



Protecting people
on the move











TTC Group Newsletter

AUGUST 2023



www.thettcgroup.com

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Did you know?

This Newsletter is interactive. Click on any of the links to take you to further content.



- Check out Road Safety Tips from National Highways ,Click [here](#)
- Find out more about TTC's Balanceability programme, Click [here](#)
- You can find previous Newsletters [here](#)

A Personal Message from Andy Wheeler,
TTC Training Product Manager



Excitement builds at TTC as we approach our 30th anniversary!

With plans underway to celebrate our 30th anniversary, it got me reflecting on the TTC journey. Although I am a relative newcomer to the business, there will be some of you that have been with the business for well over twenty years and would have seen many changes during that time.

I was fortunate enough to have engaged with the original owners of TTC, Graham and Jenny Wynn, who were at the forefront of the Drink Drive Rehabilitation Scheme in the nineties. I also worked closely with our former Chairman, Colin Pettiner, sadly no longer with us, who introduced me to the father of driver retraining schemes, the Driver Improvement Scheme. This was back in the late nineties involving careless driving offences and as they say, the rest is history. From the early days of a very disjointed UK Driver Improvement Scheme to a consistent national programme that engages with thousands of drivers every year is a huge achievement and we should all be proud of our contribution to road safety and 'Protecting People on the Move' regardless of our time in the business.

The growth of retraining schemes has only been possible through change, and there have been several more changes since our last Newsletter. Looking ahead to the next ten years and to meet our growth strategy, the business has merged both Training and Operations into one directorship and I am pleased to welcome Colin Groves, now leading on Service Delivery. As a result of this, my role has changed and will now focus on engaging with clients in the development of new training products and solutions, working with Martin Starkey. Colin will be supported by Tim Ribton, Ian Franklin and regional management team.

The business also welcomes new directors overseeing sales and marketing and you will see further detail on new team members within this edition, as well as reading up on our Managing Director, James Swaffield, who joined the business last year.

Remaining on the subject of changes, we have now updated our CPC portfolio of products, this is now being rolled out to our CPC trainer community with a greater focus on product development and you can look forward to other new and revised courses being released on a regular basis.

Finally, more exciting news! At the beginning of July, our ambition to have all TTC trainers in one trainer portal took a major step forward when our CPC trainers and bookings moved onto the Alaska platform. This will make it easier for trainers to work across all our business divisions and have visibility of all bookings through one portal. Other service deliverables and trainer groups will follow suit in due course, so watch this space.

Ps 'Save the date!' Our next Trainer CPD event is due on Client Conflict & Resolution, 13/19/26 SEPT so keep an eye out for invitations.

Andy Wheeler



Welcome to the Team!

TTC has recently made some very welcome editions to its management team. So exactly who are they, and what are they responsible for?

James Swaffield – Managing Director

Personal: James has worked within the education sector for over 20 years and for the last 7 years has held senior roles within the training industry. Most recently James was Managing Director of Capita's Adult Education business. James brings a wealth of experience in strategic and business leadership.

Job Role: James is responsible for setting the strategic vision and plan for the public sector division of TTC and driving day to day delivery of the business plan, whilst ensuring a strong client and performance focus, as we deliver on our commitments to our clients and learners.



Danielle Gauci – Marketing and Propositions Director

Personal: Danielle started in Scottish and Newcastle as an Account Manager selling beverages around the UK, and then completed her CIM qualifications. Aside from a spell working for Zoopla in the Property Sector, her career has remained within the automotive sector working for brands that include carwow, AutoTrader and British Car Auctions, all of these roles have been product led marketing positions.

Job Role: Danielle's role is responsible for creating TTC's group marketing strategy; this includes our brand, and how we position and message our services in order to sell the right products to the right customers. Included in this is the plan that delivers this including the website, customer segmentation and marketing campaigns that include PR, email marketing, Paid activity, social and events.



Colin Groves – Service Delivery Director

Personal: Colin has worked across a range of business verticals, Banking, Travel, Retail, Logistics and Recruitment areas, primarily within the customer operations and continuous improvement disciplines.

