

IAM RoadSmart

The Motorcycle Examiner's Guide

May 2025 Version 1



Welcome and introduction

We are delighted to welcome you to your volunteer role as an IAM RoadSmart Examiner. This guide will explain more about being an Examiner, the Advanced Test, other assessments and give you tips and guidance to help you fulfil your role. This Guide should be used alongside the IMI Examiner's Competency Based Coaching Document. You will also find the Advanced Rider Course Logbook, useful resources, and forms in the Examiner area of the dashboard.

At IAM RoadSmart, you, our volunteers are the lifeblood of what we do. Without you, we simply wouldn't be able to achieve our mission of making roads safer for everyone in the UK. Our courses are run by dedicated volunteers who have a real passion for road safety, and they work tirelessly to make this passion a reality. We value the unique role volunteers provide working alongside employees, so we can be the best, most recognised provider of coaching and advice for all post licence drivers and riders and to work together to help make our roads safer for all.

Thank you for volunteering your time and expertise to help us make the UK's roads safer.



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Being an Examiner – the basics

Time commitment

The amount of time that your role takes up, will depend on a number of factors including how much time you have to volunteer, and the volumes of tests and assessments being conducted in your area. You will also need to assign some time for report writing and occasional training.

Advanced Rider tests can take place during the week or weekend, at a location of your choice and a mutually agreed time and date – making this volunteer role flexible to meet your lifestyle. You will need to allow 90 minutes for the test, which includes a briefing, debriefing, and the on-road test which will last 60 minutes.

What is the Examiner Qualification?

The Examiner qualification is the Institute of Motor Industry (IMI) approved programme for IAM RoadSmart Examiners. You must hold this qualification to carry out the role of Examiner.

To be an Examiner you must:

- Be an IAM RoadSmart member
- Be either a qualified Police Rider OR a Master's qualified Member who also holds the IMI National Observer Qualification.

IMI Competency-Based Coaching Document

One of your key documents as an Examiner is the [Competency-based Training \(CBT\) document](#). By using this Documentation, Examiners will deliver the same Testing or Assessing experience country wide. Therefore, it provides IAM RoadSmart with a 'benchmark' from which to monitor the Quality Assurance of our Examiners. You will find a list of performance standards for Examiners divided into the following units: *Unit 1: DTE Remote Examiner Guide, Unit 2: People Contact and Customer Care Skills, Unit 3: Conducting the Advanced Driver or Rider Test and Unit 4: Conducting an IAM RoadSmart Assessment.*

Throughout this guide, you will find references to the performance standards, e.g. [Ex 2.1.2](#). This references the competency: *Meet the Candidate during daylight hours in a safe public place, with access to facilities* from *Unit 2: People Contact and Customer Care Skills, Ex 2.1 Customer Care*. Please use this guide in conjunction with the CBT document.

Getting started: Resources

You will need access to the following:

- DARTS portal ([DARTS Training Videos](#))
- IMI Examiner Competency-based Coaching Document
- Advanced Rider Course Logbook (in particular, the competencies)
- IAM RoadSmart branded polo-shirt
- ID card

Forms and guides for Examiners

There are other [useful resources](#) for your role as an Examiner. These include:

- IMI Examiner Qualification Competency Based Coaching Document
- Forms:
 - Rider Assessment
 - Test Report
- Document declaration form
- Expense claim form
- Recording guidelines
- Radio procedures
- Webinars and presentations

Compliance and policies

There is also a section on the dashboard on [Compliance and Policy](#).

This section contains compliance information and policy documents. If you have questions or require guidance, please contact your Area Service Delivery Manager.

Headlight newsletter

Headlight is the monthly email newsletter. These newsletters are all stored as PDFs in the [dashboard for reference](#).

Examiner Quality Assurance Evaluation

To maintain standards, all Examiners are subject to a quality assurance programme, to ensure their interaction with an Associate and their examining competence remains at the highest level. An Examiner is subject to a Quality Assurance Check every 3 years, but may also be subject to a quality assurance check at any time. Refer to the IMI Competency Based Coaching Document for more information.

Volunteer Code of Conduct

At IAM RoadSmart, we really value all the support and commitment given to us through our various volunteer roles. Together, we have an important role to play. We have a united commitment to uphold the reputation of the organisation, by behaving appropriately when representing the charity, and we ask that you as volunteers work with us and lead by example.

The purpose of the [Volunteer Code of Conduct](#) is to establish clear guidelines, expectations, and standards for all volunteers of IAM RoadSmart. This Code of Conduct applies to all volunteers. You will find all our compliance and policy documents [here](#)

Can I still be part of a Local Group?

