consult as appropriate with other local group committee members and make any necessary decisions, which should be ratified at the next committee meeting.

It is recommended an individual holds this post for no more than 3 years and there be a minimum break of one year before accepting nomination again.

## Roles and Responsibilities – Vice-Chair

IAM RoadSmart recommends local groups elect a Vice-Chair, not only as a substitute for the Chair, but also as the future Chair in training. For this reason, local groups should avoid electing the immediate past Chair to this post.

## Roles and Responsibilities – Secretary

The Secretary is a key position on the local group committee. The overall success of a local group depends a great deal on the performance of this function.

A local group should elect a person equipped to fulfil this role and effectively carry out the requisite duties. It may be beneficial for the Secretary to have an assistant: for example, the job of minute taking is commonly separated. The responsibility for accuracy of the minutes and any other tasks delegated in this way remains with the Secretary as the elected officer.

The Secretary must have a good understanding of Group Rules and committee proceedings. Prompt attention to all contacts, particularly in relation to new associate members, is essential. The Secretary may assume responsibility for membership and subscription records, though these functions may be performed by a Membership Secretary.

The Secretary's contact details are held by IAM RoadSmart and are made available only to IAM RoadSmart officials, unless the Secretary also holds the position of Group Contact. Details of the Group Contact are updated only on receipt of information from the local group.

## Roles and Responsibilities – Treasurer

The local group committee, through the Treasurer, is responsible to local group members for the proper safeguarding of assets, particularly local group funds. Charity trustees have a duty to safeguard the local group's assets.

The committee is responsible for the holding of group funds in an appropriate bank or building society account.

Group Rules do not allow any local group to have funds lodged in any personal account. A simple current bank account in the name of the local group is required, plus a deposit account is recommended to allow the local group to earn interest when funds permit. A mandate will be required for signing cheques / authorising electronic payments.

Local groups should maintain proper accounting records, with all receipts and payments recorded under appropriate headings. External advice may be sought on maintenance of accounting records and reporting thereon where such expertise is not present within the committee.

No committee or group member should be expected to bear their own expenses properly incurred on behalf of the local group and it is recommended local groups use a standardised expense claim form to facilitate the claiming and reimbursement of such expenses. Purchase receipts should be attached to expense claims wherever possible. Expense claims should be signed and authorised for payment, prior to reimbursement being made.

For committee members who make regular purchases, an agreed float may be provided and the money spent from the float each month topped up to the agreed amount on production of an authorised expense claim form and appropriate receipts.

As a local group grows, it may start to accumulate its own equipment such as a computer, photocopier or Mobile Display Unit. All equipment should be recorded in an "Equipment Register", showing date of acquisition, cost and where it is stored. At the date of purchase, an annual depreciation percentage should be agreed, as this will be required for preparation of the local group's annual accounts.

Once a local group has its own equipment, funds should be set aside for maintenance, repair and possible eventual replacement. Equipment should be insured as appropriate.

All local groups, as charities, have a duty to apply charity funds within a reasonable time of receiving them. Should a group retain funds beyond their immediate needs, a statement should be included in the local group's annual report justifying its holding of the reserves, for which the local group committee should establish and regularly review a "reserves policy", based on a realistic assessment of the group's needs.

## Notes:

For more information on “Reserves” see Appendix 2 - Charity Commission

For more information see Group Rules 2000 on Page 14.

# Group Officials – Succession Planning

It is the responsibility of the group officers to ensure each role has a fully formalised successor being mentored for a minimum of 12 months from their planned retirement from the role.

## Group Committee Members

The Chair, Vice Chair, Secretary and Treasurer are the officers of a local group committee. The committee (which must have no fewer than 6 and no more than 20 members) is made up of elected members, all of whom should be allocated specific responsibilities. Committee roles may include but are not limited to:

- Membership Secretary
- Newsletter Editor
- Young Driver/Rider Advocate
- Safer Roads Partnership Liaison
- Technology and Social Media
- Marketing and PR
- Events Co-ordinator

Responsibilities may be allocated to one individual to carry out on behalf of the group or committee, but this does not mean the rest of the committee can take it for granted that these responsibilities have been properly discharged. Every committee member has a responsibility for ensuring the group is run properly.

A local group may consider having a local rule along the lines: “Any committee member failing to attend 3 consecutive committee meetings (with or without apologies) between consecutive AGMs may at the discretion of the committee be deemed to have resigned from the committee”. The committee member in question may apply for reinstatement, which will be at the sole discretion of the committee.

Such a rule enables a local group committee to replace a committee member who is not sufficiently active.

# IAM RoadSmart Local Group Communications

All IAM RoadSmart circulars, invoices and general mailings are addressed to the local group secretary by name.

IAM RoadSmart's preferred method of communication to local groups is by e-mail.

An updated list is held by IAM RoadSmart and its accuracy is dependent on information received from each local group. It's the responsibility of the local group secretary to keep this up to date.

## **Please Note**

All changes to Group Committee members must be notified to IAM RoadSmart. Please complete and submit the Group Committee member change form which can be found on the IAM RoadSmart website – Group management dashboard (see Appendix)

# Charitable Status

Group Rules have been accepted by HM Revenue & Customs (HMRC & Charity commission for Northern Ireland) and the Charity Commission. Under the applicable Charities Acts, local groups in England and Wales are legally obliged to register with the Charity Commission if they have an income from all sources greater than £5,000 per year.

Local groups in Scotland and Northern Ireland must register with the Office of the Scottish Charity Regulator or the Charity Commission for Northern Ireland regardless of their income levels.

In England and Wales, all local groups are considered charities because their objectives are charitable and they are therefore obliged to register as above if the annual income threshold is exceeded. If a local group ignores this obligation, its committee members (i.e. the trustees) will have failed to carry out their duties and the Charity Commission could, as a last resort, take action against those trustees.

Local groups needing to register should do so online at the appropriate website, the link for which is below. There are different rules for Scotland and Northern Ireland and some variations for local groups in the Isle of Man.

For local groups not registered as a charity, applications for eligibility to claim the charitable tax exemptions should be made to HMRC Charities, as detailed above, after studying the information on the HMRC website on Applications for Charitable Status. See Appendix 2 below.

Registered charities must prepare each year a statement of income & expenditure and a balance sheet reflecting assets and liabilities and must keep records to enable them to do this. Each year they must make a return to the Charity Commission (or Charity Commission for Northern Ireland as appropriate) of these statements, together with a report by the local group committee on the group's activities during the year. (NB. this is a statutory requirement in Northern Ireland).

ALL local groups with annual income or expenditure in excess of £10,000 must, by law, have their accounts independently examined. It is recommended local groups with annual income or expenditure below those limits should have their accounts independently examined.

Local groups with an annual income of £5,000 or less are still considered to be charities, as they have charitable aims and objectives. Provided all income is applied for charitable purposes, the Inland Revenue exempts the local group from income tax on bank interest.

Trading activities are not permitted unless they are within the charitable objects of the local group (i.e. directly related to road safety through encouraging good driving and riding) or are incidental to the charitable aims of the Group. Types of allowable activities include:

- Providing road safety and advanced driving and riding information and advice to the public
- Holding meetings, lectures, courses and demonstrations for the public on road safety or advanced driving and riding
- Holding competitions to interest the public in advanced driving and riding skills and road safety
- Holding meetings of the local group to decide on advanced driving and riding activities
- Fund raising for charitable purposes (i.e. for road safety and advanced driving and riding skills) by means of donations, Gift Aid and legacies
- Social activities principally for the enjoyment of local group members
- Production of publications for local group members

- Competitions open to the public or where driving / riding skills or road safety are involved (e.g. as part of fund raising for charitable purposes). Trading type fund raising where goods or services are offered for sale e.g. entrance fees to fund raising events, sales of merchandise unless they fall within the Inland Revenue guidelines for bazaars, jumble sales, carnivals, firework displays and similar activities where:
  - The local group is not regularly carrying on these activities (no more than 3 of each type held in one year); Trading is not in competition with other trades
  - Activities are supported because the public is aware that the profits are for charity
  - The profits are used for charitable purposes (see above) and not to finance other activities

Following the introduction of self-assessment, local groups may be requested by HMRC to complete an annual tax return. However, correct completion should be a formality and not result in tax being payable.

Banks and building societies should be notified of the local group's registered charitable status so deposit interest can be paid without the deduction of tax.

Local group monies must not, in any circumstances, be to any other party.

## Isle of Man (IoM)

Charitable organisations based in the Isle of Man can register with the IoM Courts of Justice and a registration pack downloaded from their website.

See Appendix 2 for more information.

# Gift Aid

Local groups registered as a charities and wanting to take advantage of available gift aid should consult the HMRC website. (the website address is listed in Appendix 2)

## Gift Aid: Local Group Membership Subscriptions

IAM RoadSmart local groups in the UK are treated as charities and are able to recover from HMRC basic rate income tax paid by their full group members relating to subscriptions paid under a gift aid declaration or deed of covenant.

The gift aid scheme operates as follows:

- The local group member signs an appropriately worded gift aid declaration, certifying he / she pays income tax and / or capital gains tax at least equal to the tax that the local group is seeking to reclaim
- The member continues to pay the normal amount of the annual subscription by whichever means (i.e. direct debit, cheque or Banker's Standing Order etc.) is more convenient
- The local group claims the appropriate amount of gift aid from HMRC
- The gift aid declaration completed by members may be for an unlimited term and the amount of gift aid claimed will vary if the subscription rate changes and / or the basic rate of income tax changes. Local groups should also note that the wording of the gift aid declaration may be varied by HMRC from time to time

The gift aid scheme does not involve the local group member in any additional payment, either to the Group or to the Inland Revenue.

If the local group member pays income tax at the higher rate, he / she may also reclaim the tax on a gift aided subscription amounting to the difference between the basic rate and the higher rate of tax actually paid.

**Note:** Gift Aid declarations must not be obtained from local group associate members preparing for test until they pass their advanced test, as the value of the preparation delivered to the associate by the local group would be deemed to exceed HMRC allowable limits for the value of benefits a member can receive.



# Local Group Annual General Meeting

The AGM is the most important meeting in the local group's calendar and members should be encouraged to attend.

Executives or senior members of staff from IAM RoadSmart should not be invited to address Group AGMs unless the Area Service Delivery Manager recommends it.

## Preparation for the AGM

When the date has been agreed, notice of the AGM should be published in the local group newsletter giving at least 21 days' notice.

Nomination forms for the committee must be made available to all members.

Copies of the previous year's AGM Minutes must be prepared for circulation to members (they may be distributed at the meeting).

An Agenda should be prepared and distributed.

It may be useful at the AGM to seek authorisation for an increase in subscriptions for the following year. In this case, a resolution may be passed at the AGM stating:

"The committee be authorised to increase the subscription for the (next year's date) if deemed necessary, but subject to that increase not exceeding £.... per annum."

## How to Conduct the Election at a Group AGM

Only local group full members may:

- Nominate committee members
- Be nominated to committee or as an officer; or
- Vote at the AGM

An AGM must be held once in every calendar year. Notice must be given in advance to all members and be received at least 21 clear days before the scheduled date.

This advance notice of the AGM must be communicated to all local group members and may be published in the local group newsletter, which if distributed to all local group members shall be considered sufficient. The notice must include a list of serving officers and an indication of whether they are willing to stand for re-election for a further 12 months in office.

All local group officers and one-third of the other committee members must retire by rotation and may offer themselves for re-election by local group full members at the AGM.

The notice must contain the names of the one third of the committee members retiring by rotation and whether they are willing to stand for re-election.

Nomination Forms must be made available to all local group full members in advance to allow nominations to be made for the vacant positions on the committee. These forms should be included with the local group newsletter. See Appendix 1 for suggested template

- Proxy votes are permitted
- Postal votes are not permitted

Nominations for committee members must be submitted to the Secretary and received not less than seven clear days before the AGM. This gives the Secretary time to produce ballot papers if necessary. If there are more nominations than vacancies, the election must be conducted by secret ballot and not by a show of hands.

Nominations must be proposed and seconded by group full members and have a signed acceptance of the nomination from the nominee. Nominations should be accepted from the floor of the meeting only if insufficient written nominations have been received and the person nominated from the floor is present and agrees to be nominated.

An independent adjudicator (e.g. the Area Service Delivery Manager or any full member who is independent of the committee and acceptable to the full members in attendance) should undertake the counting of the ballot papers etc. and announce the result of the ballot. The Chair of the meeting has a casting vote and, if there is equality in voting, should, if appropriate, cast a vote for the status quo.

If the committee so decides, nominees may be given an opportunity at the AGM, before the election takes place, to give a short election address. This procedure should be clearly laid down in the Group's Local Rules or on the Nomination Forms. Canvassing by letter or in person prior to the AGM is only allowed if equal opportunity is given to all nominees.

The only named elected positions are for the Officers:

- Chair
- Vice Chair
- Secretary and Treasurer

The Committee appoints

- The Newsletter Editor
- Publicity Officer
- Chief Observer, etc. The Chief Observer must be an accredited National Observer

All officers must be elected by the full members at an AGM.

All elections for positions of officers are to take place before election of other committee members.

If they so wish, an unsuccessful nominee for an officer position may be considered to be nominated for the committee.