Job Role: Colins overall responsibility for delivering the best possible client/customer experience across both the Police and Court Referred elements of our business as well as the Commercial function. Leading a team of circa 1,000 heads focused on training delivery, course planning, booking, customer support and account management activities.



Simon Hill – Commercial Sales Director

Personal: Simon's background before he joined us in April was in Sales and Marketing which included the Technology sector (Canon, Xerox, Cisco), Outsourcing (Concentrix), Logistics (DHL), and Learning (Capita).

Job Role: Simon manages the Commercial Sales stream which deals with over 4,500 customers, ranging from Openreach to micro businesses through our direct sales team, and partners as diverse as AON insurance to Fleet Operation Recognition Scheme (FORS). Their 3 key objectives are to retain existing customers by delivering exceptional levels of service and support, Cross sell and upsell our current products and identify new customers in our ever-expanding new sectors of work.





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 **Ashley Grigg**.

What experience did you bring to TTC?

I have been an ADI for 20 years and then progressed into the Fleet sector and delivering NDORS courses around 2008. I joined TTC in 2010. Since then, I have delivered courses all over the world. In total, I have made over 70 trips overseas for work (Dubai is the 2nd trip on behalf of TTC/Business Driver), mostly in Russia and countries in the Gulf region. I have also worked in Kazakhstan, Hungary, Sri Lanka, Singapore, South Korea. I have engaged with CPD throughout my career and hold many qualifications E.g., RoSPA Gold, RoSPA Level 4 Award in Advanced Behavioural Driver Training, Certificate in Education, Qualified Teaching and Learning Skills status to name but a few.

What type of courses/work are you involved in?

I deliver NSAC, NMAC and WDU, both online and in classroom. I also deliver Fleet courses on behalf of TTC & Business Driver. The types of courses I typically deliver are, Defensive Driving, Assessor Courses and Train the Trainer courses.

What made you join TTC?

In 2010 I decided to join TTC, partly to spread my risk and also because they had the contract for NDORS courses in the Yorkshire area, so it seemed like a natural progression. It was also less travelling time to commute to work.

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

Working across the different divisions as given me many opportunities to deliver different courses. I also find it useful to work alongside other trainers from different backgrounds, with different expertise.

What does a normal working week look like?

In the UK, I could be delivering a NDORS course in the classroom on a Monday and then starting a 3-day Assessor course for a company on the Tuesday and then online on the Friday delivering a WDU course.

Internationally, I could be in the classroom delivering a workshop or doing some on-road coaching to develop the delegates driving. At the end of each day, I need to complete reports on their driving standard. This final day includes an assessment of their driving.

What are your interests outside of work?

I particularly like football and I am a Big Liverpool FC fan. I also like Skiing, but I've not had the opportunity to go for the last 3 years.

Finally, what's one stand out moment for you working for TTC?

This current trip in Dubai for Jaguar Land Rover (JLR). This trip was arranged between Jaguar Land Rover and TTC/Business Driver over an 18-day period. The course that I am delivering is the Class 3 Defensive Driving Course. There are 8 delegates on the course, who are all employed by JLR. I am training 2 delegates at a time over a 3-day period. The final 3 days of the trip will be to deliver a 3-day Assessor Course to those that perform the best. The driver's role is to drive 'test vehicles' around Dubai on a set route. The technicians back at base then extrapolate the data for it to be analysed. This Data can then be used in the development of JLR vehicles. JLR management in Dubai have recognised the importance of having their staff trained and that is why they contacted TTC/Business Driver. JLR have more Engineering sites around the world and are aiming to role this out at all of their sites.



From left to right: Jamie Sullivan, Mohammed Gulam, Muhammad Mushtaq, Alex Glaser, Neil Goulsbra, Ashley Grigg, Yakub Dino, Steve Carey and Liam Wilson.



