

TTC Group

Autumn 2025 Newsletter



www.ttcgroup-uk.com

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Did you know?

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



- TTC Group appoints Kate Perry as Chief of Staff – [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 **Autumn edition** of the Trainer Newsletter!

I hope you have all had a good summer, enjoyed the sunshine and even got a chance to go away and relax. As the days begin to get shorter and the leaves begin to fall, we've got another packed edition, full of updates, insights, and opportunities that I hope you'll find both informative and useful.

In this issue, we wanted to share with you the **new rebranding** of our company to unify all our TTC strands under our TTC Group name. You can also find our latest news articles on outdated Fleet processes and the concerns of Grey Fleet Drivers.

We spent time with **Michelle Maddocks** and **Sally Guy** to discuss our Planning team to understand their roles and how we, as trainers, can support them. There is also our regular Spotlight on a trainer and **Danny Bateman** has shared his experiences in delivering First Aid within the Driver Training Sector.

Out of Court Referrals have also added new packages to deliver to clients and we look into these. We also offer some advice and tips on **ESOL clients** and highlight some of the charity work our trainers have been involved in.

Finally, we highlight our **CPD events**, explore our latest job opportunities, win a **£50 Amazon Voucher** through our quiz and making you aware of the opportunity from **Balanceability** where we have a sale on our bikes and scooters.

As with all of these editions, I am always grateful of everyone's continued support, hard work, and dedication. You are the driving force behind everything we do at TTC, and it is truly appreciated and thank you to everyone who is a part of that.

Warm regards,

Tim



Competition time

How would like to win £50 in Amazon Vouchers
...I mean who wouldn't!



It's very simple, just click on the link below to complete these 12 quiz questions that are related to the work we do within TTC.

So get your thinking caps on and we have **TEN £50 vouchers** to give away (selected at random) for those who answer all the questions correctly. Let's see how many of you don't use the internet!!

Good luck and click away. [Click here to win](#)

Quiz Questions

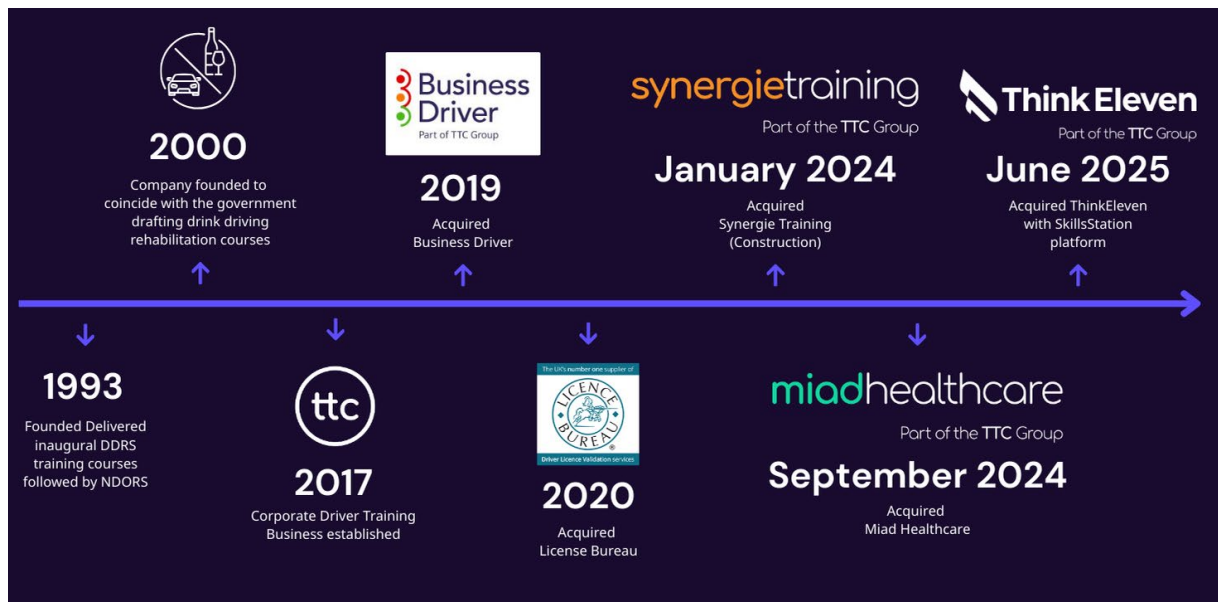
1. Road Safety (Highway Code) – What is the minimum stopping distance at 70mph on a dry road, according to the Highway Code?
2. Drink-Drive Law – Scotland has a lower drink-drive limit than England and Wales. What is the breath alcohol limit in Scotland?
3. Vehicle Safety – What does the acronym "ADAS" stand for in relation to modern vehicle safety systems?
4. Health & First Aid – When performing CPR on an adult, what is the correct compression to ventilation ratio recommended by the Resuscitation Council UK?
5. Construction Safety – Under the Health and Safety at Work Act, which UK regulation specifically requires employers to prevent falls from height — still the leading cause of fatalities in construction?
6. General Knowledge – What is the only chemical element that is liquid at room temperature?
7. Transport Compliance – Under EU Drivers' Hours rules, what is the maximum number of hours a professional driver can drive in a single fortnightly period?
8. Construction Knowledge – What does the abbreviation "CSCS" stand for in relation to the card scheme used in UK construction to demonstrate site competence?
9. Road Accident Stats – According to UK Department for Transport statistics, what is the most common contributory factor in reported road collisions?
10. Mental Health & Equality – In the UK, what year did the Equality Act come into force, protecting employees from discrimination on the grounds of mental health?
11. Driver CPC – How many periodic training hours must a professional driver complete every five years to maintain their Driver CPC qualification?
12. Transport History – Who was the first person to be convicted of drink-driving in the UK, and in what year?