To maintain impartiality, you must not hold any Group Office roles, including being an Observer or being involved in Observer or Associate training, though you can remain a member of a local group to enjoy any social aspect.

Area Service Delivery Managers (ASDMs)

IAM RoadSmart supports its national group network through a team of dedicated full-time Area Service Delivery Managers (ASDMs). Each ASDM oversees one of eight defined geographical areas. Find the name of your ASDM [here](#).

While the scope of their responsibilities is wide-ranging, ASDMs are known for their friendly, approachable, and supportive style. They are passionate about road safety and committed to empowering local groups. Whether they're mentoring observers, supporting local events, or working behind the scenes on examiner training, ASDMs are trusted pillars of the organisation's success and a key point of contact for volunteers and partners alike.

A key part of the ASDM's remit is overseeing assessments and tests. They maintain close, collaborative working relationships with Chief Observers, supporting them in delivering high-quality coaching and upholding IAM RoadSmart standards. ASDMs are subject matter experts (SMEs) in advanced riding and driving, and are all directly involved in the IMI National Observer and Examiner programmes. They also play a pivotal role in the Masters programme, conducting Masters tests, working closely with Masters mentors and National Observer Assessors to develop and maintain the highest levels of skill and consistency.

Please keep in touch with your Area Service Delivery Manager; they provide help, guidance, and support for this important volunteer role. If you have any questions, concerns, please direct them to your ASDM who is here to help you. Please notify your ASDM and the Customer Experience Team when you are away for a period of time and will be unavailable to accept tests and assessments (e.g. a holiday or work trip).



Being an Examiner on The Advanced Course

The Advanced Test

For an Associate, test day may be nerve-wracking. For most Associates, it is the culmination of months of observed rides, learning and developing. We are looking to assess the range of skills that have been developed throughout the Advanced Course, the ride should display the 'quiet efficiency' of an advanced rider, a successful Associate will be more aware than an average rider and will plan their ride to promote safe sharing of the road. A sound understanding of what other road users require, how vulnerable road users may need extra space and of the limitations of their own vehicle and other vehicles on the road will give the confidence to interact safely. An Associate needs to display competence in all areas to be successful. Awarding of a F1RST will be for a ride which has all of the elements of an advanced ride with the element of 'sparkle' that allows it all to tie together. Remember that the Run Sheets have been designed to purposefully not reflect the categories on the test report to ensure that an Associate is a well-rounded rider and not just exhibiting behaviours to pass the test.

Note that some Associates will be taking the Advanced Test via another route: IAM Test and Membership. They will have other riding experiences and have not undertaken the Advanced Rider Course, but they should be assessed in the same way.

Accepting a test

- When an Associate is deemed Test Ready, you will be notified by email to decide whether to accept or decline a test in the DARTS portal.
- If you cannot accept a test, then please reject it so another Examiner can be assigned. It would be helpful for our Customer Experience Team to know why you have rejected it.
- If you accept a test, please contact the Associate within 5 working days. [Ex 2.1.1](#)
- When you make contact introduce yourself and arrange a date, time and meeting location for the test.
- Make sure you have the Associate's mobile phone number in case there are any issues on the day.
- Ask the Associate if they require any reasonable adjustments for any special needs including disabilities, neurodivergence or learning difficulties. See pages 22 for some guidance on neurodivergence.
- Ensure you record the information about the test in the DARTS Portal.
- See page 10 for more information on conducting a test and completing the test report.

Choosing the best place to meet

- Do a generic risk assessment
- Choose a public, safe location
- Avoid any location that is isolated or difficult to get to
- A layby is not an appropriate place to meet
- Your home address or the Associate's home address are not appropriate places to meet
- Select a meeting location with refreshment and toilet facilities
- Avoid meeting after dark [Ex 2.1.2](#)
- Consider your meeting location so that you have access to a variety of road types.

Personal presentation

You must wear safety equipment including footwear and headgear that is lawful, conspicuous and offer an acceptable level of protection, in accordance with the Highway Code Ex 2.1.3

Remember that your motorcycle is also part of your physical appearance.

