

# **Guidance For Managing Inactive Associates & Inactive Observers**

## History and revisions

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## **1. Introduction**

The purpose of this guidance is to manage observer resources more effectively so that the Chief Observer knows who is active (or inactive) to deliver training to associates.

From research conducted in October 2020 has shown that 30% of associates do not progress to test, this is however better than the national figure which is 53%. It was identified that when associates are inactive, contact may be lost and then they drift away from the IAM by letting their membership lapse.

To free observer capacity inactive associates will be returned to a pool without an assigned observer, this then allows PECAM to focus on those who are available to progress.

There are occasions when an observer will be inactive due to their personal circumstances, this will be monitored to provide support where required and if appropriate a development plan to ensure a smooth return to active status.

## **2. Glossary of Terms**

- CO – Chief Observer.
- IA – Inactive Observer.
- ACo – Associate Co-ordinator.
- ASDM – Area Service Delivery Manager. (IAM)

## **3. What is meant by an Inactive Associate?**

- The associate stated that they will not be riding during the winter (e.g., October to March)
- The associate has stated that they do not know when they will be able to ride again for work, personal or other reasons.
- The associate has been uncontactable by the observer for a period of 28 days.
- A third party has notified the CO or PECAM committee member that the associate does not wish to continue or is unable to continue.

#### **4. What happens when my associate is inactive?**

- Email the Associate Co-Ordinator (ACo) that one of the circumstances in section 3 is met.
- The associate will be shown as inactive on PECAM records.
- The associate will be notified that their status is recorded as inactive and that they will be returned to a holding pool awaiting the allocation of an observer on their return.
- The associate can request their original observer if available or be assigned another observer.
- The original observer will be asked if they wish to resume observing with the associate if they have the capacity at that time.
- The Membership Secretary will monitor the associates IAM and PECAM Membership and notify the ACo if this has lapsed who will inform the Chief Observer.
- No observed rides may take place without a valid IAM membership otherwise the associate and observer are not covered by the IAM Insurance.

#### **5. Inactive Associate Documentation**

- All electronic documentation will be sent to the ACo who will arrange for secure storage within the PECAM system.
- The electronic documents are:
  - PECAM ARC Group Information Front Page
  - Run Sheets
  - Competency sheets
  - Declaration Form (The declaration form does not require a physical signature)
- When the associate becomes active the Associate Co-Ordinator will supply the documents to the Observer assigned to continue training.

#### **6. How is contact maintained with an inactive associate?**

- The associate will be responsible for contacting the ACo when they wish to return to PECAM.
- They may be contacted via IAM systems or by PECAM re their membership which may act as a catalyst for re-engaging.

## **7. What is meant by an Inactive Observer (IA)?**

Observers are volunteers and are at the heart of making PECAM work as a group. An observer is Inactive (IA) when one or more of the following criteria are fulfilled.

- The observer has requested a break from observing.
- The observer has NOT conducted any observed rides in a 6-month period.
- An associate has been unable to contact the observer for a period of 28 days other than by mutual agreement e.g., pre-arranged observed rides.
- A committee member or officer of PECAM has been unable to contact the observer for a period of 28 days.
- A third party has notified the CO or PECAM committee member that the observer does not wish to continue or is unable to continue.

## **8. What happens when an Observer is inactive?**

The observer CANNOT do any of the following.

- Conduct any observed rides, including mentoring
- The CO will email the observer confirming Inactive (IA) observer status
- Membership database will be updated to show IA status.
- Any associates will be reallocated to a new observer.
- All electronic documentation as per section 5 is to be sent to the CO.

## **9. How to return to Active Observer Status within 12 months.**

- An appropriate development plan will be discussed and agreed with the observer by the CO. The development plan will focus on the training needs of the observer based on the length of time they have been inactive.
- Examples of what could be included in the development plan.
  - Updates on PECAM & IAM procedure
  - Updates on relevant legislation.
  - Check ride/GBH Refresher.
  - Assigning a mentor.

## **10. What can an observer do whilst inactive?**

- They may attend any PECAM function or classroom-based training e.g., Incident Management or Theory courses or any other course that does not require direct supervision of any person riding a motorcycle.

## **11. What happens if an observer is inactive over 12 months?**

- If an Inactive Observer does not return or states to the CO that they do not intend or will not return to active duties within 12 months, then their PECAM observer status will be removed, and the database updated.
- The membership secretary will arrange for the IAM Darts system to be updated to show that they are no longer an observer for PECAM.
- The ASDM will be notified which will **AUTOMATICALLY** lead to any National Observer or Masters Mentor refreshers being cancelled and they will no longer be an observer for the IAM.

## **12. Process if a previous observer wishes to return. (Over 12 months)**

- An appropriate development plan will be discussed and agreed with the observer by the CO.
- This will focus on the training needs of the observer based on the length of time they have been away from observing.
- Examples of what could be included in the development plan.
  - Updates on PECAM & IAM procedure.
  - Updates on relevant legislation.
  - GBH refresher ride and possible further development ride.
  - Assigning a mentor to support development plan.
- If the gap in observing has been 3 years or over then there is a requirement for the previous observer to apply for the Observer Training Programme.