Social and Vocal

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

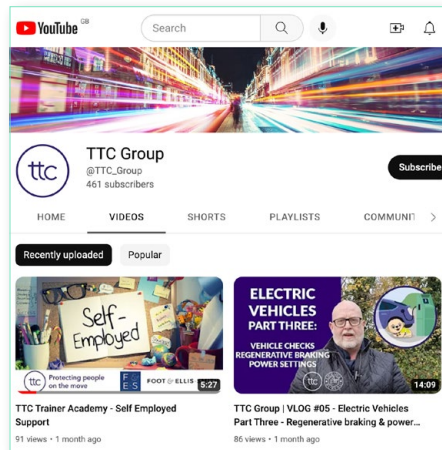
From 'Why do Drivers Exceed the Speed Limit?' on YouTube; The latest 5* reviews on Trustpilot; through to TTC announcing "A Partnership to reduce Drink Driving" on the Website News Section...

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!



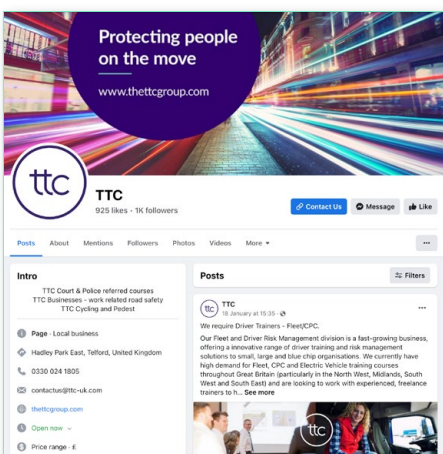
Trainer academy



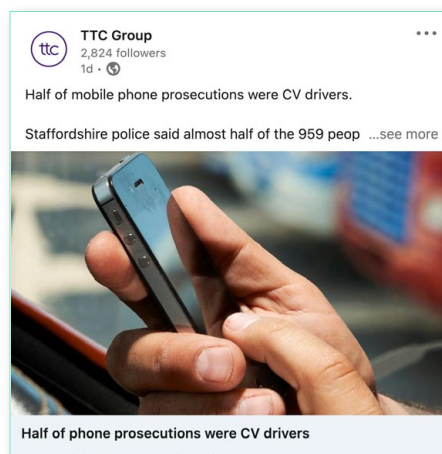
Youtube



Twitter



Facebook



Linkedin

Getting to know you...

TTC has a breadth of services and projects we are involved in. One of the most innovative ones, with regards to Road Safety, is **E-scooters**.



With the recent news that TTC has secured the contract to deliver in London adding to the variety of locations across the country, we had a chance to meet Louise Elstone, Programme Manager for Driver CPC and Vulnerable Road User Training and Richard Smith, one of the Delivery Trainers on the project to talk about our VOI E-scooter Safe Riding Skills Sessions.

So, Louise, what is Voi and TTC's involvement?

Voi Technology is the UK's and Europe's leading micromobility company whose aim it is to reinvent public transport for a future of shared mobility. Their mission is for a safe, sustainable and micromobility for everyone. One of their modes is E-scooters and this is where we, TTC, when developing new programmes, were able to draw on over 28 years of experience, educating more than 500,000 road users every year was a natural and beneficial fit for both of our companies.

So, what is the E-scooter Safe Riding Skills Programme?

Voi, who operate rental e-scooter schemes in the UK, launched initiatives in 2022 to improve rider behaviour and equip riders with the necessary knowledge and skills to ride responsibly whilst fostering positive relationships with the local communities.

This involved Webinars and FREE Riding Skills sessions that we created and developed with them and in partnership with local authorities and partners. We have 20 trainers currently that deliver for us across locations such as Portsmouth, Bath, Oxford & Southampton to name a few. Each practical session is 45mins with an experienced trainer who will guide you through all the aspects of using an E-scooter safely and it also includes a FREE Helmet (£35) and 15 minutes of free time to use.

How have you all been doing so far?

