



Protecting people
on the move

TTC Group Newsletter

APRIL 2023



www.thettcgroup.com

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Did you know?

This Newsletter is interactive. Click on any of the links and discover extra content



- Check out Road Safety Tips from National Highways Click [here](#)
- For all the latest News regarding TTC, Click [here](#)
- You can find your January Newsletter [here](#)



A Personal Message from Andy Wheeler,
TTC Group Training Director



Spring is eventually here!

I trust no matter where you are in the UK, you are starting to see that spring is finely here and you all enjoyed a good Easter holiday period?

The last three months have seen significant progress in establishing our TTC Trainer Academy as we push forward on our promise to **'Promote Quality and Opportunity'** and I am pleased to write that many of you have applied for other opportunities within the Group. Of course, the whole team would wish to accelerate these opportunities as quickly as we can so we can counter some of the regional drop offs in NDORS referrals, which has resulted in a number of course cancellations. This has been a frustrating aspect for all concerned and everyone at head office is working hard to lessen the impact on trainers.

Much of the hard work for the Academy team is focused on developing new courses and opportunities for 'out of court disposal' solutions within our police force areas and for our Driver CPC clients. Our Driver CPC offering is going through a makeover with new material and content and doubling in size through the creation of eight new 3.5 hour CPC modules and these new modules will gradually be released over the next two months as we extend our reach to new CPC clients. This is a major push to develop and market our CPC offering to a wider audience off the success of delivering to several local authorities and of course our delivery of the FORS programme throughout Great Britain and Northern Ireland.

Our recent CPD events on 'The Introduction to Autism' went down extremely well for all those who attended, and I am pleased to report a positive interest in future events scheduled throughout the year. While our Academy is in its infancy, I see these CPD events as being the heart and sole of what we are striving to achieve and that is working with like minded trainers, seeking new knowledge and opportunities.

I look forward to seeing as many of you as possible during our forthcoming CPD events and in the meantime enjoy the warmer weather.

Andy Wheeler



Looking for further opportunities to use and develop your skills within TTC?

Become a Driver CPC Trainer!

How are the courses delivered?

Drivers must complete 35 hours of periodic training every 5 years to be permitted to continue driving a lorry, coach or bus professionally. These are usually delivered in 5x, 7-hour blocks. However, some modules can be 3.5 hours so 2 modules can be delivered in a day. It can either be taken as 1 day per year, or all 5 days could be covered in 1 week. As long as it is completed before the 5-year deadline, it does not matter. Training can be online, in a classroom environment or a combination of both.

What topics are covered in Driver CPC Training?

Usually, the choice of which CPC course topics are completed within the 5-year period depends on the driver's preference, the requirements of their employer, or CPC topics that meet specific skills requirements, such as the secure loading and handling of hazardous goods:

- Traffic Law & Daily Checks
- Driver Impairment – Drink & Drugs CPC
- First Aid
- Driver Hours
- Safe Urban Driving
- Safe Rural Driving

Drivers can only take the same course more than once in each 5-year period if they have a good reason to repeat it – for example, maintaining a dangerous goods qualification.

What is Driver CPC?

The Driver Certificate of Professional Competence (Driver CPC) is a qualification for professional bus, coach and lorry drivers. It was introduced across Europe in 2008 for bus and coach drivers (D1 category and above) and in 2009 for lorry drivers and 3.5 ton+ vehicles (C1 category and above), with the aim of improving road safety and maintaining high standards of driving.

Is there work available?

Yes, and it is ongoing. This is not optional; Professional drivers must have Driver CPC if they drive a lorry, bus or coach as the main part of their job and can be fined up to £1000 for driving professionally without Driver CPC.

What training & support will I receive?

Full training will be provided for both online and classroom delivery and you will receive a TTC delivery licence. A mentor will be assigned to you to assist you in your early stages of delivery. Once both you and your mentor are happy that you are confident and competent enough to deliver the course on your own, you will deliver the course unaided. You will need your own laptop to run the presentations, but all course resources will be provided. You will be internally monitored annually and full support will be available for any additional requirements.

“Every staff member had a positive response to the training. Attendees felt safe to discuss their individual behaviour and to partake in exercises and ask questions. I highly recommend TTC’s programmes”

Susan Moore
Strategic Development & Conformity Manager,
Glosta Engineering

How do I express my interest in the delivery of Driver CPC?

Take a look at the subjects opposite; If you already deliver online or classroom courses and feel you have subject-specific knowledge for any of these topics, then send an expression of interest email to: academy@ttc-uk.com





Driving Us Forward

Each Newsletter, we will take the opportunity to Spotlight and celebrate some of the amazing trainers we have working for us. In this edition, we spoke with **Ifor Griffiths**.

What experience did you bring to TTC?