The TTC Group – our brand evolution

TTC Group's journey so far is one of evolution, ambition and strategic growth. Over the years, we've transformed from a single-sector provider into a multi-brand Group with national reach, cross-sector capabilities and a purpose driven mission.

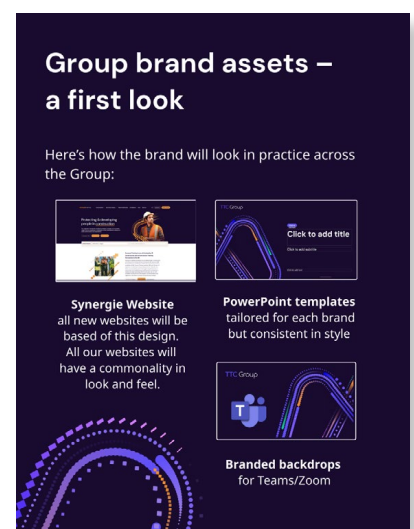
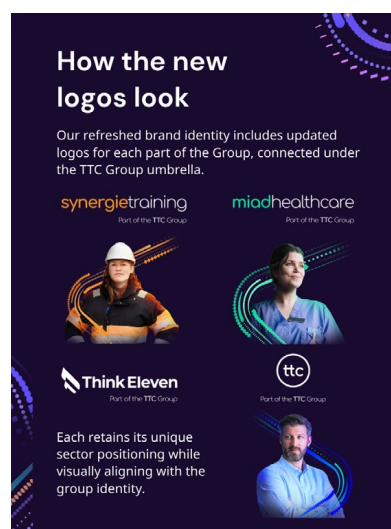
Why are we uniting under one brand?

We are evolving into a single **Branded House** – unified under the **TTC Group** name. This enables us to present one cohesive identity across sectors (Driver, Construction, Healthcare and more). It also establishes a TTC Group identity, builds greater awareness with customers, partners and investors and it simplifies cross selling and deepens our brand values.