To be honest, the feedback is that it has been a resounding success with 4.66 out of 5 stars for our overall sessions and 93% of respondents would recommend the sessions to a friend or a family member. Our review of 2022 (April-Nov) was that nationwide, we delivered 50 events in 13 different venues across nine cities with 378 hours of training delivered to 1,100 people. With the recent edition of the London contract, 2023 is building on the great year we had last year and continuing to go from strength to strength.

Where can I look to booking one of these sessions for me or my family and friends?

For all of the sessions, you will need to download the Voi App on your phone. There are a few simple steps you need to get started, but once complete, you will have access to all of Voi's locations and where you can rent an E-scooter. To book a session on one of our FREE Safe Riding Skills sessions, please go to [Eventbrite.com](https://www.eventbrite.com) where all our forthcoming events (Sessions and Webinars) are available and provide more details on the requirements.

Ensuring that the above is delivered, Louise has a core group of excellent trainers out 'in the field', providing these free sessions. One such trainer is Richard Smith, with over 27 years of experience and we wanted to find out what it was like providing these new experiences to the public.



So Richard, what does a day look like to you?

I generally get there early to our location in Bristol or Bath University and set up the course for client's generalisation training. I like to walk around the course, to ensure its all safe and the clients will get the best experience. The team from Voi then arrives with the E-scooters and a gazebo, and we get ready to meet the public.

I generally deliver 5 courses a day which is around 45 minutes each session. This includes aspects such as introduction, familiarisation, confirming the rules of the road (e.g., not going through a Red Light), testing the roadworthiness of the scooter, positioning, using the breaks, what to look out for and how to ride to a proficient standard.

What else do clients get during their time?

It's a 3-1 ratio when on the E-scooters so I supervise 3 clients and go through all aspects such as using the Voi app, carrying out eyesight checks, giving demonstrations and providing them with a free pass for the day and a free helmet as well.

There's then a practical section, when we are all confident with the familiarisation, that we then travel along a pre-determined 'on road' route which works on their road position, observation skills re obstructions, spacing, courtesy to pedestrians and using the bell and indicators.

What's been the feedback from clients?

Across all ages, everyone I have trained has always given us positive feedback. Examples are things like "The team were excellent at accommodating me as a complete beginner & made me feel welcomed and comfortable. From not being able to ride the scooter at all, I was able to with confidence by the end."

Why do you enjoy doing this?

Throughout my whole career, I have really enjoyed helping people, in whatever shape that takes. Having the opportunity to do something different like these free sessions brings another dynamic to my working life as well as another string to my bow that I can use.

To be honest, it's fun as well and seeing the pleasure on people's faces, knowing they have the skills to make the right decisions and working with people like Louise and others in TTC, make it a no brainer. If anyone is interested in joining us, I would highly recommend contacting TTC to try this out, grab a free session on your nearest area, see what Voi are trying to create and expand your horizons. For me, TTC is the direction to go in.

If you would like to know more then please email Louise on the below address or click on the links for further information.

louise.elstone@ttc-uk.com

▶ [TTC - Voi E-scooter Safe Riding Skills Programme](#)

▶ [Voi - Let's reimagine our cities!](#)



Richard Smith



Louise Elstone





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

Doug – Doug was great. He answered all questions as good as he could and explained the answers thoroughly.

Gary – Gary was amazing throughout the whole course, made me feel welcomed and didn't judge us at all. Informative, Pleasant, and treated everyone the same

Pete – Excellent trainer got everyone involved in debate and conversation very patient and understanding. Pete was excellent in the way he delivered the course and was very friendly.



Corporate

Sharon (CPC training) – Highly informative course, presented professionally and very engaging. Also, interesting and I learned a lot of valuable knowledge. Many thanks Sharon.

Michael & Richard (Voi training) – At 74 years of age I was worried about attending but as it's something I always wanted to try I booked a session and gave it a go. The instructor was friendly and clear on the instructions and put me at ease after just 5 minutes I was using the scooter as if I owned it. I have since used it solo and loving the experience (Northampton).



Police Referred Courses

Leigh – The instructor Leigh was really good. She made the session very interactive, allowing and encouraging every one of us to participate.

