

Driving 4 Change Course Frequently asked questions

1. About the course

The Driving 4 Change course is offered when a motorist has committed certain traffic offences and is offered by a Police Officer at the roadside or has been recorded committing the offence on camera. The officer has recommended you to attend this course as they feel that you would benefit from attending a driving course which concentrates on driving skills.

For example:-

- Failure to comply with traffic directions, e.g. failure to comply with solid white line markings, stop signs, no entry sign, red traffic lights etc.
- Neglect of pedestrian rights e.g. failing to stop or overtaking on a pedestrian crossing
- Not being in proper control of the vehicle

Humberside Police hold courses mornings and afternoons from Monday to Saturday.

This is a practical driving course and lasts approximately two and quarter hours. You will be asked to arrive at the venue **15 minutes early** to complete registration and have your licence checked before the commencement of the course.

2. What does the course involve?

This course is a practical on the road driving assessment with a Department of Transport approved driving instructor, a vehicle is provided. The instructor assesses two drivers per course. The instructor will give verbal and written feedback on the course.

There is no test, but satisfactory completion of the course is required. You are asked to make a positive contribution to the course and demonstrate a willingness to improve your driving skills. The course is designed to be participative, informative and a practical benefit to all drivers.

At the time of the booking the assistant will ask you whether you drive a manual or automatic vehicle in order that the right type of vehicle is provided for you.

If your vehicle has been adapted for you in anyway, it may be possible to use your own vehicle for the practical element rather than the instructors vehicle. Please discuss with the assistant when you arrange your booking.

3. Where is the course held?

The majority of our courses are held at our dedicated training venue at the Freedom Centre, 97 Preston Road, Hull HU9 3QB; however, a limited number of courses are available at North Lincolnshire and North East Lincolnshire.

Maps can be found on the main driver safety course page of our website www.saferroadshumber.com Information about where your course will be held is included in your confirmation letter or e-mail.

Please note: - it is still your responsibility to ensure you plan your journey in advance. If you are late due to getting lost, any rebooking may be subject to a full rebooking fee.

4. Can I choose the venue?

Yes, but only if you book your place online. The online booking system will show you the available venue, time and dates which you can then select. Visit www.hpsaferroadscourses.co.uk

Please note: - it is still your responsibility to ensure you plan your journey in advance. If you are late due to getting lost, any rebooking may be subject to a full rebooking fee.

5. Can I book a course in another part of the country?

Yes, you can. Please see the list of other Course Suppliers. You will need to contact them directly to arrange a course. You can also go on-line to check course dates and availability at <https://offer.ndors.org.uk>

Please note, this site is for information only and you will still need to contact the relevant Course Provider to book a place.

6. Do I pay the fixed penalty fine and have points on my licence as well as pay the course fee?

No, the Driving 4 Change course is an **alternative** to a fixed penalty fine.

7. Is there an eye test?

As the course involves a practical driving element, your eyesight must be to the required standard and be able to read a vehicle number plate from a distance of 20.5m (67ft) or approximately five car lengths. An eyesight test will be carried out after registration but before the start of the course, therefore if you need to wear glasses/contact lenses for driving, please bring them with you

8. Do I need to bring my driving licence with me?

You are required to take the photocard part of your driving licence. If you hold the old style paper driving licence you must also take some other form of photo identification such as a passport. If you have mislaid, lost or your photocard licence has expired you must contact Humberside Police immediately as you will be refused entry to the course. If you are refused entry because you did not take your photocard or it has expired any rebooking will be subject to a further booking fee.

Your driving licence will also be checked before the start of the course to ensure it is valid and that you are the holder of a full driving licence. If you have not yet exchanged your provisional licence you will also need to bring your pass test certificate with you.

Failure to produce a driving licence or photographic identification may disqualify you from participating on the course and the matter may be referred to the Crown Prosecution Service for the commencement of criminal proceedings.

As the presenter will need to check your identification you will be asked to remove any head dress that covers your face. This can be carried out in a private room at your request. If you require someone of the same gender to carry out the identification or have any questions about your licence, please contact us on 01482 399065 **prior** to your course.

9. What if I can't get time off work to attend the course?

As you have opted to attend this course as an alternative to prosecution, work commitments will not be taken into consideration. It is expected that you will make arrangements with your employer or take leave to attend the course.

10. What happens if I don't turn up or I'm late?

You must attend on your allocated time and date or you will be prosecuted for the offence you have committed. If you do not attend there will be no refund of your course fee. If you turn up after the course has started you will be refused entry and any rebooking will be subject to a full rebooking fee (less the Central Levy of £40 if this has not already been refunded). It is therefore essential you give yourself plenty of time for your journey and plan your route in advance.

11. What happens if I have previously been offered the same course before?

You can only attend one Driving 4 Change course every three years. Prosecution for the other offence will be considered. However, normally checks would have been carried out to ensure you were eligible for the course before your offer was sent to you.

12. Are meals included?

No. However, refreshments may be purchased from nearby shops or the on site cafe.

13. Is there any childcare available?

No. You must make your own childcare arrangements.

14. I have special needs – can you accommodate me?

Yes, but you must contact us on 01482 399065 to discuss this further so special arrangements can be made if necessary **prior** to your course.