30 years in the police, with six spent working in training and operations. The training focused on leadership and development at Bramshill Police College and I worked alongside high potential development and leadership programmes. I then transferred to the Met police as training manager for Westminster Borough. On retirement I worked as team leader for Princes Trust and started my own driving school as an ADI. Over the last seven years I've been working with international corporate company delivering leadership training.

What type of courses / work are you involved with?

Pre-pandemic I ran Safe and Considerate Driving (SCD), What's Driving Us and National Motorway Awareness Course. During the pandemic it gave me the opportunity to deliver all TTC courses, except SCD, digitally. I was also given opportunity to work in the Corporate Division, delivering a programme called School Streets, whereby I was training members of the public to become a school street marshal, who's role is to ensure the safety of school children walking or cycling to and from school. I am also heavily involved with the Corporate Division delivering the One School Global programme online, preparing pupils to become responsible drivers from the age of 15 onwards. The programme covers different topics for each year group of pupils throughout the UK and mainland Europe. We are in our third year now and the positive feedback from pupils has exceeded expectations.

What made you join TTC?

I was attending a fleet trainer course when I met a colleague, Tina Lawrence, on the same course and she introduced me to TTC. I then heard there was an opening for Welsh language courses, of which I am fluent, and started delivering training in Welsh. I was interested in delivering a variety of work along with my ADI training to keep things interesting and was fortunate enough to be in the right place at the right time.

Have you seen any benefits from working across the different division within TTC?

Yes I have, definitely. Working on the behavioural change courses, often with clients who don't want to be there, added to working with the Corporate clients who want to be there, has broadened my ability and skill set as a trainer. The major benefit is meeting a massive and interesting set of people from teenagers to more experienced drivers and I would add working alongside colleagues from a broad range of backgrounds and learning from their training style and delivery.

What does a normal working week look like?

A normal working week would comprise of possible 3 or 4 days of online delivery on behavioural change and a range of times from morning to evening that suit my own diary, flexibility allows me to work those hours with occasional delivery of Corporate courses as and when required.

What are your interests outside of work?

Too much Ifor Griffiths really! I play in three brass bands and I enjoy road cycling, skiing and kayaking in local rivers and I'm currently renovating our home. I don't know where I get the time!

Finally, how important is having a variety of work and why is important?

For me personally, this is the attraction of TTC, as the organisation has allowed me to deliver such a wide variety of courses which keeps my interest and enthusiasm alive as well as utilising the qualifications I have and having interactions with a wide variety of clients and colleagues, which I really enjoy.



Social and Vocal

With the huge amount of work going on in the Police Referred courses, The Licence Bureau and the corporate work that TTC provides, there is always something to promote and share.

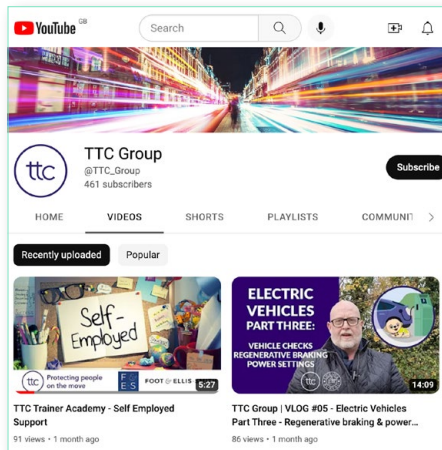
From 'What is Traffic Psychology?' on YouTube; The latest 5* reviews on Trustpilot; through to the TTC Trainers Macmillan Charity Walkathon Event on the Website News Section...

Like the Highway code...its good to keep yourself updated on what we are doing.

CLICK ON THE IMAGES to take you to those websites and channels...and if you haven't had a chance to subscribe...well, you know what to do!



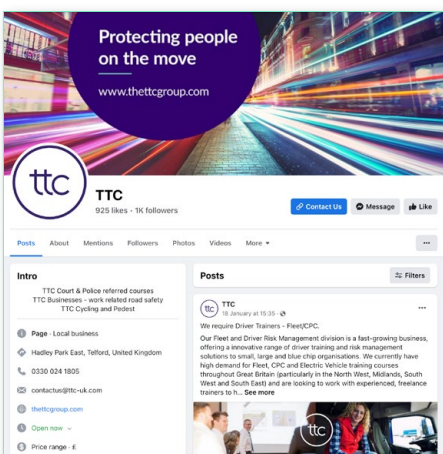
Trainer academy



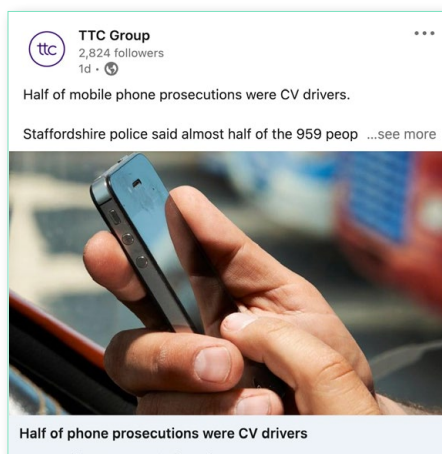
Youtube



Twitter



Facebook



Linkedin

Getting to know you...

