



Digital Classroom Courses - Terms and Conditions

- Online Digital Classroom courses are currently available to replace your original venue-based, face-to-face course offer. These courses will continue to be made available to eligible clients until such times that Classroom courses return.
 - On receipt of your email invite It is CRITICAL that you read through all of the information provided and ensure that you can fulfil the requirements below to complete your Online Course. Once satisfied you can meet the criteria, you must click 'yes' within the email body to confirm your understanding and acceptance of your course. Once a course is accepted, any changes made by you regarding the course date or time (providing there is enough time within your deadline to attend) are subject to the rearrangement fees detailed at the end of this document.
 - The email address provided will be used to send your booking confirmation along with any updates as and when necessary. It is your responsibility to make TTC aware immediately should any of your contact details change. We recommend regularly checking your emails including spam for any updates.
 - In order to attend the online course, you must have access to one of the following:
 - Computer or laptop
 - Tablet
 - Mobile phone
- All devices must have:**
- ✓ Internet access
 - ✓ Web cam
 - ✓ Microphone
 - ✓ Speakers or headphones
 - ✓ Stable internet connection
 - ✓ Enough battery charge for at least 3.5 hours
- You MUST ensure that you have tested your equipment and be confident in its use prior to attending the Digital Classroom course. You should download Zoom in advance of the course, and it is recommended to start a test meeting with a family member/friend to ensure your devices are working and that you are familiar with the controls.
 - It is your responsibility to ensure you have enough internet capacity to enable your devices to successfully complete the course. Your internet speeds MUST exceed the minimum requirements for group video calling specified on <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>
 - 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 course in a private room with your screen facing a wall to prevent the content of the course from being visible. It is a requirement to be able to concentrate and engage fully for the duration of the course, therefore a quiet space is essential, to complete the course. Ultimately if you cannot attend and complete the course successfully, then one of the other prosecution options will need to be considered.
 - Please ensure that you log on at least **15 mins** before the course starts, to allow ample time for registration purposes. Late arrivals will be refused entry and their case may be referred to the police. If entry is refused, you must contact our office immediately on **0330 024 1805** or the regional number provided on your documentation to inform us of this. A rearrangement fee will be required if you wish to book another course
 - Failure to provide any of the above will result in your exclusion from the course. If you are excluded from the course, then a rearrangement fee will be required to book another.



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- In the event of you being unable to attend or complete a course due to illness, a rearrangement fee will be applicable. This may be refunded upon receipt of a medical certificate after review by TTC 2000 LTD (a professional fee may be charged for this by your healthcare provider). Every effort will be made to offer an alternative date (providing there is enough time within the deadline given by the police). Under such circumstances you must contact our office.
- Every effort will be made to accommodate any special requirements providing TTC 2000 Ltd has been notified of specific requests in advance. If no such indication has been made, TTC 2000 Ltd will not be held responsible for failing to provide these. If you require personal care during the duration of your course, you will need to provide your own carer; again, you must notify TTC 2000 Ltd if this is the case. If you cannot attend the course because of this and a further course is rearranged, a rearrangement fee will be charged.
- The course is provided in the English/Welsh language with the availability of English subtitles for the video content – the trainer and client’s speech will not be subtitled. If booking online, please ensure you have selected the correct language for your needs as TTC 2000 Ltd cannot be held responsible if you book a course in a language unsuitable for you.
- You must produce Photo ID in order to attend the course. Failure to produce Photo ID will lead to your exclusion. Every effort will be made to offer an alternative date, provided there is sufficient availability and time within the police deadline. A further rearrangement fee will be required. If you do not have Photo ID, you will need to speak to the Police Force who referred you for the course, prior to your course date.
- If required, it is your responsibility to provide an interpreter (minimum 16 years of age) if your command of English is such that you would have difficulty in understanding the course. Also, if the trainer deems that your understanding is not of a satisfactory level, you will be excluded and there will be a rearrangement fee if you wish to arrange another course.
- Satisfactory course completion is dependent upon attendance throughout the **full** course duration and making a full and positive contribution. If you leave the course before it finishes, it will classify as a non-completion. A rearrangement fee will be charged if you wish to book on another course.
- You must attend in a fit state to participate fully and in appropriate attire not to cause offence other delegates on the course. Consumption of alcohol or any evidence of alcohol or use of illicit drugs will result in removal from the course immediately. No further courses will be offered. Your file will be returned to the police.
- Please ensure that childcare is arranged for the duration of the course.
- Any use of abusive or foul language towards TTC 2000 Ltd staff at any time will result in your file being returned to the police and no further courses will be offered.
- In the event of TTC 2000 Ltd being unable to deliver one of its courses, we will endeavour to give as much notice as possible. Your course will be rescheduled as soon as possible at no extra charge, providing there is enough time. TTC 2000 Ltd shall not be liable or responsible for any direct or indirect financial losses incurred which is as result of any of its courses being cancelled or delayed.
- Should you be unable to rearrange a suitable alternative course for any reason, resulting in non-completion, a partial refund may be due to you. In these circumstances, please contact TTC 2000 Ltd.

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.



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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. A mobile device may not be used whilst driving a motor vehicle, any use whilst driving will result in exclusion from the course. A rearrangement fee will be charged if you wish to book on another course.

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.

Digital Rearrangement Fees

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| • 14 days from the date of booking your original course | Free of charge |
| • From 15 days of booking your original course | £25.00 |
| • Within 7 days of the scheduled course | £45.00 |

Cancellation Fees

- Failure to attend your course and being unable to rebook will result in a partial refund of £49.00