

## **Frequently Asked Questions**

### **National Driver Offender Retraining Courses provided by Warwickshire County Council**

The following frequently asked questions relate to all National Driver Offender Retraining Courses provided by Warwickshire County Council (WCC): Speed Awareness, Safer Considerate Driving, What's Driving Us, National Rider Risk Awareness Course, and National Motorway Awareness Course

#### **What are the driver retraining courses?**

Warwickshire County Council provides driver retraining courses on behalf of Warwickshire Police and as part of the National Driver Offender Retraining Scheme. The courses are offered to drivers as an educational alternative to prosecution with the objective that the offender benefits from the course and contributes to road and community safety. All courses are offered in a friendly and relaxed environment. You can expect a non-judgemental course delivered by experienced and qualified instructors.

#### **Speed Awareness:**

Speed Awareness helps clients explore why they have exceeded the speed limit and develop a personal speed awareness strategy. The course is for motorists who have been detected exceeding the speed limit within an agreed threshold. It is delivered in an interactive workshop format lasting 3 hours. At the end of the course clients should be able to:

- Examine why limits are needed and recognise limits.
- Understand that a speed below the posted limit is frequently appropriate.
- Identify what causes them to speed.
- Identify the disadvantages of speeding and consequences of misusing speed.
- Recognise different speed limit areas.
- Demonstrate knowledge of appropriate use of speed.
- Develop their personal Speed Awareness Strategy.

#### **Motorway Awareness Course:**

The National Motorway Awareness Course is a 3 hour course that aims to make smart motorways safer and more efficient, providing a better experience for people who use them and work on them. It does so by:

- Increasing knowledge of the meaning of smart motorway signs;
- Increasing understanding of why variable speed limits and lane closures are imposed;
- Increasing understanding of how to use emergency areas safely and appropriately;
- Increasing awareness of the risks of breaking rules on smart motorways;
- Increasing personal responsibility for decisions about complying with rules on smart motorways;
- Increasing perceptions of control over complying with smart motorway regulations.

#### **What's Driving Us:**

What's Driving Us aims to produce safer and more responsible attitudes towards driving and to increase motivation to drive with consideration for other road users. It does this by giving clients an opportunity to think about what they like and dislike about driving, how other people's driving affects them and how their driving might affect other people. Through presentations and discussions clients gain insight into the decisions that people make on the road.

The course is offered to some motorists who are detected committing certain road traffic offences such as using a mobile phone whilst driving, overtaking on solid white lines, aggressive tailgating or jumping a red traffic light. It is delivered in an interactive workshop format lasting 3 hours.

Course objectives:

- Increase clients' perceptions of driving as a complex and difficult task.
- Increase clients' recognition that the way they drive and the risks they take have negative consequences for other road users and increase the likelihood of crashing.
- Increase clients' awareness of the physical, emotional and financial consequences of being involved in a crash.
- Increase clients' understanding of the need for traffic rules.
- Increase clients' insight into the things that influence their driving.
- Encourage clients to identify and overcome their own barriers to safe and considerate driving.

### **Safer Considerate Driving**

SCD is offered to motorists who have been involved in a collision where evidence indicates they have been driving without due care and attention, or driving without reasonable consideration for other road users. The course aims to create safer communities and reduce the chances of drivers being involved in future incidents. The course lasts a full day and involves a combination of an in-class interactive workshop and on-road practical driving session with an advanced driving instructor. The course will give clients the opportunity to consider:

- Are situations avoidable?
- Accepting ownership of the problem
- Skills for safe driving
- What affects our driving performance?

### **National Rider Risk Awareness Course**

The 3 hour course is designed as an alternative to prosecution and sets out to help riders of motorcycles, mopeds and scooters to become safer road users and make better choices.

The course objectives are to increase clients':

- Understanding of why road traffic laws exist and nature of the specific laws relevant to course attendance
- understanding of the universal application of road traffic law to all vehicles using the roads and the diverse consequences of violating it.
- recognition of their own personal vulnerability to these consequences.

- ability to recognise the personality characteristics that increase their willingness to break traffic rules and how to manage the consequent behavioural tendencies.
- awareness of how offending is seen and judged negatively by other road users, including other PTW riders.
- understanding of the nature of the limitations in human cognitive performance and how these factors relate to riding situations, particularly those implicated in RTCs involving PTWs.
- ability to recognise and manage external pressures that may encourage the commission of traffic offence

## **Support Available**

For online courses we offer all clients the option of a test call to check your equipment. Please call the office to arrange this. There is no office support on weekends/Bank holidays and evenings past 5pm. If you miss your course we will offer an alternative provided you are within the timescale set but the issuing Police force. You may be charged an administration fee as set out in our Terms and Conditions.

## **How do I know if I am eligible to attend a course?**

If you are eligible you will receive a letter with booking instructions and information from the Police force that is dealing with your offence telling you what you should do.

You cannot apply to attend a driver retraining course if you have not been offered a place.