If a member of the Committee resigns other than at an AGM or has to be replaced or if there is a vacancy, a suitable local group Full Member may be co-opted to take on the responsibilities of that committee post until the following AGM.

In a local group where all the Committee was elected at one time (e.g. at the formation of a new local group) the committee members may hold a ballot prior to the following two AGMs to select the retiring one third of the committee.

**NOTE:** All elected and co-opted local group committee members are charity trustees, irrespective of whether the local group is registered as a charity or not.

In Scotland, OSCR's Guidance for Charity Trustees publication gives details of those eligible to serve as trustees. See Appendix 2 for details.

# Group Associate Schemes

The success and growth of any local group is dependent on the local group having an associate scheme run in an efficient and business-like manner.

There should be one local group member in overall charge of the scheme, with administrative assistance provided by other members as and when required. Local groups have different titles for this individual: the title "Associate Co-ordinator" is used for the purpose of these notes.

Local groups cannot obtain new associates without publicity, especially at a local level. It is recommended local groups publish contact details for their Associate Co-ordinator. A permanent contact point is essential in running an efficient scheme. This Group Contact is listed by IAM RoadSmart on its website and in its magazine directory. Enquirers are in the first instance likely to know little or nothing about IAM RoadSmart, the advanced tests and how the local group can help them to prepare for the test. A covering explanatory letter on local group headed paper, the appropriate brochure and a copy of the current newsletter can help.

The group has a responsibility towards all its associate members. Each associate should be treated as an individual and not just a number in the register. Adopting this approach will help the local group to attract and retain sufficient numbers of associates.

## Types of Associate Schemes

There are three different approaches to training of associates, each type has its merits, they are listed below in the preferred order of usage and customer service:

1. Appointment
2. Courses
3. Mass Guidance

## Appointment

This involves allocating an associate to a specific observer, who lives relatively near. Observer and associate make their own arrangements for observed drives / rides and the associate usually remains with the same observer until ready for a pre-test check run. It is not unusual for an observer to work with several associates at the same time. During the test preparation period, observers are encouraged to bring their associates to the local group's monthly meeting, making the travelling there and back an observed run.

## Courses

Groups should run courses regularly. Experience suggests local groups running mass guidance-based courses generate more tests and lose fewer associates than those local groups that do not.

The advantages are:

- Course start dates give a focus for publicity
- New associates are all given the same correct information
- At the first course meeting, associates meet all key local group committee members
- The relevant paperwork can be readily completed
- Payment of the full package can be collected, thus giving commitment
- Questions that may worry new associates can be answered; and
- Approximate test dates can be agreed: early commitment by associates reduces wasteful drop-outs before test

## Mass Guidance

This involves all associates and observers getting together each month, with every associate going out with a different observer, unless prior arrangements have been made. The advantages of this method are that associates are able to meet, mix with and get to know other local group Members and to get used to having another person sitting alongside them. The disadvantage is it can exclude those who have other engagements that clash with the date / time of the Mass Guidance meeting.

# IAM RoadSmart Group Member Awards

Each year nominations are invited for a number of group member and group awards, namely:-

- Fred Welch Rose Bowl
- Lord Strathcarron Award
- IAM RoadSmart Local Group Achievement Awards
- Group Newsletter of the Year

## Fred Welch Rose Bowl

The Fred Welch Rose Bowl is a silver rose bowl presented to IAM RoadSmart by the late Fred Welch in 1969. Fred was a member of the Liverpool Group of Advanced Motorists and was the first group member to be elected to the Council of IAM RoadSmart. It is awarded annually to the full car group member who, in the opinion of a panel of judges, has in the past, and is currently, contributing most to promoting the aims and objectives of IAM RoadSmart.

## Lord Strathcarron Award

The Lord Strathcarron Award is a trophy in memory of the late Lord Strathcarron, who was a very active motorcycle rider, being the first motorcyclist to take the IAM RoadSmart advanced motorcycle test in 1976. He continued riding motorcycles until he was into his 90s and was an IAM RoadSmart Council Member from 1973 to 1992. The award is made annually to the full bike group member who, in the opinion of a panel of judges, has in the past, and is currently, contributing most to promoting the aims and objectives of IAM RoadSmart.

## Nomination Process for Both Awards

Nominations will be invited 8 weeks before the award event.

Nominations can be submitted by electronic format using word, email etc. as a guide no more than 250 words should be used. As the nominee may not be known to the judges, the quality of the supporting submission is paramount.

Details of the judging and scoring process will be given in the note requesting nominations. The results remain confidential until officially announced. The recipient holds the trophy for one year and receives a permanent keepsake.

Area Service Delivery Managers, IAM RoadSmart Examiners, Road Safety Officers and IAM RoadSmart Staff may not be nominated as they promote the aims and objectives of IAM RoadSmart as a matter of course.

## IAM RoadSmart Local Group Achievement Awards

These awards are presented annually.

Cash prizes are given to those local groups who achieve first, second and third places. Additional local groups are highly commended.

The criteria taken into consideration when selecting the winners include:

- Percentage increase in recruitment over last 2 years
- All Observers IMI qualified
- No substantiated complaints
- Use of social media
- Quality of newsletter
- Discounts and incentives offered for recruitment
- Attendance at IAM RoadSmart events
- Charitable status
- Number of days from enrolment to test pass

## Group Newsletter of the Year

These awards are presented annually.

A cash prize is given to one car and one motorcycle local group for their Newsletter.

The criteria taken into consideration when selecting the winning newsletters include:

- Design ( hard copy or web based)
- Content
- Information
- Originality
- Entertainment value
- Advertising

To enter, simply ensure that your Newsletter Editor includes your Area Service Delivery Manager and IAM RoadSmart support (Groupmail@iam.org.uk) on their postal (or e-mail) distribution.

## Group Social Media Award

This award is presented annually.

A trophy and a cash prize for the group that in the opinion of IAM RoadSmart utilizes social media in the most effective manner.

The criteria taken into account when selecting the winning group include:

- Regularity of posts (ideally daily)
- Interaction with the main IAM RoadSmart account (tagging @IAMRoadSmart in posts, responding to @IAMRoadSmart tweets, retweeting and favouriting @IAMRoadSmart's tweets, liking and commenting on IAM RoadSmart Facebook posts)
- Active promotion of IAM RoadSmart's work and volunteer activity using their own feed
- Making the team at IAM RoadSmart aware of their local activity through promoting their own work and events using their social media accounts
- Directly contacting the IAM RoadSmart social media account via Twitter/Facebook direct messaging to raise any issues/ask for assistance
- Use of engaging media such as photos and video
- Supporting the external campaigns supported by IAM RoadSmart

# Code of Conduct

IAM RoadSmart has an aim

- To improve the standards of driving (and riding) on the roads
- The improvement of road safety or Greater road safety or the promotion of road safety
- The administration of a nationally recognised advanced test

In pursuing its goals, IAM RoadSmart serves the interests of those applying to become advanced drivers and riders through a number of products, employees and volunteers work with each other and the members of public at large. The following Code of Conduct (“the Code”) is designed to allow IAM RoadSmart to preserve its tradition of integrity and credibility with the public and within the organisation.

This Code applies to all volunteers (those in face to face contact with members ), Group committees, regional forum committees if applicable, all associates, all employees (permanent full-time, hourly, fixed term contract, permanent part-time), and any third party service provider in face-to face contact with our clients.

The code covers the following items:

- a. Group Complaints Policy
- b. Anti-Harassment and Bullying Policy
- c. Equal Opportunities

Code of Conduct Principles of IAM RoadSmart

- We treat everyone equally and fairly
- We adhere to policies of IAM RoadSmart
- We only communicate the IAM RoadSmart position
- We take responsibility for our actions & decisions
- We take pride in where we meet and host events
- We respect confidentiality of information gained as an official via memo/data
- We respect confidentiality of individual personal information
- We respect all members regardless of gender or beliefs
- We are Proud to be part of IAM RoadSmart



## Group Complaints

IAM RoadSmart Groups have a responsibility to ensure complaints received are responded to and dealt with in an effective and timely manner.

**Definition of a Complaint:** where a customer or group member expresses dissatisfaction with an IAM RoadSmart group, member, product or service or failure in processes.

## Aims of an IAM RoadSmart Group Complaints Policy

The aims of your policy are to ensure that your group has a complaints process that is flexible and responsive to the needs of individual complainants. In addition, it should emphasise the need to communicate effectively with complainants.

The policy should seek to ensure:

- Complainants are listened to and treated with courtesy, empathy and fairness
- Complainants are kept informed of the progress and outcome of investigations into their complaint
- Apologies are given where appropriate
- Action to rectify the cause of the complaint is identified, implemented and evaluated
- IAM RoadSmart Groups learn from complaints to continually improve relationships, products and services; and
- Complaints handling complies with confidentiality and data protection policies

All IAM RoadSmart Group Committee members must be familiar with the complaints handling process. This includes details of how customers and group members can make complaints and to whom.

It is recommended that one group committee member is ultimately responsible for dealing with complaints. They may delegate this task to another committee member but they remain responsible.

The committee member delegated to handle the complaint is responsible for:

- Managing the specific complaint
- Ensuring action is taken to address issues raised in complaints and, where appropriate, identifying improvements to processes and procedures
- Ensuring Group members are aware of, and understand, the Complaints Policy
- Keeping the complainant informed as to progress and resolution of their complaint
- Ensuring all complaints have been logged
- Identifying improvements to processes and procedures.

## Receiving a Complaint

Ensure your complainant provides full details of the complaint, preferably in writing in an email or letter.

It is important to note, failure to pass a test or assessment related to an IAM RoadSmart product such as Advanced Driving or Riding or Masters etc. cannot form the basis of a complaint against an IAM RoadSmart examiner.

## Managing a Complaint

Response times: It is important to set a response time to complaints for example;

- Send an acknowledgement within 24 hours (if e-mailed)
- 7 working days (if posted and e-mail unavailable)
- Allocated Group committee member will contact the complainant via telephone within 2 working days after the acknowledgement receipt, as more details may be required to investigate the complaint

After the first contact, the complainant should expect a response in writing within 10 working days.

If the complaint cannot be resolved within this time frame, the complainant should be given regular updates on the progress of the investigation.

It's important to emphasise that all complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act (1998) and that no confidential information relating to complaints will be disclosed to any third party without the prior consent of that party.

### Remember to:

- Ensure you take time to listen and ensure you fully understand the concerns of the complainant, which may mean asking for clarification where elements are unclear
- Reassure the complainant that the Group welcomes complaints as a means of enabling your service to improve
- Escalate if any issue is serious or cannot be readily resolved in a reasonable timescale

### The Group Committee member responsible for investigating the complaint should:

- Ensure the complainant is responded to within the timescales
- Maintain an accurate record (with dates) of all communications with the complainant
- Document the original complaint and other relevant information
- Document the issues considered
- Document decisions or actions taken; and
- Keep copies of responses and other information collected during the investigation

## Complaint Escalation

Should the complainant remain dissatisfied with the outcome of their complaint, they should be advised that their final point of escalation is IAM RoadSmart. All escalations must be notified to the Area Service Delivery Manager.

If IAM RoadSmart considers there are no grounds for appeal the complainant will be informed of this decision in writing within 10 working days.

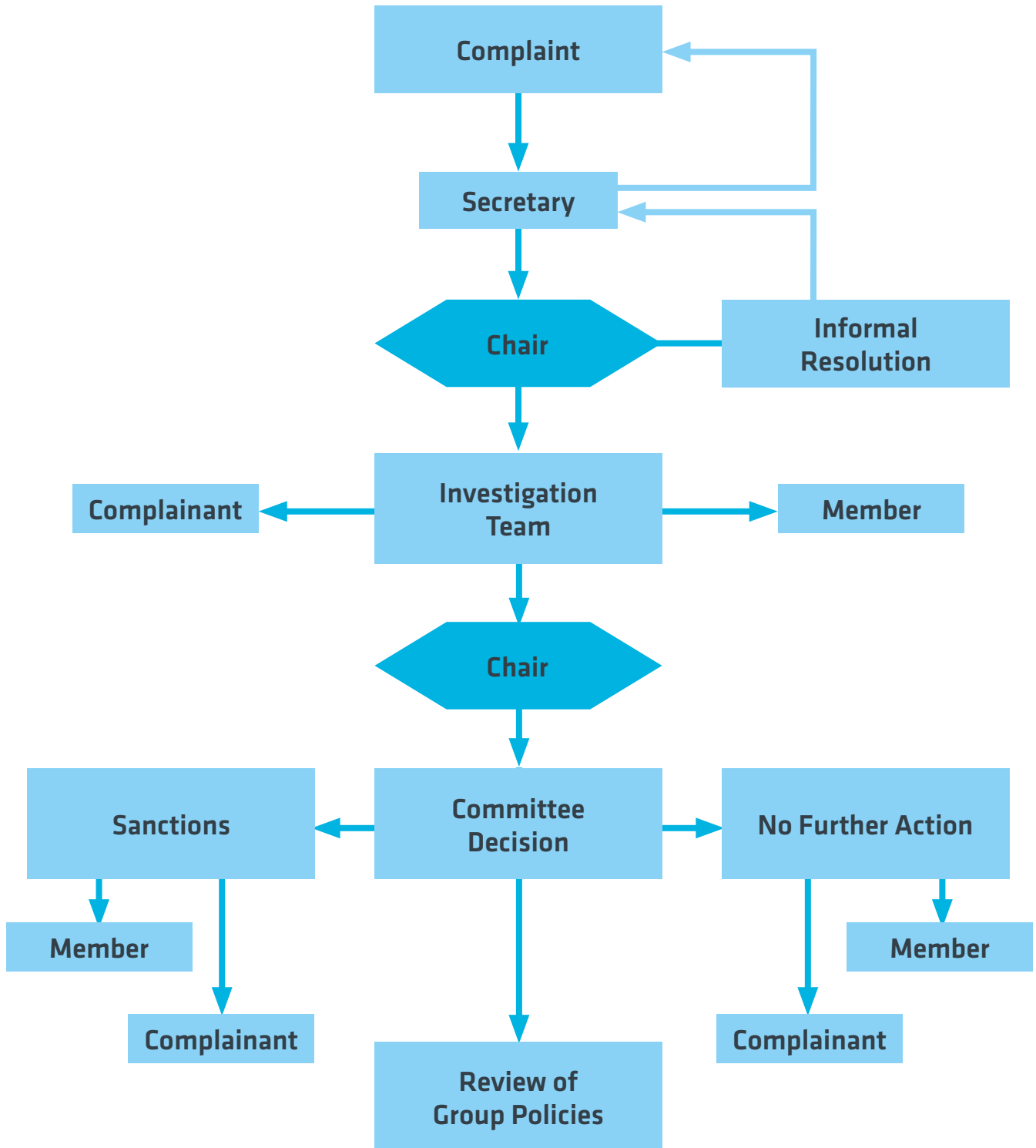
If IAM RoadSmart considers there are valid grounds for appeal this will be investigated as appropriate.

