

# What's Driving Us?

## Frequently Asked Questions

### How much does the course cost?

The cost of the course is ninety five pounds (£95 GBP) This fee is non-refundable. You must pay when booking your course. We only accept credit or debit card payments.

### Can I pay by instalments?

No. The course must be paid for in full, online, at the time of booking.

### Where will the course be held?

The course will be held online, using Zoom.

### When are courses available?

Courses are available Monday to Saturday, morning and afternoon.

Please note: late arrivals will not be allowed to join the course.

Please join the class 15 minutes before the start time, in case you have technical difficulties. Please be patient as each client needs to be checked in individually.

### How many people will be on the course?

Each course has a maximum of 9 clients.

### When will I receive the link to join the course?

The link will be emailed to you 48 hours prior to the course (from Fastform). Please ensure you check spam and junk folders. If you don't receive the link please contact a member of the team on: [NDORS.courses@suffolk.gov.uk](mailto:NDORS.courses@suffolk.gov.uk) or telephone: 0345 600 1291

### Is there a test? Can I fail?

There is no test, but you must be present and:

- complete the whole course
- make a positive contribution by joining in
- show that you have a responsible attitude towards safe driving.
- show respect for others on the course

### I have additional needs, can these be accommodated?

We will make reasonable adjustments wherever possible. Please contact a member of the team to discuss your requirements at: [NDORS.courses@suffolk.gov.uk](mailto:NDORS.courses@suffolk.gov.uk) or telephone: 0345 600 1291 **PRIOR TO BOOKING**

### What do I need to join the course?

Please have your driving licence with you. You must show the trainer your photocard licence so they can check your identity. If you do not have a photocard licence you will need to provide photographic ID, such as a passport, or suitable alternative. You will not be able to participate without photographic ID. You will also need a pen and paper.

### Can I have someone to help me with the technology?

If you need help joining the course you are allowed to have someone at home help you, but they must leave before the course starts. If you have no-one at home to help, please let us know by calling 0345 600 1291. Our staff may be able to help talk you through how to join the course but you must book this in advance.

### Can I change my course date?

Course dates can only be changed in exceptional circumstances. In most cases changing your course date will incur a £55 charge.

**What happens if I arrive late or do not attend?**

The online course will be locked at the course start time and you will not be admitted. Unless there are exceptional circumstances, you will have your file returned to the Police and the offer of a course withdrawn.

If you do not attend your file will be returned to the Police. If you call the office to re-book and your file is still open, we may be able to book you onto another course, subject to Police timescales. Re-booking will incur a £55 fee. Rebooking can only be done 24 hours after the original course date.

**What happens if I lose connection or log out early?**

You are required to complete the **full** course.

If you lose connection, you should call the office on 0345 600 1291 to re-book. If you log out early or fail to contact the office to re-book after losing connection, your file will be returned to the Police and the offer of a course will be withdrawn.

If you lost connection at ANY point during the course, the full course must be taken again in order to avoid further action. If you lose connection during the course, we will provide up to two further attempts free of charge, subject to availability and Police timescales.

**What happens if I do not log into the course?**

If you do not attempt to log into the online course, you will be marked as 'not attended' and your file will be returned to the Police. If you call the office to re-book and your file is still open, we may be able to book you onto another course. Re-booking will incur a £55 fee.

**Can I take part voluntarily?**

No, courses are only offered if you are referred by the Police.

**Do I need to tell the police I have attended?**

No. The Driver Education administration team will update the National Driver Offender Retraining (NDORS) database. Your Police force will also be notified.

**What happens after the course?**

After you complete the course the Police may let you know that no further action will be taken in regard to that particular incident. Your name will, however, be held on the Police NDORS database for a minimum of three years from the date of the offence.

**If I offend again, will I be able to attend another course?**

You cannot attend another course within a 3 year period.