Rollout time frame

From the 1st of September through to November 2025, the Miad website, The TTC Driver and Emergency Services site will be launched, and the brand will be rolled out completely. If you have any questions about the assets, timelines or how it impacts your role, contact marketing@ttc-uk.com



TTC News

Current topics from across the TTC spectrum

Outdated fleet processes put over half of businesses at risk.

A survey of senior fleet professionals conducted by leading driver risk management and training provider, TTC, found that the majority of businesses whose employees are required to drive company cars or commercial vehicles still depend on inefficient paper-based methods for assessing the risk profiles of their drivers. 55% of businesses rely on outdated processes rather than leveraging the power of data-driven online assessments and monitoring which draw upon external sources, including telematics, to build a comprehensive driver profile.

Safer roads through data-driven insights.

Digital driver risk assessments utilising automated checks and continuous monitoring deliver significant time savings and peace of mind regarding duty of care. When businesses move away from manual processes, they can gain a more accurate and real-time understanding of driver risk, enable proactive interventions and contribute to safer roads.

From manual to automated: Evolving fleet processes for safer roads.

"Embracing automated checks and risk assessments is no longer a luxury but a necessity for effective end-to-end fleet risk management," commented David Marsh, CEO of the TTC Group. "Initial driver background checks when an employee joins a business are not robust enough, and repeating manual checks regularly enough to fully protect a business is an administrative burden few can afford.

"The good news is that 45% of the fleet professionals we surveyed, said they employ external data to complete a holistic driver risk assessment. This is essential for businesses to have an up-to-date and rounded picture of their fleet drivers' risk, based on their driving history as well as their current driver behaviour. However, just 25% of respondents to our survey said they rely on telematics data for assessing driver risk. Overlaying telematics data can help build a powerful and complete picture that will enable businesses to provide the best training interventions to reduce risk to the driver and the business."

Continuum: Transforming fleet risk with smarter processes.

The TTC Group driver risk and compliance platform, [Continuum](#), has been designed and built by seasoned safety experts and data scientists to intelligently aggregate all critical driver risk and compliance data to empower businesses to reduce risk and operational costs. Beginning with a comprehensive risk assessment, [the platform](#) will then continually monitor the driver's risk profile and automatically select personalised training modules to drive down risk. Continuum provides a complete lifecycle approach to compliance, administration, and driver risk management.



TTC News

Current topics from across the TTC spectrum

49% of Grey Fleet Drivers reveal concerns over Employer Road Safety Priorities.

New research reveals worrying numbers of employees are uncertain if their driving licence has been checked.

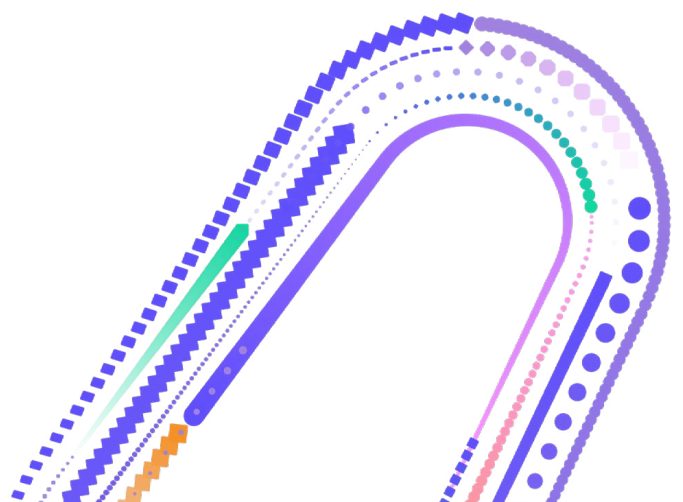
New research by TTC, reveals 49% of employees who use their private car for business-related journeys don't recall having had their driving licence checked by their employer. With a fifth of all validation checks on grey fleet drivers and vehicles carried out by TTC on behalf of its clients failing, the findings should raise road safety alarm bells.

