

NATIONAL DRIVER OFFENDER RETRAINING SCHEME

TERMS AND CONDITIONS



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you are unable to complete the course within this timeframe, for whatever reason, then your offer of a course will be withdrawn and returned to the referring Police Force for their consideration.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 14 full days prior to course attendance. Failure to make payment within this timeframe could result in the cancellation of your course booking. We regret that we are unable to accept payment by cash, cheque, or payments by instalments. However, if you wish to make payment via BACS please contact the office for further information.

Please Note: After completing your course booking, if you do not receive your booking confirmation within 48 hours, please contact us: 0330 222 8999 lines are open 08:30 to 16:00 - Monday to Friday (except public holidays) or email: Driver.Training@westsussex.gov.uk

We recommend that you check the date, time, and the required equipment for your course.

To attend the Digital Course, you must read all correspondence and we strongly recommend watching the You Tube video from link directly below:

<https://www.youtube.com/embed/RQt7FuMxS5U> - **You are unable to access your course using this link.**

What do I need to have available on the day?

- You will need a quiet room where you will not be interrupted, with a good internet connection.
- Please note that no-one else is permitted in the room once the course has started - however, you are allowed assistance to setup the course.
- You will need a device with built in camera and speakers or a device with a webcam and speakers.
- Please ensure that the device being used is fully charged with charger and power supply to hand.
- Paper and pen ready to make notes from the course.

You will be required to produce your photographic ID for validation against the course register. We can only accept original documents (electronic copies or photocopies cannot be accepted). **Please see course confirmation letter for further information re photographic ID and what to do if it has been lost/stolen/misplaced.**

There are strict requirements when attending Digital Courses regarding not recording sessions, taking photographs, and ensuring that you are in a private room with no distractions whilst the course is being delivered.

- Nobody else should be in the room with you whilst you are participating in the Digital Classroom. You can have someone supporting you to join the Zoom meeting, but you must be alone when the trainer starts presenting the course.
- Taking photographs of the screen or recording the course is prohibited.
- Course content or other course participants are NOT to be posted onto Social Media platforms.
- Other mobile devices apart from what is being used to attend the session are to be switched off.

Clients who are found not adhering to this or posting material on social media could have their course offer rescinded.

Please also ensure that all virtual backgrounds are removed before registration.

Course Attendance

- No one under the age of 16 is permitted to attend the course.
- If you fail to attend a course, arrive late, or fail to prepare as advised in our confirmation letter
- If you are refused entry because you are unable to produce the required documentation
- If you 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 may be subject to a course re-booking 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.

DIGITAL ZOOM COURSES - Digital Classroom

Once you have booked your course, you will receive an email with clear joining instructions and the link to a You Tube tutorial video. However, please keep in mind if your internet connection fails and you are unable to re-join your course within the permitted time you will need to contact the office to discuss your options.

You will need to have your Photocard Driving Licence or Passport ready to display to the trainer or Original Paper Licence with your Passport (original documents are only accepted, and copies will not be accepted).

If you require an Interpreter to attend the Digital Course with you, please ensure you contact our office to supply the name of your interpreter; they will also require photographic ID.

All course confirmations are sent out at the time of booking via email and there should be no delay; if you do not receive your booking confirmation on the same day you must contact our office in the first instance.

"To protect everyone's privacy, you must not take any screen shots, photographs or recordings of the course today. UKROEd actively monitor all social media channels and if a data breach is discovered this will be fully investigated. This will lead to your course attendance being void and you will be referred back to the Police for their consideration".

Electrical Devices including Mobile Phones

All electrical devices, including mobile phones, if not using this device for the course, must be turned off; 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.

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.sussexsaferoads.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 It is a condition of the course offer that you produce photographic identification.

Examples of acceptable photographic ID:

- Photocard Driving Licence (an expired photocard does NOT invalidate the licence)
- A valid passport
- An expired passport
- Formal ID Cards (armed forces, police, student union, company ID card)
- Tachograph Card
- Local Authority/Taxi ID
- Blue Badge (parking for people with disabilities):
- Firearms Certificate/Shotgun Licence

If you do not have any of the above photographic ID, please contact the Driver Training Team immediately to discuss your options.

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.

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 arranging:

- Nursing Mothers.
- A BSL Interpreter/ Live Captioning.
- An interpreter - you can have 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 and a rebooking fee may apply.

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 period applies:

- **Within 14 full days of the course date**

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 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 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 nonattendance 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
- For medical appointments you must notify us as soon as you become aware of your appointment date.

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.