**National Rider Risk Awareness Course**

**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 provided once a month.

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 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.

**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 riding.
* 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 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 with me to help 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 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.

**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.