IAM RoadSmart will inform the complainant in writing of the outcome of the investigation within 10 working days. If for any reason the investigation continues beyond this deadline, the complainant will be informed of the reason for the delay and when they can expect a decision.

Although issues relevant to a particular Group should be resolved by, and with the Group, support and help are available from IAM RoadSmart who will be happy to give advice in confidence.

Any complaint regarding the conduct of tests or examiners should be forwarded to your Area Service Delivery Manager for investigation and action.

## Example Complaint Process



## Complaints Process and Procedures

Ensure complaint is in writing and bona fide and ensure anyone who is the subject of a complaint is made aware (Secretary)

Stage one - qualification of complaint (Secretary)

Stage two - qualification using secretary report (Chairman)

Stage three - if qualified in – investigation plan – delegated to sub group (Chairman)

Stage four - sub group report to Chair for decision and action plan

Stage five - committee approval

Stage six – Interview. It is not a trial. It is not adversarial.

Three panellists interview panel with quorate committee in attendance. Scripted guidelines format. Complainant if a general group issue or member complained against can be accompanied by a friend

Stage seven - approved outcomes observations and decisions fed back to complainant or member complained against.

## Best Practice

The process is designed to protect the IAM RoadSmart/ Group/ Member Complained Against) / Complainant

Assign a Single Point of Contact (SPOC) for member complained against (MCA) and complainant.

- All correspondence via Secretary
- The process is in confidence
- The process must be adhered to ensuring equivalence without prejudice
- Letters to complainant or member complained are via letter post or email
- Outcomes are based on the 'balance of probabilities'
- The committee decision is final and should be published if appropriate

## Anti-Harassment and Bullying Policy

The purpose of this policy is to ensure that all IAM RoadSmart volunteers, staff and representatives are treated and treat others with dignity and respect, free from harassment and bullying. Harassment and bullying not only contravene our ethical standards, but are also unlawful and, therefore, will not be tolerated.

It is the responsibility of all to treat their colleagues with dignity and respect and to consider whether their words or conduct could be offensive to others. Even unintentional harassment or bullying is unacceptable. For this policy to succeed, every member of staff, volunteer and representatives should ensure that they take the time to read and understand it.

IAM RoadSmart will take all allegations of harassment or bullying seriously and address them promptly and confidentially where possible.

Victimisation of those who have made an allegation under this policy in good faith, or those supporting someone in such a complaint and/or someone accompanying them to a meeting, is also a disciplinary offence.

IAM RoadSmart has a zero tolerance policy with respect to Harassment and Bullying, in any form is strictly prohibited and may be grounds for termination as a volunteer, or, in the case of an employee, immediate dismissal for just cause without notice or pay in lieu of notice.

IAM RoadSmart also takes seriously the misuse of this policy against someone to gain an unfair advantage or cause them to be investigated unnecessarily.

## Anti-Harassment

Harassment is any unwanted physical, verbal or non-verbal conduct which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment.

Harassment often (but not exclusively) targets the sex, sexual orientation, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age of the victim. It may involve conduct of a sexual nature (sexual harassment). Harassment also includes treating someone less favourably because they have submitted or refused to submit to such behaviour in the past. Harassment is unacceptable even if it does not fall within any of these categories.

Harassment may include (but is not limited to), for example:

- **Unwanted physical conduct or “horseplay”:** physical conduct ranges from touching, pinching, pushing or brushing past someone or invading their personal space, to grabbing, shoving, punching and more serious forms of physical or sexual assault
- **Unwelcome sexual advances or suggestive behaviour:** may involve unwanted suggestions, advances, propositions or pressure for sexual activity, and suggestions that sexual favours may further a career or that a refusal may hinder it. The harasser may perceive such behaviour as harmless flirting
- **Other unwanted verbal conduct:** includes (but is not limited to) continued suggestions for social activity within or outside the workplace after it has been made clear that such suggestions are unwelcome, or offensive, insensitive or intimidating comments or jokes. Other examples of other unwanted verbal conduct are racist, sexist, homophobic or ageist jokes, or derogatory or stereotypical remarks about a particular ethnic or religious group or gender
- **Unwanted non-verbal conduct:** includes (but is not limited to), the sending or displaying of material that is pornographic or obscene or that some individuals or groups may find offensive (for example emails, text messages, video clips and photographs taken or sent using mobile phones or via the internet), ignoring or shunning someone, (for example, by deliberately excluding them from a conversation or a workplace social activity), and inappropriate behaviour whether in the form of offensive, insensitive or intimidating gestures or pranks

- **Other conduct:** which disparages, denigrates, ridicules, intimidates or is physically abusive of an individual or a group. This could include mocking, mimicking or belittling a person's disability, or outing or threatening to out someone as gay or lesbian

Harassment is unacceptable even if it does not fall within any of the above categories.

A person may be harassed even if they were not the intended "target". For example, a person may be harassed by racist jokes about a different ethnic group if they create an offensive environment for him or her.

## Bullying

Bullying is offensive, intimidating, malicious or insulting behaviour involving the misuse of power intended to undermine, humiliate, denigrate, threaten or injure another person. Power does not always mean being in a position of authority, but can include both personal strength and the power to coerce others through fear or intimidation.

Bullying is often a form of harassment and can undermine an individual's self-confidence, competence and self-esteem.

As with harassment, bullying can take the form of physical, verbal and non-verbal conduct. Bullying may include (but is not limited to):

- Physical conduct: such as physical threats, for example raising your fist at someone, or using physical presence to intimidate someone, for example by standing over someone in a manner that is likely to intimidate them
- Verbal conduct: such as shouting at, being sarcastic towards, ridiculing or demeaning others, psychological threats or inappropriate remarks about someone's performance
- Non-verbal conduct: overbearing and intimidating levels of supervision, abuse of authority or power by those in positions of seniority or deliberately excluding someone from meetings or communications without good reason

Bullying is unacceptable even if it does not fall within any of the above categories.

Legitimate, reasonable and constructive criticism of a worker's performance or behaviour, or reasonable requests made of staff in the course of their employment, will not amount to bullying in of itself.

The examples given in this policy of harassment and bullying are by no means an exhaustive list of the conduct constituting either harassment or bullying.

## Informal Steps to Resolve Bullying or Harassment

If someone feels they are being bullied or harassed, they should initially attempt to resolve the problem informally with the person responsible. If they feel able, you should explain clearly to them specifically that their behaviour is unwelcome or makes you uncomfortable and that it should stop immediately. The perpetrator may not realise the effect their behaviour is having on someone.

## Investigating Bullying and Harassment Allegations

If a complaint remains unresolved it should be immediately documented and investigated using the Group Complaints Procedure.

The Area Service Delivery Manager should also be advised of any complaints so that IAM RoadSmart can assess any reputational risk that may need addressing.

## Equal Opportunities

IAM RoadSmart is committed to a policy of promoting equality of opportunity for all staff, volunteers, members, representatives and membership applicants.

We aim to create a harmonious and positive environment in which all individuals:

- Are treated fairly, with dignity and respect at all stages of involvement
- Are able to make best use of their skills, free from discrimination or harassment;
- All decisions are based on merit

We do not discriminate against any person on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics).

All are to have an equal chance to contribute and achieve their potential, irrespective of the above.



## Examples of Discrimination

Discrimination by or against a individual within an organisation is generally prohibited unless there is a specific legal exemption.

Discrimination may be direct or indirect and it may occur intentionally or unintentionally or by association or perception in certain circumstances.

Direct discrimination occurs where someone is treated less favourably because of one or more of the protected characteristics set out above. For example, rejecting an applicant on the grounds of their race because they would not “fit in” would be direct discrimination.

Indirect discrimination occurs where someone is disadvantaged by an unjustified provision, criterion or practice that also puts other people with the same protected characteristic at a particular disadvantage. For example, a requirement to work full time puts women at a particular disadvantage because they generally have greater childcare commitments than men. Such a requirement will need to be objectively justified.

Harassment related to any of the protected characteristics is prohibited. Harassment is unwanted conduct that has the purpose or effect of violating someone’s dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them. Harassment is dealt with further in the Anti-Harassment and Bullying Policy.

Victimisation is also prohibited. This is less favourable treatment of someone who has complained or given information about discrimination or harassment, or supported someone else’s complaint.

## Resolving Complaints Regarding Equal Opportunities

If a complaint is made regarding discrimination it should be immediately documented and investigated using the Group Complaints Procedure.

The Area Service Delivery Manager should also be advised of any complaints so that IAM RoadSmart can assess any reputational risk that may need addressing.

# Customer Service

## Purpose

IAM RoadSmart is committed to providing an excellent service to its customers, throughout their entire relationship with the organisation from first contact onwards. Our customers include IAM RoadSmart members, associates and members of the driving and riding community that require assessment etc.

The role of these guidelines is to outline recommended deliverables by all representatives of IAM RoadSmart to ensure that IAM RoadSmart customers receive a professional and high-quality service in relation to all enquiries and requests.

## Scope

The scope of this section is:-

- Communication Guidelines
- Associate Contacts Guidelines
- Meeting Place Guidelines
- Group Scorecard Explanation
- Customer Satisfaction Index

## Communication Guidelines

### General Overview

- There are several types of communication, and all are necessary for IAM RoadSmart to function properly. Verbal communication is the relaying of information via face-to-face or telephone discussion between two or more people
- Written communication includes letters, memos, e-mail and manuals
- Electronic communication includes e-mail, instant messaging, and other types of online communication
- Non-verbal communication is the conveyance of a message without speaking, and includes gestures such as nodding, shaking your head and other types of body language
- It is important to ensure that whichever mode of communication is used, the message is clear, conveys the proper level of importance and is delivered with an even and respectful tone

## Guidelines on the Varying Aspects of Communication and Responses

### Emails

The average person can receive around 80 emails each day. With that volume of mail, individual messages can easily get overlooked. Follow these simple rules to get your emails noticed and acted upon.

1. Don't over communicate by email
2. Make good use of subject lines
3. Keep messages clear and brief
4. Be polite
5. Check your tone
6. Proof read

## Associate Contact Guidelines

IAM RoadSmart recommend the following guidelines for contacting associates or responding to enquiries:

Type of Communication	Contact Period
Contact with associate following receipt of a lead or notification from IAM RoadSmart	2 days
Response to Emails	2 days
Response to telephone call or voicemail from an associate	1 day
Starting an Associate in training	2 weeks
Regularity of observed runs	At least fortnightly
Issue of Pass Certificate if by group	1 month

## Meeting Place Guidelines

The following tables outline the guidelines towards selecting a meeting place that reflects the brand and image of IAM RoadSmart and is somewhere that customers who are not familiar with your group, will feel comfortable in visiting for the first time.

The venue should have a bright welcoming outlook and not reflect any activity that drivers or riders may feel are unattractive or places they would not normally visit such as funeral parlours, hospices etc.

