



Kent Driver Education Courses – National Speed Awareness Course (NSAC) 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 need to change your booking, you can do so online up to 10 days before the date of the original booking, free of charge.
- If you need to change your booking within 10 days of the original booking date, you will need to call us on 03000 41 15 54. You will incur a lost course place charge of £44 if changing the course within 7 days. This charge may be waived in exceptional circumstances if we receive written proof within 5 days of your 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)
- Please let us know at the time of your booking if you have any accessibility, interpreter, religious or breast-feeding requirements. 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.
- 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.*
- Course fees are non-refundable.

Attending the 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.*
- 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 <https://www.ndors.org.uk/> FAQ's 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 of £44 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. 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 41 15 54.
- We reserve the right to refuse entry to any participant we believe 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 do not attend the course and did not contact us, your file will be returned to the Police and they will decide what action to take. 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 at www.kent.gov.uk/complaints.