



NEW BRAND
& NEW WEBSITE

TTC Group Newsletter

APRIL 2024



www.thettcgroup.com

Contents



A Personal Message
A Personal Message from Andy Wheeler,
TTC Training Product Manager



TTC Acquires Synergie Training
- Welcome to the Family



Driving Us Forward
- Jim Kirkwood, TTC CEO



Social And Vocal
- Highlights of Recent TTC Comms



From local to Global: We Deliver
- Oneschool Global



Shout Out
- Client Positive Feedback



On The Road In 2024
- TTC's National CPD Events



Good To Know
- Updates On Training, Feedback and News



Good To Know 2
- Road Peace

Did you know?

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



- Check out ways to support our Emergency Services on the Roads, Click [here](#)
- Find out more about TTC's Balanceability project, Click [here](#)
- You can find previous Newsletters [here](#)

A Personal Message from **Andy Wheeler**,
TTC Training Product Manager

We have been busy!



- New brand!
- New website!
- New acquisition!
- New e-learning modules!
- New contract taking us overseas!

Welcoming the New Year seems a long time ago now and it's not surprising as everyone has been flat out building and developing our business and delivering on our mission of Protecting People on the Move.

By now you would have all seen our new branding and while involving subtle changes to the logo, it brings together a clear and united brand and direction of travel for the business as we fully integrate Licence Bureau and Business Driver into one group. In addition, we announced in January the acquisition of a health & safety training business called Synergie Training.

Based in Scotland, Synergie Training complements our strategy of being a Trusted Training and Compliance based organisation. A new website will be launched by the time you read this, so do check out the latest changes and developments within TTC when you get a spare five minutes.

For the team and I, we've been busy creating new training products and solutions, with many of you now delivering to one of our retail home delivery clients. Other new products include two new e-learning modules focused on driving electric vehicles, which will reside on our Continuum platform.

An initiative that we are really proud of, is an overseas contract taking our Young Driver programme around the world. Do check out the details of this programme in this edition, as we extend our reach across the globe. There is also an interesting piece from Jim Kirkwood and the changes for him going forward.

Finally, it's been great to host so many of you around the UK at one of our regional trainers CPD events and the feedback received has been excellent, so thank you for attending. These events are so important and a great opportunity to catch up on latest developments and listen to great speakers on a variety of informative subjects increasing our professional knowledge, if we didn't know already.

Andy Wheeler



TTC Acquires Synergie Training

After 30 years of improving the well-being and safety of road users through its pioneering licence checking, road safety and driver rehabilitation courses, TTC is expanding its offer to include construction and infrastructure training as part of its entry into the broader health and safety marketplace.

Synergie, established in 2009, is a UK and internationally recognised provider of construction, civil engineering and IT training courses and has worked with an extensive list of well-known clients including BT, Shell and the NHS.

Jim Kirkwood, TTC CEO said “2024 marks TTC entering a new strategic phase. The acquisition of Synergie Training is an excellent first step into this complimentary and adjacent market where compliance and learning are key.”

“Synergie has an enviable reputation for quality training and outstanding service, boasting a rarely achieved Net Promoter Score of 100. Its method of delivery is very similar to our own ‘book-pay-deliver’ model. Utilising our tech enablement and virtual training skills, will increase Synergies customer base further, while also accelerating growth into new areas such as environmental training.”

Synergies’ Training Managing Director, **Steven Nelson** said “We are delighted to be joining the TTC family of trusted training and compliance solutions. As a tech enabled business, TTC represents an exciting and significant opportunity for us to make our training programmes even more accessible to our existing clients whilst offering improved scalability to deliver the best possible training en masse to the construction and infrastructure sector.”

With this exciting edition to the raft of services TTC provides, those who have experience and skills in this sector, should keep an eye out for future opportunities to expand your choices of delivery.



Steven Nelson,
Synergie Training
Managing Director





Driving Us Forward

Each Newsletter, we take the opportunity to Spotlight Staff or up and coming aspects of Road Safety which will shape the future of the business.

Jim Kirkwood – TTC CEO – Change is a constant!

“Over the past few weeks, I’ve had the privilege of participating in several CPD events for trainers, where I had the chance to connect with members of our amazing community. These national events provided an invaluable opportunity for networking, learning, and gaining insights into enhancing our respective businesses.

Beyond the professional insights, provided by Paul Joyce and Vicki Sutton, which offered invaluable perspectives on improving course delivery, we also had moments of camaraderie, discovering interesting facets about each other’s lives, and spending some quality time face to face. These gatherings serve as a reminder of the importance of community engagement, especially in an industry where individuals can often feel isolated.