### Location

Recommendations	Items to keep in mind
<ul style="list-style-type: none"> <li>• Reflects the brand values of IAM RoadSmart</li> <li>• Safe &amp; comfortable</li> <li>• Suitable for purpose, i.e.:               <ul style="list-style-type: none"> <li>• Holding of committee meetings</li> <li>• Observed runs start place</li> <li>• Social meetings</li> <li>• Class room training sessions</li> <li>• Observer meetings, etc.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Accessibility to the building and overall location</li> <li>• Location relative to the committee members home address (for Committee meetings)</li> <li>• Location relative to the majority of members</li> <li>• Location of suitable roads for observed runs</li> </ul>

### Room Hire, Access and Equipment

Recommendations	Items to keep in mind
<ul style="list-style-type: none"> <li>• Timing of meeting, allow for set-up</li> <li>• Utilisation of group funds to ensure a modern clean facility is hired</li> <li>• Appoint a member of the group to meet and greet attendees into main building on arrival &amp; whilst on premises at all times</li> <li>• Large enough room for function booked and private</li> <li>• Should be ground floor unless there is a lift</li> <li>• Does venue provide extension leads and rubber strip to go over?</li> <li>• Projector and screen or suitable pale wall space</li> </ul>	<ul style="list-style-type: none"> <li>• Allow time for set up of room and IT</li> <li>• Who is responsible for               <ul style="list-style-type: none"> <li>• Booking</li> <li>• Gaining access on the day and liaising with venue staff</li> <li>• Hosting meeting</li> </ul> </li> <li>• Disabled access</li> <li>• Observers and committee members may be carrying lots of resources upstairs which is a health and safety issue</li> <li>• Your own extension lead may not be long enough/could overload</li> <li>• Does the venue charge for providing               <ul style="list-style-type: none"> <li>• projectors, screens or flip charts</li> </ul> </li> </ul>

## Customer Comfort

Recommendations	Items to keep in mind
<ul style="list-style-type: none"> <li>Room Temperature can be controlled,</li> <li>If no air conditioning, should be able to open windows providing not too noisy</li> <li>Room should be bright, but requires the facilities to control the light, i.e. to have dimmable- lights, curtains/blinds etc</li> <li>Sufficient facilities to provide appropriate refreshments or catering required for event</li> <li>There should be at least a two toilets, including one with accessible facilities</li> </ul>	<ul style="list-style-type: none"> <li>Temperature and light should be adjustable so attendees are comfortable</li> </ul>

## Car and Motorcycle Parking

Recommendations	Items to keep in mind
<ul style="list-style-type: none"> <li>Safe car park with adequate spaces for event or alternatively adjacent safe, free on street parking</li> <li>Suitable motorcycle parking – smooth tarmac etc</li> <li>Well lit car park</li> </ul>	<ul style="list-style-type: none"> <li>Remember you may have resources to unload: laptop, speakers, etc.</li> <li>Car parking is a cost at some venues</li> </ul>

## General Guidelines

Recommendations	Items to keep in mind
<ul style="list-style-type: none"> <li>Meetings should start and end at a public place with plenty of people around</li> <li>There should be sufficient parking as well as facilities available</li> <li>Avoid multi-story car parks, dark areas and poorly made up road surfaces</li> </ul> <p><b>Suitable locations include:</b></p> <ul style="list-style-type: none"> <li>Supermarkets</li> <li>Motorway service stations</li> <li>Public Libraries</li> <li>Public sports halls</li> </ul>	<ul style="list-style-type: none"> <li>For safety and welfare reasons Associates should not be invited into an Observers home address, nor should Observers arrange to meet an Associate in their home address</li> </ul>

## Dress Code

All IAM RoadSmart volunteers are expected to dress appropriately as a representative of both their Local Group and IAM RoadSmart. It's important to maintain a professional appearance and be aware of the responsibility to promote a positive image of IAM RoadSmart to customers, stakeholders and the general public at all times.

It is therefore important for all IAM RoadSmart volunteers to be dressed appropriately and have a presentable appearance whenever they may have an impact on the reputation of the organisation. IAM RoadSmart only recommend the clothing that is available through their channels as being fully representative of the brand guidelines.

These are available at <http://rapidity.infigosoftware.com/iam> and can be dual branded with group names and logos. This can be accessed via the Group management dashboard on the IAM RoadSmart website.

Consideration should be given to ensuring all Observers and members meeting the public are easily identifiable, with IAM RoadSmart branded clothing and equipment, together with an identification badge on an IAM RoadSmart lanyard.

Motorcycle Observers are asked to lead by example and wear appropriate protective clothing (see IAM RoadSmart policy on Hi Vis Appendix 5)

Car Observers are asked to wear appropriate clothing i.e. smart/casual, however try to avoid appearing too formal as this can be off putting to younger associates and members of the public.

## Group Scorecard

In 2014 IAM RoadSmart introduced the Group Scorecard; the purpose of the scorecard is to help Groups understand the information being held within the DTE system, together with comparisons to regional averages etc.

The scorecard shows regional averages, looking at groups within a similar geographical location and potential similarity in population.

The purpose of the information is to help group committees discuss the status of their group regarding key items such as IMI Qualifications, Advanced Driver/Rider enrolments and test pass rates etc.

The scorecard is emailed to the Group Chair and Secretary each month.

The scorecard is sectioned into 4 main areas.

The scorecard is the only formal measure used for Awards and Membership by Group sign off etc.

### Area 1: Observers

This area relates to observers who are linked to each group as recorded on the Driver, Trainers Examination system (DTE).

1. Total Observers includes IMI National & Local
2. Pass – relates to number of IMI Nationals
3. Referred – relates to IMI Nationals not reaching required competency level
4. OS- National applied for awaiting assessment

### Area 2: Advanced Rider/Driver Status Service Performance

5. **OS Enrolments** - is the number of new associates that have either nominated a group or been allocated to a group, which are still shown as not group enrolled on DTE
6. **Average Days** - is the number of days on average a group are shown as taking to enrol candidates, this figure includes those associates who are proving difficult to contact or booked on to a fixed course in the future, if either of these apply please inform support@iam.org.uk and those associates will be flagged in DTE
7. **OS Test Ready** - is the number of associates that are awaiting test, after application. NOTE: - Please only apply for test when associate is ready, not at start of preparation. This can all be done via DTE
8. **Average Days** - Equates to the total number of days from enrolment to test pass

Overall Regional averages are shown for groups within each region allowing Groups to compare how they are dealing with the associate experience.

### Area 3: Advanced Rider/Driver Status Sales Performance

This area relates to all of the recorded Advanced Driver/Rider enrolments that have been either been Group direct recruitment/sale or IAM RoadSmart web/phone purchase, giving a breakdown for the last month, 3 month and 12 month periods.

Comparison is shown for regional averages for the same periods.

## Area 4: Group Performance

This final area gives more detailed information regarding:

- Advanced Driver/Rider allocation,
- Enrolments
- Test ready candidates

Over the three periods, last month, 3 month average and last 12 months. They also show the regional averages for the same periods.

- Test Results- show the overall number of candidates presented for test by a group during the previous 12 months. Giving breakdown of FIRST, recommended/pass and not recommended/fail, as well as a group's overall percentage % pass rate

Please contact your Area Service Delivery Manager if you have any questions regarding the group scorecard.

## Associate Satisfaction Index

At IAM RoadSmart we value Customer Feedback as a way of continually improving the customer experience.

An online survey to measure the level of satisfaction of an associate's experience of IAM RoadSmart advanced driving and riding from purchase through to test is sent to all associates on completion of the Advanced Driver or Rider course.

The survey consists of a number of questions, each question will be asked to be scored between 1 and 5, in which:

1. Dissatisfied
2. Somewhat dissatisfied
3. Satisfied
4. Very satisfied
5. Extremely satisfied

Alternatively, the question will have multiple choice answers provided together the opportunity to provide feedback.

## Survey Feedback

Feedback will be reviewed and issued to Groups and used within IAM RoadSmart to improve customer service.

Any direct praise or feedback to an individual group, observer or examiner will be highlighted and sent to the Chair or Area Service Delivery Manager for attention and action as appropriate



# Information Technology

## DTE Usage

In 2011 IAM RoadSmart started to look at ways to modernise our processes and procedures, to ensure we delivered a modern and efficient service to our members and volunteers. We had identified that the internal process of getting a driver or rider from associate level to membership was laborious and time-consuming, it therefore made sense to look at ways that to make the process more efficient – quicker, and more cost-effective by reducing the costs associated with processing the paperwork involved with observing and testing associates.

With that in mind we started a modernisation programme to make the process less paper-based and in 2012 our DTE (Driver Trainer Examiner) system was launched. As well as saving time and reducing costs the added bonus of DTE is that IT enables all of us (Groups, examiners and IAM RoadSmart staff) to look at associate data in 'real time', making the entire process – from associate through to full membership – a smoother, quicker, more efficient process.

Access to DTE was made available to our Group volunteers in 2012 and since that time we have been training observers and examiners to use the system.

As of March 2016 our Groups, Examiners, Trainers and IAM RoadSmart staff now fully utilise DTE making the entire process now online.

IAM RoadSmart gives access to DTE to each Group Secretary. This is done by issuing a password and remote link to the DTE system. Guidelines are provided, please request them from your Area Service Delivery Manager or [support@IAM.org.uk](mailto:support@IAM.org.uk) and are available on the IAM RoadSmart website Group management dashboard.

It is important to advise IAM RoadSmart if there is a change in Group Secretary as the link will need to be removed and a new password given to the incoming Group Secretary.

On request via email from a Group Secretary to IAM RoadSmart other Group Officials, up to a maximum of 5, can be given a password and link to DTE.

Other Group Officials you may wish to consider having access to DTE are:-

- Associate secretary
- Group contact
- Chief Observer

Please remember to advise IAM RoadSmart if you have a change in personnel as the password and link will be need to be removed and the new Official given access. This can be done by completing the Group Committee Member Change form, available on the IAM RoadSmart website Group management dashboard.

For help, guidance and access to DTE please contact [support@iam.org.uk](mailto:support@iam.org.uk) or call 0300 303 1134

## Websites

IAM RoadSmart provides website support to groups enabling them to use IAM RoadSmart Website templates and system, if you wish to join the IAM RoadSmart Website, please initially request an application form from your Area Service Delivery Manager.

# Social Media Guidelines

## The Power of Social Media

Social media has the power to influence, engage and connect people with a common cause. With 2.3 billion active social media users across the globe and a 176 million increase in the past year, you risk being 'out of the loop' if you are not online embracing the benefits of this ever-growing phenomenon. For charities, social media offers huge potential in terms of boosting engagement amongst volunteers, supporters and experts. By challenging more traditional means that may not resonate as well with every individual, social media can help amplify reach across new audiences.

As with all other aspects of the industry, we want to make sure that IAM RoadSmart is as current as possible and that means making the most of the latest digital developments – of which social media plays a big part. It would be foolish not to join the 81% of other small to medium sized organisations on social media who actively post to support their business aims. To improve our impact online we are keen to encourage our local groups and members to embrace social media and spread IAM RoadSmart's name, missions and values far and wide. Read on to find out more about supporting us online and how to use social media.

Social media is online conversation where people communicate, share information and interact. Information can be shared as text, images, videos and/or photographs. Internet users spend more time on social media sites than any other type of site.

## Why Use Social Media

### Relationships

Social media is a great opportunity to grow lasting and scalable relationships with your current and potential members, associates, customers. Whether you are listening and engaging or not, motorists are having conversations relevant to you. They interact with friends, colleagues, and other brands in search of information, recommendations, and entertainment. If you are not around to answer, a competitor will be.

The relationships you establish with your audience you can move along a spectrum from simply "liking" you to being willing to advocate your work, defend you and IAM RoadSmart as a whole.

### Feedback

Information gets shared through social media at a fast pace and users are increasingly turning to social channels to share information in real-time. This information often takes the form of opinions which can become an invaluable source of insights and feedback.

## Where to Start with Social Media

There are numerous social networks out there but it is far better to choose one or two and do them well rather than trying to be on too many and not being able to maintain and grow your social media presence. When choosing which social media site to use, think about:

- What **problem** are you solving? – lacking brand awareness, customers/ members, loyalty and advocacy, inactive members.
- What are your **aims**? – increase customer/ member positive feedback and recommendations, share customer testimonials and buzz-worthy interactions, drive more attendance to events/ gatherings/ meetings/ group rides, educate.
- What **channels** do your IAM RoadSmart group members use?
- **How much time** do you have to commit to manage a social media platform?
- Is there **anyone else** who can get involved in social media?

IAM RoadSmart recommends starting with Twitter and Facebook. We encourage you to join LinkedIn as an individual, become a member of the IAM RoadSmart LinkedIn group, like the IAM RoadSmart Facebook page and the IAM RoadSmart main group on Twitter.

### Important note:

**One face and voice across any social media** – be consistent in terms of tone of voice, messages and advice.

- **Facebook** – has 1.3 billion users. It allows individuals to create a personal profile made up of photos and information and connect with colleagues, friends (old and new) and alumni networks. Users can view other people's profiles and comment on the information they share, chat privately and organise events. You can also set up 'pages' on Facebook to share content and engage with users who have 'liked' your groups page. This builds loyalty and encourages your fans to talk about your group. It is also an easy way to spread breaking news, such as new products or developments.
- **Twitter** – there are over 200 million users, and it's the fastest growing social media platform. Here you can post tweets, which are short statements limited to 140 letters. You can talk to the general audience, friends, celebrities and politicians, as well as charities and commercial organisations – Twitter is open for you to engage with anyone you want and is particularly good for reaching young people.
- **LinkedIn** – Primarily, this is a business to business tool and a page where you interact for professional purposes through LinkedIn pages and groups. You can participate in discussions and join groups.