You can only attend each of the National Driver Offender Retraining courses once in three years.

## **How do I book a place on a course run by Warwickshire County Council?**

If your offence took place in Warwickshire and you are eligible to attend a course you will be sent booking instructions by Warwickshire Police. Read the information carefully and follow the instructions.

You can book your course online at <http://www.warwickshire.gov.uk/drivertraining> or by telephoning 0300 555 8177.

Warwickshire County Council is a member of the National Driver Offender Retraining Scheme. This means that if your offence was detected by a police force in another part of the country you can opt to attend a course in Warwickshire, as long as the force in question has adopted the National Scheme arrangements. You can book a course with Warwickshire County Council online or by phone using the details above.

## **My offence was in Warwickshire, can I do my course nearer to home?**

You can choose to transfer your course to a more convenient location, as long as the location you select is in an area where the Police Force is a member of the National Driver Offender Retraining Scheme. If you wish to do this you should contact the course provider for the area you wish to attend a course. A list of course providers around the country should have been sent to you by Police, alternatively you can find details of all course providers nationally at <https://ndors.org.uk/>. You **DO NOT** need to inform Warwickshire County Council that you have booked with another provider.

### **Where do the courses take place?**

We use a number of venues around the county, however not all courses are run from all venues. Details of venues can be found at <http://www.warwickshire.gov.uk/drivertraining>.

### **What time does the course start?**

The course start time is clearly shown on your booking. If you arrive late you will be refused entry. It is your responsibility to ensure that you arrive in plenty of time.

### **Is there car parking at the venue?**

All of our venues provide free car parking. Maps and details can be found on our website <http://www.warwickshire.gov.uk/drivertraining>.

### **What are the course fees?**

Course fees are shown below. Please note that full payment is required at the time of booking and that rebooking and cancellation fees may be applied. You will find more details of our fees in our Terms and Conditions.

<b>Course</b>	<b>Fee</b>
Speed Awareness Workshop	£95
What's Driving Us	£95
Motorway Awareness Course	£95
National Rider Risk Awareness Course	
SCD	£200

### **Do I have to pay for my course when making my booking?**

For bookings made online course fee must be paid via card at the time of booking. If phoning to make the booking you can pay by card, cheque or Postal order. You can also make a booking with a delayed payment up to two weeks before your course date. Your course is not confirmed until payment is made.

### **I need to change or cancel my course booking, what should I do?**

Please telephone us at the earliest possible opportunity. Please note, you are not able to use our online booking system to change your course date and cancellation / rebooking fees may apply as detailed in the course terms and conditions. You should also be aware that we cannot guarantee that we will be able to provide you with an alternative suitable date within the timescale imposed by the Police.

**Will I have to take a test?**

None of the Driver Retraining Courses involve a test, however course completion requires that you attend the whole course and actively participate in the course.

**Will I be required to drive as part of the course?**

Only the SCD courses involve driving. For these courses you should arrive prepared to drive. All driving will take place in a suitable vehicle belonging to a driving instructor. You will be required to take a sight test prior to commencing driving so please ensure you bring corrective eyewear. You will be required to be wearing appropriate footwear.

**Will I still be prosecuted or get penalty points on my licence if I complete the course?**

The course is offered as an alternative to prosecution. Provided you satisfactorily complete the course you will not be prosecuted, will not receive penalty points and you will not need to pay a fine. We will arrange for your prosecution to be suspended on receipt of your booking form and full payment. We will also arrange for your prosecution to be cancelled on successful completion of the scheme. You do not need to inform the Police that you have booked a place on a course or completed a course, this will be done for you.

**I don't think I should be prosecuted, how do I appeal against the case?**

Any issues relating to your offence should be discussed with the Police force who detected the offence. The County Council's function is to provide retraining courses. We will not enter into any correspondence or discussion with any client concerning their reason for being referred to a course.

**Are refreshments provided?**

Liquid refreshments will be available.

**I have individual needs, can you accommodate me?**

Every effort will be made to accommodate the individual requirements of clients, however it would be helpful if you would inform us at the time of booking of any individual needs you may have.

All courses are delivered in English. Clients requiring a language translator/interpreter in order to understand and participate in the course are required to organise this for themselves at their own expense. Clients must notify WCC in advance if they are going to be accompanied by a language translator/interpreter.

**Will attending a course affect my driving insurance?**

Insurance companies require you to inform them of any changes to your details. Failure to do so could invalidate any claim you wish to make. Your insurance company may view a driver who has committed a road traffic offence as a high risk policy holder and consequently increase the insurance premium.

**Do I need to send you my driving licence?**

Please DO NOT send us your driving licence. We only require you to send us your booking form and payment.

**Why do I need to take my driving licence to the course?**

You will not be admitted if you do not bring with you some form of original photographic identification, please note that copies will not be accepted.

## **Contact**

Telephone: 0300 555 8177

Email: [drivereducation@warwickshire.gov.uk](mailto:drivereducation@warwickshire.gov.uk)

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