



Protecting people
on the move

TTC Group Newsletter

JANUARY 2023



www.thettcgroup.com

Contents

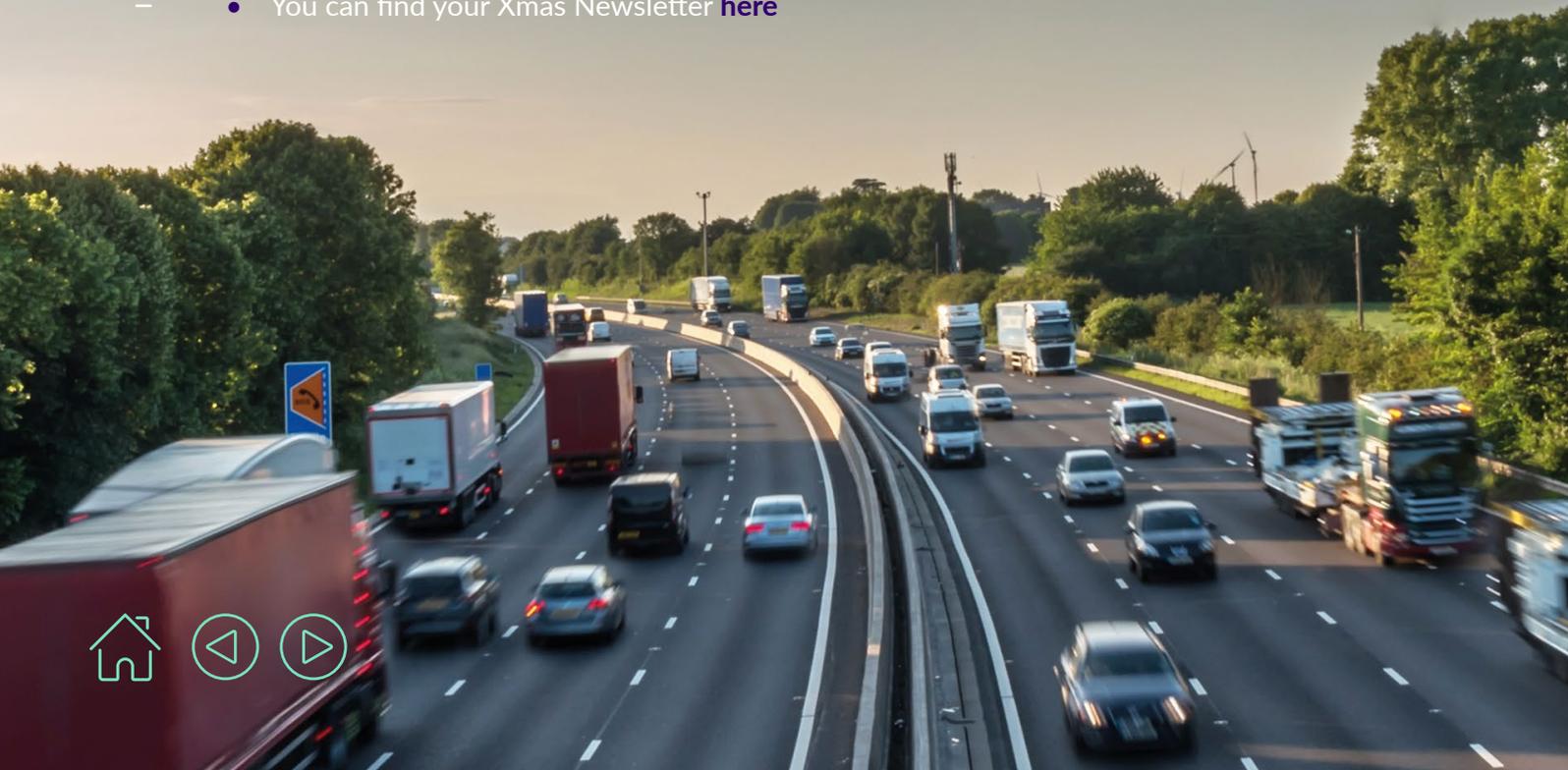
-  **A Personal Message**
Foreward – Andy Wheeler
-  **Driving Us Forward**
Trainer Spotlight – David Fish
-  **Social and Vocal**
Highlights of recent TTC Comms
-  **Getting to Know You**
Department Spotlight – IT Support Team
-  **Shout Out**
Highlights of Positive Feedback
-  **Good to Know**
Updates and Opportunities
-  **Get Involved**
A chance to engage and have your say

Did you know?