Guidelines are available on the IAM RoadSmart website Group management dashboard.

# Data Protection

## Notification

The Data Protection Act 1998 came into force on 1 March 2000 replacing the 1984 Act of the same name.

All bodies processing personal data (any data on a living person who can be identified from such data) must notify the Information Commissioner of their processing. The annual fee is currently £35.

There are, however exemptions from the requirement to notify and most local groups will not need to notify as they are not-for-profit organisations. There is a self-assessment process on the ICO website for local groups to use to confirm they are exempt from the need to notify.

It is not practical to set out within this document all rules, regulations and guidance relating to data protection. For more information, local groups should refer to the ICO website <https://ico.org.uk/>.

## Eight Data Protection Principles

The Act contains a code of conduct that applies to all personal data processing whether or not the organisation is exempt from the need to notify. The code is contained in Eight Data Protection Principles:

1. Personal data will be processed fairly and lawfully and, in particular, will not be processed unless:
  - at least one of a set of conditions (including “consent” of the data subject) is met
  - in the case of sensitive personal data, at least one of a further set of conditions (including “explicit consent” of the data subject) is also met
2. Personal data will be obtained only for one or more specified and lawful purposes, and will not be further processed in any manner incompatible with that purpose or those purposes.
3. Personal data will be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data processed will be accurate and, where necessary, kept up to date.
5. Personal data processed for any purpose or purposes will not be kept for longer than is necessary for that purpose or those purposes.
6. Personal data will be processed in accordance with the rights of data subjects under this Act.
7. Appropriate technical and organisational measures will be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
8. Personal data will not be transferred to a country or territory outside the European Economic Areas unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

The requirements of the Data Protection Act demand careful consideration and action.

# Accounting and Financial

## Group Annual Accounts

For each financial year, the Treasurer should collect all relevant financial information, including:

- Subscription income for the year (including subscriptions paid in advance)
- Details of all purchases and payments (including expenses) made during the year
- Details of amounts owed to and by the local group at the end of the year
- "Group shop" sales total and stock value at cost or net realisable value (whichever is the lower)
- Value of stationery stock and any other "bought in" stationery (if material)
- Details of cash in bank receipts and payments (including bank statements)
- Cash in hand at the end of the year; and
- Written-down value of any equipment owned

A balance sheet and income & expenditure account must be prepared for each financial year and should be independently examined. These accounts and the trustees' report should be circulated to all local group members through the local group newsletter (or by any other appropriate means) in advance of the AGM. In the unlikely event that this proves impractical, copies of the accounts must be made available at the AGM, with circulation taking place in the following issue of the newsletter.

Annual accounts should be presented in the most straightforward fashion possible and should be adopted by the membership at the AGM.

## Bank Accounts - General

To open and operate a bank or building society account in the name of the local group, the group committee shall designate the Treasurer, the Secretary and other members of the local group committee as required as authorised signatories to the account for the purposes of making payments (either by cheque or by electronic means). It is recommended the local group bank mandate stipulates all cheques and / or electronic payments must be signed / authorised by two authorised signatories.

General guidelines with regard to safeguarding the group funds:

- If you have more than two bank accounts or your accounts are with more than one bank or building society, any bank transactions will go through the current account
- Any bank transactions will go through the current account. To withdraw money from any other account, it should first be first transferred to the current account and withdraw it from there
- At least three members of the Local Group committee will be signatories to the accounts
- Any withdrawals or transfers between accounts will be signed or authorised by two of the signatories. One of these should be the treasurer. If not, give the treasurer full details of the payment
- Do not sign a cheque without paperwork to support the payment
- Do not authorise payments by direct debit or by bank transfer (BACS) without paperwork to support the payment
- All other payments (including BACS, debit card payments, standing orders and direct debits) must be signed, for in advance on a payment form or approved with an email and providing an audit trail that more than one signatory has approved the payment
- The 'payment form' or email will include the following details: payee; date; amount; type of payment (e.g. BACS, standing order); and space for two signatures
- Never authorise a payment that has not been approved by another signatory of the group
- Never sign a blank cheque
- Cheque stubs will be completed at the time of payment

## Group Volunteers Expenses

By definition volunteers aren't paid for their time but they should be paid for any out-of-pocket expenses. These expenses could include:

- Travel
- Postage and telephone costs if working from home
- Essential equipment, such as protective clothing

Volunteers should provide receipts for any expenses they incur. If a volunteer receives any type of reward or payment other than expenses, they may see this as a salary and they could be classed as an employee or worker. This then gives them some employment rights.

## Use of Group Funds

Groups should use their funds to promote the aims and objectives of the IAM RoadSmart road safety objectives, these can include, but are not exclusive or limited to:-

- Attendance of shows to promote and recruit members
- Offer discounts or incentives to Advanced Driver/Rider courses
- Purchase of clothing that promotes the brand and road safety
- Purchase of promotional material for Road Safety
- Purchase of Equipment such as computer, projectors etc. that is used by members of the group to train associates and conduct group functions
- Training aids for volunteers
- Reasonable volunteer expenses
- Venue hire
- Refreshments for group member meetings and training
- Celebration of achievement gifts and reasonable meals for volunteers
- Attendance of IAM RoadSmart meetings

## Claiming Financial Assistance from IAM RoadSmart

All Area Service Delivery Managers retain a discretionary group support fund to enable the support of group promotions. This fund is limited to a fixed budget each year and will be used on a business case by business case basis. Once it is exhausted no additional funds will be available.

Groups can request financial assistance from their Area Service Delivery Manager, this can be requested to attend Regional Shows, publicity material, special events, assistance with training and recruitment etc.

It should be noted that a grant will only be made on the basis that the Group will be promoting IAM RoadSmart related products and activities.

The Financial Assistance form is available on the IAM RoadSmart website Group management dashboard.

A copy of the form is in Appendix 4.

As Group account funds are also taken into consideration, please also attach a copy of your latest set of published accounts, It is normal practice for a grant of up to half of the costs involved to be approved (to a maximum of £500).

However, each application is assessed on its own merits, taking into account any previous experience with the group's activities.

Applications will not be accepted for events that have already taken place.

Following the event you are also required to keep their Area Service Delivery Manager informed as to how successful the promotion or event was.

# Disclosure and Barring Service and Protecting Vulnerable Adults Checks

Disclosure and Barring Service (DBS) Checks and Protecting Vulnerable Adults (PVA) (Scotland) for Observers undertaking the IAM RoadSmart observer role i.e., coaching and training to prepare candidates for the IAM RoadSmart Advanced Test, are not required, due to the very low involvement with vulnerable or under aged 18 adults

If an observer is taking out a young or vulnerable adult, they should consider taking a guardian with them on the runs if there are any concerns.



# Risk Assessments

IAM RoadSmart recommends that groups should consider completing risk assessments as they feel appropriate and dependent upon the activity they are participating in.

A risk assessment is carried out to evaluate the likelihood of harm occurring as a result of a hazard and how severe that harm could be. The process should identify the hazards involved, then assess them.

The next step is to consider how to control the risks – what can be done to keep them as low as possible.

There will be times when the risk is so high that it would be considered dangerous to carry on with the activity – e.g. conducting an advanced motor cycle test on sheet ice. There are also activities where there is a real risk of injury, but which have a very low injury level – e.g. handling sheets of paper runs the risk of “paper cuts” to the fingers.

Appendix 5 cars and appendix 6 bikes provides example risk assessments for groups to adjust to suit their own needs

# Driver and Rider Training Material

To ensure consistency and standardisation throughout the country, it's important that groups only use IAM RoadSmart approved course material, observed run sheets and documentation.

The Observer and Group Management dashboards of the IAM RoadSmart website contain electronic copies of all IAM RoadSmart approved material, observed run sheets, documents and document declaration forms. These can also be ordered via the Marketing Toolkit found on the Group Management dashboard and will be invoiced to the Group.

## IAM RoadSmart Driver and Rider Course

On purchase of a course associates receive the Advanced Driver or Rider course logbook which contains all the information and material needed to pass the Advanced Test; including the IAM RoadSmart document declaration form and IAM RoadSmart observed run sheets.

## Associate Logbooks

All new associates will be sent their personal copy of the logbook when they purchase the course. One or two copies should be retained by the Group for use by the observing team.

Any additional copies can be ordered via the marketing toolkit and will be invoiced to the Group.

Any issues with regard to non-receipt through course purchase should be dealt with through the Customer Care Team, contactable on [Support@iam.org.uk](mailto:Support@iam.org.uk) or 0300 303 1134.

## Observer Handbooks

Groups should use the IAM RoadSmart group marketing online toolkit to order copies when required for new Trainee Observers. Groups will need to purchase these, however upon completion of qualification a refund of the cost of the handbook will be issued to the Group in the same way Groups currently receive the Group Associate Fee.

Occasionally these books will be updated, to ensure they are current with driving and riding techniques and vehicle technology. All updates will be notified via IAM RoadSmart Inform.

## Examiner Handbooks

Groups may wish to purchase a copy of the Examiner's Handbook via the IAM RoadSmart group marketing online toolkit. However, please remember the content is identical to that of the Observer Handbook.

# Observer Qualifications

In 2012 IAM RoadSmart introduced the IMI (Institute of the Motor Industry) QAA (Quality Assured Award) National and Local observer qualifications to ensure a consistent standard of observing, riding and driving throughout its volunteer observer teams.

IAM RoadSmart depends on the cooperation of suitably qualified Local and National Observers, to provide voluntary guidance to Associates in order to prepare them for the Advanced Driving Test.

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

Suitably qualified, experienced and motivated Observers are essential for the successful operation of all IAM RoadSmart affiliated Groups.

At IAM RoadSmart, we recognise that we each have our own approach to training and that we must also be responsive to the needs of the individual Associates we observe. To ensure a level of consistency, it is therefore essential to have an agreed set of standards covering every aspect of the Advanced Driving/Riding course

The process for applying and qualifying for either qualification is well established and can be found on the Observer and Group Management dashboards of the IAM RoadSmart website, together with all course material, application forms and supporting documents <https://www.iamroadsmart.com/>

Local and National Observer qualifications are the recognised standard of observing for IAM RoadSmart.

With Committee approval it is possible to take direct access into the National Observer qualification.

Both qualifications are free to Group approved applicants.

Effective December 2017, all Observers will need to be IMI Qualified or within training for their qualification.

# Local Observer Qualification (LO)

The Local Observer (LO) qualification is the IAM RoadSmart entry level qualification for our observer teams.

To apply candidates must:

- Be a full IAM RoadSmart member
- Be a member of an IAM RoadSmart affiliated group
- Have approval of the group committee

Each prospective LO candidate must first complete the relevant form (IAM RoadSmart Observer Qualification Registration – National and Local) and submit it to the Local Group Committee, with a request to be considered for LO training.

Application forms are available from the IAM RoadSmart web site Group management dashboard (<https://www.iamroadsmart.com/>)

If Committee approval is obtained, the Local Group representative will send the completed Application form to IAM RoadSmart Support ([imiqualifications@iam.org.uk](mailto:imiqualifications@iam.org.uk)) for registration with the Institute of the Motor Industry (IMI), the professional Awarding Body for IAM RoadSmart Local and National Observer Qualifications.

There is a 1 year time limit between registering with IMI and satisfactorily completing LO training. Once registered with IMI, as a Trainee LO, training can commence.

IMI Local Observer training is a Group responsibility. The Group Committee can appoint suitably qualified and experienced Local Observer Assessors and National Observers to provide the training for any eligible Full Member who wants to become an IMI registered Local Observer

- Trainees will need a good working knowledge of the Highway Code
- The IAM RoadSmart Advanced Driver/Rider material
- Trainees will need to study the Observer Qualification and Assessment document; there is also a competency criteria checklist (a shortened version of the competency document) which can be used as an aide memoir if you wish.

The qualification is achieved through a process of continuous assessment throughout the training period to provide a portfolio of evidence culminating with a Local Observer Assessor confirming that the standard required has been achieved.

The portfolio must contain at least two assessed sessions one of which must be the final sign off form completed by a Local Observer Assessor. The form used for the portfolio and final sign off is a Local Observer Progress Summary report

Once training is complete and the trainee has reached the required competence level, all LOPS forms are submitted to IAM RoadSmart at [imiqualifications@iam.org.uk](mailto:imiqualifications@iam.org.uk) one email per candidate, containing their completed portfolio of LOPS forms together with the final sign off signed by the LO Assessor.

IAM RoadSmart will verify the sign off LOPS form and award the LO Observer Qualification if they consider that all of the competencies have been achieved.

The trainee will receive email notification that they have been successful with a certificate following within 2 weeks.

If the trainee is not successful they will receive an email notification with information on the referral process; this allows them six months to achieve the Local Observer qualification through additional training within the Group.

IMI, in their role as the External verifier of standards, periodically inspect LOPS forms held by IAM RoadSmart and Local Groups.

## National Observer Qualification (NO)

The National Observer (NO) qualification is the next step for Observers who have achieved the Local Observer qualification.

The National Observer qualification can also be taken, with Committee approval, by direct access.

