



Observer Training Programme

Mentor Pack 2025

History and revisions

Version	Created by	Revision History	Authorised by and date Published
1.0	Stephanie Evans	Initial version	Bob Stewart 10 February 2025

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1. Introduction

The objective of the programme is to use the combined knowledge of the Mentors and Trainee National Observers (TNO) to accelerate learning.

This document sets out the programme and how you can assist the Trainee National Observer prior to and during the two-day course and then mentoring them with an associate until they are ready to be independent.

2. Timetable

Day 1 (09:00 - 16:00) Stanground Fire Station, Peterborough	
What you need to know!	Classroom session - covering aspects that will help you become an observer
Meetings, briefings and debriefs	Classroom session - to demonstrate what is required and to practice with a mentor
Management, mentoring and assessment	Classroom session - setting expectations, mentoring and how sign off as an independent observer will be achieved
Day 2 (10:00 - 15:00) Starting from a location where the TNO will observe their associates	
Road ride practical's	<p>Development Ride - Bends route 10 - 12 miles (2hrs)</p> <ul style="list-style-type: none">- The TNO will conduct an initial meeting, road ride briefing, mid ride debrief and final debrief- As a mentor will coach at each stage so that can develop your skills prior to the assessment ride <p>Demonstration Ride (30 mins)</p> <ul style="list-style-type: none">- The mentor will show the TNO how you conduct a demonstration ride- The TNO will then conduct a demonstration ride <p>Assessment Ride - Bends route 10 - 12 miles (90 mins)</p> <ul style="list-style-type: none">- The TNO will conduct an initial meeting, road ride briefing, mid ride debrief and final debrief- The mentor will assess your performance and will use the NOPS form to provide feedback and a development plan

3. Course Location

- Modules 1, 2 and 3 will be conducted at Stanground Fire Station, Peterborough.
- Module 4 will be on a route the TNO has planned in the area they will conduct their observing not at the training venue for Modules 1, 2, and 3. The mentor will provide support and guidance where necessary.

4. Course Material

- ARC Observer Handbook.
- Observer Roadbook
- Motorcycle Roadcraft
- Highway Code
- National Observer Progress Sheet (NOPS)

5. Module 1 – What You Need to Know

The aim of module 1 is to work through the main ARC chapters to assist the trainee to identify, analyse and rectify common rider issues. This requires the trainees to identify the common problems and then by group discussion consider potential reasons and what can be used to rectify them.

It is not intended that each example is examined in depth but to give the trainees ideas and potential resolutions e.g., demonstration ride, use of Road Map book, explanation, video clips.

- Core Skills
- Bends
- Roundabouts & Junctions
- Overtaking
- Dual Carriageways & Motorways
- Slow Riding/Manual Handling

The trainees will be known as Trainee National Observers.

6. Module 2 –Meetings, Briefings and, Debriefs.

The videos for this module have been uploaded to the PECAM website - URL for this is to be advised in due course

The trainees MUST review these videos before module 2 of the course. The aim is that the trainee has time to practice and develop their own personal style before the practice with their mentor during module 2.

- Associate first meeting and road ride briefing. (24.09 minutes)
- Mid-Ride debrief. (5.42 Minutes)
- Scenario Bends & Cornering. (2.53 Minutes)
- Final Debrief. (6.00 Minutes)

7. Aide Memoires

As part of the Observer Knowledge Base there are two aide memoires as an example. The trainee can use any aide memoire to achieve the relevant areas required by the NOPS form. You may have your own version which you may wish to share with the trainee.

To make the mid ride debrief more realistic there is a scenario video in the observer area which is the basis for you as mentor to role play and for the trainee to assess your riding.

8. Associate - Role Player Background

- Be familiar with IAM Roadsmart role player document available from Observer Documents page on PECAM website.
- Use your experience of your own associates.
- Use a different type of rider experience for each initial meeting.
- This will test the TNO's questioning skills as the answers to the questions will differ each time as will the riding.

9. Classroom Practical's

Practical	Duration
Associate first meeting and road ride briefing.	30 Minutes
Mid-Ride debrief based on cornering.	10 Minutes
Final debrief based on the cornering scenario	15 Minutes

10. Module 3 – Mentoring, Assessment

This module sets out the following

- **Associate Dropout Rate** – explanation why we lose up to 30% of associates before they take their test. This does not mean that they were test ready when they left.
- **Associate Management** – what is required for the effective management of an associate to get them through the test in 12 months.
- **Inactive Observer** - the reason this exists and what it means.
- **Observer Knowledge Base** – PECAM documents - source of information.
- **Competency Sign off** – how this is managed.
- **What is needed for a check ride?** – explanation of the process
- **What's next** - The trainee being mentored with an associate – when the mentor believes that are ready for sign off, the mentor contacts the Chief Observer who will arrange for a final assessment.
- **Feedback** – hot debrief of key points what worked and what needs development.

