



Frequently Asked Questions **Online virtual classroom course – Driver Safety Courses**

What will happen to my currently booked driver safety course?

(National Speed Awareness Course, Motorway Course and What's Driving Us?)

We are currently unable to deliver face-to-face courses. However, we will shortly be inviting you to participate in our newly-developed, online virtual classroom courses. These will be delivered via a **secure video link**.

We are proactively working to contact existing delegates in priority order, so please do not call us. Please wait for us to contact you.

Please note: *As these courses are an alternative to prosecution, you may choose not to participate in this online offer. We will try to offer you a classroom based course when we are running these again. If you decide not to take part, the Police will contact you to advise you directly about the next steps available to you.*

What equipment will I need to attend the online course?

In order to attend the online driver safety course, you will need one of the following:

- Computer or laptop
- Tablet
- Mobile phone (Smart phone)

All devices must have:

- ✓ Internet access
- ✓ Web camera
- ✓ Microphone
- ✓ Speakers or headphones
- ✓ Stable internet connection
- ✓ Enough battery charge for at least 2.5 hours

What ID do I need?

You will need to show some form of photo ID to the presenter at the start of the course, e.g. your photo card driving license or passport.

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.

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?

It is our intention to ensure that everyone who accepts an offer of a driver safety course (online or classroom based) is given every opportunity of completing it.

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 back to a course.



Frequently Asked Questions

Online virtual classroom course – Driver Safety Courses

Can I have an interpreter with me on the course?

Yes. Please ensure you supply their name beforehand.

Is the Safe & Considerate Driving course available via Virtual Classroom?

Not at present, but we are working with the governing bodies to include this offering in the near future.

Is there any additional cost to attending the Virtual Classroom 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. See our setting up instructions on our website www.saferroadshumber.com/courses.

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

Yes, you will have the opportunity to try again. You can rebook subject to availability.

How long will the course last?

Approximately 2.5 hours, which includes registration and a 10-minute break in the middle.

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 break. 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 the privacy of other delegates.

Anyone found using a mobile phone for any other purpose than to attend the course, 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.