Pre-test briefing

- Be professional, but friendly and approachable
- Avoid going into details of your own experiences and qualifications because it can make Associates very nervous
- Remember to respect the Associate's personal space at all times [Ex 3.1.4](#) and [Ex 1.1.4](#)
- Brief the Associate on what to expect during the test and make sure that they understand any terminology you may use [Ex 3.1.6](#)
- Explain that they will be tested on the competencies in the Advanced Rider Logbook [Ex 3.2.1](#)
- Conduct the eyesight check [Ex 3.1.7](#)
- Have a visual check of the machine to see if it is roadworthy for the test [Ex 3.1.8](#)
- Ask the Associate to complete the Document declaration to self-certify that they:
 - Have a valid current licence
 - Have appropriate insurance, valid MOT and tax
 - Are fit to ride
 - Will wear corrective eyewear if their eyesight requires it
 - Will be responsible for all riding decisions.
- Agree how to give directions. You may use hand signals or radios if available and the Associate agrees. [Ex 3.2.3](#)
- In case of separation, tell the Associate to pull up in a safe, convenient and legal location [Ex 3.2.3](#)
- Give the IAM RoadSmart 'Disclaimer' before starting to ride [Ex 3.1.10](#)
- Ask the Associate if they have any questions before you start [Ex 3.1.11](#)
- Be mindful that you have approximately 10-15 minutes for the briefing stage.



The assessment

- At the start of the on-road test phase, allow a little settling down time – the Associate may be nervous
- The on-road test should last no more than 60 minutes, however, if your Associate has asked for reasonable adjustments to be made, you may extend the time for a break. [Ex3.1.3](#)
- Remember that aside from directions, you must not give any instructions, advice, or feedback during the test [Ex 3.2.6](#)
- Give route directions clearly and in plenty of time for the Associate to take in the information and respond accordingly [Ex 3.2.3](#)
- If the Associate has agreed to use radios, give directions only. [Ex 3.2.3](#)
- Explain to the Associate how you will give directions approaching a roundabout [Ex 3.2.4](#)
- Assess the Associate's ability to ride in accordance with the System of Motorcycle control
- Stop the Test immediately if there are any safety concerns, for example, you believe the Rider to be dangerous or unfit to ride [Ex 2.1.5](#) and [Ex 3.2.10](#)
- Decide how best to note the main features of the ride so you don't forget what you have seen. You will need to evidence your comments in the Test Report. [Ex 3.2.5](#)
- Avoid asking Highway Code questions at the start of the test, but if you would like to check understanding then ask for clarification at the end [Ex 3.2.9](#)
- If you do not have the opportunity to ride on motorways, dual carriageways or single-track roads, ask the Associate how to ride on these types of road. [Ex 3.1.6](#)
- Remember that Associates are tested on the Logbook and not Roadcraft [Ex 3.2.1](#)
- Check knowledge using Q&A at the end of the on-road phase, if required [Ex 3.2.9](#)



How to complete the test report

Associate information

- Complete the first section of the box with information about the Associate and the test.
- Tick the type of test you are conducting
- Tick the box to confirm the Associate passed the eyesight check
- Tick the box to confirm the Associate signed the document declaration form

Candidate information					
Surname				First Name	
Date		Time		Associate No	
Advanced test <input type="checkbox"/>	Members re-assessment	<input type="checkbox"/>	Declaration	<input type="checkbox"/>	Eyesight test <input type="checkbox"/>

Vehicle information

- Tick the type of vehicle that is being used for the test
- This Test Report is for use for Tests with all vehicles. The terms 'Ride' and 'Drive', 'Vehicle' and 'Machine' should all be deemed interchangeable in relation to this form.
- Refer to the Examiner Competency Based Coaching Document on more information on unusual and suitable vehicles.

Vehicle information (tick and delete as required)					
Car <input type="checkbox"/>	Motorcycle <input type="checkbox"/>	Commercial (Heavy/Medium/Light) <input type="checkbox"/>	Bus/Coach/Minibus (with trailer) <input type="checkbox"/>		
Reg no		Make		Manual <input type="checkbox"/>	Automatic <input type="checkbox"/>

Competence levels

While conducting the test, use the guidance below to help you.

Competence Levels: 1 = Commended 2 = Satisfactory 3 = Requires Development					
Safety and legality		Gear changing		Cornering	
System		Use of gearbox		Overtaking	
Observation		Acceleration/sense		Restraint/progress	
Planning & hazard management		Mirrors/rear observation		Human factors & concentration	
Anticipation		Steering		Courtesy	
Vehicle sympathy & eco-driving		Braking		Slow manoeuvring	
Positioning		Signals		Smoothness	
Spoken thought		Knowledge		OVERALL RESULT	

Safety and legality

As the examiner, you decide whether the Associate's riding is legal. There may be a trade-off between legality in the interest of safety. Consider if a police officer would prosecute for any breach of road traffic legislation or whether what was done was reasonable in the circumstances. An Associate cannot PLAN to exceed the speed limit.

System

Does the Associate grasp the phases of the system, and can they apply the system correctly to each hazard?

Observation

Is the Associate identifying hazards and making scans in all directions around the machine?

Planning and hazard management

Does the Associate plan to deal with the hazards identified? Do they appropriately manage the risk associated with each hazard? (by change of speed, positioning, use of horn, etc.)

