



# TTC Group Newsletter

SUMMER 2025



[www.thettcgroup.com](http://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.



- Find out how Sarah Craig turned a childhood dream into a career with – **Click here.**
- Find out more about Emergency Service Vehicle Awareness – **Click here.**
- You can find previous Newsletters **here.**



A Personal Message from **Tim Ribton**,  
TTC Training Services Manager



Hello all,

Welcome to our Summer edition of the Trainer Newsletter!

With the summer sun shining, it's great to have a chance to reflect and celebrate some of the work we are currently involved in. So grab yourself something cool to drink and let's get into it.

We've got a packed edition once again, full of updates, insights, and opportunities that I hope you'll find both informative and useful.

In this issue, we welcome Anna Jackson and Clark Hunter to their new roles in TTC. We are also very happy to announce our latest acquisition of Think Eleven Ltd. We also shine a light on our fantastic **Finance team** – helping you get to know the people behind the scenes and understand the essential role they play in supporting our wider TTC community. We'll also update you on the outcomes for our collective support of **RoadPeace** this year and the winner of the **World Earth Day Photo Competition**.

We also explore the concept of Feedback and the value of receiving as much as we can with a chat with **Ryan Wells**, our Learning Director.

Finally, there's information on key **CPD dates**, an article on **Digital Driving Licenses**, support documents on **Health and Safety** and of course your chance to feedback and input on the Newsletter.

As always, I'd like to extend a heartfelt thank you to each and every one of you for your continued support, hard work, and dedication. You are the driving force behind everything we do at TTC, and it's truly appreciated and thank you to all trainers that took the time to take part in the recent survey.

Warm regards,

*Tim*





# Health & Wellbeing for Trainers

Following on from the last edition we just wanted to celebrate and remind colleagues of the following:

## RoadPeace

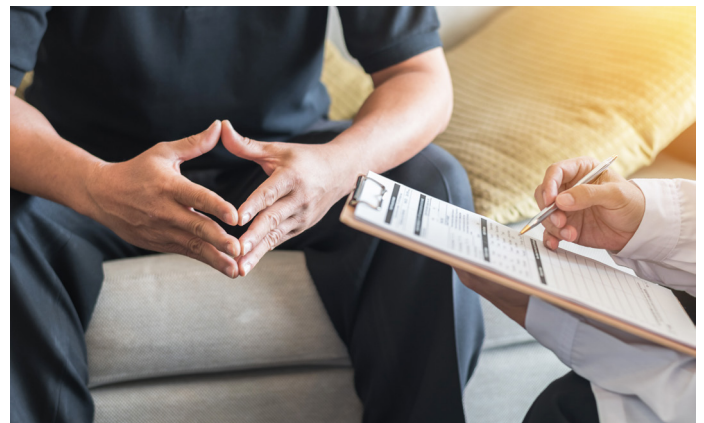
An intrepid team from TTC Group donned their walking boots once again, to take part in the annual RoadPeace Challenge, a week-long initiative held in May during UN Global Road Safety Week. This year, the TTC team collectively travelled an impressive **1988.5 miles** in just seven days and raising over **£1,000** in the process. Symbolically covering the breadth of the Group's contracted police force areas across Great Britain, from North to South.

"We are incredibly proud to have once again taken part in the RoadPeace Challenge," said **Ben Davies**, Head of Police at TTC Group. "The work RoadPeace does is absolutely vital in supporting those affected by road crashes and advocating for greater road safety. Our team's dedication in covering such a significant distance reflects our deep commitment to these shared goals, and we wanted to take the opportunity to celebrate our partnership with local UK police services."



## World Earth Day – Photo Competition

In April, we celebrated World Earth Day and the theme was Our Power, Our Planet. We set a photo competition to support this and thanks to all those who entered with their amazing photos. Congratulations to **Matt Williams** who won the £25 Amazon Voucher for his entry above. Photo taken from the top of Yr Wyddfa (Snowdon).



## Men's Health – Check Yourself

This June, we focused on men's health. It's vital to make regular checks a habit – early detection saves lives. For more information and self-check resources, visit: **Men's Health Forum**.