Aimee – Aimee was a great trainer. Engaging and knowledgeable. She really made it interactive and informative.

Vaughan – Vaughan was very clear from start to finish. I would say 1st class, he also put you at ease.

Richard – Richard was awesome! Really good at his job! Made the course really interesting.

Good to know

There is so much more to TTC!



Training & Opps

2023 – Continue to learn!

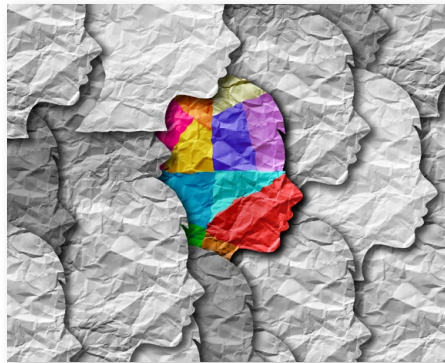
As we go throughout this coming year, TTC continue to have some NEW opportunities and developments on the horizon. More will be advertised, but the next CPD Session is:

Client Conflict and Resolution 13/19/26 September 2023

This course will enable you to recognise, reduce and resolve conflict situations in the classroom and digital environment, make training more enjoyable and increase positive feedback from clients.

Coming Soon Help 4 Self Employed TBC – November 2023

Don't forget to 'Save the dates' and check your inbox for further details.



Coaching Skills Feedback

In May we held a "5 Essential Coaching Skills" Session which again was well attended by trainers.

The course covered the following:

1. **Rapport**, you lose the rapport you lose the learning.
2. **Feedback**, essentially a two-way process.
3. How to develop great **coaching questions**.
4. Using your **listening** skills to enhance, your rapport, feedback and questioning techniques.
5. How **intuition** can save your presentation

Feedback from the session continues to be positive with comments such as "I found it useful and a good source of information." & "It was all very helpful, thank you."



Support for Clients with Internet Issues

We are seeing a welcomed increase in client referrals especially for evening and weekend courses, and to avoid any confusion we would like to remind trainers:

Clients – Telephone – 0330 024 1805

Office Hours – Mon-Fri – 8am-5.30pm
& Saturday – 8.30am-2pm

(Subsequently, should a client lose internet connection after that time, the office telephone number will be unavailable for support or rebooking.)

Trainers – Tech support in Zoom is available from:

Team Chat – Mon-Fri – 7.30am-7pm,
Saturday 7.30am-2pm & Sunday
7.30am-12pm



Good to know

There is so much more to TTC!

E-Scooters

Building on from our previous VOI article, here's some more info you may find useful with regards to electric scooters.

Are electric scooters illegal in the UK?

It is **currently illegal** in the UK to **use** a privately owned electric scooter on public roads, pavements, or cycle lanes. Electric scooters can only be legally used on private land with the permission of the landowner. You are, however, legally entitled to buy, sell, and own an electric scooter. In UK law, an electric scooter is classified as a "powered transporter", alongside products such as hoverboards, "go-peds" and powered unicycles.

Why is the use of an electric scooter still banned?

The "powered transporter" classification is the reason that electric scooters cannot be legally used on pavements or cycle lanes. Quite simply, motor vehicles cannot be used on pavements or cycle lanes – and in the eyes of the law, an electric scooter is a motor vehicle.

Due to the way in which "powered transporters" are designed and motorised, every product in this classification – including electric scooters – falls within the legal definition of a "motor vehicle" in the UK.

What are the potential consequences of using an e-scooter on the road or pavement?

Riders risk a **£300 fine and six points** on their driving licence if they choose to ride an electric scooter on a public road, pavement, or cycle lane. Other penalties and offences include:

- Riding on a pavement: £50 fine
- Riding without the correct licence: up to £100 fine
- Riding through red lights: £100 fine and possible penalty points
- Using a mobile device while riding: £200 fine and six penalty points
- Driving under influence: you face court-imposed fines, a driving ban and possible imprisonment.

