



NATIONAL DRIVER OFFENDER RETRAINING SCHEME TERMS AND CONDITIONS

We recommend that you check the date, time, and location of the venue prior to your course date.

When planning your journey please allow plenty of time to arrive at the venue, considering the travelling conditions you are likely to encounter. It is important that you arrive in time for registration; **late arrivals will be refused admittance onto the course.** The course fee will not be reimbursed, and you will be deemed to have not completed the course.

Course Provider

All courses are administered and delivered by East and West Sussex County Councils on behalf of Sussex Police. The scheme is run in accordance with national guidelines set by the National Driver Offender Retraining Scheme (NDORS).

Whilst the courses are offered as an alternative to prosecution, it is subject to availability and Sussex Driver Training are under no obligation to ensure that you are allocated a place on a course. At any time prior to course completion you can still be prosecuted for the original offence.

Clients who decide to attend a course outside of Sussex will be subject to that service provider's own criterion. We cannot guarantee that clients will be offered a place on another service provider's course.

Time Limits

It is a condition of the offer that you complete the course within the timeframe set out by your referring Police Force. If you are unable to complete the course within this timeframe, for whatever reason, then your offer of a course will be withdrawn and returned to the referring Police Force for their consideration.

Course Fees

You are responsible for paying the course fee 10 clear working days prior to course attendance. Failure to make payment within this timeframe will result in you being removed from the course.

After completing your course booking, if you do not receive your booking confirmation within 24 hours, please contact the Driver Training Team below:

Telephone: 0330 222 8999 lines are open 08:30 to 16:00 - Monday to Friday (except public holidays)

Email: Driver.Training@westsussex.gov.uk

What do I need to prepare for the day?

Please ensure you have checked the course venue location and studied the enclosed map and directions. Please allow enough travel time, considering any travel restrictions on your route.

Please ensure you do not enter the venue prior to 10 minutes before the official start time of your course.

You will be required to produce your Photocard Driving Licence or Passport.

If you have the original old style paper Licence, you will need to produce another form of Photographic Identification for validation against the course register. We can only accept original documents (electronic copies or photocopies cannot be accepted).

Course Attendance

If you:

- Fail to attend a course, arrive late, or fail to prepare as advised in our confirmation letter
- Are refused entry because you are unable to produce the required documentation
- Are asked to leave during the course

Then it may be possible to offer you an alternative course date subject to availability and the timeframe set out by your referring Police Force. This will be subject to a course rebooking fee.

When you agree to attend a course, the place is allocated for you and no one else. It is an offence for another person to attend the course in your place. If this occurs, the referring Police Force will immediately be informed, and your offer of a course will be withdrawn and may result in prosecution.

To complete the course you must attend in person, access your course on time, produce an acceptable form of photographic identification, be present for the entire duration and participate fully in a respectful manner demonstrating a willingness to improve your driving skills.

No one under the age of 16 is permitted to attend the course.

Abusive or inappropriate language, threatening or disruptive behaviour towards staff or other clients will result in you being removed from the course. Clients should not wear clothing which is likely to cause embarrassment or offence. The course fee will not be reimbursed in this event and you will be deemed to have not completed the course. Your offer of a course will be withdrawn and returned to the referring Police Force for their consideration.

Photographic Identification

A condition of attendance on a NDORS course and subsequent completion will be that when you attend the course, you must produce Photographic Identification:

- a photocard driving licence or passport as proof of identification.
- a paper licence which must be supported by another form of corroborative photographic evidence:
www.sussexsaferroads.gov.uk or contact Driver Training on 0330 222 8999 for accepted examples of photographic ID.

We can only accept original identification (electronic copies or photocopies cannot be accepted). You will be asked to hold this up to your camera when prompted by our trainer for digital courses.

For personal or religious reasons, the wearing of a head dress or items of clothing that covers the face will be permitted. However, the removal or adjustment of the garment may be requested to confirm the identity of the attendees, prior to the commencement of the course. To ensure you are booked onto the appropriate course please contact: driver.training@westsussex.gov.uk or telephone: 0330 222 8999.

Electrical Devices including Mobile Phones

All electrical devices, including mobile phones, must be turned **off**; or put into airplane mode on devices being used to access a digital course. Failure to adhere to this will result in you being removed from the course. The course fee will not be reimbursed in this event and you will be deemed to have not completed the course. Your offer of a course may be withdrawn and returned to the referring Police Force for their consideration.

Additional Requirements

Please tell us in advance if you have any additional requirements by calling on: 0330 222 8999 and every effort will be made to accommodate these.

Additional requirements may include:

- Nursing Mothers
- Mobility Issues
- Requiring a BSL Interpreter
- An interpreter - you can bring an interpreter with you if you inform us in advance. They must be over 16 years of age and will need to bring suitable photographic identification with them

If no indication or request for any additional requirements has been made at the time of booking or in advance of the course, then we cannot be held responsible should you be unable to complete the course.

Failure to Attend and Refunds

If you are unable to attend a course, you must inform the Driver Training Team either by phone or e-mail as soon as possible.

To avoid a rebooking charge the below notice periods apply:

- **5 clear working days of the course date for digital courses**
- **10 clear working days of the course date for in-person courses**

If you fail to attend a course, **rearrange or cancel**, arrive late or are refused entry to a course because you are unable to produce the required documentation or asked to leave during the course, then it may be possible to offer you an alternative course date subject to availability and the timeframe set out by your referring Police Force.

This is subject to payment of a course rebooking fee.

Please note that difficulties individuals may face with work or childcare issues are not considered valid reasons for non-attendance at a course and will be subject to a rebooking fee.

If an alternative course is not available or requested, your offer of a course will be withdrawn and returned to the referring Police Force for their consideration. You will be issued with a refund minus full course costs.

Under certain circumstances (outlined below) you may either arrange another course date free of charge or receive a full refund:

- Receipt of a medical certificate or letter (**self-certification will not be accepted**)
- Notification of hospital appointment
- Bereavement

Appropriate proof of these circumstances will be required for the purpose of fee waiver authorisation. Please note that no confidential/personal information will be retained.

Course Alterations or Cancellation

It may be necessary, due to reasons beyond our control for us to cancel or alter the date or time of your course at short notice. Such instances are rare but in the event of rescheduling for any reason, every effort will be made to offer you another course date at your convenience. This is subject to availability and in all cases must be within the timeframe set out by your referring Police Force. If this cannot be arranged, then a full refund will be given to you and your file returned to the referring Police Force, who will then advise you of the next course of action.

The course provider will not be liable for any additional expenses that may be incurred through any changes.

Complaints Procedure

More information about our complaint's procedure can be provided on request from West Sussex County Council:

[Make a complaint or appeal - West Sussex County Council](#)

Compliments

[Compliment us or make a comment - West Sussex County Council](#)

If the link does not open automatically, please ensure you try a different browser for example 'Google Chrome' or contact the Sussex Driver Training Team on: 0330 222 8999 or email:

driver.training@westsussex.gov.uk for a physical copy.