DIVERSIONARY COURSES
FREQUENTLY ASKED QUESTIONS

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

What types of courses are there?

In Lancashire we provide the following courses:

1. **Speed Awareness (€85)** - 4 hour interactive classroom based driver education package. The course covers why people speed, what difference speed makes, what could happen if you speed, how to recognise the speed limit, hazard perception and defensive driving strategies.

2. **What’s Driving Us (€85)** - 3¼ hours interactive classroom based session. The aim of the course is to produce safer more responsible attitudes towards driving and to increase motivation to drive with consideration for other road users.

3. **Driving 4 Change (€85)** - 2¼ hours practical on-road session on a 2:1 ratio. The aim of the course is to raise an individual’s awareness of their driving deficits, increase understanding of what constitutes safer driving behaviour and improve driving skills.

4. **Driver Alertness (€165)** - full day course interactive classroom session followed by on-road session delivered on a 2:1 ratio. The aim is to raise awareness on the major causes of road crashes; how stress, fatigue, attitudes and behaviour affect safe driving; to improve the understanding of appropriate speeds, hazard recognition and defensive driving methods and to be self-critical on own driving errors and improving driving skills.

5. **RIDE (€85)** - 7 hour interactive classroom based session. Designed as an intervention for motorcyclists and addresses the behaviour of those whose riding could be described as thrill seeking and also those who by the very nature of their riding could be defined as anti-social or careless. Can also be used for motorcyclists demonstrating careless riding that has led to a collision.

Do I need my driving licence?

You are required to produce photographic identification e.g. photocard 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.

If your course includes an on-road session i.e. Driving 4 Change or Driver Alertness, you must hold a **valid** driving licence in order to complete the practical element of 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.

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.
**How long do I have to complete the course?**

The course must be completed within a period of time imposed by the referring police force; if you have been referred by Lancashire Constabulary then your course must be completed within 5 months of the offence date.

**Who runs the courses?**

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

**Where will the course be held?**

Our courses are currently held at three venues across the county:

- Mercure Dunkenhalgh Hotel, Blackburn Rd, Clayton-Le-Moors, Accrington, BB5 5JP
- Best Western Leyland Hotel, Leyland Way, Leyland, Preston, PR25 4JX
- Holiday Inn, Caton Road, Lancaster, LA1 3RA

Free car parking is provided at all of our course venues. Designated smoking areas will be determined by your chosen venue. Please contact the venue direct should you wish to view their Health and Safety policy.

**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 may bring your own if your course is longer than 4 hours i.e. Driver Alertness or RiDE. Refreshments may be purchased direct from the course venue at designated break times.

**How can I book a course?**

You can book a course online at [www.lancashirecourses.org](http://www.lancashirecourses.org) or by telephoning 01772 410950. The course fee is payable in full at the point of booking using a credit or debit card. Payments will be processed by a PCI (Payment Card Industry) compliant payment provider.

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

Client personal details will be held in our booking system for 6 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 and 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.

If you have a special requirement please telephone the NDORS team to book your course.
**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.

**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.

**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 refer to the National Provider information sheet included within your conditional offer paperwork and contact the appropriate provider directly; please note that course availability and fees vary. You may also visit https://dors.police.uk for further details on all available locations and to view course dates.

**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
Email: NDORS@lancashire.pnn.police.uk
Address: Central Process Unit, NDORS Team, PO Box 1329, Preston, PR2 0SX