For three decades, TTC (Telford Training Consultants) has been at the forefront of driver education, earning recognition from peers, police forces, and businesses alike. Our commitment to excellence remains unwavering, supported by ongoing investments in both our people and technology.

At the recent CPD events, I shared our vision for expanding beyond our traditional focus on driver-related training. Recognizing the broader applicability of our expertise, we’ve ventured into new sectors such as construction and infrastructure, exemplified by our acquisition of Synergie Training in Scotland. This strategic shift underscores our commitment to evolving with the changing needs of our client base while maintaining our reputation for quality and trustworthiness.

As part of this development, I wanted to advise you that I will be transitioning into a new role as Chair of TTC. This timing is perfect as I am very confident in the capabilities of our team and their dedication to continual improvement. While my tenure as CEO may be coming to an end, I’m excited about the future prospects of TTC under the banner of **Trusted Training and Compliance**.

I wanted to take this opportunity to extend my heartfelt gratitude to each one of you for your continued support over the past seven years. As we travel on this ever-developing road together, let’s continue to make such a positive impact, ensuring the safety and well-being of individuals across our various domains. I eagerly anticipate watching and being a part of our future endeavours and the opportunities, they bring.

Until we meet again, thank you, take care, and here’s to our continued success.

Warm regards,

Jim Kirkwood



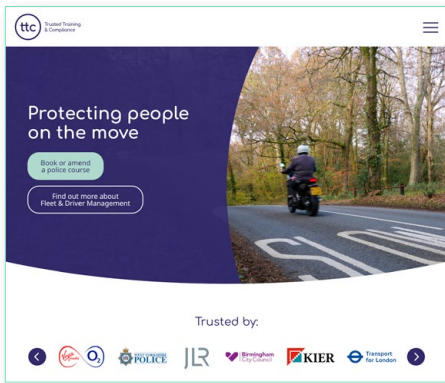
Social and Vocal

With the recent rebranding of our logo and our website being updated and launched, now is the best time to keep abreast of all things TTC.

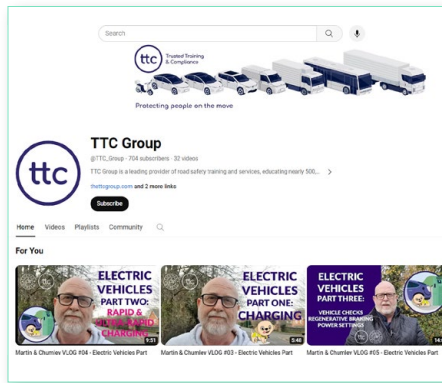
From YouTube Videos such as “Why do Drivers Exceed the Speed Limit”, up to date news on X (formally Twitter) and fantastic reviews on Trust Pilot, there is always something to find.

Like the Highway code...it’s 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!



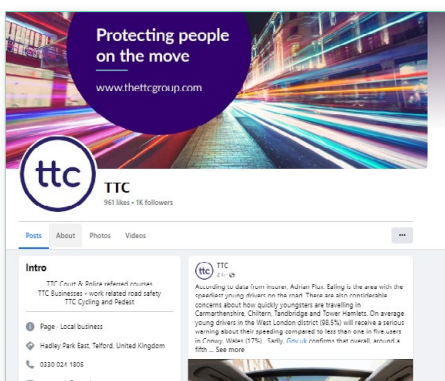
TTC Website



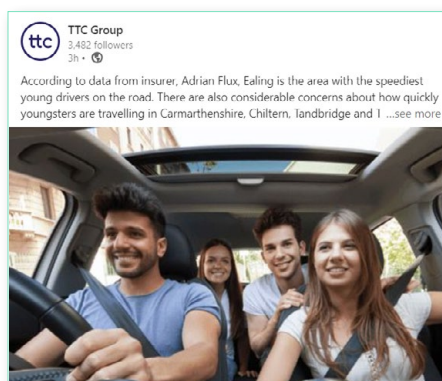
Youtube



X (formally Twitter)



Facebook



Linkedin



From local to Global: We Deliver

TTC is reaching out across the globe with something close to their hearts.

Working in our profession, we all know that young drivers are sadly involved in a disproportionate number of KSI incidents, not just in the UK but around the world. Sadly, many young drivers don't have the benefit of hindsight or the maturity of making appropriate decisions out on the road and for many TTC trainers previously involved in the emergency services, we are all too aware of the consequences. For this reason, our Young Driver programme, is close to our hearts and a programme we are really proud of.



Created in 2021 with Martin Starkey, Product Development at TTC, we developed a series of workshops for our clients called **OneSchool Global**. OSG are a faith school and part of the Plymouth Brethren Christian Church community, and they have a network of schools throughout the world. They wanted to ensure their young adults took to the road with the right attitude and behaviour.

