



Digital Driver Awareness Course Additional Information

What we need you to know...

- Your course will be delivered online via Zoom
- On the day, you will need to produce photographic ID (digital or photocopies will not be accepted)
- You should be in a private room, on your own, with no distractions
- Inform us 72 hours prior to the course, if you will be joining from outside of the UK
- If you have paid a deposit, the remaining balance will be due 2 weeks prior to the course date
- After booking, you have **14 days from the date of the original booking** to make any changes free of charge. After this time, rebook fees may apply
- **You will receive the meeting ID and Password no later than 12 hours before your course start time.**

Important Information...

- To join the course, you will need a device which has a microphone, a front-facing camera, and a stable internet connection (smartphones and tablets are acceptable). We advise against the use of Chromebooks, as they are not always compatible with the latest Zoom updates.
- Ensure that you download (<https://zoom.us/download>) and test (<https://zoom.us/test>) zoom on the device that you intend to use. For guidance on how to download zoom and test your device, please see our zoom guidance (<https://www.thettcgroup.com/media/3542/digital-course-support-guide-english-v3.pdf>).
- On the day, you will need to bring Photo ID for the trainer to register you onto the course. The full list of acceptable ID can be found by following this link - <https://www.ukroed.org.uk/faqs/what-source-of-photo-identity-can-i-use-other-than-a-photo-card-driving-licence/> - If you do not have photo ID you will not be admitted (digital or photocopies will not be accepted).
- For the full duration of the course, you must be in a private room, where there is no one else present that may cause a distraction, be able to view your screen, or hear the course content. Suitable childcare arrangements should also be made in advance of the course. You may be removed from the course if there is someone else present.

Managing your booking...

- If you need to amend your booking with TTC, you will need to visit the NDORS website first and transfer across to TTC. You can do this by following this link - <https://offer.ndors.org.uk/>. When you arrive at the NDORS website, you will need to enter your police reference number along with your PIN number, which can be found on your course offer letter. If you do not have your PIN number, you can enter your driving licence number into the PIN field.

Terms and Conditions...

- Familiarise yourself with all conditions contained in the NDORS course terms and conditions - <https://www.thettcgroup.com/media/3478/ttc-ndors-tcs-english-december-2023-v109.pdf>



Digital Driver Awareness Course Additional Information

FAQ's...

- You may find the answer to any of your queries by reading our FAQ's – <https://www.thettcgroup.com/media/3490/ttc-ndors-fags-online-digital-course-english-v8-dec-2023.pdf>