Remember: any person who uses a privately owned e-scooter on a public road is committing a criminal offence and can therefore be prosecuted. The use of an electric scooter in an antisocial manner in public could lead to the vehicle being seized under section 59 of the Police Reform Act.

What are the rules for rented electric scooters?

In order to avoid being prosecuted, anyone renting an electric scooter on a public road or other public space must follow all applicable traffic laws.

Please note the following rules for using a rental e-scooter:

- To use a shared electric kick scooter, you must have the **category Q entitlement on your driving licence**. You can use an e-scooter if you have a full or provisional UK licence for categories AM, A, or B that includes entitlement for category Q.
- You do **not need additional insurance** as the e-scooter rental operator has covered it.
- A trial e-scooter can be used **on the road** (with the exception of motorways) and in **cycle lanes**. An e-scooter cannot be used on the pavement.
- Only **one person** should be on an electric scooter at a time.
- You are **not allowed to tow** anything on an e-scooter.
- You are also **not allowed to use a mobile phone** on an e-scooter.

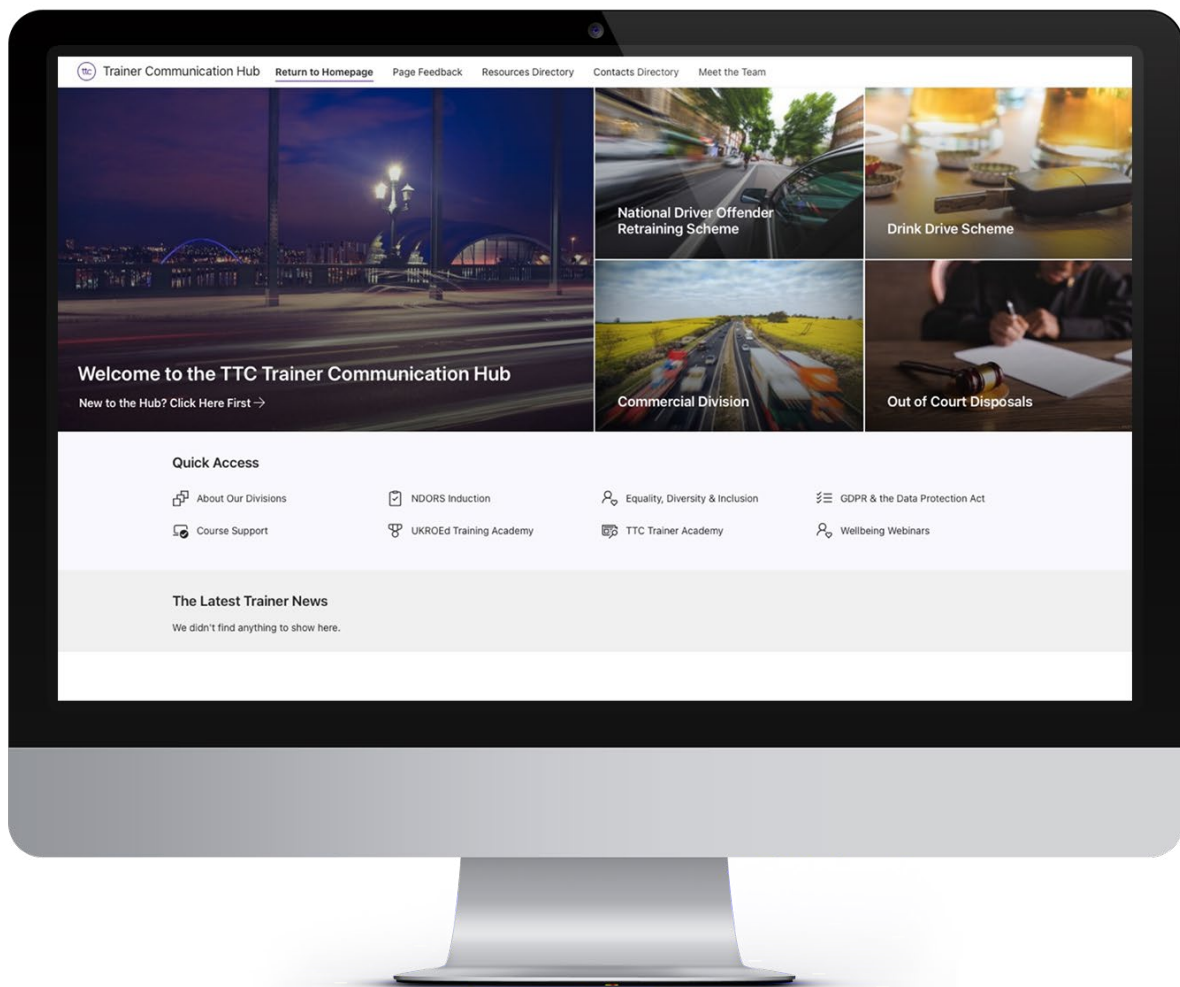


Coming Soon!

The TTC Trainer Communication Hub is launching soon.

From September 2023 onwards, TTC will be launching their new platform which will allow all trainers, staff and departments going forward, an easier and more intuitive access to all resources, information, and news TTC has to offer as a group.

Keep an eye on your inbox in August '23 for more details.



Expand your careers with TTC

As you know, TTC is constantly expanding its operations across all aspects of road safety and beyond and the below is just an example of some of the opportunities we are currently advertising.

DRIVER TRAINER – ON ROAD DM829901WESDTOR

- **Location:** United Kingdom, United Kingdom, United Kingdom
- **Earnings:** £150.00 to £300.00

As a leading provider of Road Safety Education, delivering driver training to over 800,000 qualified road users every year, we have high demand for our courses and innovative range of driver training and risk management solutions to [more...](#)

DRIVER TRAINER – ON ROAD/PRACTICAL DM724520GLADTOR