With the increase in contracts secured by TTC over the last 2 years, the planning and co-ordination of these are an essential part of our day-to-day operations in ensuring not only trainers but clients get the best opportunities to attend the courses we provide.

At our headquarters in Telford, sits two planning teams, that day in and day out support you and I in organising and scheduling our workloads.

1. CORPORATE

The team consists of Sherrie-Anne, Amanda, Courtney, and Becky. They predominately handle bookings for companies we have on our Continuum system (For License Bureau – Employee License Checking/E-Learning). This includes a variety of training options such as: On-Road Training; Workshops (Classroom + Virtual), and CPC Training.

The clients they book are for companies who have a duty of care to their drivers to make sure they are familiar with the vehicles they drive. Some may be new to the company, some may have had incidents that had flagged the need for training (a collision or frequent speeder for example).

The CPC training is slightly different in that it is required by HGV drivers to have 35 hours' worth of training within every 5 years, in order to continue to drive HGV lorries. This means the team works with a number of companies and Borough Councils across the UK to make sure their drivers stay up to date with their requirements.

Did you know?

- In 2022, the Team trained over 19,500 drivers
- In 2023 They currently have over 4000 drivers trained so far
- The team are available 8am-5pm Mon-Fri
- Our weekday Corporate Priority Line for trainers is **01442 968975**
- Our weekday Corporate number for clients is **03330 113 113**
- They also offer support to all trainers with helping them learn/work the Navicom system; putting trainers forward for up-skilling in the business to deliver more courses and improve their knowledge and opportunities with us.



Courtney, Amanda, Becky, Sherrie-Anne



2. POLICE & COURT REFERRED

The Team consists of Louise, Luke, George, and Tanaya. The courses they handle are police and court referred offender education.

Examples of these included the NDOR's Speed Awareness (NSAC) and National Motorway Awareness Courses (NMAC). In addition, they also manage the Drinking Driving Rehabilitation Scheme, Alcohol Ed, CARA (Domestic Violence), and Victim Awareness as well as all our Observation requests and Mentoring sessions.

As this is a complex task, (with over 600 trainers to manage) the team generally plan 6 months in advance. You may have recently received an email to update your October availability. This means that in May it will be planning for November, June will be December and so on.

Recent changes to support both planners and trainers has also been very useful with the advent of returning courses. If you do want to give back a course and know the person you want to give it to, then please contact the team on the email address below.

Both teams work hard to make sure they are supporting all of us in the delivery of the courses we offer, and like the many other departments we have within TTC, these amazing people are dedicated, committed, and will always go that extra mile to ensure that we all have what we need.

So, the next time you need their help, give them a call or drop them a line because if 'we fail to plan, we plan to fail' and that's not an option for these great teams.



*Luke, Lousie,
George, Tanaya*

Did you know?

- In 2022, the Team supported over 526,000 clients
- That covered over 52,000 courses.
- The team are available 8am-4.30pm Mon-Fri.
- You can contact them either on: **01952 985579** or **region1@ttc-uk.com**
- Make sure you have your calendars open for October.





Shout out

Feedback is an essential part of all of our roles in TTC. Here's some fantastic comments we have received from clients across all the services we deliver.



Drink Drive Rehabilitation

Gael – Was amazing from start to finish.

Dave – Very good, knowledgeable, polite understanding and made the lessons interesting.

Mark – Very Professional, Highly approachable.

Roger – Was the perfect trainer, engaging and made everyone relaxed and willing to participate.



Corporate

John – He was absolutely brilliant. I really enjoyed the course, it's really opened my eyes up to driving habits that I have developed over the years and how every one of us could benefit from re-education of driving on the roads.

Clodagh – Is extremely professional, knowledgeable and very competent at her job. She is curious, polite and firm where it needs to be. Clodagh is what I believe all instructors should aspire to. She made my day pleasurable and informative and my driving has never been better.



Police Referred Courses

Cindy – The course was excellent. Cindy got us all engaged, chatting and sharing ideas, asking questions. Best of all, given the circumstances of having to go on a speed awareness course, the atmosphere was non-judgemental and relaxed.

Tim – I was quite nervous and didn't know what to expect but Tim made me feel relaxed and didn't judge me for speeding. He was very polite and professional. He knew answers to everyone questions.

Shaun – Shaun made the course very easy to follow, enjoyable and I genuinely learned a lot. Highly recommend this course, so glad I went with TTC.

