

## **Kent Driver Education Physical Classroom based courses - Terms & Conditions**

Kent County Council (KCC) delivers a range of driver education courses under the National Driver Offender Retraining Scheme, in partnership with Kent Police.

### **Course aim**

The courses are offered by the Police to motorists who have committed an offence as an alternative to points and fines. The aim is to improve the driver's or rider's knowledge and behaviour while on the road.

### **Course information and changing your booking**

A confirmation email (or letter) will be sent to you when you book your course. Please check the course details carefully.

If you booked yourself on-line and need to change your booking, you can do so up to 7 days before the date of the original course date free of charge but is still based on availability of course spaces. There is a loss course space fee for all other re-bookings.

If you wish to rebook your course yourself and originally made the booking online, you may do this between 6 and 3 days prior to your course date and you will incur a rebooking fee.

If Kent County Council made your original booking or if you need to change your booking 2 days before your course date, you will need to call us on 03000 411554 or email [KDE@kent.gov.uk](mailto:KDE@kent.gov.uk). You will incur a rebooking fee if changing your course. This charge may only be waived in exceptional circumstances and on receipt of documentary evidence which must cover the day of the course.

Examples include:

- Receipt of a doctor's certificate (self-certificate will not be accepted)  
Notification of hospital appointment (copy of hospital letter)
- Jury service (copy of official letter)
- Court appearance (copy of official letter)
- Bereavement (copy of death certificate)

### **Reasonable adjustments**

Please let us know at the time of your booking if you have any accessibility, interpreter, religious or breast-feeding requirements.

If you require an Interpreter to attend the Course with you, you must contact the office prior to the course date to make suitable arrangements. Please email [KDE@kent.gov.uk](mailto:KDE@kent.gov.uk) confirming the name of your interpreter. They must be at least 16 years old.

**We will require a minimum of 28 days' notice for any bookings that require the use of the Kent Deaf Interpreter Services due to the bookings process.**

## **Service/support dogs**

Please note that on occasion a service/support dog may also be present.

We will make every effort to contact all other clients attending a venue prior to the date of the course, however this is not always possible and dependent on if a client has informed us prior to the date of the course.

If you would like to discuss this further, please contact the KDE Team on 03000 411554 between 09:00am and 3:00pm Monday to Friday or email us at [KDETeam@kent.gov.uk](mailto:KDETeam@kent.gov.uk) .

If you do not make us aware of any additional requirements before your course date, we may be unable to provide reasonable adjustments request on the day. This would also result in not be able to attend the course. Please email [KDE@kent.gov.uk](mailto:KDE@kent.gov.uk) and we will contact you in due course to discuss any reasonable adjustments that allow you to attend and complete your course.

## **Use of electronic devices including mobile phones.**

If you are expecting an urgent call, in relation to an emergency health condition, a maximum of 5 minutes will be allowed. This **MUST** be agreed prior to the start of your course and if the call duration is longer, you will be removed from the course.

If there is a requirement for you to use your mobile phone, app, or other software on your electronic device as an aid (including diabetes, heart monitors and hearing aid apps) to assist you to attend and complete your course, KCC will make any reasonable adjustment to allow this. Please contact the Kent Driver Education Team prior to your course date to discuss your request. Please also discuss this with trainer at registration, so that they can advise you of any security requirements to ensure the data protection of all attendees.

All other electronic devices (including mobile phones, watches, iPads, tablets, and any other item that may make a noise or sound (including alarms and alerts) must be switched to 'Do Not Disturb', 'Meeting' or 'Silent' with the vibrate function turned off, and they must be stored out of sight. Where a client is seen to be actively using a device during the course, they will be asked to leave.

## **Valid Photographic ID**

- You will need to show your Photographic ID for validation of your attendance which will be checked against the register.
- Please note: You will not be admitted if you do not bring with you, valid photographic identification. Further details can be found [here](#)
- Failure to produce photographic ID will result in no admittance onto the course and you will incur a re-booking fee or be returned to the police to discuss your options.
- Only original documents are acceptable forms of ID. Copies and screenshots are not permitted.

### **Important Information**

To protect everyone's privacy, you must not take any screen shots, photographs, or recordings of the course. UKROEd/NDORS 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 to the Police.

If you require an Interpreter to attend the iCourse you must contact the office prior to the course date to make suitable arrangements. Please email [KDE@kent.gov.uk](mailto:KDE@kent.gov.uk) confirming the name of your interpreter. They must be at least 16 years old.

You will not be permitted into the classroom if you are late, and you will need to contact the Kent Driver Education Team on 03000 411554

### **Attending a Classroom based course.**

When you agree to attend a driver education course, the place is for you and no one else. It is an offence for another person to attend the course in your place. If this occurs, the Police will immediately be informed and will decide what action to take.

Weather conditions may affect traffic and travel around the county. You must make sure you check journey times well before you travel and plan your journey accordingly. **Please see MAP LINK for your journey to the venue.**

The course starts promptly at the start time shown on your confirmation email/letter, so please arrive in plenty of time. If you arrive late, you will not be allowed to participate. It is advisable to use both the road name and post code of the venue when planning your journey as delays due to the use of satellite Navigation systems will incur a re-booking fee if we can offer a new course date within the time limit. If not, your case being returned to the Police.

### **Successfully completing your course**

Your offence is active until you have successfully completed the course. To do this, your NDORS trainers must be satisfied that you have met the following expectations:

- Attend for the entire duration of the course
- Make a positive contribution through active participation
- Demonstrate a responsible attitude to safe driving
- Complete any mandatory course paperwork
- Demonstrate respect for others on the course and for the instructors
- Contribute to maintaining a healthy and safe learning environment
- Prepare for course and complete checklist provided

If the NDORS trainers are not satisfied that you displayed an appropriate attitude, or you did not stay for the duration of the course, your file will be returned to the Police, and they will decide what action to take.

### **Failure to attend the course.**

If you are late for your course, do not attend the course or fail to complete this in full and did not contact us your file will automatically be returned to the Police Force, and they will decide what action to take. Please refer to the Police Offer letter prior to

contacting them to review the other options available to you. The course cost will not be refunded.

We reserve the right to refuse entry to any participant (either online digital or physical classroom-based course) if we believe them to be under the influence of alcohol or drugs.

### **Course cancellations**

It may be necessary for us to cancel a course due to unforeseen circumstances. If this happens, we will make every effort to offer you another course within the time limit set by the Police. If we cannot offer you a suitable alternative within the time limit, we will fully refund the cost of the course and refer you to the Police explaining to them the reasons why. You will have to then discuss your options with them directly.

### **Complaints` procedure**

If you wish to make a complaint about the course or instructors, you will need to follow our complaints process available on [our website](#).