## Breaking News - TTC Portfolio Expands

We are excited to share with you the news of our latest acquisition – Think Eleven Ltd, a specialist provider of competency management technology and services based in Seaham, County Durham. This latest acquisition is the third in eighteen months following that of Synergie Training and Miad Healthcare which marked our diversification into new sectors, namely construction and healthcare. Our strategic partnership with Think Eleven enhances our expanding portfolio of compliance and competency-based solutions and reinforces our commitment to helping organisations across different sectors manage workforce risk, development, and operational excellence.

Think Eleven has built a strong reputation for delivering in sectors such as manufacturing, construction, infrastructure and utilities both in the UK and Internationally and is best known for its innovative SkillStation platform. This is used by organisations to assess, track, and manage employee competency, including safety-critical environments. Under our ownership, SkillStation will continue to be developed to form part of TTC's expanding wider digital ecosystem across driver, healthcare and construction.

Its state-of-the-art scalable platform fits perfectly within our broader strategic growth vision, future plans and also gives us some fantastic new customers both in the UK and abroad. The feedback from their customers has been incredible about the service they provide and the capabilities of the system. We see so many ways that we can support and add value to the team by combining our capabilities.

David Marsh, CEO stated "I am really excited to welcome our new colleagues into the TTC family and pleased that the Think Eleven team led by Co-Founders Darren Race and David Clough will remain with the business, with the team playing a vital role in TTC's plans to expand into new verticals and deliver solutions to clients beyond its traditional footprint in transport and logistics.

We have been really impressed by the team in all areas, and I have had the privilege of meeting most of the team already and am genuinely excited about the expertise that each of them brings. We will be sharing more news as we welcome Think Eleven into TTC Group and please join me in welcoming them all."



## Please Give A Warm Welcome To...

With TTC's ever expanding portfolio of services across the UK and internationally, we wanted to take this opportunity to welcome some new colleagues to our fantastic team.

### **Anna Jackson** – Chief Operating Officer (COO)

By appointing Anna Jackson as its new Chief Operating Officer, training and compliance expert, TTC Group, has reconfirmed its focus on delivering the best possible experiences to employees, customers and prospective customers.

With more than 20 years of extensive leadership experience, Anna will work closely with the Managing Directors of each of the TTC Group businesses to drive revenue growth, integrate new acquisitions into the group and develop group functions to support the business plan.

Expressing her enthusiasm for joining TTC Group, Anna Jackson commented: "The opportunity to be part of a successful and diversifying business, backed by private equity investment and a clear growth strategy, is incredibly exciting. I am particularly drawn to the chance to drive operational evolution and change programs while fostering a culture of high performance within TTC Group. My experience across various sectors, coupled with my understanding of both large corporate, SME and Private Equity environments, aligns perfectly with the challenges and opportunities at the expanding TTC Group. I am delighted to join the TTC family and play a part in the company's continued success."

### **Clark Hunter** – Sales Director

As a qualified construction health and safety practitioner, Clark will be focused on expanding our client portfolio within the construction sector, by using his wealth of knowledge gained from his time at health and safety consultancy Southalls, Hudson Health & Safety Services and more recently, HELPGGB.

Clark will be responsible for identifying and capitalising on opportunities to grow TTC's construction client base through both its existing driver risk management and training solutions and its construction and infrastructure training portfolio.

Clark commented on his appointment, "I am delighted to be joining TTC Group at such an exciting stage in the development and expansion of the Group. My approach to business development emphasises understanding client pain points and demonstrating how solutions can effectively reduce business risk, rather than simply focusing on transactional selling. This focus, coupled with my first-hand experience of Health and Safety training in the construction sector, means I am perfectly placed to help our new and existing clients build and run strong training programmes to benefit their businesses and comply with all relevant regulations."





# 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.

## Spotlight on Our Finance Team - The people behind the numbers!

As TTC expands from its humble origins to include different strings to its portfolio, the question about finance and ensuring the hundreds of workers and contractors are paid, reconciled and budgeted for is an ever-increasing responsibility. Fortunately within TTC, we have an absolutely amazing team who rise to this challenge on a daily basis and this article highlights who is behind the scenes working for us. We spoke to Ellie, our Financial Controller to get a better picture.

