



Intensive Observer Course
(Trainer)

Intensive Observer Course – Trainer Document

Introduction:

Welcome to this documentation for Intensive Observer Training. It is a guide for trainers to help them plan, prepare and accomplish an effective intensive course.

This documentation is generic and covers both Local Observer (LO) and National Observer (NO) in both cars and motorcycles. Slight variations are mentioned in the text; not all sections will be fully relevant to every course.

Course Aim:

To qualify observers in the required IAM RoadSmart role over a 2-day period. It is acknowledged that not every trainee will achieve full success in these two days, but those who are unsuccessful will be a great deal closer to their goal than they would otherwise be. These candidates can complete the training on a 1:1 basis in the future.

Observer Competencies:

Observer competencies are stated in the IAM RoadSmart document 'Observer Qualification and Assessment', found on the IAM RoadSmart website. It lists the competencies to be achieved by all LO and NO. There are separate versions for car and motorcycle.

Assessment:

For LO training;

The trainer completes a LOPS form for each trainee after each practical session as evidence of progress. Once the required competency level has been met the final LOPS form must be signed by an LOA and submitted to IAM RoadSmart in the usual way.

For NO training;

The trainer completes a NOPS form after each practical session; the qualification will not be achieved at the end of the two days. An Initial NO assessment must be booked via IAM RoadSmart in the usual way.

Advice to trainers:

Trainees are given a separate document giving them guidance and advice. You should familiarise yourself with this document to ensure you understand what is being expected of them.

1. During the practical sessions, trainers will behave as associates and the trainee will give guidance to that associate.
2. Timing is critical, throughout the course you must stick to the timings. If timings overrun by just one pair, every member of the course is delayed in moving on.
3. With a genuine associate, the observer would coach them through the pre-ride checks and the Rolling Brake Check for each guidance session. However, on this intensive course, time does not permit this so the trainer must ensure the trainee is aware of the need to develop these competencies with genuine Associates.
4. Trainers will start the practical session by briefing the trainee on the Aim and duration of the session. Trainers must be sure to keep their own briefing within allocated time limits for the reasons mentioned above. Similarly, ensure the briefing matches the style and standard of that expected from the trainee.
5. On completion of the briefing, the trainer will state that they are now the associate. Trainers as associates must take care not to make life difficult for the trainees by, for example, asking pointless questions or being deliberately awkward.
6. If at any time the trainer wants to revert from associate back to trainer, they simply state that fact. It is important for the trainee to know precisely when the trainer is a trainer or associate.
7. Communications between trainers and trainees in cars will not be an issue. On motorcycles, radios or Bluetooth may be used but IAM Radio procedures must be complied with throughout the course. See the Radio Competencies on the IAM RoadSmart website for further information.
8. If communications are being used (motorcycles only) the trainee must also demonstrate their ability to give route directions without radio communications.

9. Each trainer will be paired with a different trainee for each session. If motorcycle communications are being used please allow time to change channels / Bluetooth connections.
10. There is a sample schedule on pages 9 & 10. Your course organiser will provide a more detailed one specific to your course.
11. The trainer can stop the trainee at any time during the session to put right something or to make a point that may not easily be put across on the move.
12. At the appropriate time in the session, the trainee should stop and give their debrief to the associate; for this the trainer will remain the associate as questions may arise from the debriefing. If a trainee does not end the session at the correct time to begin the de-brief of you as an associate you must initiate that stop which may also mean changing the route slightly to arrive at the designated finish location promptly. If you arrive late to a changeover point this will affect all other course members and timings too. This should not be seen as a reason to fail the trainee.
13. On completion of the trainees debrief of the associate, the trainer will give his debrief to the trainee on their performance as observer. This should be conducted in the same manner as all de-briefs:
 - Open questions used appropriately
 - Ask the trainee how they feel the session has gone
 - Use an 'information sandwich' technique. i.e. good points; points that require development; finishing on a summary of good points again
 - If competence has not been achieved, explain why with location-based examples
 - Offer clear, constructive development advice
 - Compliment for effort as well as achievement
 - Encourage and enthuse, even if the performance was not at a suitable competence level

- Finish by asking the trainee if they have any questions and answer accordingly
- Complete LOPS / NOPS form

Your de-brief of the trainee must reflect what is being expected of the trainee when de-briefing you. This is an excellent opportunity to set a good example.

Identification, analysis and rectification of Faults:

This is the most important part of your role in this course, during the training the trainee will need to have some elements of your drive or ride to analyse and discuss, it is paramount that safety is not compromised. Trainers must only create occasional system-based faults in accordance with IAM RoadSmart guidance as below:

Your ride or drive must always be safe and legal, without exception.

A core element of observing is identifying errors and faults.

There is no requirement to imitate the reckless and uncooperative associate that many of us have experienced. Sometimes a co-operative associate with subtle faults can be used to bring out the best in an observer.

Every ride / drive has a theme, be it bends and cornering, observations and planning, junctions etc. Faults should suit the theme of the planned session, some examples are given later, avoid making these too obvious but keep your simulation straight forward and consistent.

The idea is not to catch out the observer but to assess their skill.

You **MUST NEVER** put yourself in danger to imitate faults (e.g. riding / driving too close to vehicles in front or positioning to the nearside across the mouth of a junction with traffic waiting in it).

You must have decided on your faults and errors BEFORE the ride / drive commences, so have a plan and stick with it. Changing your role mid-session is unfair on your observer and you will also confuse yourself.

