

## Online virtual classroom course – Drive Safety Courses

**Following national guidance, due to Covid restrictions, we are unable to run classroom based courses at the current time. We hope to be able to resume classrooms courses in Spring 2021, if allowed to.**

### **What requirements 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

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 need to show the presenter at the start of the course photo ID e.g. your driving license or passport.

Please make sure you have joined the course via the link sent to you 30 minutes before the start of your course.

### **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 anyone who accepts an offer of a driver safety course has every possibility 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.

### **Can I have an interpreter with me on the course?**

Yes. Please ensure you supply their name beforehand.

### **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](http://www.saferroadshumber.com/courses) - click on the driver safety course section.

### **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 hrs, which includes registration and with 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 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.

**Having technical problems – please ring our client services helpline on 01482 398252.**