### Who makes up the Team?

We have essentially 8 people working within the department. From Roy Hastings – our Chief Financial Officer (CFO), Luke James – Financial Director (FD), Myself, Kati our Financial Supervisor and four Finance Assistants who are Lee, Megan, Kat and Zuwen.

Between us we have been in these positions from 7 days (a new recruit) through to over 10 years of working for TTC. We have all come from a variety of backgrounds and have a wealth of knowledge and skills that TTC requires to manage its diverse platforms and deliveries.

### So what do you all do?

We all have individual roles to ensure the smooth execution of the finance department, particularly when there are over 700 people associated with our work. I (Ellie) manage the company management accounts, support the individual business units, oversee the year end audit, payroll, help integrate new acquisitions, and help with pricing and tenders for new business.

Kati supports all the functions of the finance Assistants, invoicing and VAT returns, whilst supporting and managing the team and month end. Megan looks after the sales for Balanceability, Business Driver, Synergie and Commercial Services whilst Lee is responsible for the purchase ledger of the whole company.

Zuwen is learning all about healthcare company and will be responsible for all aspects and finally Kat is responsible for all the sales invoicing, which runs

across Alaska, Navicom & Continuum and includes CPC training, as well as paying trainers that submit invoices via Alaska and Navicom's, timesheet and manual claims.

### What does a 'Normal Day' Look like?

Many would think finance would be very structured and repetitive, but for this team and all the varied work and developments TTC are involved in, there isn't necessarily a normal day. There is something different each week we will be dealing with. From raising and updating PO's and invoices, maintaining purchasing ledgers, liaising with clients and trainers, working closely with customers and clients through to forecasting and reconciling budgets, there is something that is always keeping us on our toes and ensuring that needs to be completed.

### What do you enjoy about working for TTC?

As we expand, there are so many interesting things happening at TTC and being part of that future vision is exciting. We know how important our role is to ensure that people have stability, clear communication and pay and we pride ourselves in constantly trying to improve our current processes that will hopefully make everyone's job more efficient and enjoyable.

On a more personal level, I'll leave it up to the team to say what they enjoy.

**Megan:** I enjoy the atmosphere in our finance team and the people.

**Lee:** My colleagues, I love how we all work together.

**Kat:** Personally, I enjoy working with the people here at TTC, there is always a smiley face to greet me. I also enjoy the variety of work and challenges to get my teeth stuck into.

**Ellie:** The team are great and make the office a fun environment. The work is very varied; you don't know what's round the corner!



## Social and Vocal

With all the ever changing and developing work we do in TTC, now is the best time to keep abreast of all things TTC.

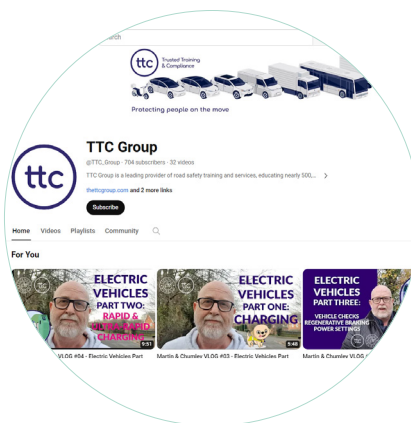
From YouTube videos such as "What is Traffic Psychology?", up to date news on X (formally Twitter) and fantastic reviews on Trustpilot, there is always something to find.

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



Trustpilot



# Spotlight – The True Value of Feedback



In the dynamic world of professional training, where industries evolve and learner expectations shift rapidly, one tool consistently proves invaluable: **Feedback**. Far more than a formality at the end of a course, feedback is the compass that can guide a training company to continuous improvement, enhanced client relationships, and long-term success. For TTC, this is at the heart of everything they do.

**Ryan Wells**, TTC's Learning Director is spearheading this as his role spans every part of the business from driver to healthcare and construction. Ryan's focus is on ensuring we deliver consistent, high-quality learning across the board. That means putting the right infrastructure in place, improving our content, building clearer development pathways, strengthening trainer support, and embedding much stronger feedback loops.

