**National Observer Assessment - Car - Full Referral**

For this Car National Observer assessment Mr X was asked to deliver a session to an associate (role play) who needed guidance in driving on urban roads.

The assessment commenced and concluded at GB Community Centre. The first part of the assessment was the coaching session with the associate and the second a demonstration drive by Mr X.

Following my initial brief with Mr X we moved into the associate coaching session.

Mr X had clearly planned not only his brief but also the session and the route was appropriate for the subject matter. His timings in line with the candidates’ notes of guidance were accurate.

Unfortunately, on this occasion Mr X failed to demonstrate the skill level of a National Observer and a training plan should be formulated around the following competency areas:

4.1.1 Mr X was appropriately dressed for the session and his own vehicle was well presented. He gave a warm and friendly welcome and clearly had a variation of documents and books with him.

There was no check on the associates driving history and Mr X moved into his briefing almost immediately. He did follow his briefing note (to the letter) and included a number of useful pieces of information that the associate may encounter during the session. A more investigative brief is needed to establish what driving skills and experiences the associate has had – this helps an Observer formulate the session and gives vital information as to what to possibly expect “on road”.

There was no check of the associate’s needs, concerns or expectations of the session – an Observer has their own agenda for the session and an associate will have their own. It’s important to check. This gives you a valuable measuring tool for use at the debrief.

Mr X did make a check of the associate’s knowledge of IPSGA – use open questions. This will give you a much better idea of the associate’s knowledge base. Mr X did have his Observer handbook with him and he did check if the associate has been making reference to their own book. Mr X carried out an eyesight check and also checked the associate’s “disclaimer”. It is best to conduct this at the outset – if the associate was unable to complete this there would be no point in briefing.

There was no “route map” given for the session so an associate would only assume that they would go for a drive and receive some input from the observer. It only takes a minute or so to explain how the session will run and the timings.

During the on road session I was expecting Mr X to provide some lead coaching is respect of urban driving. He did point out a number of hazards but on occasions we had already reached the hazard when he spoke about it. Mr X seemed unable to adapt his coaching style to the associates needs and failed to identify a simple system fault of gear before speed on the approach to numerous hazards. I did ask him on 3 separate occasions if my “system” was okay and he failed to respond with any constructive information. You must engage the associate in the session.

There was no mention of in car technology and Mr X didn’t identify that I was using the vehicle speed limiter in 30 mph limits.

The impact of “not competent” in 4.1.1 has affected the ability of the assessor to evidence “competent” in the following competencies:

4.2.2 Analysis of faults / patterns

4.2.3 How Advice might have been delivered differently

4.2.5 Questions on ADC / Roadcraft / HC. Mr X was unable to explain OAP, driving plans or positioning away from stationary vehicles.

4.3.1 The debrief of the associate

4.3.2 Debrief structure and Q&A techniques – use open questions to engage the associate

4.3.3 Production of a development plan

4.3.4 Lesson learnt from the debrief

Additionally, competency could not be evidenced as follows:

5.1.1 Mr X does have a base knowledge of opportunities for further development, but this needs to be more comprehensive in respect of Fellows, Masters and the IAMRS Skills Day programmes.

2.1.1 Demonstration driving – driving standard. Mr X showed a system fault in his driving, the same as the “associate” had in their session, a reason no doubt, why Mr X failed to identify this problem. He also drives an automatic vehicle on a daily basis – at this level you need to adapt your driving skills. There was one occasion when Mr X moved away in second gear – neither of which created a safety problem. Whilst I did not fully explore knowledge of the publications I suspect from other Q&A’s there may be gaps in his knowledge.

This competency also impacts on:

3.1.1 Demonstration of an advanced driving technique:

Summary: I know that Mr X was disappointed with this result and that he can at this stage not act in the Observer role until there is a full training plan implemented under I would suggest a mentor. Mr X has been an Observer for a number of years so he can deliver what’s required. Whether it’s a case of “test nerves” on the day, a lack of preparation or just not up to fault identification is for discussion with his training officer. A full reassessment is required.