## Terms and Conditions

1. Should you have any queries regarding the incident you were involved in, please contact the Police directly, as this information is not disclosed to Suffolk County Council, who is the provider of the course. The scheme is administered and delivered by Suffolk County Council's Road Safety Team on behalf of the referring Police Force. The scheme is run in accordance with national guidelines required by UK Road Offender Education (UKROEd)
2. Failure to complete by your deadline date or declining the course will result in your details being returned to the Police and your offer of a Course being withdrawn. The Police are at liberty to withdraw the course offer at any time up to the point that you have successfully completed the course.
3. Places are limited and are reserved on a first come, first served basis. Payment **MUST** be made at the time of booking by debit/credit card. This fee is non-refundable. **Cash/Cheques are not accepted.**
4. Once the course date is confirmed any amendments will incur additional charges. You cannot change the date except in exceptional circumstances and a fee will be charged.
5. If you are bringing your own interpreter to the course you must tell us in advance of their name (must be at least 16 years and preferably a driver). If you attempt to join without an interpreter and you need one, you will need to reschedule with an additional fee. If you bring an interpreter without telling us you will be unable to participate and have to reschedule with an additional fee.
6. It is your responsibility to notify us if you have any additional needs or disabilities prior to making a booking and every effort will be made to accommodate these. If we have not been notified, we cannot be held responsible should you be unable to complete the course.
7. You **MUST** bring your original driving licence with you to the course; a photocopy will not be accepted. If this is not a photocard, you will need to bring additional photographic identification. If your driving licence is not available, you will be required to provide another form of ID with your signature and photograph. Failure to supply the required documentation on the day of the course will result in you being unable to participate on the course and your fee will not be refunded. Every effort will be made to offer an alternative date provided there is sufficient availability and time within the police deadline. A further fee will be required. It is an offence to attempt to illegally misrepresent the true identity of another driver of a motor vehicle by attending the course in place of someone else.
8. In the event of illness preventing you from attending or completing a course, you will be required to inform the Course Provider immediately. Every effort will be made to offer an alternative, provided there is sufficient availability and time within the police deadline.
9. If you fail to attend or are refused entry it may be possible to offer an alternative course date, subject to availability and the Police time limit. A further fee will be required. If an alternative course is not available, or has not been requested by you your file will be returned to the Police for further action.
10. Confirmation will be sent to you within one week of payment. This will confirm the exact time and date of your course together with the address of the location for a class course. For Online courses confirmation will be emailed within 48 hours of payment and a link will be sent 48 hours before the start time of the course. Should you not receive the confirmation within this timescale, please contact the course provider.
11. You must arrive on time for your course. It is your responsibility to ensure you arrive at the correct location in good time. Late arrivals will be refused entry. No refund of course fee will be made.
12. In order to complete, you must attend the course in person for the entire duration, make a positive contribution and demonstrate a willingness to improve your driving skills. If you fail to comply with these terms and conditions you will be certified as non-completion. Your file will be returned to the Police for further action. If you decide to take the points/fine rather than re-booking, you will **NOT** receive a full refund, only a partial one. Any partial refund will be made using the same method of payment as originally used.
13. For online courses –It is the clients responsibility to ensure they have the correct equipment and internet access to complete the course successfully. The course provider cannot be held responsible for clients losing connection during the course. Should connection be lost at ANY point during the course, clients should be prepared to call the office on 0345 6001291 and re-book to attend the full course at a later date if this can be done before the Police deadline. It is the clients responsibility to ensure they have received the link to the course and should check your 'spam' and 'junk folders. If you have not received the link by 1700 the day before the course you should call 0345 6001291
14. For classroom based courses tea or coffee will be supplied during the break.
15. Should the trainers feel you are displaying any disruptive behaviour during the course this could result in your expulsion from the course. Your details would then be returned to the Police and no refund will be issued.
16. If the trainer believes you to be under the influence of drugs or alcohol, you will not be allowed to continue and your details will be referred back to the Police. No refund of course fee will be made.
17. In the unlikely event we are unable to deliver a course due to reasons beyond our control, we will reschedule your course as soon as possible within the time limit imposed by the Police and at no additional cost to you. The Road Safety Team shall not be liable for any fees, costs and any other expenses incurred by you as a result of a cancelled course.
18. If you have any queries which are not covered in your documentation, contact us on 0345 6001291, the course provider.
19. You can only attend one Driver Diversionary Course within a 3 year period. If you have attended a Driver Diversionary Course within the last 3 years, or have other traffic offences pending against you that may result in your licence being suspended, your offer will be withdrawn.
20. Courses are available in other counties; please visit the official website at [www.ndors.org.uk](http://www.ndors.org.uk) for more information. Should you wish to attend in a different county, please contact that Course Provider prior to making a booking.
21. In classroom we cannot allow pets, additional adults or children on the premises.– appropriate care arrangements must be made prior to booking a date. You may only be accompanied by a registered assistance dog agreed in advance with the course provider.

22. For online courses, you will need to be in a private room, alone without disturbances and must not have anyone within your household who may require a degree of care or attention from you for the duration of the course. Failure to do so will result in removal from the course.
23. If you are unhappy with the service you have received from Suffolk County Council, you can contact the Customer Rights team at: <https://www.suffolk.gov.uk/about/give-feedback-or-make-a-complaint/> or call: 03456 066 067