## Driving Continuous Improvement

Training companies that embrace feedback create a culture of growth. Constructive criticism and positive affirmations provide trainers and instructional designers with direct insights into what's working and what isn't. This enables organisations to fine-tune content, delivery styles, and learning materials to ensure they are consistently aligned with learner needs and industry standards.

Ryan comments "For me, feedback is one of the most valuable tools we've got. It's what helps us learn faster, adapt quicker, and grow stronger not just as individuals, but as a business. Whether it comes from trainers, mentors, learners, or clients, it gives us the clarity we need to improve. It's how we spot what's landing well, and where we need to fine-tune. It surfaces what's not working before it becomes a bigger issue and it shines a light on the things we should be doing more of. Without feedback, it's like trying to tune an instrument without ever hearing the notes. With it, we can make the whole system sharper, more relevant, and more impactful for you as trainers, and for the people we're here to support."

## Enhancing Trainer Performance

For trainers, feedback is a mirror. It helps them reflect on their delivery, engagement techniques, and communication skills. Constructive input empowers trainers to adjust their approach, introduce new strategies, and refine their presence. Well-structured feedback mechanisms – such as anonymous post-session surveys, 360-degree evaluations, or peer observations – contribute to professional development, increasing trainers' confidence and effectiveness over time.

## Boosting Learner Engagement and Satisfaction

When learners feel heard, their engagement increases. Inviting feedback signals that their opinions matter and that the company is committed to improving their experience. This fosters a sense of collaboration and trust. Additionally, when training programmes are adjusted in response to learner suggestions, satisfaction rates often soar. Happy learners become repeat clients, brand ambassadors, and key sources of referrals.

## Demonstrating Accountability to Clients

For corporate clients, feedback shows that the training company is accountable, transparent, and invested in results. It reassures stakeholders that their workforce development needs are taken seriously. Regularly presenting feedback analysis and improvement plans can strengthen client relationships, leading to contract renewals and long-term partnerships. It also differentiates training providers in a competitive market.



### Informing Strategic Decision-Making

Beyond course adjustments, feedback contributes to high-level decision-making. It can highlight gaps in the training portfolio, suggest opportunities for new services, or guide investment in trainer development tools and technologies. Moreover, collecting and analysing feedback helps training companies stay ahead of trends. Feedback can be a leading indicator of shifting industry demands. Ryan builds on this by stating that "...feedback has already helped us improve our training programmes from identifying outdated content that needs refreshing to strengthening the way we deliver learning and refining how our courses reflect the real demands of the job. We've heard where the experience feels inconsistent, and we're using that insight to shape more relevant, engaging, and effective learning. And this is just the beginning.

We're starting to explore smarter ways to track the real impact of training, not just who attended, but what changed. You'll start to see more emphasis on pre- and post-course assessments, giving us clearer insight into whether we're building the right knowledge, developing the right skills, and ultimately influencing on-the-job behaviours. Why? Because it helps us deliver more relevant, practical training and helps you as trainers demonstrate the real value of our customers investment.

### Making Feedback Count:

#### How Can We Help?

There are many ways to gather feedback – and this is a call to arms for everyone to actively promote them.

**For Clients** – TTC has nearly 38,000 Trustpilot reviews with a 4.8-star rating, mainly from NDORS courses. This channel is open for all services. Commercial Driver Training uses a QR code shown at the end of sessions to encourage reviews.

Clients attending workshops such as NDORS or Drink Drive also receive a post-course email with a feedback link – please remind them to complete it.

Feedback can also be submitted directly via the TTC website [click here](#)

**For Trainers** – Feedback is essential. Use drop-ins, forums, surveys, training sessions, or speak directly with your manager – with more routes to come.

In a competitive market, feedback fuels quality, innovation, and client satisfaction. Let's use it to drive improvement together.





## Good to Know

One of the great opportunities for working with TTC is the wide variety of Continuous Professional Developments they provide - **CPD**.

