

Kent Driver Education 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.

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.

Booking a course

Courses get booked up quickly so make sure you book and pay for a course as soon as possible to secure a venue and time convenient to you.

A confirmation email (or letter) will be sent to you before your course date. 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. If you wish to rebook your course between 6 and 3 days prior to your course date you will incur a lost course place fee.

If Kent County Council made your original booking or if you need to change your booking 2 days before your course did you will need to call us on 03000 411554. You will incur a lost course place fee if changing your course. This charge would only be waived in exceptional circumstances and if we receive document evidence. This 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)
- Network provider evidence of internet loss

Please let us know at the time of your booking if you have any accessibility, interpreter, religious or breast-feeding requirements. We will require a minimum of 28 days' notice for any bookings that require the use of the Kent Deaf Interpreter Services. If you do not make us aware of any additional requirements before your course, we will be unable to provide reasonable adjustments on the day or you may not be able to attend the course. Please email KDE@kent.gov.uk and we will contact you in due course to discuss any reasonable adjustments we can make for you.

You must bring a photo-card driving licence with a photograph that is in date. If you do not have a photo-card driving licence, the old-style paper driving licence may be produced with another form of photographic identification.

See the [NDORS FAQ's](#) for more information. Failure to produce photographic ID will result in no admittance onto the course and you will incur a re-booking fee.

Attending an online 'Digital Classroom' based course via the digital platform ZOOM

The digital course is currently being offered to help protect individual's health and reduce the risks associated with wider spread of the virus COVID 19. This is based on advice from Public Health England.

To ensure you can attend the iCourse, we strongly advise that you read all additional information sent to you prior to attending which will include details of minimum IT requirements and a [Youtube video](#).

You will also need to ensure you have all the following:

- Stable internet connection throughout the course duration for up to 3 hours
- An electronic device with camera and speakers or a device with webcam and speakers. Clients have successfully completed this course using mobile phones, tablets, computers, and laptops
- Paper and pen

You will be required to be in a closed/quiet room with no interruptions. You are not permitted to be in a moving vehicle.

No one else will be allowed in the room whilst the course is in progress, but you can have assistance setting up the IT and accessing the course

If you have do not have childcare provision you will be required to book another course. Whilst we will try to accommodate any changes you may require due to childcare (where we still have alternative course spaces within your timeframe) if you do not contact us within 3 days of the date of your course you will incur a rebooking fee

If you lose internet connectivity you will be allowed to re-join the course within 5 minutes of leaving or you will be locked out and will need to contact the office to discuss your options. If we can offer you an alternative course space a rebooking fee will be required

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 back to the Police who will issue with the penalty of three points and a fine.

If your internet connection fails, you lose audio or video connectivity and you are unable to be present for the duration of the iCourse, you will need to contact the office within 1 working day of your course on 03000 411554 to discuss your options. You will incur a rebooking fee if a course space is available for you.

You must have your Photocard Driving Licence ready to display to the trainer. If you do not have a photo-card driving licence, the old-style paper driving licence may be produced with another form of photographic identification. See the [NDORS FAQs](#) for more information. Failure to produce photographic ID will result in no admittance onto the course and you will incur a re-booking fee.

Only original documents are acceptable forms of ID. Copies are not permitted

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 confirming the name of your interpreter. They must be at least 16 years old.

If you do not receive the ZOOM link which is sent to you (approximately 2 working days before your course) by email, please contact the office for guidance. You may also need to check your spam and junk folders.

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

Safe and Considerate Driving Course - Digital Classroom Theory and follow-on Practical Course - IMPORTANT INFORMATION

Due to the current public health guidance, you can only attend the Digital Classroom based theory element of this course. The practical element will be available to you and you are expected to also attend and completed this part of the course as it becomes available when the Government relaxes the rules on social distancing.

Safe and Considerate Driving (SCD) Course

IMPORTANT: Your course includes an on-road driver training element delivered by qualified ADIs. The vehicle type (i.e., manual, or automatic) will be the one you selected when you booked online or via the telephone with the Kent Driver Education Team and should be the one that you normally drive. Disqualified drivers will not be able to participate. Please also bring with you any corrective eyewear you require to drive in order to participate. An eyesight test will be conducted before the course. You will need to be able to read a vehicle registration plate from an unobstructed distance of 20 meters. If you have not had your eyes checked for several years, please ensure you arrange this in good time prior to your course. If you fail the eyesight test you will not be able to complete the course. If you have a specially adapted vehicle to enable you to drive, you will need to contact the Kent Driver Education Team who may be able to arrange for you to use your own. Please note this must be agreed prior to booking your course.

You **must** bring a photo-card driving licence with a photograph that is in date. If you do not have a photo-card driving licence, the old-style paper driving licence may be produced with another form of photographic identification. See the <https://www.ndors.org.uk/> FAQ's for more information. Failure to produce photographic ID will result in no admittance onto the course and you will incur a re-booking fee.

Attending a Physical Classroom based course - **Suspended until further notice.**

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 and preparations for the UK leaving the EU 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.

When you arrive, you must show your photo-card driving licence that is in date. If you do not have a photo-card driving licence, the old-style paper driving licence may be produced with another form of photographic identification. See the [NDORS FAQs](#) for more information

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.

In order to protect your privacy, the use of all electronic devices is prohibited whilst in the training room. Please ensure all electrical devices, including mobile phones, watches, iPads tablets and any other item that may make a noise or sound (including alarms and alerts) are switched off. Recordings are strictly prohibited by NDORS during this course session and these are not to be used at any time within the training room (including any breaks). Failure to adhere to the above will result in removal from the course session, incur the lost course place fee and you could be referred back to the Police. Please notify reception staff and the NDORS trainers if the venue contact number is required for an emergency.

If there are exceptional circumstances which cause you to be late, please call us as soon as possible on 03000 411554.

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

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

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 within 1 working day of your course date, 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.

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. They will then provide you with further options.

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](#).