- **Location:** Glasgow, Glasgow City, United Kingdom
- **Earnings:** Up to £240 per day

As a leading provider of Road Safety Education, providing driver training to over 600,000 qualified road users every year, we have high demand for our courses and are actively looking to expand our national panel of professional [more...](#)

HYFFORDDWYR DIOGELWCH AR Y FFYRDD (SIARAD CYMRAEG) DM795340DE HDAYFC

- **Location:** De Cymru
- **Earnings:** £95 fesul cwrs (2 awr 45 munud)

Mae TTC bob amser yn ceisio ehangu ein gweithlu cenedlaethol o hyfforddwyr diogelwch ffyrdd proffesiynol i gyflwyno cyrsiau Cynllun Cenedlaethol Ailhyfforddi Troseddwyrr Gyrru (NDORS) i dros 500,000 o yrwyr bob blwyddyn mewn [more...](#)

CLASSROOM TRAINER (ROAD SAFETY) – WELSH SPEAKING DM704758SOUCTSWS

- **Location:** South Wales
- **Earnings:** £95 per course (2hours 45mins)

TTC is always looking to expand our national workforce of professional road safety trainers to deliver Police referred National Driver Offender Retraining Scheme (NDORS) courses to over 500,000 drivers each year in a [more...](#)

For these and more opportunities you might be interested in, please click the link below.

▶ [TTC CAREERS – WHERE CAN I GO NEXT?](#)



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.

Recent feedback we have received is:

Vaughan Callaghan, Trainer – I found it useful, informative, relevant, easy to read and a good use of my time. I do like a newsletter. Makes you feel like you are kept in the loop. Great to meet the planning team if only to see their faces, to put a face to a name. I think it is a very useful tool.

Richard Swales, Trainer – I agree, it's not too long, it's good to focus on people from different teams and it's positive and colourful! On the whole I think it looks good and represents the range of people who work for TTC, making invisible people visible and personable.

Michael Gentry, Trainer – I think it's very good and ticks all of the right boxes – people, skills, innovation etc. valuable for us remote workers as it keeps us informed and puts faces to names. A good idea and well thought through.

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 editions. Let us know your thoughts and what else you'd find useful or informative.

Please email us at academy@ttc-uk.com

Part of the TTC group

