

APPROVED
CENTRE

National Observer Progress Summary (NOPS) Car

To be used along with the Competency Documentation 2016 edition, by Groups preparing NO Candidates for

Candidate's name	Session title	Date	Weather

Planning and preparation:

Competency	Criteria to be achieved	Competent	Not yet	Not assessed
NO 4.2.1	Plan the guidance session to suit the Associate's needs.			
	Devise a route that matches the time available and lesson objectives.			
LO 4.1.1	Plan to meet in a safe, public place with access to facilities.			

Meet and greet the Associate: (Red text applies to new Associates being met for the first time.)

NO 4.1.1	Operate a 'customer centred approach' and welcome the Associate.			
LO 4.1.1	Ensure Associate's 'personal space' is maintained at all times.			
LO 4.1.2	Dress appropriately as a representative of IAM RoadSmart.			
LO 4.1.3	Check new Associate's background goals and concerns.			
	Ensure the IAM RoadSmart Document Declaration form is signed.			
	Check new Associate's knowledge of IPSCGA			
LO 4.1.4	Check to see if the Associate meets the legal eyesight requirement.			
LO 5.1.1	Explain the structure and operation of your Group to the Associate.			
LO 5.1.2	Explain how IAM RoadSmart Advanced Driving is delivered in your Group.			
LO 4.2.2	Review previous guidance session before moving on to new work.			

Brief current guidance session:

LO 4.2.2	State the 'Aim' of the guidance session.			
	Review Logbook Competency Sheet & discuss the learning material.			
	Discuss the route to be taken on the guidance session.			
	State the estimated time for the guidance session.			
	Give the IAM RoadSmart 'Disclaimer' to validate 3rd Party Insurance.			
	Ask the Associate if they have any questions & answer appropriately.			
NO 1.1.2	State relevance of 'Human Factors' on safety & quality of the drive.			
LO 4.2.3	Assist the Associate to carry out daily pre-drive checks on the car.			
	Assess the Associate carrying out a 'Moving Brake Test'.			

Give the relevant guidance to achieve the 'Aim' of the session:

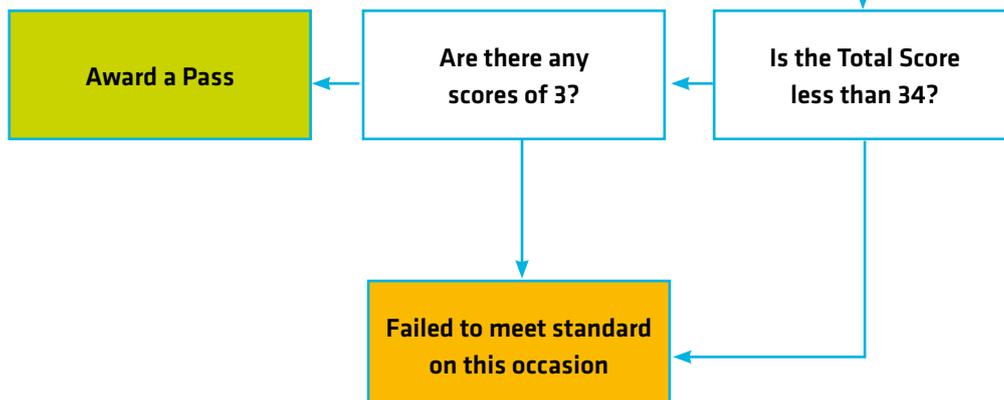
NO 3.1.1	Demonstrate advanced driving techniques & practices to Associates.			
NO 4.2.5	Apply knowledge gained from thorough review of publications.			
NO 4.2.6	Encourage Associate to become familiar with their 'in car' technology devices.			
NO 4.2.3	Demonstrate a flexible approach to learning throughout the session.			
LO 4.2.6	Present new learning material in manageable step by step parts.			
NO 4.2.2	Evaluate the Associate's driving and offer guidance as required.			
LO 4.2.4	Provide suitably timed, clear route directions to the Associate.			
LO 4.2.5	Demonstrate effective use of Question and Answer technique.			
NO 4.2.2	'Identify' 'Analyse' & 'Rectify' any issues with the Associate's driving.			
LO 4.2.5	Demonstrate effective use of Question and Answer technique.			
	Compliment the Associate for effort and not just achievement.			