Anticipation

Does the Associate make appropriate assumptions for what might occur, based on their observations?

Vehicle sympathy and eco-riding

Does the Associate take opportunities to rest the engine in higher gears when appropriate for both vehicle sympathy and fuel efficiency?

Positioning

Does the Associate position the vehicle safely and appropriately?

Gear changing

Does the Associate select the most appropriate gear for the circumstances to ensure effective control of the machine. Are gear changes carried out smoothly and at the appropriate stage of the system? On automatic or semi-automatic gearboxes does the associate make effective use of the relevant ride mode and understand what each ride mode is best used for?

Use of gearbox

Does the Associate select the correct gear at the correct time, within the phases of IPSCA?

Acceleration sense

Can the Associate vary machine speed in response to changing road and traffic conditions by accurate use of the throttle? Are changes in speed made smoothly and does the associate recognise the correct situations where to apply acceleration sense or braking sense? Constant comfort braking or pulsing of the throttle are signs that acceleration sense is not being used effectively.

Mirrors/rear observation

Does the Associate use mirrors in an appropriate and timely fashion? Are shoulder/blind spot checks employed when necessary?

Steering

Are all steering inputs made smoothly and accurately? Do they understand how to effectively steer the machine in both bends and for slower speed manoeuvres. Does the associate understand counter steering techniques and how their body position may effect steering?

Braking

Can the Associate use three stage (progressive) braking smoothly? Does the Associate avoid comfort braking, braking in a decisive and planned way. Do they understand how to perform and the benefits of a running brake check?

Signals

Does the Associate give signals when appropriate and do they interpret correctly those given by other road users?

Knowledge

Does the Associate understand the concept and application of IPSGA? Do they have sound understanding of the Highway Code and our advanced course materials? Do they have sound knowledge of the technology fitted to their vehicle? This section should be used when a pre-ride check is performed.

Cornering

Does the Associate display safe positioning during cornering? Do they understand the Key principles of safe cornering and use of the limit point? Do they ensure the vehicle is balanced and under control during cornering in bends, junctions and roundabouts?

Overtaking

Does the Associate understand the principles of overtaking including the following position, overtaking position and then demonstrating a safe overtake? If no overtaking takes place on other moving vehicles, consider their 'overtaking deliberation.' Look for the planning elements. If no overtakes are actually demonstrated, consider their performance when moving out past parked vehicles or when passing vulnerable road users. If this is unachievable, a discussion should take place to check understanding.

Restraint/progress

Has the Associate demonstrated a clear understanding of the balance between when to use restraint and when to make progress?

Human factors and concentration

Has the Associate demonstrated control of their emotions, in order to provide a safe and controlled ride? Are they able to describe the various factors affecting themselves, their ride and other road users? Do they maintain concentration throughout the test?

Courtesy

Does the Associate use courtesy in the way they approach hazards (thanking other road users, giving way when appropriate, etc.)? Do they consider their effects on others (such as when overtaking or approaching puddles near the kerbside)?

Slow manoeuvring

Can the Associate ride through narrow gaps with confidence? Can a motorcyclist ride at walking pace without losing their balance? Can the Associate push the machine back into a bay? You may choose to ask for a slow speed manoeuvre to be performed if you have not seen sufficient skill demonstrated during the ride.

Smoothness

Can the Associate operate all controls in a smooth and accomplished manner without undue effort and without the vehicle being adversely unbalanced?

Scoring

For each of the competencies, select 1, 2 or 3. The table below gives the definition.

Score	Definition
1 = Commended	Consistently demonstrates competency to a high standard with confidence; shows sound understanding of interaction between this and other competencies.
2 = Satisfactory	Consistently demonstrates competency
3 = Requires Development	Fails to consistently demonstrate competency. Any grade 3 will result in the Associate being unsuccessful.

Overall result

An Associate will have been deemed to be successful, if you have graded every competency either 1 or 2. If you grade any competencies 3, the Associate has not been successful on this occasion. Encourage them to continue developing and to retake their test with some guidance from their group. The national pass rate for the Advanced Course is around 87%.

Awarding a F1RST

In order to award an Associate a F1RST, the Associate must have:

- Predominantly grade 1 scores (At least 20/23 competencies graded 1 which must include Safety and Legality and Slow Manoeuvring)
- Absolutely no grade 3s in any section.

Exceptions:

As the Examiner, you have the discretion to recommend an Associate for a F1RST if they score a 2 in no more than three categories.