In 2021, we launched a programme, called Driver Awareness Course – Low Risk, throughout the UK and Europe to around 1,200 students, with each module designed for a specific year group within the school. The programme starts for their Year 11 pupils and extends to their Year 12 and 13's, essentially covering their 15 to 17 year-old students. All workshops were delivered over Zoom and involved detailed use of online workbooks, which the students refer to throughout the course. The content features heavily on the fatal four, covering excess speed, impairment, distractions, and seatbelts. Nothing new of course, until we add a fifth element, fatigue, for their Year 13 pupils who are now driving and due to start work imminently. This programme has now been developed further and released to some of our police force clients around the UK.

The OSG pupils tend to leave school and go straight into full time employment, often experiencing high mileage and long distances for the first time, so we tackle fatigue and by the time they leave school, their three years of education will give them essential life skills to drive safely during their formative years of driving.

We are now in our fourth year of delivering and we are delighted to announce that the programme is now being extended globally, to Australia, New Zealand, USA, Canada, Caribbean and Argentina. We are now busy creating three new workshops for each year group and booking the training events. Our Ops team and trainers are rapidly getting to grips with the different time zones and preparing for night shift delivery for our Australian and New Zealand delegates. Our trainers are selected based on their previous experiences in teaching.

We start delivering next month and with different educational systems around the world, we expect to be delivering this programme throughout the year! This is just one of our overseas programmes now running during 2024.





Shout out

Feedback is an essential part of all of our roles in TTC. Here's some fantastic comments we have received already in 2024 from clients across all the services we deliver.



JOHN –

"I like to give credit where it is due and its certainly due in this case. **David Hickey** is by far and away the best instructor I have had on any CPC course in all the years I have been attending them. His knowledge and stories of relevant situations he has been in with his job are 2nd to none. His delivery was superb and entertaining, not often I come away from one of these days feeling like I had enjoyed it, but I definitely did on this occasion."

HUGH –

"**John** was a great teacher. the course was professional and paced well. I felt the time passed quite quickly as the course was informative and relaxed. John asked questions throughout to encourage participation and provide an opportunity to use what we had learned. This was done without any pressure or judgement, and I felt the whole manner in which John teaches is great."



KIER –

"**Stuart** was really accommodating, courteous and delivered to course ensuring great understanding without labouring over info knowing all candidates were understanding what he was explaining. He was fully aware the candidates' point of view yet moved through the course efficiently, without rushing but most importantly without skipping through things too quickly."

ASHLEY –

"The TTC course was good, **Elaine** who ran the course was polite and done a grand job at teaching the class, it opens your eyes to get a better understanding of speeding and also is very educational, taught me things I never knew which will greatly improve my driving in future."



GUY –

"**Roger**, our facilitator, was excellent, treating all with respect and as adults, was pragmatic and informative too, a really good ambassador for TTC."

On the Road in 2024

Over the last 2 months, TTC have been travelling across the UK to host CPD events for trainers and staff alike. These “One Day Events” had unfortunately been on pause since the pandemic, but in 2024, they are back and a very welcomed opportunity for trainers to meet, develop and hear the latest updates from TTC.

The Team was on the road in February and March at venues including:

London • Plymouth • Bristol • Bromsgrove • Harrogate • Carlisle • St Asaph • Cardiff

Over a 1/3 of the trainer community took the opportunity to engage in these face-to-face events and the feedback so far, has been that they were a resounding success.

The days consisted of a welcome and update on TTC, followed by the first of two development sessions. The first was presented by **Paul Joyce**, Consultant Regional Manager for North Wales. His morning session was ‘**Understanding Implicit Bias to nurture a Culture of Excellence**’. This in-depth and educative session allowed trainers to reflect and review their own biases, where they may have come from, how they shape our view of the world and begin the journey in exploring how they impact our delivery and what we can do to improve using this knowledge.

After a great lunch and a challenging quiz by the host, the day continued with a very active and engaging session by **Vicki Sutton**, a TTC trainer and Director of Multiply Group whose session was on ‘**Investigating Personality Types**’. By utilising the DISC formula, attendees had the opportunity to recognise their own characteristics, and how that influences their communication styles whilst understanding the needs of others with different traits.



Vicky Sutton And Paul Joyce



Everyone who attended the days will be presented with a certificate and the feedback received so far has shown that nearly 100% stating they would attend again and recommend these events to others. Comments captured from the event include:

- **Presentation, engagement, and subject were all of a high quality**
- **Dynamic and thought provoking**
- **Engaging, and something new to me**
- **Eye opening**
- **Highly interactive and relevant**

I think the presenters did an amazing job of making the day enjoyable, informative and easy to follow.