The National Observer qualification is required if you wish to become:

- A Local Observer Assessor (LOA)
- Masters Mentor
- Member of the National Training Team
- An IAM RoadSmart examiner

It is important the observer and group understand the Local Observer qualification is the bedrock of the National Observer. The group have a responsibility to ensure that every candidate for NO is approved by the group, has undergone training and is fully prepared for the assessment.

To apply you must:

- Be a full IAM RoadSmart member
- Be a member of an IAM RoadSmart affiliated group
- Have approval of your local group committee

As with the Local Observer qualification, each prospective NO candidate must first complete the relevant form (IAM RoadSmart Observer Qualification Registration – National and Local) and submit it to the Local Group Committee, with a request to be considered for NO training. Application forms are available from the IAM RoadSmart web site Group Management dashboard (<https://www.iamroadsmart.com/>)

If Committee approval is obtained, the Local Group representative will send the completed Application form to IAM RoadSmart.

The applicant will receive notification from IAM RoadSmart of registration for the qualification with IMI and that the IAM RoadSmart Assessor will make contact to arrange a date, time and location for assessment.

Each applicant has 1 year from registration to complete the qualification.

The National Observer qualification is an on-road, practical assessment of the applicants observing and driving/riding skills conducted by an IAM RoadSmart Assessor

The assessment is in two sections:

- Observing skills
- Driving / riding skills

For the observed session assessment the applicant has two options:

The Assessor can play the part of an associate – the applicant will be given a scenario with a subject to prepare for the observed session. This will be arranged with the Assessor in advance of their assessment, followed by written confirmation.

The candidate can provide an associate - If the candidate does not have a suitable associate for the assessment, a group member, who is not a Local or National Observer can be used.

Once the observed session is complete the assessor will check the applicants driving/riding ability.

At the conclusion of the assessment, the assessor will advise the applicant of the result, followed by verbal feedback of their performance.

A written report, completed on DTE by the Assessor, reflecting the verbal feedback will be provided.

The IAM RoadSmart Internal Verifier will verify the assessment report to ensure the required standard has been reached. The applicant will receive an email notification congratulating them and advising that a certificate will be issued.

If the applicant has not been successful they will receive an email notification, together with the assessment report, giving them the opportunity to retake the parts of the assessment in which they were referred. They will have three months from the date of the original assessment to do this or they will have to take the whole assessment again.

The local group will be able to provide guidance and preparation for the reassessment.

Following the assessment, if the applicant is referred they have two options:-

1. Follow the feedback from their assessor and prepare for a re-assessment with re- training. In this case they can continue observing, however this is not for an indefinite time period and must be supervised by the group. The assessor will always offer feedback and guidance to the NO candidate following assessment – in the case of a referral it is their guidance the candidate needs to follow. Reassessment must take place within 3 months of the original assessment on the areas failed, if not, the whole assessment has to be retaken. This means the Observer effectively goes into retraining and starts again.
2. Make a decision not to take a re-assessment, in which case they are no longer an Observer or covered by IAM RoadSmart Public Liability Insurance.

There is a charge of £30 for the reassessment.

If an applicant is unsuccessful a second time they have the option to be reassessed a third time, however this will be at their cost and will include the daily rate for the assessor plus expenses to cover mileage.

IAM RoadSmart has a Quality Assurance programme for National Observers. All National Observers need to take a reassessment every 5 years.

## Local Observer Assessor (LOA)

A Local Observer Assessor takes on a role within a Group to assess trainee Local Observers.

Their role is to:

- Be responsible for the continual assessment process of trainee Local Observers with final sign off when the candidate is competent within the Local Observer framework

In order to do this they will need to complete a Local Observer Progress Summary report after each assessment with the trainee.

A Local Observer Assessor must:

- Be a National Observer
- Have a Group supported application

The application form can be found on the website, with the same criteria as Local and National Observer qualification; each prospective LOA candidate must first complete the relevant form and submit it to the Local Group Committee, with a request to be considered for the LOA role. Application forms are available from the IAM RoadSmart web site Group management dashboard (<https://www.iamroadsmart.com/>).

Once approved and registered with IMI they will receive your PIN and notification from IAM RoadSmart that they are a Local Observer Assessor.

A Local Observer Assessor needs to be fully conversant with:

- The Highway Code
- The IAM RoadSmart Advanced Driver/Rider material
- Observer Qualification and Assessment document
- Competency criteria checklist (a shortened version of the competency document)
- Local Observer Progress Summary report (LOPS)

As soon as the LOA receives an IMI PIN they can start assessing.

The Local Observer qualification is achieved through a process of continuous assessment throughout the training period to provide a portfolio of evidence culminating with the Local Observer Assessor confirming that the standard required has been achieved.

The portfolio must contain at least two assessed sessions one of which must be the final sign off form completed by a Local Observer Assessor. The form used for the portfolio and final sign off is a Local Observer Progress Summary report.

The LOPS form must contain developmental feedback and praise much in the same way that an observed run would be completed with an associate.

Each box must be ticked, whether it be competent, not competent or not assessed.

The LOA will also need to complete the top left hand box of the form identifying themselves and the trainee.

The final sign off LOPS form needs to be completed once the trainee has reached the required standard to achieve the qualification. The top right hand box must be completed in full with all boxes on the form ticked to show the trainee is now competent in all areas.

Once training is complete and the trainee has reached the required competence level, all LOPS forms are submitted to IAM RoadSmart at [imiqualfications@iam.org.uk](mailto:imiqualfications@iam.org.uk) one email per candidate, containing their completed portfolio of LOPS forms together with the final sign off signed by the LO Assessor.

IAM RoadSmart will verify the sign off LOPs form and award the LO Observer Qualification if they consider that all of the competencies have been achieved.

There is no requirement for the same Local Observer Assessor to be used throughout the assessment period with each trainee.

Local Observer Assessors may be asked to conduct assessments for an external group as required and arranged by mutual agreement.

As part of the IAM RoadSmart Quality Assurance programme a Local Observer Assessor will need a successful National Observer reassessment every 3 years to continue in the role.



# Group Insurances

## Introduction

Each year at the end of October IAM RoadSmart will automatically renew the group insurance policies covering Commercial All Risks, Public Liability, Professional Indemnity, Trustee Indemnity and group assets.

The annual change in the group contribution for the insurances will be notified via IAM RoadSmart Inform and automatically charged to group accounts in December of the same year. The insurance is mandatory and an equal chargeable amount to all groups.

A copy of the policy certificate and questions and answers relating to the coverage will be placed in the groups part of the IAM RoadSmart website for viewing as required, it is not necessary for each group to retain an individual copy.

Any claims or identified risks under the policy, should in the first instance be raised with your Area Service Delivery Manager.

## Commercial All Risks (Anywhere in the UK)

This section of the policy provides cover on an "All Risks" basis (including accidental damage) to Group equipment. Equipment borrowed or hired by the Group for the purpose of furthering Group objectives is also covered up to a limit of £2500 any one item.

Total Sum Insured

- £450,000 Cover for caravans/MDUs £70,000

**Note:** The sum insured under this section of the policy includes all Group equipment including caravans/MDUs and represents the total amount based information supplied by IAM RoadSmart.

- £50,000 Goods Held in Trust (max any one item £2,500)

**Note:** Accidental damage to caravans is covered whilst being towed. Road Traffic Act liability cover should be provided by the member's motor policy.

Policy Excess (deductible): The excess under this section of the policy is £250 for each and every claim

## Public Liability Insurance

The Public Liability section of the policy provides cover against legal liability arising out of accidental death or bodily injury to any person or damage to property not belonging to the Group. The policy provides cover for Group activities such as meetings, displays, observed and assessment runs or public events. Social events are also covered but subject to exclusions such as:

- a. Sponsored Walks, Rides, Marathons or Similar Events
- b. Firework Displays and Bonfires
- c. Bouncy Castles and Other Inflatable Devices
- d. Events involving
  - i. Weapons
  - ii. Passenger Carrying Amusement Devices
  - iii. Remote Controlled Aircraft
- e. Bodily Injury to any person taking part in:
  - i. Contact Sports (including martial arts)
  - ii. Jousting Competitions
  - iii. "It's a Knockout" type competitions
  - iv. "Donkey Derby" races
  - v. Go Karting
  - vi. Parachute Jumping, Paragliding or Parascending
  - vii. Bungee Jumping or Abseiling

A full and up to date list is available in the Summary of Cover on the Group section of the IAM RoadSmart Website.

However, the policy does not cover liability claims arising out of the use of a motor vehicle in circumstances where compulsory insurance is required under any Road Traffic Legislation and this cover must be provided by the insurers of the individual vehicle.

There are very few instances where statutory motor insurance is not required as any location which can be accessed by members of the public is considered "public highway" If a training event is planned for a location which after legal consultation is not considered to be part of the public highway full details must be provided to the insurer to assess the risk before cover is granted. It should also be noted that this section of the policy does not provide indemnity for claims arising out of wrongful advice or instruction which is insured separately.

**NB. There is no cover provided under this policy for Skills Days on tracks**

- Includes member to member liability
- Indemnity Limit - £10,000,000
- Third Party Property Damage Excess - £250

## Personal Accident

This section covers Observers, Trainee Observers, Mentors or Other Group Organisers whilst conducting or assisting with driving/riding with an Observed or Assessment Run or other Group Members or Associates involved in non-driving/riding authorised Group activities.

Accident Cover Scale of Compensation:

Item	Limit
Death	£20,000
Capital Sums**	£20,000
Temporary Total Disablement (per week) £200 (max 104 weeks)	£20,000

\*\* Capital Sums includes cover for Loss of limbs, eyes, hearing and speech in addition to the loss of ability to work.

### Age Limits:

- Maximum age limit for Death benefit – 81yrs
- Maximum age limit for other benefits – 76yrs
- There is no minimum age limit however restricted benefits may apply in respect of under 18s if in full time education.

### Claims Settlement Notes:

There is no contribution clause in the policy wording and claimants will receive the full weekly benefit regardless of any other income.

The weekly benefit is payable for claimants regardless of whether they are “gainfully employed” (including retired or unemployed)

## Legal Expenses

The main cover provided by this section of the policy is as follows:

- Legal defence
- Bodily injury (including claims relating to motor accidents)

Limit of Indemnity £50,000 any one claim

## Directors and Officers (Trustee Indemnity)

This policy provides indemnity for Loss and Defence costs to Directors and Officers/ Trustees arising from any claim in respect of wrongful act whilst administering Group affairs.

Limit of Indemnity - £3,000,000

## Professional Indemnity

Cover is provided to indemnify Observers, Trainee Observers and Mentors against giving incorrect advice or instruction leading to a claim for loss or damage to property or personal injury.

- Limit of Indemnity - £3,000,000
- Excess - £500 (Observers, Trainee Observers and Mentors)

## Employers Liability

Cover is provided to indemnify IAM RoadSmart and IAM RoadSmart Groups against liability for claims arising for injury to Observers, Trainee Observers, Mentors and Group members undertaking duties on behalf of IAM RoadSmart or the local Group.

- Limit of Indemnity- £10,000,000

## Motor Insurance – Loaned Vehicles for Group Events

Motor Insurance – Loaned Vehicles for Group Events

Cover is available on a daily basis for cars and commercial vehicles up to 7.5 tonne GVW. The cover is Comprehensive, Any Driver and there is a £250 excess for which the Group would be responsible in the event of a claim.

To arrange cover on temporary vehicles telephone Saffron Insurance Services Ltd on 01440 765200 or e mail on iam@saffroninsurance.co.uk with full vehicle details including: Make, Model, Registration Number, Year of Manufacture and Value and dates for which cover is required.

## Loss of Money

Loss of Money:	Limit
In transit (to from bank /night safe)	£2,500
At a Group event	£2,500
In safe	£500
On members premises not in safe	£500

## Claims

All insurance policies carry a "Reasonable Precautions" condition whereby the insured must take all reasonable precautions to prevent:

1. Loss of or destruction of or damage to the property insured.
2. Accident or injury to any person or loss, destruction or damage to their property.  
The insured must comply with all legal requirements and safety regulations and their business in a lawful manner.

To facilitate easy and speedy settlement of claims for lost or damaged equipment it is recommended that purchase receipts are retained and details of the make, model and serial number (where available) particularly of higher valued items are recorded.

To comply with relevant legislation you have a duty to notify all actual or potential claims immediately and to ensure that all information relating to the claim is accurate and complete. For the full claim procedure always refer to the group area of the IAM RoadSmart website for the most up to date process.

Our brokers have carefully checked and agreed above information it can only serve as a guide and no responsibility can be accepted for any misinterpretation whatsoever. The full policy wording and schedule of cover are available to Group committees upon request. The policy wording must be read in conjunction with the policy schedule as some sections of the basic cover have been enhanced. The web site will also contain a "Frequently Asked Questions" section which will be continually reviewed.

# Appendix 1: Sample Proformas

## Gift Aid Declaration

Group Name		Charity Nbr
<b>Gift aid declaration</b>		
Details of Donor:		
<b>Title</b>	<b>First Name</b>	<b>Last Name</b>
<b>Declaration</b>		
I want Group of Advanced Motorists to treat all donations I have made since 6 April (2000), and all donations I make from the date of this declaration until I notify you otherwise as Gift Aid donations. I confirm that I pay income tax and/or capital gains tax at least equal to the tax that the charity reclaims.		
Signed		
Date		

**Notes** (to form part of Gift Aid declaration):

You can cancel this declaration at any time by notifying the Group's Honorary Treasurer.