Those categories can be:

- Vehicle Sympathy and Eco-Riding
- One additional category except for Safety and Legality, and Slow Manoeuvring which must score a "1"

Debrief at the end of the Test Ride

- At the end of the on-road phase, ensure you are parked somewhere safe and start the debrief
- Be mindful that you have about 10-15 minutes for the debrief and closing of the Test
- The Associate will be eager to know their results so let them know the result immediately [Ex 3.3.1](#)
- Explain the procedure for awarding a 'F1RST' pass if applicable [Ex 3.3.2](#)
- Give feedback to the Associate on their strengths and development points based on the Test ride [Ex 3.3.3](#)
- Provide meaningful detailed feedback and use evidence of what you have seen in the Test ride to evidence scores especially if the Associate was not successful
- Explain to the Associate that they will receive their test report by email and if they have been successful, their certificate shortly afterwards
- If an Associate has not been successful on this attempt, encourage them to review the development points, take some time to practise and then book a retest when ready
- Thank the Associate for their time
- Encourage them to continue to develop a proactive riding style.

Examiner comments in the test report

The last part of the Test Report is a box for your comments

- Please complete your comments on DARTS
- Provide meaningful detailed feedback covering positives and provide some areas to develop going forwards in the short development plan
- Please be specific and use evidence of what you have seen
- Remember that your verbal and written feedback should be consistent
- Proofread the report and check for any typos, spelling or grammatical errors.

Completing the test

Please ensure that you complete the Test report in the DARTS portal. This will ensure that the Associate receives the report and their results (and if successful this triggers the awarding of the certificate and full membership). [Ex 3.3.5](#)

Please remember to submit your expenses.





Vehicle information (tick and delete as required)					
Car <input type="checkbox"/>	Motorcycle <input type="checkbox"/>	Commercial (Heavy/Medium/Light) <input type="checkbox"/>	Bus/Coach/Minibus (with trailer) <input type="checkbox"/>		
Reg no		Make		Manual <input type="checkbox"/>	Automatic <input type="checkbox"/>

- As the driver you are deemed to be in control of your vehicle at all times including responsibility for safety

Competence Levels: 1 = Commended 2 = Satisfactory 3 = Requires Development			
Safety and legality		Gear changing	Cornering
System		Use of gearbox	Overtaking
Observation		Acceleration/sense	Restraint/progress
Planning & hazard management		Mirrors/rear observation	Human factors & concentration
Anticipation		Steering	Courtesy
Vehicle sympathy & eco-driving		Braking	Slow manoeuvring
Positioning		Signals	Smoothness
Spoken thought		Knowledge	OVERALL RESULT

Comments

Examiner name		Number			
Signature					

General hints and tips for Examiners

Dealing with adverse weather conditions

As you approach the Test Date, monitor the weather forecast. If at any time, including on the day of the test, you believe that the weather conditions are not suitable for the test to go ahead, contact the Associate and arrange to meet at an alternative time and update the portal. While this will be disappointing, safety is the most important consideration and riding in storms or very heavy rain, snow, ice, high winds or fog may present risks to yourselves. In the unlikely event that conditions change very quickly while on the test, consider stopping the test if unsafe to continue.

Dealing with cool weather conditions

In addition to this, consider the conditions likely on a motorcycle. The wind chill factor is the temperature that you actually feel, when the actual air temperature is combined with the wind speed. There is a formula to calculate this.

Even if there's no wind, you will still find that it feels between 4°C to 12°C colder on your motorcycle.

Wind Chill (no headwind)	20 mph	30 mph	40 mph	50 mph	60 mph	70 mph
10°C	6°C	6°C	5°C	4°C	4°C	4°C
8°C	4°C	3°C	2°C	2°C	1°C	1°C
5°C	0°C	-1°C	-2°C	-3°C	-3°C	-4°C
2°C	-4°C	-5°C	-6°C	-7°C	-8°C	-8°C
0°C	-7°C	-8°C	-9°C	-10°C	-11°C	-11°C
-2°C	-9°C	-11°C	-12°C	-13°C	-13°C	-14°C

Be conscious of this and make sure that both you and the Associate are appropriately dressed. It's essential to check tyres, tyre pressure and fluid levels for every ride, but even more important in cold weather.



Dealing with warm weather conditions

By contrast, be conscious that warm weather may also become uncomfortable and even dangerous on a motorcycle. Ensure that you and the Associate stay hydrated, take a break when required, and apply sunscreen to any areas that may be exposed such as the back of the neck, wrists or face. Be aware of bright blinding sunshine or strong contrasts between sun and shade. Ideally wear summer kit to stay cool.

It's essential to check tyres, tyre pressure and fluid levels every week, but even more important in warm weather.

If warm weather is forecast for test day, try to avoid conducting the test during the hottest time of the day.