Debrief the current guidance session:				
Competency	Criteria to be achieved	Competent	Not yet	Not assessed
NO 4.3.2	Give an effective debriefing on completion of the guidance session.			
NO 4.3.4	Develop a 'customer centred' approach when debriefing Associates.			
LO 4.3.4	Demonstrate your ability to involve the Associate as an equal.			
LO 4.3.2	Encourage the Associate to be critical of their own driving.			
NO 4.3.2	Ask the Associate how they think the guidance session has gone.			
	Listen carefully to what the Associate has to say.			
	Address any Associate concerns in a positive and constructive way.			
	Deliver your comments using an 'information sandwich' approach.			
LO 4.3.1	Start your own summary of the drive on a 'positive note'.			
	Concentrate on the main issues and avoid overloading the Associate.			
	Recall Identification; Analysis and Rectification of driving issues.			
NO 4.3.1	Use positive feedback and constructive criticism, to reflect on the Associate's performance.			
NO 4.3.2	Involve the Associate and make effective use of Question & Answer.			
LO 4.3.3	Ask 'Open Questions' constructively to develop understanding.			
LO 4.3.4	Provide solutions to aspects of the drive in need of development.			
	Highlight 'Strengths & Weaknesses' in the Associate's drive.			
	Use the 'Hints & Tips' sheets contained in the Observer's Handbook.			
	Make use of the 'Knowledge Reviews' to supplement learning.			
NO 4.3.3	Complete the relevant Log Book Competency Sheet and Run Sheet.			
LO 4.3.7	Finish the session positively, ensuring the Associate is clear on how it has gone.			
	Ask the Associate if they have any questions and answer accordingly.			
	Encourage the Associate to develop their personal skills between sessions.			
	State the 'Aim' of the next guidance session.			
	Discuss a mutually agreeable date and time for the next session.			
	Close the session pleasantly & politely and thank Associate for their time.			
	Close session pleasantly & politely and thank Associate for their time.			

Generic Competencies not specific to any particular Associate guidance session:				
NO 1.1.1	Demonstrate an exemplary attitude to road safety at all times.			
NO 2.1.3	Demonstrate understanding of Associate & Observer Training Material; Highway Code and Road Craft throughout the session.			
NO 2.1.1	Drive at a standard higher than that of an IAM RoadSmart Associate.			
NO 2.1.2	Demonstrate that you can carry out low speed manoeuvres.			
NO 4.2.4	Offer advice to LOs if they seek assistance with Associate training.			
NO 5.1.1	Operate to a higher standard than that required of a Local Observer.			
NO 5.1.2	Demonstrate an understanding of the different cars likely to be encountered when giving guidance to Associates.			
NO 6.1.1	Self-evaluate your own performance.			
NO 4.2.3	Reflect on guidance session and consider if learning material could have been put across differently.			
NO 4.2.6	Demonstrate a working knowledge of 'in car' technology devices.			
LO 5.1.3	Describe how to book an IAM RoadSmart Advanced Test.			
LO 5.1.4	Describe the opportunities for development beyond 'Entry Level'.			
LO 5.1.5	Describe how to deal with complaints from Associates.			

NO Car Assessment Scoring Table

Competency	Score
Acceleration sense	
Anticipation	
Braking	
Cornering	
Courtesy	
Eco-driving & Vehicle Sympathy	
Gear Changing	
Hazard Management & Planning	
Human Factors & Concentration	
Knowledge	
Mirrors & Rear Observation	
Observation	
Overtaking	
Positioning	
Progress & Restraint	
Safety & Legality	
Signals	
Slow Speed Manoeuvring	
Smoothness	
Spoken Thoughts Commentary	
Steering	
SYSTEM	
Use of Gearbox	
Total Score	



Assessor's Comments