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



- That the Highway Code in 2022 was updated four times? Click [here](#)
- For all the latest News regarding TTC, Click [here](#)
- You can find your Xmas Newsletter [here](#)



A Personal Message from Andy Wheeler,
TTC Group Training Director



Another Year of Growth Ahead

I trust this edition of our TTC Group News Letter finds you all on top form and you all managed to enjoy the festive season?

A new year arrives and with that, new plans for growth and development beckon! I am pleased to report the successful launch of our TTC Trainer Academy where our focus is to 'Promote Quality and Opportunity' for all members of our trainer panel. I have said many times before that our trainers are the 'beating heart and soul of our organisation' and everyone involved in the Academy is passionate about quality and providing opportunities for our trainers to grow and diversify. For more details on our Academy please visit [THE TTC TRAINER ACADEMY](#).

To underpin our focus, we are scheduling a series of trainer CPD events throughout the year and you should have already received the first invite of 2023, where the subject is 'The Introduction to Autism'. Autism is a lifelong developmental disability which affects how people communicate and is reported to affect 1% of the population. The session will focus on the impact on individuals in the wider community and how that may affect their attendance on one of your courses. Other topics will be scheduled throughout the year, covering really important matters for trainers, which will support our promotion of diversity and inclusivity.

In addition to the launch of our Academy, we are launching a new trainer information site where trainers can access the latest news, policies and dates for future trainer CPD events. Links to this Sharepoint site will follow shortly.

Why are we launching all these new initiatives, you may ask? Well, I started this foreword making reference to growth and the exciting year ahead of us and to ensure we have the foundations in place to ensure all trainers can access opportunities to diversify into other areas of our business and grow their business accordingly.

We are creating new products and services that we will share with you all when the time comes and invite any expressions of interest to get involved in delivering them.

In addition to these new products and services, our IT development colleagues continue to develop our trainer and client booking systems to cater for the demand of our services and make continual user improvements.

As you can see, I trust this foreword gives you a flavour of the year ahead and I look forward to meeting as many of you as possible throughout the year.

Andy Wheeler





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 the first edition, we had a chat with **David Fish**.

What experience did you bring to TTC?

32 years as a Police Constable in Lancashire Police. On retirement, my wife who works in Further Ed, suggested that I may enjoy working in an educational setting, so I got myself some relevant qualifications then took up various roles in a college delivering courses to adults as well as delivering programmes to young people – (NEET groups/ hard to reach). I also am a keen cyclist and took the opportunity to gain my Bikeability / National Standard Instructor Qualification which led to delivery of Bikeability to all age groups and Safe Urban Driving CPC.

What type of courses / work are you involved with?

At this time I am delivering the Drink Drive Rehabilitation Course – both online and classroom based, Drink/Drug Awareness CPC course, Speed Management for Corporate, Safe Urban Driving CPC, both practical and theory and also the National Speed Awareness Course.

What made you join TTC?

I originally enquired just over 2 years ago, with regard to roles relating to Bikeability / Cycle Training and submitted my CV. I was subsequently contacted by TTC to see if I would be interested in delivering DDRS, due to my background in Policing. Based on a bit of research I did with regard to other training providers, TTC stood out as a thoroughly professional training company and the support and training has been first class – an easy decision.

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

Working for the different divisions provides a good balance and variety of work that I do – keeps it interesting – no two days are the same. It also fits very well with my work / life balance and gives me a good overview of how the company operates and enhances/develops my skills with the variety of work from the different divisions. I will add that support from all parts of the company exceeds my expectations.

What does a normal working week look like?

Mondays are taken up with childcare for my 18 month old granddaughter, but as an example, Tuesday could be a Speed Management for Corporate or a classroom based Drink /Drug Awareness. Wednesday is a DDRS. Thursday might be another corporate or iNSAC, Friday another DDRS and Saturday an SUD. Again, lots of variety, week on week.

What are your interests outside of work?

As I mentioned above, I'm a keen cyclist, I enjoy running and trail running and keep fit at my local gym. My main activity would have to be fell walking. I'm fortunate to live on the edge of the Forest of Bowland AONB with some fantastic moorland and upland walking and I'm also a short drive from the Lake District and Yorkshire Dales so can be found most Sundays looking from the summits, if the mists haven't descended!!

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

I believe that it is important to have a variety of work – it keeps your delivery relevant, fresh and interesting for the participants, as well as yourself.



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.

