



Frequently Asked Questions Online Driver Awareness Course

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 to last the full duration of your course

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.

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 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 www.thettcgroup.com.

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

Yes. We do recommend you download and test zoom in advance of your course time to avoid any last-minute hiccups. Refer to your confirmation email for details on how to do this.

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://offer.ndors.org.uk/> you will be re-directed to your dashboard where you will be able to find the course link. Alternatively, you can chat to us via webchat, where you can organise to have your confirmation resent.

Will there be a test during the online course?

There is no specific test, however you are required to engage fully throughout the online course as instructed by the trainer in order to successfully complete the course.

I am having trouble logging in and connecting?

Please refer to the zoom guidance document contained within your confirmation email. Alternatively, you can chat us via webchat.

How will I know I have connected to the course correctly?

You will receive the joining instructions within 24 hours of your course date. Once you have used the login details you will be presented with a screen to confirm you are in the virtual waiting room. The trainer will complete ID checks on an individual basis, and this can take between 10-25 minutes to complete.



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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.

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?

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.

What happens if I do not or cannot attend my course?

You can rebook your course which will be subject to course availability before your completion date. Please refer to your terms and conditions for the rebooking fee.

Can I attend a classroom-based course?

Currently all classroom-based courses have been suspended. All courses are being delivered online using Zoom.

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.