

Important Information Please Read

Digital Course Link and Joining Instructions

If you join your meeting and get the message 'meeting locked' please keep clicking the retry/rejoin button, the instructor will be aware you are booked onto your course, due to GDPR identification checks must be completed securely on a 1-2-1 basis.

If you require assistance, please contact us on 01926 412990

Date:

Course Start:

Course Duration: 3 hours

**Here is the link to your Digital Classroom course:
Microsoft Teams**

Please read the following information carefully before your course.

Device Requirements

You will need access to a device such as a laptop/desktop computer with a microphone and front facing camera and have a reliable internet connection. It is possible to use a tablet computer or a smart phone, however, the course will be far more effective if you have a larger display screen. You will need enough charge to last at least 3 and 1/4 hours so it is best to be plugged into the mains supply.

Software

- You need to access to Microsoft Teams (free to download via App Store or Google Play), joining the meeting via the audio link is not an acceptable format.

- **Please Note:** if you are using an apple iMAC or any other smart device to complete the course you will need to download Microsoft Teams app on your device first, do not open or create an account you will be joining as a guest.
- When registering onto MS Teams log in as a guest and use your **first name only**.
- Microsoft Teams blurred backgrounds must not to be used.
- **How to join the Digital Classroom**
- Click the wording '**Join the meeting now**' at the specified course start time (not before) this is the start of registration; due to GDPR each client is registered individually so the registration period can take up to 20 minutes.
- Stay in front of your screen for the whole period until the instructor admits you into your course.
- **Once you have been registered and your ID checked the instructor will then give you instructions on leaving and re-joining your course.**

Very Important - Identification

It is essential you bring original photographic ID (copies will not be accepted) trainers are unable to wait for you to retrieve your identification you will be removed, and you will need to rejoin.

- If you do not have a photocard style licence - you must bring your passport or similar photographic means of identification. If you wear a form of head dress that covers your face (for personal or religious reasons) you will be required to remove or adjust this (in private) to allow our Trainer to establish your identity.

* When you arrive at the online digital classroom you will be in a 'waiting area' - please be patient as our Trainer will meet each client in turn privately to check your photographic ID.

Late arrivals will not be allowed to participate

Other important information:

- Please be in a private room, alone without disturbances.
- Engagement throughout the course is a requirement and client should give their full attention and not be distracted. Clients must not switch off their webcam, leave the course or have other members of the household in the room with them (unless previously agreed). Trainers will remove clients at their discretion.
- Please have a pen and paper available, if possible, please print the logbook found here under documents and downloads at <https://www.warwickshire.gov.uk/drivertraining>
- There is a requirement for each client to agree to not:
- Take photographs of the screen or record the course as this is prohibited
- Course content or other course participants are NOT to be posted onto Social Media platforms.
- Other mobile devices apart from what is being used to attend the session are to be switched off
- The trainer will need to see that you are present for the whole course duration for you to be logged as completed.
- If your course is on the weekend or on a bank holiday, please note there will be no office support

*Clients who are found not adhering to this or posting material on social media could have their course offer rescinded.

If you would like to test your device prior to your course date, contact the office Monday to Friday between 09:30 and 15:45 on 01926 412990 and one of the team will assist you, if your course start time is out of office hours there is no technical support available, and we suggest you do a test call prior to your course.

Terms & Conditions can be found on
www.warwickshire.gov.uk/drivertraining