You must pay an amount of income tax and/or capital gains tax at least equal to the amount of the reclaim on your donations in the tax year.

If, in the future, your circumstances change and you no longer pay income tax and/or capital gains tax equal to the amount of the reclaim, you must notify the Honorary Treasurer of the Group.

If you pay tax at the higher rate, you can claim further tax relief in your Self Assessment tax return.

Further information may be found on the HMRC website

## AGM Notice – Recommended Wording

**NOTICE IS HEREBY GIVEN** by order of the Group Committee that the Annual General Meeting of ““Group Name” will be held at (Time) on (Day) (Date) at (Venue) to enable the Trustees of the Group (Registered Charity No.) to present their Annual Report and Accounts for the year ended (Date) for approval by the Group Full Members and to conduct an election.

<b>Secretary’s Name</b>		<b>Date</b>	
<b>Address</b>		<b>Group Nbr</b>	

All Group Full Members, Associates and Friends are invited to attend but only Group Full Members may vote.

A Member entitled to vote at the General Meeting may appoint a proxy to vote in his stead. A proxy need not be a Group Full Member.

### CURRENT OFFICERS

All Officers retire annually and may offer themselves for re-election

<b>Chair</b>		<b>Will stand / Will Not stand</b>
<b>Vice Chair</b>		<b>Will stand / Will Not stand</b>
<b>Secretary</b>		<b>Will stand / Will Not stand</b>
<b>Treasurer</b>		<b>Will stand / Will Not stand</b>

## Committee Members

**One third of the Committee must retire annually and may offer themselves for re-election**

**Retiring By Rotation and Standing For Re-Election**

**Retiring By Rotation and Not Standing For Re-Election**

**Committee Members Not Retiring and Number of Years Remaining**



# Committee Nomination Form

Nominations are invited from Group Full Members to stand for committee. The Nominee must be willing to stand for the Committee and sign the Nomination Form. By signing the Nomination Form the Nominee is affirming his/her ability and intention, if elected, to attend committee meetings regularly.

## NOTE

You may not stand for the Committee if the law debars you from being a Charity Trustee.

Only Group Full Members may nominate Committee Members or be nominated as Committee Members.

This Nomination Paper must be returned to the Group Secretary at least seven days before the election by (date). All Officers and one third of all other Committee Members must retire annually by rotation and may offer themselves for re-election by Group Full Members. Those elected become Charity Trustees of the Group.

## Officers

Name	Position	Nominated by	Seconded by	Signature of Nominee
	Chair			
	Vice Chair			
	Secretary			
	Treasurer			

## Committee Members

Name	Position	Nominated by	Seconded by	Signature of Nominee
	Chair			
	Vice Chair			
	Secretary			
	Treasurer			

# Annual General Meeting Agenda Wording

## **(ANYTOWN) Advanced Motorists / Motorcyclists**

(Registered Charity No. ....)

## **Annual General Meeting**

(Date - Year)

### **Agenda**

Apologies for absence \*

Minutes from the previous year \*

Resolution : That the Minutes of the (year) AGM be approved as a true record.

Matters arising from the Minutes \*

Amendments or adjustments to this Agenda

Chair's Report \*

Secretary's Report

Treasurers Report \*

Resolution : That the Annual Report and Accounts for the year ended (date) be approved.

Election of Group Officers \*

Election of Committee \*

Address by New Chair

Any Other Business

Resolutions:

That the Committee be authorised to change the subscription for (year) if it is deemed necessary (a limiting amount can be inserted).

**The sections marked \* are mandatory.** The wording of a notice for an EGM is as used for an AGM with the word "Extraordinary" replacing "Annual", followed by the agenda item(s).

## Appendix 2: Links to relevant websites

<b>IAM RoadSmart</b>	<a href="http://www.iam.org.uk">www.iam.org.uk</a>
<b>HM Revenue and Customs</b>	<a href="http://www.hmrc.gov.uk">www.hmrc.gov.uk</a>
<b>Charity Commission</b>	<a href="http://www.charity-commission.gov.uk/">www.charity-commission.gov.uk/</a>
<b>Information Commissioner</b>	<a href="http://www.ico.gov.uk">www.ico.gov.uk</a>
<b>Office of the Scottish Charity Regulator</b>	<a href="http://www.oscr.org.uk">www.oscr.org.uk</a>
<b>Isle of Man</b>	<a href="http://www.gov.im">www.gov.im</a>
<b>Northern Ireland</b>	<a href="http://www.dsdni.gov.uk/charities_advice">www.dsdni.gov.uk/charities_advice</a>

# Appendix 3: Group Role Profiles

## Chair - Mandatory

### Job Summary

The Chair is part of the local Group Committee and is a Trustee

The Chair heads the local Group Committee

To ensure the Group is run in accordance with the guidelines set out by The Charities Commission and the IAM RoadSmart Rules for local Groups

### Key Responsibilities

To be in overall control of the activities of the Group

To lead the elected Committee Members and support activities

To encourage and maintain contact with other IAM RoadSmart and IAM RoadSmart Groups

To provide support for all Committee Members, Members and Associates

To attend IAM RoadSmart Meetings as appropriate

To control and maintain a record of Privileged Access of Officers to DTE, Group Website etc.

To ensure the Group engage and embrace IAM RoadSmart standards and strategy.

### Key Tasks

Continue to grow the Group

Chair Group Committee Meetings and to attend local events where appropriate

Become a visible presence and key representative of the Group at local events

To attend IAM RoadSmart Meetings as appropriate

Encourage and maintain contact with other IAM RoadSmart Groups

Liaise with IAM RoadSmart on a regular basis

### Key Skills

Must have appropriate level of leadership skills commensurate with the role

Knowledge and use of the internet

Email skills

# Secretary – Mandatory

## Job Summary

The Secretary is part of the local Group Committee and is a Trustee

To provide the link between the Group, IAM RoadSmart and the general public

## Key Responsibilities

To respond to queries from potential Members concerning IAM RoadSmart, its aims and objectives and to encourage enrolment

To respond to queries from IAM RoadSmart and to liaise with the Group Committee as appropriate

To record Minutes of Committee Meetings and General Meetings

## Key Tasks

Provide support for the regular Committee Meetings and General Meetings such as the preparation of agenda and taking of minutes

Respond to request for information from the general public concerning group activities

Attend, as appropriate national IAM RoadSmart events and liaise with Group Committee on outcomes

Maintain Group's library of documents

## Key Skills

Good interpersonal skills

Knowledge and use of the internet

Email skills

DTE skills

## Treasurer – Mandatory

### Job Summary:

- The Treasurer is part of the local Group Committee and a Trustee
- To maintain accurate records of all the financial transactions of the Group

### Key responsibilities:

- To provide regular and accurate reports to the Group Committee
- To provide data to Group Secretary as required by IAM RoadSmart
- To advise Membership Secretary of all Group subscriptions received

### Key tasks:

- Collate information from bank, IAM RoadSmart and other sources to update Treasurers records
- Maintain proper records of the receipts, payments assets and liabilities of the Group
- Ensure that Gift Aid relief is claimed annually from HMRC
- Balance and close yearly accounts and immediately submit to the Auditor for independent review
- Submit audited balance sheet for publication to Members
- Submit audited accounts at the AGM for endorsement/acceptance by the membership
- Ensure that the annual return and annual accounts required by IAM RoadSmart and The Charity Commission are submitted on time

### Key skills:

- Good interpersonal skills
- Working knowledge of a spreadsheet package
- Knowledge and use of internet
- Email skills

# Chief Observer Car/Bike – Recommended

## Job Summary

The Chief Observer is part of the local Group Committee and is a Trustee

The Chief Observer co-ordinates and monitors all Observer activity

## Key Responsibilities

To ensure all Local Observers and National Observers are and remain fully qualified

To ensure that training of Observers at all stages is fully effective

To ensure that ongoing monitoring of all Observers is effective

To identify Local Observers for progression to National Observer

To maintain and oversee observing standards across the Group

To ensure use of IAM RoadSmart Advanced Driver/Rider course material

## Key Tasks

Advise Committee of potential new Observers

Arrange for appropriate training of new Observers

Allocate Observers to Observer Teams

Allocate Pre Test Drives/Rides for Associates

Liaise with IAM RoadSmart when appropriate

Monitor results of Observing activity and maintain necessary statistics

## Key Skills

Must be a National Observer

Good interpersonal skills

Knowledge and use of the internet

Email skills

Must be adept in use of DTE system

# Associate co-ordinator/group contact – Recommended

## Job Summary

This role is part of the local Group Committee and is a Trustee

Maintain an accurate record of all local Group Members and Associates using IAM RoadSmart's DTE system

## Key Responsibilities

To provide appropriate reporting to the Committee as required

To provide data to Group Secretary as required by IAM RoadSmart

To ensure that Group Treasurer can reconcile membership income with active Members

To ensure Membership Fees are paid at the appropriate time and notified to Group Treasurer

To be Group's Data Protection Officer

## Key Tasks

Maintain membership data base on DTE and collect subscriptions

Follow up with each Member who has not paid their subscriptions within the time allowed

Be first contact point for enquiries from the Group's Website

Contact each new Member with a "welcome" communication

Contact all Members with an invitation to each Group Meeting

Provide an analysis of Members to the regular Group Committee Meeting

## Key Skills

Good interpersonal skills

Knowledge and use of the internet

Must be adept in use of DTE and the internet

Email skills

DTE skills



# Webmaster and Information Technology - Recommended

## Job Summary

The Webmaster is part of the local Group Committee and is a Trustee

The Webmaster is responsible for maintaining the Group's Website

The Webmaster is responsible for advising the Group Committee on Information Technology issues and progressing as appropriate

## Key Responsibilities

To be a source of guidance on all Website and IT issues

To ensure that the Website is maintained as an effective source of information for the general public, Members and Observers

To be the Group's interface with IAM RoadSmart on Website and IT issues

To produce local group newsletter (electronically & Hard copy)

## Key Tasks

Monitor the Website to ensure that it is effective for purpose

Monitor and update the Website as appropriate

Coach and advise other authorised Members who may have access to restricted pages on the Website

Review periodically all of the content on the Website and arrange for updating/improving as appropriate

Advise Committee of new technology that may be beneficial for the development of the Group

## Key Skills

Good interpersonal skills

Knowledge and use of the internet

Email skills

Detailed knowledge of the IAM RoadSmart Website

## Associate Liaison – Recommended

### Job Summary

The Associate Liaison has direct line reporting to the Chief Observer

To ensure that Associates progress towards their IAM RoadSmart Test through appropriate on-going interaction

### Key Responsibilities

To make initial contact with Associates, welcome them to the Group and explain the way forward

To allocate an appropriate Observer to each Associate

To provide on-going support to the Associates and Observers and monitor Associate's progress towards the Advanced Driving/Riding Test

To promote the Group to Associates

To apprise Chief Observer of Associates' and Observers' activities as appropriate

### Key Tasks

Make initial contact with new Associates

Allocate Observer to Associate

Provide on-going support to Associates and Observers and monitor progress through Advanced Driver/Rider course

Make contact with Associate immediately prior to Test and ascertain result post Test

Congratulate Associate on pass, advise appropriate Officers

### Key Skills

Good interpersonal skills

Knowledge and use of the internet

Email skills

DTE skills

# Appendix 4: Group Request for Financial Assistance

## Request for Financial Assistance

Please forward to your Area Service Delivery Manager (ASDM)

<b>Group</b>		<b>Group No.</b>	
<b>Other</b>			

Details / Justification for Assistance	Estimated cost or actual cost	Requested Support amount

### Please attach any quote/invoices

Literature (using IAM RoadSmart marketing toolkit)

I enclose the latest set of Published Group Accounts for the year \_\_\_\_\_

Signature of Group Secretary \_\_\_\_\_

Name (please print) \_\_\_\_\_ Date \_\_\_\_\_

Recommendation: Assistance approved YES/NO £\_\_\_\_\_ support recommended

ASDM Comments: \_\_\_\_\_

Signature of \_\_\_\_\_ Date \_\_\_\_\_

Printed Name \_\_\_\_\_

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### IAM RoadSmart Area Service Delivery Manager Approval

Signature \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_

# Appendix 5: Example of Risk Assessment Car

<b>Activity</b>	<b>Advanced Driving with Associate (cars)</b>	
<b>Assessor</b>		
<b>People at Risk</b>	<b>Category</b>	<b>Tick if at risk</b>
	General public	/
	Volunteers	/
	Members/Candidates	/
	Others (Specify where necessary)	/
<b>Date</b>	July 2016	
<b>Review Date</b>	July 2017	

## The Risk Assessment Process

A risk assessment is carried out to evaluate the likelihood of harm occurring as a result of a hazard and how severe that harm could be. The process should identify the hazards involved, then assess them. The next step is to consider how to control the risks – what can be done to keep them as low as possible.

