

## **Diversions Courses – Clients Frequently Asked Questions**

We strongly advise you to read the following information before contacting the NDORS (National Driver Offender Retraining Scheme) Team; our contact details are at the end of this document.

### **Do I have to complete my course within 28 days?**

No, you are required to book your course within 28 days of receipt of the Conditional Offer letter. Your course needs to be completed within the time imposed by the referring Police Force; Lancashire Constabulary is within **4½ months** of the offence date.

### **Do I need my driving licence?**

You are required to produce photographic identification e.g. photo card licence at the start of the course. If you hold an old style paper driving licence, you will need to bring some other form of photographic identification such as a passport.

For the **Safe & Considerate Driving** course which has a practical **on-road** element, you must produce a valid driving licence and show it to the instructor in order to complete the course. Checks will be conducted in the week prior to your course to confirm your entitlement to drive. If you have any concerns about your eligibility to drive, please contact the NDORS Team.

An eyesight test will be carried out prior to the session, if you wear corrective eyewear for driving these must be worn on the day. If you fail the eyesight test you will not have successfully completed the course, you will need to contact the NDORS Team to discuss your options.

### **If I opt to take the course, do I still have to pay the fine and get penalty points?**

No, the courses are an alternative to prosecution; providing you successfully complete the course the police will not take any further action in respect of the matter.

### **Who runs the courses?**

In Lancashire, our courses are delivered by experienced Approved Driving Instructors and classroom trainers. There is no police officer involvement.

### **Are refreshments provided?**

One serving of tea or coffee will be provided. Water will be available throughout the course. Lunch will not be provided, however you must bring your own if your course is longer than 4 hours i.e. Safe & Considerate Driving or RIDE. Refreshments may be purchased direct from the course venue at designated break times.

### **Can I pay at the Venue for my course?**

No, trainers do not make or take the bookings; this is done prior to you attending your course on the FastForm system, either on-line by yourself or via the telephone with a member of the NDORS Team.

### **Can I pay for my course in instalments?**

No, at the time of booking full payment is taken from a debit or credit card.

### **How long will my personal details be held for?**

Client personal details will be held in our booking system for 12 months, after which they will be anonymised and held for 3 years.

### **What if I have a special requirement?**

Special requirements must be indicated at the time of booking by phone to the NDORS Team. Every effort will be made to accommodate disability, mobility, language, religious and other special requirements.

We do not provide interpreters but you may bring your own; however we do insist they are at least 18 years old and because places are limited you must contact the NDORS Team to ensure an extra space is available for your interpreter. We will need to know their name and they will have to bring photo ID with them to the course.

During course registration please make the trainer aware that you have an interpreter with you.

The courses have been designed to maximise your learning experience, to achieve this you are expected to actively participate in group and class discussions. If you are un-comfortable or unable to participate fully please contact the NDORS Team to discuss your options.

### **Is there a test and can I fail it?**

No, however you will be expected to make a positive contribution to the course and demonstrate a willingness to improve your driving skills.

Failure to actively engage in the class scenarios may result in the trainer asking you to leave the course, which will be recorded as a fail and you will need to contact the NDORS Team to discuss your options, re-booking may incur an administration fee or being prosecuted for the original offence.



### **How do I re-arrange or cancel my course?**

Please contact the NDORS Team and we may be able to accommodate your request. Course dates will only be re-arranged a maximum of 3 times and administrative charges may be incurred.

Please note that cancelling your course may result in you being prosecuted for the original offence.

Re-arranging your course at short notice might incur an administration fee. If you have a **valid** reason for not being able to attend, you may be asked for additional paperwork which evidences this and a partial or full refund may be granted, dependant of your individual circumstances. Valid reasons **do not** include; lack of child care provision, a pets death, being invited for an interview, booking a holiday or clashes with your personal diary or work commitments. This course is offered as an alternative to prosecution for the original offence.

### **I've tried to re-arrange myself on-line, it won't let me do it**

No, you can't re-arrange yourself on-line. You will need to contact the NDORS Team and a re-booking fee may be applied.

### **I've missed my course, what should I do?**

Please contact the NDORS Team. It may be possible to offer you another course date; however an administration or re-booking fee may apply. If you do not contact us or we cannot offer you another course date within the time constraints of your fixed penalty, you may be prosecuted for the original offence.

### **Can I attend a course outside Lancashire?**

If you want to attend a course outside Lancashire, please visit <https://offer.ndors.org.uk> for further details on all available locations and to view course dates. Please note that course availability and fees vary.

### **How do I make a complaint?**

Please contact the NDORS Team in writing via post or email.

### **Lancashire NDORS Team – Contact details**

Phone number: 01772 410950 Monday to Friday (excluding Bank Holidays)

9am -11am and 1pm to 3pm

Email: [NDORS@lancashire.pnn.police.uk](mailto:NDORS@lancashire.pnn.police.uk)

Address: Central Process Unit, NDORS Team, PO Box 1329, Preston, PR2 0SX