This method of training can be enjoyable BUT keep to the rules, keep the errors basic and consistent and above all else...

DO NOT PUT YOURSELF OR ANYONE ELSE IN DANGER

Your performance should provide enough for the trainee to discuss including the thought processes behind correct decisions, such as being out of position on a bend for a valid safety reason. Be careful not to overload the trainee with faults; there will not be time to discuss many in the time available.

Some thoughts for faults within the core session subjects are listed here as suggestions. This list is not exhaustive, and the inclusion of a fault here does not mean it must be used.

Assessment of Associate:

Any faults below are suitable as this is a general drive / ride

Core Competencies:

- Faults can be created in the car park whilst moving off, such as leaving feet dangling off motorcycle footrests or resting elbows on the car door
- Changing down gears before braking
- Low vision
- Applying brakes more than once
- Not using acceleration sense
- Indicating (correctly) for every junction turn regardless of traffic
- Over / under use of gears

Bends and cornering:

- Positioning late
- Not holding position correctly in bend
- Braking into bend, late gear change
- Coarse use of controls

Junctions and Roundabouts:

- Stopping unnecessarily
- Stopping in a high gear then having to select first
- Weak positioning
- Rear observations out of sequence

Motorways and Dual Carriageways:

- Not achieving speed limit
- Holding lower gears
- Positioning within lane

Slow Manoeuvring:

- Coarse use of controls
- Poor balance of accelerator / brake
- Poor clutch control

Identifying a fault does not fix it; this is an error made by many observers both experienced and inexperienced alike. Trainees will be expected to identify, analyse and rectify faults using coaching techniques, which is discussed on day one.

Enjoy your course; please do engage with the trainees; we all started there...

Day 1	From	To	Topic	Notes
Classroom	09:00	09:20	Introductions; Course Aim & Schedule	
	09:20	09:30	IAM RoadSmart Organisation	
	09:30	09:50	Route Directions	Direction commands, VOX, non-radio guidance etc.
	09:50	10:05	Publications and Advanced Test	Advanced Course Logbook, Observer Handbook, IMI Documentation.
	10:05	10:30	Open Discussion #1	Issues likely to be faced by new Observers.
	10:30	10:45	Comfort Break and Coffee	
	10:45	11:15	Theory matters	
	11:15	11:45	Q and A techniques / Coaching	
	11:45	12:15	Faults and feedback	
	12:15	12:30	Open Discussion #2	What is the Examiner looking for?
	12:30	13:15	Lunch (M/C allow extra time for kit on / off etc.)	
	Practical	13:15	13:45	Route Directions practice Next session starts where this one stops.
13:50		14:45	Assessment of 'Associate' Finish at the Training Centre / common point as the pairings will change.	Trainer's Briefing: 5 mins; Trainees Briefing: 5 mins; Assessment: 20 mins; Trainees Debrief: 10 mins; Trainer's Debrief: 15 mins.
14:45		15:00	Change Trainer / Trainee pairing	Timing is critical, and changeovers need to be slick
15:00		16:30	Core Competencies Finish at the Training Centre for Day 1 Washup and coffee.	Trainer's Briefing: 5 mins; Trainees Briefing: 5 mins; Guidance: 55 mins; Trainees Debrief: 10 mins; Trainer's Debrief: 15 mins.
Classroom	16:35	17:00	Day 1 Washup and coffee	LOPS or NOPS forms must also be completed by the Trainers

Day 2	From	To	Topic	Notes
Classroom	08:30	08:45	Day 2 Briefing (Time to get ready / radios etc.)	Course Organiser to re-cap
Practical	09:00	10:30	Core Competencies Finish at the Training Centre / common point for pairing change.	Trainer's Briefing: 5 mins; Trainees Briefing: 5 mins; Guidance: 55 mins; Trainees Debrief: 10 mins; Trainer's Debrief: 15 mins.
	10:30	10:45	Change Trainer / Trainee pairing	Timing is critical, and changeovers need to be slick
	10:45	12:15	Core Competencies Finish at the Training Centre for lunch.	Trainer's Briefing: 5 mins; Trainees Briefing: 5 mins; Guidance: 55 mins; Trainees Debrief: 10 mins; Trainer's Debrief: 15 mins.
	12:15	13:00	Lunch (M/C allow extra time for kit on / off etc.)	Change Trainer / Trainee pairing
Practical	13:00	14:00	Core Competencies Next session starts where this one stops.	Trainer's Briefing: 5 mins; Trainees Briefing: 5 mins; Guidance: 30 mins; Trainees Debrief: 10 mins; Trainer's Debrief: 10 mins.
	14:05	14:55	General drive / spoken thought Finish at venue for manoeuvring.	Trainer's Briefing: 5 mins; Trainees Briefing: 5 mins; Guidance: 25mins; Trainees Debrief: 5 mins; Trainer's Debrief: 10 mins.
	15:00	15:55	Slow speed & manoeuvres	Trainer's Briefing: 5 mins; Trainees Briefing: 10 mins; Guidance: 25 mins; Trainee's Debrief: 10 mins; Trainer's Debrief: 5 mins
	15:55	16:00	Return to Training Centre.	Trainee gives guidance to 'Associate' on return ride to the Training Centre
Classroom	16:05	16:30	Trainers end of course discussion and coffee	Trainers discuss and determine course results for each Trainee
	16:30	17:00	Day 2 Washup and course results.	LOPS or NOPS forms must also be completed by the Trainers