David Marsh, CEO, TTC Group comments, "The fact that so few employees are ever asked to provide driver and vehicle validation is truly alarming. Especially coupled with the fact that a fifth of all the 70,000-driver validation checks we carried out on behalf of clients resulted in failure. The current economic climate is placing untold pressures on UK businesses and time is money."

TTC's research also revealed that just 22% of employees were provided with a Driving for Work policy. This essential policy is designed to educate grey fleet drivers on what confirmations they must provide before driving for work, what is expected of them when on the road, and what their responsibilities are going forward.

As well as a lack of policy and validation checks the research also revealed less than a fifth (18%) of employees said they have ever been offered driver training by their employers. Meanwhile only 11% had been asked to install a company-supplied telematics device to monitor driver behaviour.

David Marsh concludes, "Whilst there are many businesses proactively validating drivers, monitoring their on-road behaviours and providing personalised training to improve safety, its clear many businesses are putting employees and other road users at risk. By raising awareness of driver safety and compliance for employees at all levels, businesses can reduce their risk profile while protecting their employees and other road users."



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 Planning Team – the people behind our courses!

With over **700 trainers and growing**, TTC stands as the largest road safety training company in the UK, with trainers across the country. Planning is therefore essential to ensure clients and trainers get the courses they need. As you can imagine, that's no easy task – this heavy and complex responsibility sits with a dedicated team who make sure we're all catered for.

This article spotlights the **Emergency** and **Driver** Planning Teams, who work day in and day out to make sure we all have courses to deliver. We spoke to **Michelle Maddocks** and **Sally Guy** to find out more.

Who makes up the Team?

We have two planning teams: **Emergency** and **Driver**.

- **Emergency:** Luke, Louise and Tanaya
- **Driver:** Amber, Ameena, Becky, Jo, Celia, Dominique, Rosie and Sarah

What they do.

The team members have specific responsibilities to keep planning running smoothly – covering regions such as **Wales, TfL, and Devon & Cornwall**, and key accounts including **Virgin Media** and **Openreach/BT**.

They plan across the wide range of TTC courses – Speed Awareness, CPC, Hate Crime, Alcohol Education, Victim Awareness, and more, delivered via workshops, on-road coaching, classroom sessions, and **online**. On any given day, **hundreds of trainers** deliver to hundreds of clients across varied settings. Planning isn't just filling a calendar; it's **support, skills-matching, and meeting tight deadlines**.

How do you plan?

On the **Emergency** side, **NDORS requires planning at least four months ahead**. TTC therefore plans a **minimum of six months in advance** to stay ahead of demand and ensure we have coverage when client numbers surge.

We also need to be **mindful of fluctuations in referrals** – getting the balance right takes ongoing adjustment. Sometimes we must **add courses at short notice** to meet rising demand, or, in some cases, **cancel courses** if referrals drop unexpectedly.

Driver planning is often more **reactive**, as many customers don't confirm requirements until closer to delivery and must work around operational constraints. This demands significant **resource and flexibility** from the team.

Because of the **complexity of managing both approaches**, we use a **mix of forward planning and short-notice bookings**. This gives trainers stability through advance scheduling, while still meeting demand for last-minute sessions.

We know this can be challenging, but we're fortunate to have a good balance:

- Some trainers prefer the **security** of advance bookings
- Others value **flexible, short-notice allocations** that fit busy schedules



Driving us forward

Trainer Tip: Keep Your Calendar Current

Accurate availability helps us react quickly when referrals rise or fall. The more precise your calendar and working radius, the easier it is to allocate extra work or reassign cancelled sessions.

Cancellation Reminder

If you need to cancel, **tell us as early as possible**. Even a few extra hours' notice can make the difference in finding a replacement and avoiding client disruption.

What challenges do the planning teams face?

Even with great systems and people, capacity is finite. Key challenges include:

- **Out-of-date calendars or working radius** when we request availability
- **Last-minute cancellations** (sometimes with only hours or minutes to spare), making it hard to replace trainers or relocate clients
- **Unconfirmed allocations**, which delay finalising schedules and can lead to missed work

What can I do as a trainer to help?

