



Frequently Asked Questions Online Driver Awareness Course

What will happen to my currently booked Driver Awareness Course?

Currently, we are unable to deliver face-to-face courses. However, we will shortly be inviting you to participate in our newly developed, Online Driver Awareness Course. It will be delivered via a **secure video link**.

Where possible our aim is to deliver your course on its original date, although your attendance time may change, due to the reduction in delegate spaces. We are working pro-actively to manage existing delegates in priority order, so **please do not call us. Please wait for us to contact you.**

Note: As this course is an alternative to prosecution, you may choose not to participate in this online course. If you decide not to take part, you will need to refer back to your Police offer letter and choose another option which is available to you.

What requirements will I need to attend the online course?

In order to attend an Online Driver Awareness Course, you will need one of the following:

- Computer or laptop
- Tablet
- Mobile phone

All devices must have:

- ✓ Internet access
- ✓ Web camera
- ✓ Microphone
- ✓ Speakers or headphones
- ✓ Stable internet connection
- ✓ Enough battery charge for at least 2 hours 45 minutes

I have had my classroom course rescheduled by TTC and I am unable to attend the new date, will I be able to rebook?

Yes, you can rebook your course online <https://ttc-navicom.com/booking/>, course places will be subject to availability before your completion date.

What if I don't have any Photo ID?

Photo ID is a requirement of the course, therefore if you do not have any Photo ID, you will need to speak with the Police Force who referred you for the course, prior to the course date.

I am having trouble logging in and connecting?

Please refer to the video link guidance on your invite email or visit <https://ttc-navicom.com/booking/> to chat to a member of our customer care team via webchat.

Will there be a test during the online course?

You are required to engage fully throughout the online course as instructed by the trainer in order to successfully complete the course. However, there is no specific test.

What happens if I do not attend my course?

You can rebook your course which will be subject to course availability before your completion date a £45 rebooking fee.



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Do I have to have my camera on for the full duration of the course?

Yes, as this course is delivered by secure video link, you will be required to have your camera switched on for the full duration of the course. All delegates will be visible during the course.

I do not have childcare provision - can I still attend the online course?

In order for you to concentrate and engage fully, it is a requirement to be able to complete the course in a quiet space. We are offering several courses throughout the day, so maybe consider the best time slot that would match your needs. Ultimately if you cannot attend and complete the course, then one of the other prosecution options will need to be considered.

What happens if I cannot complete the course before my deadline. Will the police extend my deadline so I can attend and complete?

As this is an alternative to prosecution, you will have to choose one of the other available options from your Police offer letter.

Can I revert to attending this course online even though I have already paid the fine to the police?

Unfortunately, not. Once the Conditional Offer has been processed by the police, it is not possible to change it.

Can I have an interpreter with me on the course?

Yes. Please ensure you supply their name beforehand. However, our Online Driver Awareness Courses do have the provision of English subtitles.

I am not confident in using technology, can I have a relative/friend present on the course to assist with this?

Yes, you can have someone present on the day to help set up your equipment. However, once the equipment is set up, they will need to leave the room. We also have a technical support team on hand who can provide assistance if necessary, you can contact them via webchat <https://ttc-navicom.com/booking/>

Are RIDE courses available to attend online?

We are currently not able to offer a Online Alternative to the RIDE course at this time.

Is there any additional cost to attending the Online Driver Awareness Course?

No. However a typical webinar one-hour session will consume around 1GB of data.

Is there anything I should do in preparation for the course?

Yes. We do recommend you test the system in advance of your course time to avoid any last-minute hiccups. You can complete a test meeting on zoom by following this link - <https://zoom.us/test>

If my equipment fails part-way through the course, will I be able to rebook?

Yes, you will have the opportunity to rebook which will be subject to availability before your completion date and a re-arrangement fee will be applicable.

How long will the course last?

Approximately 2 hours 45 minutes, which includes registration and a short break in the middle.

I cannot find the confirmation email; how can I find the link to access the course on zoom?

You can log back into the online portal <https://ttc-navicom.com/booking/> you will be able to find the course link here. Alternatively, you can chat to a member of the customer care team, via webchat, where they can resend a



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confirmation email to you.

Client confidentiality

Protecting the confidentiality of our clients is of the utmost importance, therefore you must ensure that nobody other than the course participant can view your screen. We recommend that you undertake the online course in a private room with your screen facing a wall to prevent the content of the course from being visible.

Mobile devices

Unless you are using the device to participate in the course, mobile phones are not allowed to be used during a course. They should be switched off throughout although you can use them during the scheduled breaks. The same goes for iPads or other communication tools. These policies are applied so that the courses can take place without the disruption of active mobile phones or other devices.

GDPR and copyright

The filming and/or recording or reproduction or posting on social media of any part of a course is strictly prohibited as this infringes data protection laws and privacy of the delegates.

Anyone using a mobile phone, or any other recording equipment, is liable to be excluded from taking any further part in the course and the case will be referred back to the police who will normally institute criminal proceedings for the original offence.