There will be times when the risk is so high that it would be considered dangerous to carry on with the activity – e.g. conducting an advanced motor cycle test on sheet ice. There are also activities where there is a real risk of injury, but which have a very low injury level – e.g. handling sheets of paper runs the risk of “paper cuts” to the fingers.

The end result is that the risks are managed downwards by the control measures considered for that purpose. The control measures then have to be implemented. To calculate the risk the system below is intended to be fairly simple to use:

Severity		Likelihood	
Description	Score	Description	Score
Minor injury	1	Event unlikely to happen, but possible	1
Injury causing less than three days off work	3	About even chance an event may happen	3
Over three days off work, major injury, or a fatality	5	Highly likely, or almost certain an event will happen	5

### Multiply the severity score by the likelihood score to produce an overall assessment:

**Result of overall risk grading:** 1 = Trivial 3 or 5 = Tolerable 9 = Moderate 15 = Substantial 25 = Intolerable.

1	Trivial	No action
3 or 5	Tolerable	Use basic control measures and monitor activity
9	Moderate	Reduce the risk
15 or 25	Substantial/ Intolerable	Reduce the risk, or cancel the activity/action that produced this risk assessment result

Control measures, if appropriate, need to be described in the column provided.

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Collision with another vehicle/road user/roadside property etc	All	5	1	5	<p><b>Associate</b></p> <ul style="list-style-type: none"> <li>All have DVSA driving test pass qualification as a minimum of prior training (or EU/foreign equivalent)</li> <li>All have signed a driving document declaration</li> <li>Eyesight tested at start of test</li> <li>Briefing at start of session includes safety issues, and reminds</li> <li>Associate he/she has responsibility for safety specifically</li> <li>Associate previously novice trained and now being assessed on safety as a major focus of the session</li> </ul> <p><b>Observer</b></p> <ul style="list-style-type: none"> <li>Observer also holds driving licence for the vehicle</li> <li>All observers have undertaken some form of observer training and are competent to observe developing driving hazards</li> <li>Regular quality assurance by LOA or National Observers or includes safety issues</li> </ul>		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
					<p><b>Vehicles</b></p> <ul style="list-style-type: none"> <li>• Observers will not to use a vehicle they feel unsuitable/unsafe</li> <li>• Seat belts worn at all times except when reversing if fitted</li> <li>• Vehicles given visual check prior to commencing test</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>• Observer will terminate activity with associate if he/she considers the driving too dangerous or conditions inappropriate</li> <li>• Route choice at discretion of observer to match candidate performance/road and weather etc conditions, vehicle capability etc</li> <li>• Associate encouraged to give verbal commentary assisting observer in assessing associates hazard awareness</li> <li>• Adherence to speed limits and other traffic law during session. Non adherence and the observer will end the session.</li> <li>• Safety is the major part of the assessment being made</li> </ul>		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Collision with another vehicle/road user/roadside property etc during reversing manoeuvre	All	3	1	3	<ul style="list-style-type: none"> <li>Controls as above in this column apply where appropriate</li> <li>Observer able to monitor activity from any place he/she chooses to ensure safety of exercise</li> <li>Observer able to monitor activity and intervene if necessary and advise driver/other parties of danger</li> <li>Manoeuvre conducted at suitable location at time and place of observers choice to maintain safety</li> </ul>		
Collision of pedestrian with another vehicle at start/finish venue	Volunteer Member/ Associate	5	1	5	<ul style="list-style-type: none"> <li>Location chosen to be away from fast-flowing traffic as far as possible, or at discretion of observer who has authority to decline a location</li> <li>Associates all licenced drivers, therefore have background awareness of road dangers</li> <li>Observers all experienced drivers with heightened awareness of safety issues</li> <li>Hi-viz clothing worn outside vehicle if appropriate</li> </ul>		



Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Slip/Trip at starting/ finishing venue	Volunteer Member/ Associate	3	1	3	<ul style="list-style-type: none"> <li>Location chosen to be away from fast-flowing traffic as far as possible, or at discretion of observer who has authority to decline a location if inappropriate</li> <li>Locations with uneven surfaces avoided where possible</li> </ul>		
Driver Fatigue	All	3	1	3	<ul style="list-style-type: none"> <li>Session managed by observer.</li> <li>Suitable breaks planned in.</li> <li>Observer will abandon/ postpone session if concerned</li> <li>Appointment set by mutual discussion between observer and candidate</li> </ul>		
Cramp etc. from prolonged sitting in car driving	Volunteer Member/ Associate	1	1	1	<ul style="list-style-type: none"> <li>Session managed by observer suitable breaks planned in</li> </ul>		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Effects of weather	Volunteer Member/ Associate	3	1	3	<ul style="list-style-type: none"> <li>• Activity cancelled/curtailed in extreme cold conditions, controlling risk of hypothermia, and also increased risk of collision due to road surface conditions</li> <li>• Route/length of sessions at discretion of observer to ensure extreme heat conditions catered for</li> <li>• Observer will cancel/curtail activity if conditions unsuitable (eg Fog)</li> <li>• Wet conditions covered as part of the training process – Observer experienced in dealing with these</li> <li>• Session limited to 90 minutes maximum</li> <li>• Observer will consider terminating session if weather conditions of any kind render it appropriate</li> </ul>		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Lone worker meeting unknown person - risk of assault	V	3	1	3	<ul style="list-style-type: none"> <li>• Observers dealing with known candidates and are experienced in identifying risky behaviour</li> <li>• Observers all experienced in inter- personal skills to defuse aggressive behaviour</li> <li>• Observer will withdraw if unhappy with behaviour of associate</li> <li>• Details of candidates normally known to others in the organisation and details of session organised by observer</li> </ul>		

# Appendix 6: Example of Risk Assessment Bike

<b>Activity</b>	<b>Advanced Riding with Associate</b>	
<b>Assessor</b>		
<b>People at Risk</b>	<b>Category</b>	<b>Tick if at risk</b>
	General public	/
	Volunteers	/
	Members/Candidates	/
	Others (Specify where necessary)	/
<b>Date</b>	July 2016	
<b>Review Date</b>	July 2017	

## The Risk Assessment Process

A risk assessment is carried out to evaluate the likelihood of harm occurring as a result of a hazard and how severe that harm could be. The process should identify the hazards involved, then assess them. The next step is to consider how to control the risks – what can be done to keep them as low as possible.

There will be times when the risk is so high that it would be considered dangerous to carry on with the activity – e.g. conducting an advanced motor cycle test on sheet ice. There are also activities where there is a real risk of injury, but which have a very low injury level – e.g. handling sheets of paper runs the risk of “paper cuts” to the fingers.

The end result is that the risks are managed downwards by the control measures considered for that purpose. The control measures then have to be implemented. To calculate the risk the system below is intended to be fairly simple to use:

Severity		Likelihood	
Description	Score	Description	Score
Minor injury	1	Event unlikely to happen, but possible	1
Injury causing less than three days off work	3	About even chance an event may happen	3
Over three days off work, major injury, or a fatality	5	Highly likely, or almost certain an event will happen	5

### Multiply the severity score by the likelihood score to produce an overall assessment:

**Result of overall risk grading:** 1 = Trivial 3 or 5 = Tolerable 9 = Moderate 15 = Substantial 25 = Intolerable.

1	Trivial	No action
3 or 5	Tolerable	Use basic control measures and monitor activity
9	Moderate	Reduce the risk
15 or 25	Substantial/ Intolerable	Reduce the risk, or cancel the activity/action that produced this risk assessment result

Control measures, if appropriate, need to be described in the column provided.

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Collision with another vehicle/road user/roadside property etc	All	5	1	5	<p><b>Associate</b></p> <ul style="list-style-type: none"> <li>All have DVSA driving test pass qualification as a minimum of prior training (or EU/foreign equivalent)</li> <li>All sign driving document declaration prior to driving</li> <li>Eyesight tested at start</li> <li>Briefing at start of session includes safety issues, and reminds associate he/she has responsibility for safety specifically</li> <li>Associate previously novice trained and now being assessed on safety as a major focus of the session</li> <li>Proper full motorcycle clothing worn as a condition of undertaking the test</li> <li>Wearing of hi-viz clothing encouraged if appropriate</li> </ul> <p><b>Observer</b></p> <ul style="list-style-type: none"> <li>Observers have DVSA driving test pass qualification as a minimum of prior training (or EU/foreign equivalent) as evidence of prior competence</li> <li>All observers are experienced in riding and competent to observe developing riding hazards. Most have either NO or LO</li> <li>Quality assurance by Local Observer Assesors (LOA) or National Observer includes safety related issues</li> </ul>		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
					<ul style="list-style-type: none"> <li>• Suitable motorcycle clothing worn</li> <li>• Wearing of hi-viz clothing encouraged</li> </ul> <p><b>Vehicles</b></p> <ul style="list-style-type: none"> <li>• Observer will not conduct a session with an associate using a machine they feel unsuitable/ unsafe</li> <li>• Observer using own machine, and therefore familiar with its characteristics etc</li> <li>• Machines given visual check prior to commencing test</li> </ul> <p><b>Miscellaneous</b></p> <ul style="list-style-type: none"> <li>• Observer will terminate activity with an associate if he/she considers the riding too dangerous or conditions inappropriate</li> <li>• Route choice at discretion of observer to match candidate performance/road and weather etc conditions, vehicle capability etc</li> <li>• Route choice at discretion of observer to match associate performance/road and weather etc conditions</li> <li>• Adherence to speed limits and other traffic law part of the course being made- persistent breach of speed limit or other traffic law will result in the observer terminating</li> <li>• Safety is the major part of the assessment being made</li> </ul>		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Collision with each other due to riding together	Volunteer Member/ Associate	5	1	5	<ul style="list-style-type: none"> <li>All above apply where appropriate</li> <li>Observers trained to follow in position so as not to follow associate "in line"</li> <li>Observer trained to maintain observation ahead of associate as well as maintaining observation of associate activity</li> </ul>		
Collision of pedestrian with another vehicle at start/finish venue	Volunteer Member/ Associate	3	1	3	<ul style="list-style-type: none"> <li>Location chosen to be away from fast-flowing traffic as far as possible, or at discretion observer who will decline an unsuitable location</li> <li>Locations with uneven surfaces avoided where possible, encouraged by issues related to practicality of parking motorcycles on uneven surfaces</li> </ul>		
Associate falling from machine during slow riding manoeuvre	Associate	1	3	3	<ul style="list-style-type: none"> <li>Associate previously trained in slow riding prior to session (DVSA)</li> <li>Location chosen to avoid uneven ground, especially slippery surfaces etc</li> <li>Activity conducted in quiet area as far as possible to allow concentration on the task</li> <li>Session conducted at low speed (ideally walking pace or lower)</li> <li>Conducted during rest of observed session, so other controls in this column apply as appropriate</li> </ul>		



Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Rider Fatigue	All	5	1	5	<ul style="list-style-type: none"> <li>• Session time set by observer. Breaks taken when required</li> <li>• Observer will abandon/ postpone session if concerned</li> <li>• Appointment set by mutual discussion between observer and associate</li> </ul>		
Cramp etc from prolonged riding	Volunteer Member/ Associate	1	1	1	<ul style="list-style-type: none"> <li>• Session time set by observer breaks to be taken when required.</li> </ul>		
Hearing impairment due to wind/radio noise	Volunteer Member/ Associate	3	1	3	<ul style="list-style-type: none"> <li>• Ear plug use suggested</li> <li>• Session restricted to 90 minutes maximum</li> </ul>		
Effects of weather					<ul style="list-style-type: none"> <li>• Activity cancelled/curtailed in extreme cold conditions, controlling risk of hypothermia, and also increased risk of collision due to road surface conditions</li> <li>• Route/length of sessions at discretion of observer to ensure extreme heat conditions catered for</li> <li>• Observer has total authority to cancel/ curtail activity if conditions unsuitable (eg Fog)</li> <li>• Wet conditions covered as part of the training process – examiner trained to deal with them</li> <li>• Session limited to time set by observer</li> <li>• Observer will terminate session if extreme weather conditions of any kind render it appropriate (eg Fog)</li> </ul>		

Hazard	People at Risk	Severity	Likelihood	Overall risk	Control measure (and comments)	Adequate controls in place (Yes/No)	If not, date for their introduction
Physical injury from manual handling of machine	Volunteer Member/ Associate	3	1	1	<ul style="list-style-type: none"> <li>All have DVSA driving test pass qualification as a minimum of prior training (or EU equivalent) providing evidence of some prior competence</li> <li>Locations with uneven ground avoided wherever possible</li> </ul>		
Lone worker meeting unknown person - risk of assault	V	3	1	3	<ul style="list-style-type: none"> <li>Observers dealing with unknown candidates all experienced. Associates known to group and IAM RoadSmart</li> <li>Observer authorised to withdraw if unhappy with behaviour of candidate</li> <li>Meeting with associate usually conducted in public place</li> <li>De-brief location with associate in observers control, allowing use of public place if appropriate</li> </ul>		



**IAM RoadSmart is the trading name of all businesses owned by The Institute of Advanced Motorists**

Charity number: 249002 (England and Wales)  
SC041201 (Scotland).

[www.iamroadsmart.com](http://www.iamroadsmart.com)  
[@iamroadsmart](https://twitter.com/iamroadsmart)

