

## Getting Started – what can you expect?

Many people are a wee bit reticent about starting a course of Advanced Driving or Riding, however we hope that we can allay any concerns you might have in the first assessment session so that you can go forward with your course with a degree of confidence and always enjoy the experience. Here are some things that you can expect from your Observer and what your Observer will expect from you.

### What you, as an Associate can expect from your Observer.

Your Observer will always:

- **Ask** you about how long you've been driving or riding, what car you drive or bike you ride, why you signed up and what you want to get out of completing the course so that he/she understands your objective and may then direct his/her coaching accordingly.
- **Keep** appointments with you at the allotted time.
- **Set** the starting place and route for each coaching session with you.
- **Carry** out a short assessment drive / ride in the first session so that he/she can gauge your style of driving / riding and deal with core driving / riding skill aspects before getting fully into advanced techniques.
- **Give** you constructive feedback at the end of each session covering both good points and aspects that may need some development.
- **Listen** to any concerns that you may have regarding driving or riding advanced practices and explore ways to deal with such concerns with you.
- **Complete** a run sheet and mark your score for each of the identified competencies covered in the drive / ride as a record in your logbook or by sending it via email thereafter on a printed sheet.
- **Provide** you with supporting information sources to assist you in meeting any driving / riding aspects requiring development or in preparing you for the next coaching session e.g. identifying particular pages in your logbook, helpful videos, etc.
- **Treat** you in a professional way, even though all volunteers are unpaid for Observing duty, and in a manner commensurate with the principles and values of IAM RoadSmart.
- **Set you** goals for the next session, which he/she believes are realistically achievable from the standard that you demonstrate in an Observed drive / ride.
- **Request** that you set a mutually convenient date and time for the next drive / ride-out session either during the conversation immediately after the session or within a reasonable timescale.
- **Ensure** security of your personal run data files in his/her care and ensure it is not accessible by others, in compliance with the General Data Protect Regulation (GDPR), while you are an Associate with us.
- **Confirm** with you that you want to proceed to test after completing typically 6 – 8 drives / bike runs.
- **Arrange** with our Group Secretary to allocate an independent Observer to conduct a pre-test run when he/she believes that you have mastered all the competencies at *Satisfactory* or *Commended* level.

### What your Observer expects from you, his/her Associate.

Your Observer expects that you will:

- **Contact** him/her promptly by phone or email after being notified from our Group Secretary that you have been enrolled. (We do not send reminders so you risk losing your place in the queue of new Associates waiting to start the course, if you fail to contact him/her.)
- **Complete** and sign the personal declaration provided in your logbook.
- **Arrive** on time for driving / riding appointments or phone him/her sufficiently in advance if there is a problem in keeping the appointment.
- **Travel** to his/her starting place for the run which gives you more opportunity to practice before or after the session. (Note Observers do not get travel expenses for sessions so will generally not come to your home or place of work.)
- **Be honest** with him/her and say immediately if you do not understand any part of what he/she is telling you or if any of the content material in your logbook is not clear to you.
- **Practice** diligently between coaching sessions. If you fail to do so and it is clear you are not attempting to make the required development to achieve the standards set out in your logbook, your Observer may suspend further sessions till you have mastered the areas of competency set out by your Observer in your run sheet's development plan.
- **Read** and ensure that you understand the material contained in your Drivers/Riders Logbook which supports the particular aspects of the development plan set by your Observer after each session.
- **Commit** to the course by booking regular sessions. You will have to make contact with your Observer if you leave long gaps between sessions. (He/she is not responsible for reminding you.)