



## Frequently Asked Questions

### Online virtual classroom course – National Speed Awareness

#### **What will happen to my currently booked National Speed 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 Virtual Classroom Course, iNSAC. It will be delivered via a **secure video link**.

Our aim is to deliver your course on its original date, although your attendance time may change, due to the reduction in Virtual Classroom delegate spaces. We are working pro-actively to manage existing delegates in priority order, so please 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, the Police will contact you to advise you directly about the next steps available to you.*

#### **What requirements will I need to attend the online course?**

In order to attend the online iNSAC 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 if I don't have my driving licence or passport to hand?**

As an alternative form of ID, you can supply the original invite letter from the Police and a bank card.

#### **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.

#### **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. Will the police extend my deadline so I can attend and complete?**

As this is an alternative to prosecution, the police will be in touch with you about the next step in this situation. Please wait for them to contact you.



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#### **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 Virtual Classroom courses do have the provision of English subtitles.

#### **Are Motorway and 'SCD' (Safe & Considerate Driving) courses available via Virtual Classroom?**

Not at present, but we are working with the governing bodies to extend 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.

#### **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 15-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.