Not only was the day beneficial with the excellent training and updates, but you could see in all the venues, new relationships were being made, good practice was shared, and some people finally got the opportunity to meet for the first time in "real life". Two of those were David Petrie and Mick Gentry, two online trainers who met and buddied up from their initial training days back in 2022 and finally got the chance to meet in person at the event.

"This for me has been an excellent event, learning new things, reflecting on practice, meeting new colleagues and of course, finally getting to meet my good friend in person," said Mick.

"I know we are all busy delivering, but I can honestly say that today was such a valuable use of our time, that I would encourage anyone to try and take the opportunity to attend going forward. I'm really looking forward to next year's event and meeting even more amazing new colleagues like Naomi and Lauraine." Said David.

Venues we've visited



Good to know

There is so much more to TTC!



Training & Opps

2024 – 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:

**Your Financial Well-Being
Wednesday 17th April
– 6:30-7:30pm**

Katie Stather, IFA, and Adviser Operations Manager at, **My Pension Expert Ltd**, the UK's leading at-retirement adviser, cordially invites you to an informative evening focused on your financial well-being. During the session Katie will delve into a range of topics, including annuities, flexible access drawdowns, investments, and risk appetite, aiming to provide you with a comprehensive understanding of your retirement finance options. Whether you are approaching retirement or simply seeking insights into your future financial options, this CPD event is for you.



Can you help a colleague for Dementia UK?

In a previous issue we highlighted the great work Louise Norman did in running the London Marathon for Severn Hospice. This time we wanted to share another opportunity SallyAnne is completing in aid of Dementia UK.

“I am taking part in my first ever ultra-marathon (50k!) on the 4th May, I will be running with my daughter in aid of Dementia UK. My mum was diagnosed with vascular dementia in 2019 and it has been incredibly hard watching her decline, so we have decided to raise some money for this incredible cause to help improve the quality of lives for others also going through this.

Any support given would be gratefully received and every penny counts! – and if you know anyone else who might also want to lend their support, please feel free to share the link with them!

If you would like to donate, please **CLICK HERE**”



TTC swaps steering wheels for spades

11 intrepid employees from TTC, wielded their spades and braved the weather on Fordhall Organic Farm's pastureland to help plant trees for the Silvopasture Tree Planting Appeal. Fordhall Organic Farm, in Market Drayton, north Shropshire is England's first community owned farm and has been organic for over 65 years. It is owned by a charitable community-benefit society, The Fordhall Community Land Initiative.

Charlotte Hollins, Fordhall Community Land Initiative general manager said, “The TTC team really threw themselves into the work which involved planting a group of some more established trees, which will directly benefit our living barn goal. Everyone knows that volunteering can be rewarding and judging by the smiles on their faces I think they got out as much as they put in!”

For more on this fantastic outcome, **Click this link**





Join TTC's RoadPeace Initiative: Let's Make a Difference Together

This year, TTC Group is embarking on an ambitious journey to support the RoadPeace Challenge, which is an annual awareness-raising and fundraising week of action that takes place in May during UN Global Road Safety Week. We would like you to be part of this year's challenge!

RoadPeace is a national charity dedicated to supporting road crash victims and campaigning for safer roads. Together with RoadPeace, TTC is aiming to engage with as many people throughout the business as possible in a meaningful initiative – the RoadPeace Challenge.

The challenge is aiming to encourage supporters to collectively walk, run, cycle or horse ride 1,766 miles during the week of action (13-19 May, 2024) to honour the 1,766 people reported killed on UK roads in 2022. Our goal is to make our participation relevant to many of our contracting Police Forces, and have set a really ambitious target of collectively covering a virtual route which covers Scotland, England and Wales, where we'd love to have as many people as possible from our trainer community take part!

The virtual route will start at the tip of John o' Groats, winding through as many of our Force areas as possible, covering a total of 900 miles, and ending at Lands' End in Cornwall. We'll be setting up a system to centrally capture everyone's daily miles, which we'll then share with RoadPeace each day, as well as tracking how far along TTC's virtual route has been completed so far.

During the challenge, we'll be asking participants to share pictures on their social channels, documenting their participation and progress. If you solely want to show your support in the form of a donation, that's also very welcome and much appreciated. Every contribution, no matter how small, helps make a difference in supporting this important cause.

Watch this space for future communications on how to get involved. Join us on this meaningful journey as we support RoadPeace. Let's walk, run, or cycle towards safer roads and brighter futures.



Get involved in 2024!

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

Please email us at academy@ttc-uk.com