Save the date where you can and look out in your email Inbox for a personal invite to these fantastic opportunities below:

### CPD Events 2025

#### Highways Agency

– An update from the Highways Agency

- September TBC

#### Drink Driving Fact File

– hosted by Alcosense

- October TBC

#### National Mental Health Awareness Day

– How to maintain a positive balance, exploring the importance of self-care when working both online and classroom.

- October 10th 6.30pm -7.30pm

#### Let's Keep It Real

– an Insight into the process and findings from crash investigations, hosted by John Taylor West Yorkshire Police

- November TBC - 6.30pm -7.30pm

#### Making Tax Returns Easy

– In preparation for HMRC submissions in January 2026, hosted by Lee Connock

- December 2nd - 6.30pm -7.30pm



## Good to Know

### Digital Driving License? 84% of Drivers say "YES"

With the introduction of digital driving licences in the UK later this year, research conducted by TTC, has found that 84% of UK drivers are happy to have digital versions. The move to digitalisation will make vital validation checks on fleet drivers easier, more convenient and time-efficient for businesses.

### Digital Driving Licences: What Drivers Really Think

While most drivers welcomed the change, only 23% were happy to just have a digitised licence with 61% wanting to keep a physical copy too. 16% rejected the digital driving licence version altogether preferring just a physical copy.

Under the new **GOV.UK** Wallet scheme, designed to simplify access to government services and documents, drivers that choose a digital driving licence will receive every government issued letter or identity document virtually in their digital wallet. This means that driver information on areas like speeding points or drink-driving offences will be more easily accessible and importantly, as accurate as possible. Good news for businesses who need to keep up to date with their fleet drivers' licence status to ensure fleet compliance.

### Why Easier Licence Checks Are a Win for Fleet Compliance

David Marsh, CEO of the TTC Group, comments "Keeping abreast of regular driver validation checks can be a struggle timewise for businesses. In further research we conducted, only 33% of businesses monitor their employees' driving licences, so anything that streamlines the process should be applauded. The modernisation of driving licences will help make it simpler for drivers and businesses to access and find important driving documentation.

"While a digital driving licence has great potential to improve fleet compliance, it is only one step on the path to compliance. The constantly changing status of driving licence validity means fewer employers can afford a one-check policy when it comes to managing their driver fleet,".

### Streamlining Compliance with TTC's Automated Licence Checks

With TTC's Continuum, the industry's only all-in-one tech-driven, cloud-based driver risk and compliance platform, businesses can automate driver licence checks and rechecks according to risk and easily make sure all at-work drivers are legally licenced to drive their vehicle at all times. The platform automatically validates licences and identifies drivers at high risk.

For more information visit:  
**TTC Continuum Licence Checks.**





# The Trainer Community

## Health and Safety at Home and in the Classroom

Although many of you are self-employed and your working setup, equipment, and environment remain entirely under your control, we recognise the importance of maintaining good health, safety, and wellbeing in any working context.

With that in mind, we wanted to share some general guidance that may be helpful when considering how to manage your working environment effectively. This includes considerations around workstation setup to help reduce the physical, visual, and mental health impacts that can arise from prolonged home working.

We have created some Health and Safety guidance documents in conjunction with our Health and Safety Manager. These documents include useful tips and suggestions which you are free to consider and apply as you see fit. These include the DSE Safety Guide, Electrical Safety, Lighting Safety, Office Chair and Seating Safety.

**For classroom trainers delivering in-person courses**, we have also created a specific guide on how to complete the Health and Safety checklist. This is an important step that must be completed prior to the start of each course.

The guide is designed to help ensure that trainers feel confident and clear about what is required, and that all necessary checks are carried out thoroughly to maintain a safe environment for both you and your course attendees.

To download the above documents, please go to the **Trainer Communication Hub**, Click on the **Resources Tab** and then on **General Resources**. Any difficulties in downloading a copy email [academy@ttc-uk.com](mailto:academy@ttc-uk.com)





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.

**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](mailto:academy@ttc-uk.com)

"You are never too old to set another goal or to dream a new dream."

C.S.Lewis



