

No Reply Associates

Summary

Sometimes it is frustrating to observers when associates fail to keep in touch and do not respond to numerous messages, emails etc. This proposal seeks to establish a uniform protocol to support observers in dealing with non responsive associates

It is not uncommon for associates to discontinue working with NAM although they rarely inform either the Membership Secretary or Training Admin of that fact, leaving NAM in a quandary as to whether the associate has quit or is otherwise temporarily incommunicado.

This will also assist in updating IAM records, identifying certain associates as non active and potentially improving NAM 'test ready' figures

Background

Observers willingly volunteer their time to work with associates. The *quid pro quo* is that it is reasonable to expect a corresponding level of commitment from the associate including some time spent practising between observed rides, some reading of the Associate Handbook and Highway Code, and maintaining, and responding to, contact.

In those case where an associate does not respond to contact, often on numerous occasions, this can lead to the observer being uncertain as to what action they should take, and also to time wasting in that, rather than them continuing to work with a reluctant associate, they could be allocated another who would be more committed

NB - it is often the case that Observers and Associates communicate via email to text - both easy to ignore. It could be that an old fashioned phone call will prove to be effective

NAM Policy

In the event of an associate not responding to their observer's contact a slightly more formal response should be implemented. This is aimed at reminding the associate of what is reasonably expected of them and what steps NAM will take if the lack of commitment continues

After the initial contact between the Membership Secretary, Training Admin and the associate - where the commitment expected of the associate is explained - responsibility for further contact rightly rests with the allocated observer.

However in those cases where the observer is experiencing difficulty in either contacting the associate or where the associate does not demonstrate the necessary commitment the following may be adopted

1. Stage 1 - In the event that the observer receives no reply to several attempts at contact, usually to arrange an observed ride and usually several rides into their training, then the first step should be to discuss the issue with their Team Leader who may be able to suggest a way forward. Establish what type of contact has been usual, has a phone call be tried etc. Typically several attempts to contact the associate in whatever has been the usual means of communication will have been unsuccessful. It may be that a phone call rather than a text or email will be successful
2. Stage 2 - At this point the Observer Team Leader should attempt contact the associate to establish if there is an issue which needs attention (conflict between associate and observer?).

It may be that this will identify/resolve any issues in which case further action may not be necessary. Training Admin to be kept informed

3. Stage 3 - However, in the event of no contact or reasonable response to attempts to contact - associate will then be deemed to be inactive and the observer free to be re-allocated. Associate will be informed of this. The onus is now upon the associate to re-establish contact should they wish to resume training. They should know that it may be necessary for them to be allocated to a different observer should they re-commence their training

This process may not necessarily be a long process but will allow for several attempts at contact by the observer and/or the Team Leader. It is probable that the Team Leader will have no greater success in contacting the associate than the observer has done

The relationship between the associate and the observer/NAM is an integral part of the contract and in the event of no contact then it is suggested that NAM has taken all reasonable steps and the associate is deemed to be inactive. Should they pop up again then training can resume.

To assist with the monitoring of this it may be that a column could be added top the associate progress sheet showing last contact? This would be another reason for insisting that observers maintain the record

I suggest that this does not need to be overly strict, but in those case where associates seem to have dropped off the edge of the earth then it is a method of supporting, and freeing up, observers rather than leaving the responsibility with them to keep trying to contact someone who, it would seem, does not want to 'remain friends'

Chief Observer and Training Admin to be updated at each stage

Training Team, November 2020