David – The instructor, David, was great. He kept the course moving along. He was informative, humorous and thorough.



Good to know

There is so much more to TTC!



Training & Opps

2023 - Continue to learn!

As we go throughout this coming year, TTC continue to have some NEW opportunities and developments on the horizon.

More will be advertised as we go, but the next CPD Session is:

5 Essential Coaching Skills

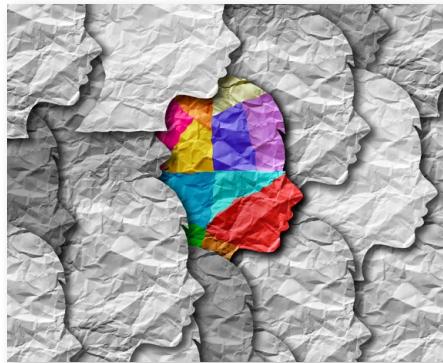
As part of trainers continuing professional development, this session is for all trainers to explore the essential coaching skills they could use to enhance delivery and ensure sessions are more 'client centred'.

COMING SOON

Client Conflict & Resolution
13/19/26 SEPT '23

Help 4 Self Employed
TBC - NOV '23

Don't forget to 'Save the dates'
Check your inbox for further details



Autism Feedback

In the month of March, we held an "Introduction to Autism Sessions" which were well attended over the 3 days.

The course was delivered by Lecturer Trish Fish and covered aspects such as

- The meaning "Autistic Spectrum Condition" (ASC)
- Communication Issues
- Behavioural Characteristics and supporting strategies to manage behaviour

Over 150 of you enjoyed the enlightening and informative introduction to the subject.

As a result, a Helpful Guide has been created to support trainers to consider how they can shape their learning environment for clients who have autism.

For further information please go to <https://www.autism.org.uk>



Trainer Focus Forum Sessions

One of the new developments that TTC have introduced this year is Trainer Support sessions.

These were initiated following feedback from Trainers on their TTC journey. We wanted to offer a check point where trainers meet management, hear updates on the company and also explore any issues they may have encountered since joining.

Two sessions (Feb and March) have been successfully delivered with trainers enjoying the opportunity to interact and share their views.

"Great to hear responses and see real people."

"The Session was well delivered to my expectations."

The some of the outcomes from their feedback includes:

- Building resources and opportunities e.g. Short Info Videos (TTC Bytes)
- Helpful Guides and 'Cheat Sheets for Trainers'
- Additional Ideas for CPD events

Jayne will be offering informal drop-in sessions for trainers throughout the year. Please check your emails for further information.



Good to know

There is so much more to TTC!

Well done Louise!

On Sunday April 23rd, TTC Group's Louise Norman recently completed the London Marathon 2023 after an intensive 16-week training plan to support the great work of the Severn Hospice.

Louise from our planning team, was lucky to get a ballot place to run London Marathon this year, joining 50,000 runners and thousands more spectators lining the streets to cheer everybody on.

Whilst Louise's training around the Telford area in Shropshire includes some local landmarks, her view during the marathon looked very different, running past many of London's most memorable landmarks including Tower Bridge, the London Eye, Big Ben and Buckingham

Louise's chosen charity is Severn Hospice, a charity group that lies close to her heart, as a number of her colleagues have had family members & friends under their care.

The hospice does this for them for free, but it is not without cost and it can't happen without people like Louise. For every £1 we donate, Severn Hospice will spend 83p directly on care- and use the remaining 17p to make another £1. Last year, all those individual donations helped provide more than £9million of caring services.

Louise said: "Severn Hospice do a fantastic job. My Mother-In-Law has cancer of the womb and is currently receiving palliative care from Severn Hospice. I'm proud to be able to help raise funds so that Severn Hospice can continue to support families and loved ones through very difficult times."

Severn Hospice is with families from the moment they're referred to its care for as long as they need it, and it does this every day, all day for anyone in Shropshire, Telford & Wrekin and Mid Wales who needs that help.

As the time of printing this edition, Louise had raised over £2600 and that's including all the generous donations from people like you at TTC.

Congratulations from all of us Louise...You are a STAR!



Get involved!

We want to hear from you

We really hope you've enjoyed these editions of this newsletter and found within its pages, informative and useful articles on TTC. A sincere thanks goes out to all the people that contributed their time to make this happen.

NOW...We have a wealth of ideas for our future editions, but we are sure SO HAVE YOU!

'HAVE YOUR SAY' and help shape what you would like to read in the coming year. Let us know your thoughts on this edition and what else you'd find useful or informative. For example, next issue we have had requests on an update for 'Electric Scooters'...So look out for that!

Please email us at academy@ttc-uk.com



“

“Great things in business are never done by one person, they're done by a team of people”

Steve Jobs

Part of the TTC group



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