- **Keep your calendar and working radius up to date**
- **Respond quickly** to availability requests
- **Confirm allocations promptly** in Alaska when assigned

These steps help us **add short-notice courses**, see **true monthly capacity**, and focus on supporting you rather than chasing information.

What has changed for the better?

- **Trainer Working Days** – for NDORS training, you can set the maximum number of days and sessions per month. This will enable the planning team to proportionately allocate courses up to the maximum set
- **Alaska diary integration** – DDRS trainers now manage a single diary in Alaska
- **Driver onboarding** – meet-and-greet sessions for new trainers to align processes and preferences
- **Individual hand back options (Emergency)** – allows better forward diary management

In conclusion...

We're hugely grateful to all trainers who keep calendars accurate, step in at the last minute, and support new colleagues as Mentors and First Course Supports. We're always here to help – but **we need your help too**. Speak with us or your manager about how we can keep improving together.

Right... back to the calendars!



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 "Continuum by TTC Group", up to date news on Linkedin 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.

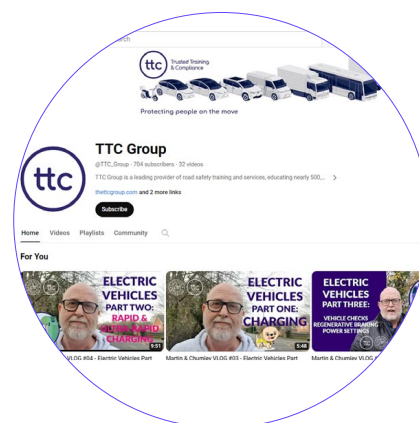
CLICK ON THE IMAGES to take you to those websites and channels...and if you haven't had a chance to subscribe...well, you know what to do!



TTC Website



Linkedin



YouTube



Facebook



X (formerly Twitter)



Trustpilot

Spotlight: Danny Bateman

Over the span of these newsletters, one of the main articles we create is sharing and highlighting trainers on their experiences of working with TTC. For this edition we chatted to Danny Bateman who had a unique experience of delivering First Aid and Basic Life Support.



Let's hand it over to Danny to share his experience.

I started my career in teaching just over 18 years ago – initially training as a Driving Instructor; During this time I was also driving commercially in the UK & Ireland and saw the start of the change over from paper to digital tachographs plus the planned introduction of Driver CPC. Having taught learner drivers for a while I then qualified as a Fleet driver trainer – later becoming an assessor for the DVSA Fleet instructor tests. Since then I've diversified into advanced driver training, driving events/experiences, training high speed dynamics and off-road driving. I also hold vocational teaching and assessor qualifications and have taught subjects such as Employability/Work Skills, Functional Skills and First Aid Training.

I held the role of Training manager for the Blood Bikes in my region for 12 years and have recently retired from East Midlands Ambulance Service as a First Responder after 11 years of service. I also organise the annual Daventry Motorcycle Festival. During the Pandemic I worked as an Immuniser for two years before resuming my role within the Driver Training industry, joining TTC shortly after to deliver Advanced Driver Training for a UK vehicle manufacturer and subsequently delivering the National Speed Awareness courses.

When I learned that TTC were planning to offer Driver First Aid as part of their Driver CPC courses, I was keen to be a part of the course delivery; It has been great to see the delegates' enthusiasm to take part too. First Aid and Teaching Basic Life support is something I have been passionate about for a long time and I believe is a skill everyone should be encouraged to learn.

Drivers can often be the first person to arrive on scene at an incident and their actions – even with a basic level of First Aid training can be the vital 'stop-gap' to keep someone alive or prevent them from deteriorating until help such as an ambulance arrives on scene, this can also be beneficial should a driver or colleague sustain an injury on the road – away from the workplace First Aider. I've found that the role of a trainer often requires a more holistic approach to help clients achieve their objectives, training can be challenging, but is all the more rewarding when that 'lightbulb' moment happens as the client finally 'gets it'!

