

Essex Police have commissioned Essex County Council (ECC) to provide National Driver Offender Retraining Scheme (NDORS) education courses within Essex. A NDORS course attendee (client) will have been offered the opportunity to participate in a course by either Essex police or any other police force participating in the NDORS scheme.

By accepting the opportunity to attend a course in Essex the client is entering into a contract with ECC for the provision of the course and not the Police. The client is also agreeing to abide by the following Terms & Conditions for which ECC reserves the right to change or vary at any time.

ECC's function is only to provide the NDORS course and no representative of ECC's course administration team is permitted to engage in discussion with any client concerning their reason(s) for being referred on to the course. Any client who has a dispute as to their eligibility to attend the course must contact the Police force who made the offer to attend the course.

BOOKING A NDORS COURSE IN ESSEX

- 1) Clients must supply a means of contact (preferably a mobile phone number and e-mail address) in case it is necessary to notify the client of a course cancellation especially in times of extreme weather.**
- 2) Course bookings can be made efficiently, securely and safely online at <https://pds-dis.co.uk> or via the telephone booking line on 0871 200 2217.(Calls to an 0871 number from UK landlines cost up to 10 pence per minute from a BT landline and up to 40p per minute from UK mobile networks). However, availability enquiries and course bookings can also be made by phoning the course administration team direct on 01277-636675. Bookings will not be accepted by email or other form of messaging.**
- 3) For telephone and online bookings, payment for a course, with a debit or credit card, will be required at the time of booking.**
- 4) Payment for a course may also be made by cash at a bank or by Postal Order. Further details can be found at paragraph 9) below.**
- 5) Once a course place is booked and confirmed it will be the client's responsibility to ensure attendance at the specified time and place. ECC cannot be held responsible for the non-delivery of confirmation emails and letters.**

SPECIAL REQUIREMENTS

- 6) Any client with language difficulties who needs the services of an interpreter will be required to provide their own interpreter (minimum age 18) at their cost, to accompany them on the course. The fact that an interpreter is attending with a client must be notified at the time of booking the course. If no interpreter is in attendance and it is clear there are likely to be difficulties for the client in understanding the course content then admittance to / continuance on the course will be refused. If this situation arises the client will be liable to forfeit their course fee and a rebooking fee will apply. If the client is unable to rebook the course for any reason the case will be returned to the referring police force for further action.**

- 7) Clients with a disability or learning difficulties, that may affect their attendance or participation at the course, must discuss their needs at the time of booking.
- 8) Facilities for nursing mothers can be made available at the course venue but this requirement should be notified at the time of booking the course.

HOW TO PAY WHEN BOOKING A NDORS COURSE

- 9) Payment can be made in the following ways:
 - a) **Online:** You can book and pay for your course safely and securely online at any time via the online booking facility.

[Click here to book a NDORS course in Essex](#)

You must book **and** pay for your course at the same time. When the payment process is completed your booking will be confirmed immediately either via email or via a print-screen option. Most credit and debit cards are accepted with the exception of American Express.

You will also receive a payment receipt on completion of the transaction via email or via a print-screen option. It is advisable to download the venue location map as you will be unable to access the online booking system once your course has been booked and paid for.

- b) **By Telephone:** You can book and pay for a course between 0830 hrs and 1700 hrs Monday to Friday (excluding bank holidays) by telephoning the booking office on 0871 200 2217. (Calls to an 0871 number from UK landlines cost up to 10 pence per minute from a BT landline and up to 40p per minute from UK mobile networks). You will receive confirmation of the course and payment via email and/or by letter.

If you have difficulties with making payment at the time of booking, the course administration team (01277-636675) will be able to discuss a pre-payment scheme with you. All courses need to be paid for, in full, a minimum of 7 days before attendance.

- 10) No credit agreements are available.
- 11) In the event of any increase or decrease in the course cost, the fee payable for the course will be that applicable at the time of booking and could be more or less than originally notified in your offer letter.

CHANGING A COURSE BOOKING

- 12) Once a course date has been confirmed, one request to change the date/time of the course will be permitted free of charge so long as there are at least 14 days to the original course date. Within 14 days of the original course date the rescheduling of the course date/time or a second request to change the course date/time is subject to an administration fee of £25. This fee may be waived under certain specific circumstances, e.g.*

- Receipt of a Doctor's certificate for medical reason (self-certification will not be accepted);
- Notification of a hospital appointment;
- Jury Service;
- Court appearance; or
- Bereavement

* Appropriate written proof may need to be produced within 7 days of notification.

- 13)** Please note that difficulties individuals may face with work or child care issues are not considered valid reasons for non-attendance at a course or short notice course change requests. Therefore, re-booking fees will apply.
- 14)** ECC reserves the right to vary or cancel a client's course booking at any time. Such instances are rare but may be necessary in exceptional circumstances due to adverse weather or short notice unavailability of instructors. Should the situation arise, every effort will be made to contact clients in sufficient time to arrange an alternative date. No additional fees will be payable by a client if a course is cancelled or amended by ECC.

CANCELLING A COURSE BOOKING

- 15)** If for any reason a client no longer wishes to, or is unable to attend a course which has been paid for a refund will be made provided notification is received at least 7 days before the course date. If a client is entitled to a refund, a £10 administration fee will be deducted. In such cases the matter will be directed back to the referring police force to consider what action to take.
- 16)** If for any reason a client no longer wishes to, or is unable to, attend a course that has been booked and paid for in full a refund of 60% of the course fee paid will be made where less than 7 days notification is given prior to the course date, excluding the day of the course. In such cases the matter will be directed back to the referring police force to consider what action to take.
- 17)** If a client's attendance on a course is withdrawn by the referring police force, the client will be removed from the course and a full refund will be made once confirmation has been received from the referring police force.