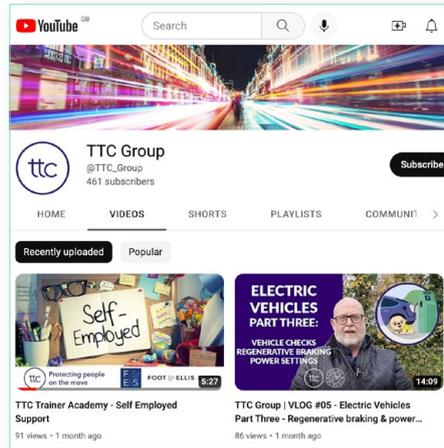
From Martin & Chumley focusing on Electric Vehicles on YouTube; The latest 5* reviews on Trustpilot; Reminders of the CPC deadline for drivers on LinkedIn, through to Job Vacancies on the Website...

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!



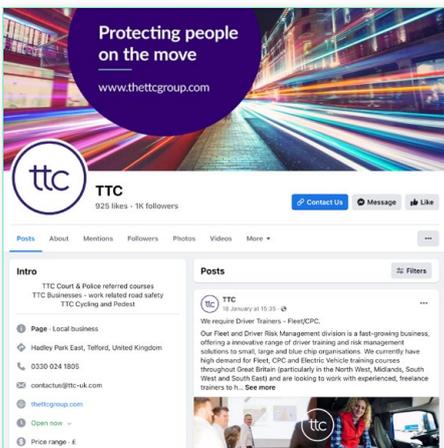
Trainer academy



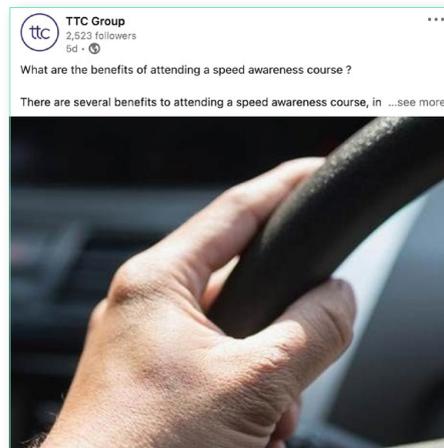
Youtube



Twitter



Facebook



Linkedin

Getting to know you...

We all need an extra hand in life, and none more so than when we are using I.T. Most of us at TTC can't deliver without the amazing support of 'OUR' team, who day in, day out, are on call to help us through. But do we really know who these unsung angels are? We spent an afternoon with these techno wizards and this is what we found out.

As TTC has grown over the years, and with the advent of Lockdown due to Covid, TTC realised that to be the largest and best provider in the UK, they needed a team of people to reflect this and to take the pressures off of trainers and provide them, and clients with top class support.

Say 'Hello' to our Online Angels

The team consists of Senior Lead **Jason, Vicki, Joan, Deb, Sue** and **Jack**. To support them during course start times is also **Connor** and **Charlotte** as well. Based at the TTC Offices in Telford, the team are available from 7.30am-7pm (Mon-Fri) as well as 7.30am-12pm at weekends. They also have a duty phone for trainers in emergencies as well.

With over 75% of TTC courses now online, and with thousands of sessions delivered each month, you can begin to see how pressured our colleagues can get. But even with all the issues each of us and clients have on a hourly, or day to day basis, they always seem to be there, with a smile and a 'can do attitude', in fact the feedback review about the team recently was 5 stars.

So the next time you find yourself in a sticky situation, and have to access the Tech Issues Chat on Zoom, don't worry, give the team a wave, know that you are never on your own and that they are always there to help you.

Did you know?

- The team also support the corporate side of TTC
- They offer a 'tech call back' system, where they can book clients in to do a test run prior to the course
- From June to Dec '22 they supported 3,071 clients
- If a trainer has any laptop issues, the team will spend time with them to fix it
- IT Team - 01952 985579



Joan, Sue, Jack, Vicki, Jason



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

Jayne – Brilliant, very pleasant, non judgemental and so helpful.

Graeme – Done an excellent job of explaining points if people were unsure.

Lauren – She was extremely knowledgeable on what she was teaching...loved she knew her stuff.

Paul – I thought he was great, credit to the company. Made the course interactive and more enjoyable.



Corporate

David – He is an experienced and knowledgeable trainer with a calm and professional attitude.

Andy – Was fantastic. He was very patient...and he showed them everything they need.

Peter – is an excellent instructor, who was quick to gauge our current capabilities and tailor his teaching to develop our individual needs to complete the course. I valued his insight to situations and questions posed.



Police Referred Courses

Mick – Made the experience great for those who attended the course. Great explanation of different roads and how to work out the speeds of each type of road, what to look out for.

Marc – Was excellent at keeping everyone engaged (even those that clearly didn't feel they should be there!)