15. What happens if I suddenly can't make the course, for example an emergency at home?

You will be prosecuted for the offence you have committed. If you are ill and can produce a doctor's certificate, another course may be offered if one is available within the specified time period (normally four months from the date of your offence). In these circumstances Humberside Police have the discretion to waive any rescheduling fees.

16. Can I bring a friend or member of my family with me?

No. Only you will be allowed into the course. If English is not your first language and you feel you may have difficulty in understanding the course it may be possible to take a friend with you. Please contact us on 01482 399065 **prior** to your course.

17. What happens if I want to change the date of the course?

You must attend a course within four months of your offence date. Therefore if we are able to accommodate the change we will try to do so. However, an administration cost may be charged in order to carry out the change. Please see the terms and conditions overleaf.

18. Where does the money go?

Once the costs of providing the enforcement and courses have been met, money from the scheme helps develop other casualty reduction initiatives which otherwise would not happen.

Humberside Police – Booking Terms and Conditions

YOU MUST READ THESE CONDITIONS

BY BOOKING A COURSE, YOU AGREE TO BE BOUND BY THEM.

If you fail to comply with these terms and conditions at any stage the offer of a course will be withdrawn and your file will be returned for further consideration for prosecution.

No refund of the original course fee will be made.

Booking and Payment

You can book your course at a fee of £95

- on-line at www.hpsaferroadscourses.co.uk
 - over the phone on 01482 399065 – Mon – Fri, 9am – 1pm
 - by post to Humberside Police, Central Ticket Office, Diversion Scheme Section, PO Box 183, Beverley, HU17 8GW
1. You may pay by cheque or postal order made payable to the **PCC for Humberside** by completing the enclosed form with your offer and returning it with your payment address above. You will not be able to pay by cheque if you wish to attend a course within the next 14 days.
 2. If you have forwarded a cheque in order for Humberside Police to book your place any cheque returned to Humberside Police due to insufficient funds in your account will result in your course being cancelled until a confirmed payment is received. Subsequent payment will only be accepted by postal orders or by card payment. Any rebooking will be subject to a £25 administration fee.
 3. You can pay on-line with a debit or credit card but please note that there is a 2.25% charge for payment by credit card.
 4. If you are unable to attend your course date due to medical, legal or compassionate grounds, you will be required to provide documentary proof. A new course date will be arranged but the course must take place within four months of the date of the offence. This will also apply if you are a carer/parent and your dependant is taken ill. In these circumstances Humberside Police has the discretion to waive any rescheduling fee.
 5. If Humberside Police has to re-schedule your course for other reasons that are beyond its control, every effort will be made to offer a new course date. However, Humberside Police will not undertake to reimburse any additional expenses that you may incur due to such changes, although your statutory rights are not affected by this.
 6. You must notify Humberside Police if you have any special needs or medical conditions that could affect your attendance so that suitable arrangements can be made. Every effort will be made to accommodate any special requirements provided Humberside Police are notified **prior** to attending the course

Course Attendance

1. You must attend your chosen course in a fit state to enable you to participate fully. Any persons suspected of not being in a fit state will be refused entry to the course. This will be classified as 'non completion'.
2. Having agreed to attend a course it is an offence for another person to attend in your place. If this occurs, it will be classified as 'non completion'.
3. Satisfactory course completion is contingent upon attendance throughout the duration of the course, completion of all course paperwork, providing a positive contribution and demonstrating a willingness to make a commitment to improve attitudes to driving/ riding. If you leave the course before it finishes it is classified as 'non completion' and further action will be taken.
4. Any abusive or disruptive behaviour or behaviour deemed as such by the course trainer(s) will result in removal from the course. If this occurs, it will be classified as 'non completion'.

5. Mobile devices, phones, pagers etc must be switched off during the entire duration of the course.
6. If you fail to attend a course on the date allocated to you, this will classify as 'non completion'.
7. Late arrival could result in refusal of entry and may result in the matter being referred for prosecution proceedings.
8. In the event of rescheduling for any reason your new course dates will be subject to availability and in any case must be within the four months period from the date of your offence. If it is not possible to reschedule your course only the Central Levy of £40 will be refunded.
9. You are required to take the photocard part of your driving licence. If you hold the old style paper driving licence you must also take some other form of photo identification such as a passport. If you have mislaid, lost or your photocard licence has expired you must contact Humberside Police immediately as you will be refused entry to the course. If you are refused entry because you did not take your photocard or it has expired any rebooking will be subject to a further booking fee.

Rescheduling of Course

If you request the date of your course to be changed and Humberside Police is able to arrange a new date within four months of the date of offence there will be a £25 administration fee in order to carry out this change. **If you are refused entry for reasons outlined above and we are able to arrange a further course for you any further rebooking may be subject to a full booking fee, less the Central Levy of £40. However, if this has already been refunded any booking would be subject to a full rebooking fee.**

Non-completion

If you fail to attend and complete a course the offer of a course will be withdrawn. Only the Central Levy of £40 will be refunded. Humberside Police will then advise you of the next course of action. This may involve the matter being referred to court.

Please note if you choose to book a course with another course provider you will need to abide by their terms and conditions. Costs of courses will also vary between different providers.