Appropriate following distances

Remember to follow your Associate at an appropriate distance. Allow a gap of at least two seconds in good dry weather. When wet allow a gap of four seconds and

Use of recording devices

In certain circumstances, it may be required to have a video recording device active during the test as a condition of insurance. You should make every effort to accommodate this. Footage of the test must not be shared on social media. Footage should not be used post-test to influence the result. The Examiner's decision during the test is final.

Use of Sat Nav

Sat Nav systems can remain switched on during the test. Please do not insist that they are switched off.

Dealing with complaints

Please follow the IAM RoadSmart complaints process, but please advise your ASDM of any issues encountered on a test.

Refer to the [compliance and policy dashboard](#).



What to do when things don't go to plan

What if the Associate is more than twenty minutes late?

If the Associate has not arrived at the meeting location after 20 minutes of waiting and there is no message explaining why they are late, you may leave. However, please try to get in contact with the Associate before you leave. Please contact your ASDM and the Support Team by phone or email as soon as possible. [Ex 3.1.2](#)

What if an Associate arrives with an un-roadworthy machine?

The Associate may only take the Test on a motorcycle which appears to be road legal; Inform the ASDM and IAM RoadSmart of the decision to terminate the Test as soon as possible by phone or email.

What if the Associate fails the eyesight test?

If the Associate cannot read the number plate from 20 metres, you must cancel the test and contact your ASDM. The test cannot go ahead until the rider has suitable eyewear to be able to do so. You may want to suggest that a friend or relative comes to collect the machine and the Associate.

What if we are involved in a minor collision?

Both motorcycles need to be stopped as soon as safely possible, and the engines switched off and hazard lights turned on. Check that you and the Associate have no injuries and ensure that neither of you are at risk of being involved in a subsequent incident. If anyone is injured, immediately call the emergency services. Instruct the rider to not apologise or admit responsibility for the incident. You must let the Support Team and your ASDM know as soon as possible.

What if the Associate comes off their motorcycle?

Stop your motorcycle in a safe place with hazard lights on if necessary. Check that the Associate has no injuries and is not at risk of being involved in an accident. If the Associate is injured immediately call the emergency services. Please let Support and your ASDM know as soon as possible.

What if the Rider is presenting a risk to ourselves or other road users?

Stop the test immediately if you have any safety concerns. [Ex 2.1.5](#) and [Ex 3.2.10](#)

Ensure that you stop somewhere safely and explain clearly why you have to terminate the test. The reasons must be evidence-based, justifiable and proportionate to the candidate's behaviour. You may wish to offer to ride back ahead of the candidate, to help them regain their composure.

How can I deal with rude or abusive behaviour?

- Stay calm and neutral: do not engage emotionally. Stick to facts and observations
- Set boundaries: it is okay to pause or stop a test or raise concerns if behaviour is disrespectful or unsafe
- Seek support: reach out to your ASDM for advice or support

Interpersonal skills

Putting your Associate at ease

In order to get the best out of the test experience for you both, try to make your Associate feel at ease. Remember that the Associate is likely to be nervous. It may have been a long time since they took any type of assessment. Arriving early and making sure you are prepared helps set a calmer tone. There are some more tips below.

Communication skills

Use positive, open communication

- Be friendly, open and positive
- Communicate clearly and effectively
- Listen actively to them especially to any needs or concerns they may have
- Use positive body language during face-to-face interactions
- Pay attention to the Associate's body language and tone of voice
- Remember that while it is important to greet the Associate warmly, it must not compromise your position as Examiner. You need to decide on whether the Test standard was met at the end of the Test. Over familiarity will make this process more difficult, if the Candidate does not meet the standard. [Ex 2.1](#)

Personalize your interaction

- Ask what to call the Associate. They may want you to use their name or a nick name, but it is a good idea to check – it can feel over-familiar or ingenuine to some
- Get the Associate's name and pronunciation correct

Giving constructive feedback

- Remember to balance positive and constructive feedback. The feedback sandwich can be a useful technique.
- Be specific and provide examples of both positive riding and areas that need to be improved
- Focus on actions and behaviours rather than the Associate's traits (Avoid phrases such as: *You are too cautious approaching roundabouts*)

Non-verbal feedback

When giving feedback, don't forget about your non-verbal feedback. Remember that your facial expressions, tone of voice, posture, pace of breath and eye contact are equally important as what you say.

Empathy

Remember that the test is the culmination of a lot of work. If the rider is not successful, be sensitive, constructive and encouraging.

Adaptability

Understanding individual needs

- Ask Associates if there's anything you should know before the test starts. This might include:
 - Neurodiversity (e.g., dyslexia, ADHD, autism) (Refer to page 22)
 - Hearing impairments
 - Mobility restrictions or physical limitations
 - Mental health concerns or anxiety around riding
 - Confidence levels or past negative experiences

Adapting your approach

Once you understand an Associate's needs, consider how you can adapt without compromising the integrity of IAM RoadSmart standards.

