



**Staffordshire County
Council**

Driver Education Course

Terms & Conditions



**STAFFORDSHIRE
safer roads
PARTNERSHIP**

Our roads - let's make them safer

1. The offer of an educational course is solely at the discretion of the Police. You have no legal right to a course as an alternative to prosecution and the offer can be withdrawn by the Police at any time.
2. Your course must be completed within 5 months of your offence date. If you are unable to complete a course in this time the offer of the course will be withdrawn.
3. You must notify Staffordshire County Council at the time of making your booking of any special needs that you wish to be taken into consideration for the provision of your course, for example, mobility requirements, difficulty with reading and writing or if you have difficulty understanding English. Failure to provide this information at the time of booking may mean that your needs cannot be met. Staffordshire County Council will aim to accommodate 'reasonable and practical' requests.
4. It is your responsibility to make any arrangements and meet any expenses associated with attending this course including travel, child care and any loss of earnings or leave entitlement.
5. In certain circumstances it may be possible to offer you an alternative course date providing there is sufficient time within the deadline given by the police. If you need to alter your course date you must contact Staffordshire County Council (0300 111 8012) within 5 days of receiving your course offer. After this time, any changes that are possible will attract an administrative charge, see below.
6. Once a course is accepted, any changes not made within 5 days from receipt of your course offer letter will attract an administrative charge as detailed below:
 - o Changes with 21 days or more before booked course date - £20
 - o Changes with less than 21 days and up to 7 days before booked course date - £35
 - o Changes with less than 7 days notice before booked course date – full course fee.
7. In the event that you are unable to attend or complete a course due to illness, a Doctor's note (form MED3) will be required. Every effort will be made to offer an alternative course date, provided there is sufficient availability and time within the police deadline. We reserve the right to make an administration charge which will be payable to Staffordshire County Council. In the event that we are unable to offer you an alternative course date, a refund may be considered and may also be subject to an administration charge.
8. In the event that you are unable to complete or attend a course for any other reason than that stated in point 7, the fee is non-refundable. Every effort will be made to offer an alternative course date, provided there is sufficient availability and time within the police deadline, however you will be required to pay the full course fee again.
9. Course locations are non-transferable. In the event that you wish to change your course location a charge will be made as outlined in point 6.
10. In the event that Staffordshire County Council are unable to deliver your course due to adverse weather conditions or unforeseen circumstances beyond their control, every effort will be made to offer an alternative course date provided there is sufficient availability and time within the police deadline. There will be no additional charge. Staffordshire County Council will not be held liable for any costs or loss of earnings or leave entitlement associated with rescheduling your course. If you would like to check if your course is still running please call 0300 111 8012 or visit www.staffsaferroads.co.uk and click the blue 'driver and rider courses' link.
11. You will be expected to make a positive contribution during the course. Racist, ageist, sexist or abusive comments or unacceptable behaviour, either to other attendees or the course presenters or venue staff, will not be tolerated. If such situations should arise, you may be

asked to leave the course. Your file will then be returned to the Police and marked as 'not completed'. You will lose your course fee and your offence will be dealt with by the court process. No further courses will be offered.

12. The courses are designed to be informative and a positive learning experience, therefore no specific queries concerning your offence will be permitted during the course.
13. You must arrive on time for your course allowing sufficient time for your journey, taking into consideration such things as weather, road works and traffic congestion during peak times of the day. Traffic hold-ups or inability to find the venue are not accepted as an excuse for late arrival. If you do arrive late you will be refused entry and will need to call 0300 111 8012 to discuss your options. Every effort will be made to offer an alternative course date, provided there is sufficient availability and time within the police deadline, however you will be required to pay the full course fee again. (Venue direction maps are sent with your course confirmation letter or can be printed online if you make an online booking - take the map with you on the day of the course.)
14. It is an offence for another person to attend in your place. If this occurs it will classify as a non-completion. Satisfactory course completion is dependent upon your attendance throughout the duration of the course, completion of all paperwork and making a positive contribution. If you leave the course before it finishes it will classify as a non-completion.
15. You will not be permitted to join the course if you fail to produce either:
 - a current photo card licence and paper counter-part **or**
 - a paper licence and suitable official photographic ID (eg Passport, Bus Pass with photo, NUS card, Citizen Card).Failure to produce suitable ID will result in non-completion of the course. If your photographic ID is not in date this will not be acceptable. You may be offered an alternative course date, provided there is sufficient availability and time within the police deadline, however you will be required to pay the full course fee again. No refund of the original course fee will be made.
16. You will not be permitted to join the course if you fail to produce a current driving licence and suitable official photographic ID (eg Passport, Driving Licence Photo Card, Bus Pass with photo, NUS card, Citizen Card) which will result in non-completion of the course. You may be offered an alternative course date, provided there is sufficient availability and time within the police deadline, however you will be required to pay the full course fee again. No refund of the original course fee will be made.
17. Any use of abusive or foul language towards Staffordshire County Council staff and its contractors at any time will result in your file being returned to the Police and no further courses will be offered. In addition, anyone using or threatening to use violence will be prosecuted.
18. You must attend the course in a fit state to participate fully. Any evidence of alcohol on the breath or use of illicit drugs will result in ejection from the course immediately. Persons suspected of being under the influence of drugs or alcohol will be refused entry to the course and your case will be referred back to the Police. No refund of course fee will be made and no further courses will be offered.
19. All electronic devices including mobile phones/pagers must be switched off for the duration of the course.
20. For client confidentiality reasons, no person other than those attending the course will be permitted into the course training room. The exception to this is for those requiring an interpreter.
21. If you fail to comply with any of these terms and conditions you will be certified as a non-completion. In such cases the offer of a course will be withdrawn and your case will be returned to the police to be dealt with by the court process. No refund of your course fee will be made.