

## **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 and is payable at the time of booking your course by credit or debit card. We cannot accept any other forms of payment.

#### **Can I pay by instalments?**

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

#### **Where will the course be held?**

The course will be held online via Zoom, or in person at one of our venues in either Bury St Edmunds, Ipswich or Lowestoft.

#### **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 through participating and show that you have a responsible attitude towards safe driving. You must also show respect for others on the course and their health and safety.

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

We endeavour to 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 ensure that you have your driving licence readily available. The easiest way to verify your identity is for you to show the trainer your photocard licence. If your licence does not include a photograph you will need to provide additional photographic evidence, 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 change my course date?**

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

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

If you are late, you will not be admitted, both for online courses and in person courses. Unless there are exceptional circumstances, you will have your file returned to the Police and the offer of a course withdrawn.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. Re-booking will incur a £55 fee. You will need to contact the office the next working day to discuss.

**Can I take part voluntarily?**

Courses are only offered on a referral basis from the Police.

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

The Driver Education administration team will update the National Driver Offender Retraining (NDORS) database with your attendance. Your Police force will be notified accordingly.

**What happens after the course?**

Upon successful completion of the course the Police may notify the client that no further action will be taken in regards to that particular incident. The client's name will, however, be held on the Police NDORS database for a minimum period of three years from the date of the offence.

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

If you are involved in another incident falling under the same criteria within a three year period of your original offence, you cannot be offered another course in lieu of Police proceedings

**In Person Courses Only****When are courses available?**

Courses are available Monday to Friday, am and pm.

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

There will be up to 24 people on each course

**Online Courses Only****When are courses available?**

Courses are available Monday to Saturday, am and pm.

Please note: late arrivals will not be allowed to join the course. We strongly recommend joining the class 15 minutes prior to 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?**

There will be up to 9 people on each course.

**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. You can also access the link through your account on the UKROEd website where you made your booking, under Manage my course.

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

If you need some help with joining the course you may have someone at home to help you register, but they must leave before the course starts. Please let us know you may need extra help by calling 0345 600 1291 to discuss your needs. We may be able to offer log-in support by having a member of staff available to talk you through the process at the start of your course if you have no-one at home to help.

**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 connection is lost at ANY point during the course, the full course must be taken again in order to avoid further action. Should you lose connection during the course, we will endeavour to 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 would be marked as 'not attended' and your file will be returned to the Police. Re-booking will incur a £55 fee. You will need to contact the office the next working day to discuss