Leadership

Don't forget that you should be setting a good example as an experienced motorcyclist. The Associate is likely to form an opinion based on your manner, behaviour and appearance.

Time management

Ensure that you arrive at least 5 minutes early and keep a close eye on time throughout without disrupting the flow of the test.

10-15 minutes: Pre-ride brief

60 minutes: On-road phase

10-15 minutes: Q&A and debrief

Unit 2: People Contact and Customer Care Skills



Supporting neurodiverse associates

There has been a rise in the exploration and understanding of neurodiversity in the last decade. Definitions state that "Neurodiversity is the idea that some people's brains are 'wired' differently and that these differences are simply variations of the human brain."

We are not all the same. We are born uniquely different, but in some ways there are commonalities in each of us. We all have talents and strengths, but at the same time we all have differences and areas of growth. Those who are neurodivergent can draw on their talents but at the same time, their differences can also disable them as their areas for development can be more pronounced.

90% of disabilities are not visible and this includes those who are neurodiverse. Unless someone chooses to disclose their needs, we may never know, and this is also something to bear in mind when communicating.

Examples of conditions/labels that are considered a neurological difference are:

- Autism Spectrum Disorder (ASD)
- Aspergers, Dyslexia
- Dyspraxia
- Dyscalculia
- Tourette's Syndrome
- Attention Deficit Hyperactivity Disorder (ADHD)/Attention Deficit Disorder (ADD)

Some other conditions such as Schizophrenia, Obsessive Compulsive Disorder (OCD), borderline personality disorder (BPD), bipolar disorder can be classed as a form of neurodivergence too.

It is common for individuals to use the incorrect term when discussing neurodiversity and often, interchangeably, the terms neurodiverse and neurodivergent are used as synonyms for each other. However, they both mean different things.

- Neurodiversity refers to the concept around the differences in our brain functionality (and acknowledges all individuals and not a particular group).
- Neurodivergent is used to describe an individual whose brain functioning differs from that of a neurotypical "normal" person.

Neurodiverse refers to a group of people with non-neurotypical brain functioning and neurotypical represents a person whose brain functioning is considered to be "normal" or "typical" and their behaviours fall within societal standards and expectations.

A common misconception is that a neurodivergent person also has a mental health condition and it is important to address that this is not always the case. The Equality Act 2010 protects many neurological conditions and protects individuals against disability discrimination for issues often referred to as 'hidden disabilities.'

Associates embarking on advanced driving or riding have already achieved their licence, so can drive a car, or ride a motorcycle. It is important that as an Observer or Examiner that you understand not only learning styles, but also neurodiversity, to ensure that our training is accessible and meets the needs of all drivers and riders.

- At the start of any journey with a prospective or new associate, to create that added layer of trust, safety, and inclusion it is useful to ask:
- "Is there anything you would like to disclose which could enhance our training relationship?"
- "For our training sessions to be successful for you, how would you like me as your Observer to be?"
- "And how would you (as the Associate) need to be?"

It is important to share your knowledge, skills, and experiences with Associates to help them to feel psychologically safe, enough to disclose their needs should they wish to do so, without pressure or attachment. There are common areas for growth which have been obstacles for many Associates such as: stress and time management, difficulty concentrating, poor organisation, struggles with navigation or memory, physical difficulties (inc. poor motor control skills and balance), numeracy, literacy and developing new and existing relationships. These obstacles are also common hurdles for many neurotypical individuals too; however, the difference is that for some neurodiverse Associates, these areas are heightened. Being open-minded and flexible is essential. Not all Associates experience the same difficulties and therefore require different approaches; and some of these strategies may assist you when working with neurodiverse Associates.

- Be clear and direct, using concise sentences and avoid using jokes, sarcasm, or ambiguous statements - if your Associate has autistic traits be aware that they may struggle with their social and communication interactions finding it difficult to understand body language, tonality, and phrases.
- Use short sentences in written communications – for Associates who are dyslexic, lengthy text can be a challenge. If you need to communicate via email etc, paragraph your text, highlight or bolden keywords, and in some instances, use a different font colour for emphasis. Stick to fonts such as Arial, Verdana, Tahoma, and Calibri as letters can appear less crowded. Also ask which font size they would like.
- Combine the use of diagrams or instructions – for those who prefer visual learning this can really help to digest what is being communicated.
- Use closed rather than open questions, where appropriate. Closed questions seek specific, brief responses which as an Observer or Examiner may not always be helpful but use your judgement to decide how you phrase your questions. You may use closed questions to gain commitment and to confirm what has been said.