Laura – She excellently pulled the attendees together making it a relaxed and informative session. Wendy and Jackie - Wendy and Jackie were brilliant. They made the experience very educational. I've learnt a lot from just one session.



Good to know

There is so much more to TTC!



Training & Opps

2023 – Ready to learn!

We are excited to announce that in the coming year, TTC have some **NEW** opportunities and developments on the horizon.

More will be advertised as we go through the year, but to start:

Quarter 1: Understanding Autism
22-28 Feb – 04 Mar

An introduction to Autism, the impact of ASC on individuals and the wider community; Terminology explained; Sensory Issues; Behavioural Characteristics; how online training can affect those diagnosed and best practice in how to support clients in our learning environments

[Click here to log your interest](#)

COMING SOON

Quarter 2: Safeguarding

Quarter 3: Conflict Resolution

Quarter 4: Help 4 Self Employed

Check your inbox for further details



Licence Bureau

925,000 DLV checks annually

Licence Bureau Limited is the UK's number one supplier of Business to Business (B2B) Driving Licence Verification checking services and has one of the UK's largest corporate fleet client bases, with more than 2,600 companies, including over 20% of FTSE 100 companies. Licence Bureau Limited were acquired by TTC Group in March 2020. The integration of both organisations enables us to offer a consolidated suite of road safety products and services, all centrally managed within the Continuum platform.

www.licencebureau.co.uk



Human Resources

Equality and Diversity

TTC is on a continual journey to ensure that its services are accessible to everyone regardless of race, gender, ability, religion, sexual orientation or age.

We at TTC want to ensure an inclusive environment, where all of you feel supported to perform at your best, each and every day.

Data monitoring is an integral tool that helps us achieve this through providing a deeper insight into the impact of our working practices and policies.

Therefore, please keep an eye out for the survey that will be out soon.

The information you can provide us will help reveal what working life is like for you here at TTC and identify the hidden barriers that you may face.

Through YOUR assistance, this will help us comply with our ethos and goal of ensuring equality, diversity, and inclusion across our business.



Good to know

There is so much more to TTC!

ALASKA - Home of wide open spaces, abundant outdoor experiences and one of the best places to view the Northern Lights...is one definition!

For most of us...Alaska is the TTC Portal that connects us to our Schedules, Calendars, Invoices, Available Courses and Trainer Resources. Within its pages and folders is a wealth of information and tools that can support us every step of the way on our Trainers journey.

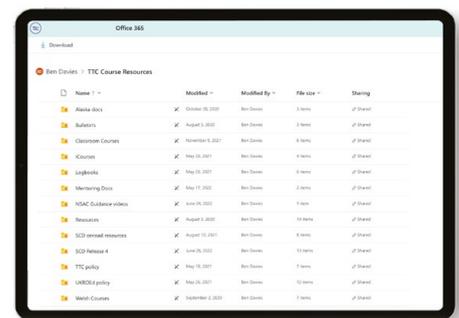
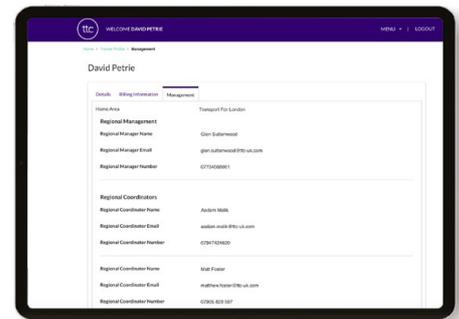
Not all of us, however necessarily have the time, to explore...so here's just some tips on what you can do, when you next 'visit' **Alaska!** (NB...No Passport required!)

On the Menu section of Alaska

- Under 'Trainer Profile', you can find out who your management support is.
- Any CPD you do, add it to the 'Review My Skill Set'
- Decide on what Classrooms you'd like to cover under 'Working Radius'
- Review all your feedback from training under 'Monitoring'

On the Trainer Resources section of Alaska

- You can find a wealth of guides, videos, posters and policies
- There is a guide under 'Alaska docs' on how to use the portal.
- In 'Resources' there is the timings for iCourses and Classroom.
- Do you know how to use Breakout rooms? Check 'Digital Trainer Registration'
- Hard copy Manual got covered in coffee? No worries...download the PDF
- Hard of hearing client needs support? - Have a look at 'Subtitle Requests on Courses' PDF



Get involved!

We want to hear from you

We really hope you've enjoyed the second edition 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 second edition, but we are sure so could 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. Like you...we're as only as good as the feedback we get.

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



Protecting people
on the move

