



Rider Resilience Programme

Frequently Asked Questions

Police Station
Ham Road
Shoreham-by-Sea
West Sussex
BN43 6PA

Why have I been offered this free course?

Our records indicate that you were involved in a road traffic collision in 2024. As a result, you have been offered this course as part of a safety and awareness initiative.

Tel: 01273 470101
www.sussex.police.uk

What does this course involve?

The free course consists of two parts:

- An online learning module, which must be completed before attending. (Approx. 2 hours)
- A four-hour practical session held in Burgess Hill (Approx. 4-hours)

To take part, you agree to complete a 2-part survey before and after the course to enable us to evaluate the course. All responses are anonymous. Both surveys can take up to 10 minutes to complete.

What is the purpose of the project?

Each year, a significant number of motorcyclists are killed or seriously injured in collisions across the country. This project aims to support riders who have recently been involved in a collision by helping them build confidence, develop safer riding skills, and return to the road more safely.

What do I need to do to take part?

You will receive an email shortly after this letter with full details on how to register and access the course.

How much does it cost?

There is no charge to take part in the course. However, participants will be asked to complete a short survey both before and after the training which is anonymous in order for the course to be evaluated. If motorcycle hire is required this may incur a charge.

What are the requirements?

To take part, you will need:

- A roadworthy motorcycle with insurance, tax and a valid MOT.
- Valid UK driving licence
- Appropriate personal protective equipment (PPE), including helmet, gloves, and suitable riding clothing.

I currently have an ongoing claim – will this affect it?

No. This course is completely voluntary and is not connected to any collision investigation, liability decisions, or insurance claims. It is an opportunity to take part in post-test training as part of a wider road safety project.

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Can I share this invitation with friends or family?

No. This project has eligibility criteria, and invitations are issued on an individual basis. For health and safety reasons, participants cannot be accompanied by friends or family members.

Will this alter any previous decisions made by the police regarding the original collision?

No. This course has no impact on any police investigations, outcomes, or decisions relating to your collision. It is offered solely as a personal opportunity to support your development and safety as a rider.

Who will be delivering the course?

The course is provided by Phoenix Motorcycle Training, a DVSA approved training organisation with extensive experience in rider development. Courses will run from DVSA Centre, Burgess Hill West Sussex, RH15 9AG. Morning sessions between 830-1230 and afternoon session from 1pm-5pm

How many other Riders will be on the practical course?

The practical session is delivered with a ratio of three riders to one instructor. All participants have been invited because they have recently been involved in a collision, ensuring that everyone shares similar circumstances and experiences.

What is the format of the day (Practical)?

The course includes:

- A 30-minute introductory discussion.
- A three-hour practical riding session focusing on IPSGA (Information, Position, Speed, Gear, Acceleration) from *Roadcraft*, the system of motorcycle control used by police Riders.
- A 30-minute reflective session to review learning and key takeaways.

Will there be a test?

No. There is no formal assessment as part of this course. You will be encouraged to provide feedback on your experience, but there are no written or practical tests.

What are you doing about drivers?

We recognise a crash can be a traumatic event for any rider or driver, the aim of this course is to address the cause of the collision whether at fault or not, with tools to prevent it happening again.

We work with road safety professionals nationally to deliver campaigns which highlight the vulnerability and risks posed to motorcyclists. We recently published our 'One Extra Look' campaign emphasising the need for drivers to take one extra look for motorcycles when at a junction or changing lanes, seen by over million people and highlighted on road education courses such as the speed awareness course.

How will my data be handled?

This survey is hosted by Surrey Police, with data shared with Sussex Police, the Road Safety Trust and Partners involved in developing the programme for other motorcyclists. Any data shared will be anonymous, with no personal identifiers attached.

To find out more about how your personal information is stored please see our privacy notices.

<https://www.surrey.police.uk/hyg/fpnsurrey/privacy-notice/>

<https://www.sussex.police.uk/hyg/fpnsussex/privacy-notice/>

This link contains details of who to contact if you have any questions about the storing of your data.

The course provider, Phoenix motorcycle Training is fully compliant with GDPR regulations. All personal information is managed securely and in accordance with data protection requirements. No personally identifiable information is shared from Sussex Police to the course provider.