WHAT DO YOU NEED TO BRING TO THE COURSE?

- 18)** When attending a course the client must bring their photo card driving licence as proof of identity. If a client has an old style paper driving licence then another form of photographic identification, such as a passport, must be taken to the course as your proof of identity. The client must also take the course confirmation letter or e-mail.
- 19)** If no photographic identification is taken to the course, admission will be refused.

- 20) If you have difficulty with photographic identification please contact the course administration team on 01277-636675 before the day of your course as you will not be allowed to attend the course if you cannot produce photographic identification.

MISSING A COURSE / BEING REFUSED ENTRY TO THE COURSE

- 21) If a client fails to attend, is late, or rejected from a course for any reason, a re-booking fee will be payable, if the course administration team is able to arrange another course. If a client is ill prior to the course, contact should be made with the course administration team as soon as possible. A doctor's certificate may be required to confirm the illness and the need to withdraw from the course.
- 22) A client must attend in a fit state to participate and complete the course (theory or practical) and not under the influence of alcohol or drugs, including any medication prescribed by a healthcare professional.
- 23) If a client is unfit through drink or drugs, or for any other reason, they will not be allowed to attend the course and they will be deemed to have failed to attend. The trainer will not permit attendance on the course and the course administration team will need to be contacted at re-book another course, if possible. A re-booking fee will apply. If a client decides not to re-book a course the case will be directed back to the referring Police force for further action.
- 24) If it is considered by the trainer that for any reason a client has failed to satisfactorily complete the course for reasons such as, non-participation or disruption, the case will be directed back to the referring police force. The client will not be able to claim a refund of the course fee.

BEHAVIOUR WHILST ON THE COURSE

- 25) If any client (or relative or friend of the client) is considered rude and/or abusive to any ECC representative involved in administering or delivering the course, the client will not be permitted to attend or continue with a course; this includes the posting of any comments that are considered rude or derogatory on any social networking media. Their case will be directed back to the referring police force for further action to be considered. If payment has been made this will not be refunded.
- 26) If any client (or relative or friend of the client) is considered to have interfered with the delivery of the course in any way the client will not be allowed to attend or complete the course; this includes the posting of any comments that are considered rude or derogatory on any social networking media. Their case will be directed back to the referring police force for further action to be considered. If payment has been made this will not be refunded.
- 27) Satisfactory completion of the course is essential. This means attending and taking a full and active part in all sessions. However, if at any time during the course it is considered a client is not participating fully or is being intentionally disruptive the matter will be directed back to the referring police force for further action to be considered.

OTHER INFORMATION

- 28) All courses are held at venues which have public access but not to the room or the area in which the courses is being held. Only persons responsible for the delivery of the course and clients attending will be allowed access to the course classroom. Exceptions to this will be:
- a) A carer for a client with a disability which has previously been notified to the course administration team so that arrangements can be agreed;
 - b) An interpreter who is present to assist a client to understand the course content; or
 - c) Bona fide observers agreed with NDORS; this may be an assessor, monitor or observers from a police force or local authority.
- 29) Any client who feels they are likely to object to the presence of any observer should decline the offer of the course.
- 30) Should a client object to an observer being present then they are free to leave the course and reschedule an alternative course at a later date (if available) but this may be subject to a re-booking fee.
- 31) No bona fide observers will be refused access if a client objects to their presence.
- 32) Mobiles phones or any other form of mobile technology (i.e. i-pads, i-watches or any other mobile devices), must be switched off during the course and not used in any way. Any unauthorised use of such mobile technology during the course will lead to the client being asked to leave the course. In this case the client will be shown as not completing the course. The client will then have the case returned to the referring Police force for further action to be considered.

PRACTICAL COURSES (Involving Driving) – National Driver Alertness Course & Driving For Change Course

- 33) YOU MUST BE IN POSSESSION OF A VALID DRIVING LICENCE TO ATTEND EITHER OF THESE COURSES. YOUR PHOTO CARD LICENCE MUST BE IN DATE. IF IN DOUBT CHECK THE DATE ON THE FRONT OF THE LICENCE AT 4b.



- 34)** As the course involves driving the client will be expected to pass an eyesight check prior to driving. If a client usually wears glasses or contact lenses to drive, these must be taken to the course.
- 35)** Satisfactory completion of the course is essential. This means the client must attend and take a full and active part in all sessions and show an improvement in their driving. However, if at any time during the driving aspect of the course it is considered by the instructor that a client's driving is in any way dangerous then the practical session will be terminated and the client will be required to complete the remainder of the course as a passenger only. In such cases the matter will be directed back to the referring police for further action to be considered.

EYESIGHT CHECK

- 36)** Before the trainer allows a client to participate in the practical driving section, the client will need to pass the standard driving test eyesight check. This means that the client will need to be able to read a vehicle number plate from 20.5m (67ft). If the client wears glasses to drive please ensure they are taken to the course. If a client fails the eyesight check they will not be able to complete the course and these facts will be reported to the referring police force for further action to be considered.

- 37)** If a client fails the eyesight check he/she should not drive again until the eyesight test is passed as a driving licence offence will be committed endangering yourself and other road users.

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