Refer to the full [document](#) for more information.

Delivering other IAM RoadSmart products

As an Examiner, it is likely that you will conduct other assessments. The first four tests below are all simply an Advanced Rider Test and should be scored in the same way. It is possible to achieve a F1RST in these assessments:

- Advanced Rider Retest
- Fellows Test
- Fellows Requalification
- Members Riding Assessment

Advanced Rider Retest

Duration:	60-90 minutes
Level:	Advanced
Customer:	Associate
Assessment Form:	Advanced Rider Test Report
About:	An Associate who was not successful on their previous attempt to pass the Advanced Rider Course can retake their Advanced Test with the hope of achieving a pass or even a F1RST

Member's Riding Assessment

Duration:	60-90 minutes
Level:	Advanced
Customer:	Full member
Assessment Form:	Advanced Rider Test Report
About:	An Associate taking the Member's Riding Assessment may have passed their test a while ago and would like some feedback on their current riding standard or reassurance that they are maintaining their Advanced Standard. Alternatively, an Associate may want to do the assessment to aim for a F1RST. This assessment is voluntary and there's no impact on their membership status. In the event that the Associate's skills have dipped below the Advanced level, you simply provide the Associate with a personal report highlighting areas to improve on



Fellow Entry Test / Requalification

Duration:	60-90 minutes
Level:	Advanced
Customer:	Full member
Assessment Form:	Advanced Rider Test Report
About:	The Fellow's Entry Test is a test for members who passed their Advanced Test more than three years ago. Our Fellow membership is available to any Full member of IAM RoadSmart, i.e. a current (paid-up) member who has either passed the Advanced test in the past or qualified to become a Full member by exemption. The Test provides the Associate with enhanced recognition in return for their commitment to keep Advanced driving or riding skills up to date by re-taking the Advanced test every three years. If the Associate fails the Fellow retest, you can advise them that they may retake it as many times as they wish until you pass (paying for every booking), or they can choose to switch back to being a Full member.

Refer to Unit 4: conducting an IAM RoadSmart Assessment in the IMI Competency based Coaching Document for relevant competencies.

Find all the relevant forms and documents [here](#).



The Associate's onward journey with IAM RoadSmart

At IAM RoadSmart, there are some additional courses and products that might be of interest to Associates. Please refer to the [IAM RoadSmart website](#) for more information on additional options for the future such as Member's Advanced Rider Refresher Course, Fellows Membership or Member's Rider Assessment. Associates may also consider getting involved with their group, donating or volunteering in a number of ways.

Other courses

There are a number of other courses that are available to members and non-members. These include:

For members:

- Advanced Driver for Existing Members
- Advanced Rider Retest
- Member Riding Assessment
- Member's Advanced Rider Refresher Course
- Masters

For non-members:

- Advanced Rider Course
- Young Driver Assessment
- Mature Driver Review

Skills days

IAM RoadSmart Skills Days allow drivers and riders, using their own car or motorcycle, the chance to develop their skills with qualified instructors, using some of the UK's most iconic racing circuits as a classroom.

The sessions are open to both IAM RoadSmart members and non-members, allowing attendees a rare chance to learn precision driving and riding techniques on a racing circuit, and to develop new skills that they can use on public roads.

Drivers and riders will either work one-to-one with an instructor, or as part of a small group, and will be given the opportunity to put their new knowledge to practice on a track.

Glossary

Commonly used abbreviations

ABS – Anti-lock Braking System
ADC – Advanced Driver Course
ALR – All-lane Running
ARC – Advanced Rider Course
ASDM – Area Service Delivery Manager
CBT – Competency Training Document
DCT – Dual-Clutch Transmission
DVLA – Driver and Vehicle Licensing Agency
ESP / ESC – Electronic Stability Programme / Control
EV – Electric Vehicle
IMI – Institute of Motor Industry
IPSGA – Information Position Speed Gear Acceleration
MPG – Miles Per Gallon
MOT – Ministry of Transport test (vehicle roadworthiness check)
NO – National Observer
NOA – National Observer Assessor
OAP – Observation Anticipation Planning
PSI – Pounds per Square Inch (tyre pressure)
RPM – Revolutions Per Minute
TCS – Traction Control System
TPMS – Tyre Pressure Monitoring System
TUG – Take Use Give
ULEZ – Ultra Low Emission Zone

Commonly used terminology

Apex – the point closest to the middle of the corner
Blood bikers – motorcyclists who act as volunteer couriers to deliver urgent medical supplies and items between hospitals and other healthcare facilities.



Call **0300 303 1134**
Email **support@iam.org.uk**

Visit **iamroadsmart.com**