11. Module 4 – Road Ride Practical's

The trainee can use one route for both the development ride and the assessment ride. This will allow them to focus on the content rather than the route which should increase the speed that they develop. The assessment ride timings have been set out to mimic the National Observer Assessment so that when the trainee eventually takes the assessment it will not come as a surprise.

12. Developing Your TNO's Observing – Bends (2hrs)

- Route 10 – 12 miles
- Initial meeting/Road ride briefing. (30 minutes max)
- Mid-point debrief. (10 minutes max)
- Associate puts into practice on return.
- Final debrief & run sheet completion. (15 minutes max)

12a. Associate Role Play

- Select an appropriate role player background
- When it is safe to do so ride near to the centre line on right hand bends.
- All other positioning will be correct. (SAFETY FIRST).
- Please do not introduce any other aspects to the scenario.
- After the mid-ride debrief you will ride as explained/shown by the trainee.

12b. Final Debrief

- The trainee must use the IAM run sheet.
- Limited time on scoring
- Priority is to produce a development plan of two main points the associate must focus on before the next ride – safe and legal first.
- Set a mileage of 50/100 miles.
- Book at least the next session – two weeks is recommended but may be more.

13. Learning to Conduct a Demonstration Ride (30 minutes)

The demonstration ride has been split from the development ride and the assessment ride. To be able to conduct a demonstration ride is required by NOPS and is a valuable tool to help an associate develop however it does come with risks. The demonstration ride is to be based on cornering.

- The mentor will show the TNO how to conduct a briefing covering the aim of the demonstration ride, safety points, distances, riding line etc. When the demonstration ride is complete conduct a debrief.
- **The TNO will then brief the mentor and conduct a demonstration ride.**

The TNO has not been asked to plan a route and it is expected that the mentor can identify a short route and stop a maximum of 30 minutes has been allowed for this. This is the first time that this is being tried this way and may need to be more formally developed.

14. Assessing Your TNO's Observing – Bends (90 Minutes)

- Route 10 – 12 miles (This can be the same as the development route)
- Initial meeting/Road ride briefing. (30 minutes max)
- Mid-point debrief. (10 minutes max)
- Associate puts into practice on return.
- Final debrief & run sheet completion. (15 minutes max)

14a. Associate Role Play Background

- **Select an appropriate role player background**
- **When it is safe to do so ride near in the centre/position 2 for all corners.**
- **All other positioning will be correct. (SAFETY FIRST).**
- **Please do not introduce any other aspects to the scenario.**
- **After the mid-ride debrief you will ride as explained/shown by the trainee.**

14b. Final Debrief

- The trainee must use the IAM run sheet.
- Limited time to be spent on scoring – draft scoring actual in emailed report.
- Priority is to produce a development plan of two main points the associate must focus on before the next ride – safe and legal first.
- Set a mileage of 50/100 miles.
- Book at least the next session – two weeks is recommended but may be more.

15. NOPS (National Observer Progress Sheet) Completion by Mentor

The NOPS form is used to record the progress of the TNO by the mentor

- One NOPS for is required covering Modules 2 & 4
 - Module 2 – covers first meeting, road ride briefing, mid-ride debrief final debrief.
 - Module 4 – assessment ride.

When a TNO has their own associate a NOPS form is required

- After each mentored session.

15b. How to complete a NOPS form

You complete the NOPS as per IAM procedures using the Competency Document (Motorcycle). Both forms can be found on the mentors members dashboard.

There are three boxes to during the programme and each competency must ONLY have one tick

- Competent
- Not Yet
- Not Assessed

The assessment is based on practical demonstration with the associate, professional discussion with the TNO or a task that has been set by you as the mentor. In the trainers' notes at the end of the NOPS form there will be a summary of the session highlighting where they have achieved competencies and those not yet achieved. A development plan must be set for achievement prior to and/or during the next session with the associate. The NOPS forms must be completed electronically and submitted via email to the Chief Observer.

16. TNO Final Sign Off as Independent

When the mentor considers that the TNO is ready for sign off, they should complete their final NOPS form and make the recommendation in the trainer notes. The mentor should then contact the Chief Observer via email including all the NOPS forms, they will arrange to conduct the final assessment. If the TNO is successful at the assessment they will be independent and no longer require a mentor. If they are unsuccessful then the Chief Observer will discuss this with the mentor and form a development plan.

17. Exceptional Circumstances

There may be occasions were the TNO already has a skill level that would make them an observer with PECAM e.g., transferring from RoSPA as an Advanced Tutor. If you believe that the TNO has shown after the assessment ride in Module 4 that they are ready to be signed off as independent, then please complete the NOPS form and state this in the development area.

The Chief Observer will decide in discussion with the mentor whether sign off is appropriate.