I believe building a rapport and keeping clients engaged is vital to successful training and also helps improve their memory retention of the course content. While we want clients to remember and use everything covered on the courses, the top take aways from the Driver First Aid courses for me are:

- Always assess for Danger (don't become a second casualty)
- Don't hesitate to start CPR – any CPR is better than none
- Communicate – Talk to the casualty and verbalise everything (even if they are unconscious) This can also be helpful to remind you of your own process.

I had been aware of who TTC were long before working with them and it's been great to work within an organisation with such a professional reputation – including the huge team who provide ongoing support to us trainers/instructors. I recommend anyone looking to diversify to explore the above with TTC and see where it takes you next.

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

AI Technology & The Future of Road Safety

Find out how AI-powered technology is already transforming road safety and how it could change the way we all work and drive, hosted by **Geoff Collins**, General Manager of Acusensus UK

- Tuesday 11th November – 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



Out of Court Resolutions

TTC's **Conditional Out of Court Resolutions** offer a quick and effective way to address low-level offending, providing both rehabilitation for offenders and reparation for victims.

These resolutions are a perfect fit for Commissioners as they are **simple, clear, swift** – and **post-course evaluations consistently rate them “Excellent” or “Good.”**

Our courses support the NPCC two-tier national strategy, positively address complex issues, and create early intervention opportunities that help prevent reoffending through rehabilitation.

Our Six Courses

Victim Awareness Course – Online – 3 Hours

Designed for low-level offences to reduce reoffending through victim empathy, putting the victim at the heart of the process and improving the offender's thinking skills.

Alcohol Education Course – Online – 3 Hours

Developed for those eligible for an Out of Court Resolution (Community Resolution or Conditional Caution) for offences such as **Drunk and Disorderly, Drunk on the Highway, or Drunk and Incapable.**

Drugs Education Course – Online – 3 Hours

For people arrested for low-level drug-related antisocial behaviour. Workshop-style, based on psychological research, designed to support reflection and better decision-making.

Assaults on Emergency Workers Course – Online – 3 Hours

For offenders who have committed lower-level offences under the **Assaults on Emergency Workers (Offences) Act 2018.**

Hate Crime Course – Online – 3 Hours

For those referred following a recorded hate crime, guiding participants to consider legal, personal, and social consequences of their actions.

Shoplifting Course – Online – 3 Hours

For those referred after a shoplifting offence under the **Theft Act 1968 or 1978**, exploring impact, legal implications, and strategies for prevention.



Trainer Requirements

To deliver Out of Court Resolution courses, trainers should have:

- **Experience in facilitation** – ideally in behaviour change, coaching, or criminal justice-related education
- **Excellent communication and empathy skills** – able to handle sensitive topics and engage participants effectively
- **Confidence delivering online workshops** – using interactive platforms to maintain participant involvement
- **Relevant training or qualifications** such as:
 - Motivational Interviewing
 - Counselling Skills (e.g. Level 2/3 Counselling Skills or similar)
 - Coaching or Mentoring Qualifications
 - Criminology, Psychology, or Social Care qualifications
 - Training in Trauma-Informed Practice or Restorative Justice

A background in probation, youth work, social work, education, or community engagement is particularly beneficial.

TTC provides **specialised training, course materials and support** to ensure all facilitators meet programme standards and feel confident delivering.

Future Opportunities

We are continuing to work closely with police forces across the UK to develop new courses that respond to local needs and priorities. This means more **Out of Court Resolution programmes are on the way** – creating future opportunities for trainers interested in behaviour-change delivery. We'll be sure to advertise any opportunities internally to all trainers.



The Trainer Community

ESOL – English Speakers of Other Languages – An aide memoire

Throughout all of our training we will come across clients where English is their second language. This can set challenges for them and us as trainers to ensure our delivery and their experience is the best it can be. Below are some useful tips to be mindful of throughout your delivery to ensure you are giving the best support to clients.

Registration

Registration is Key as it allows the trainer the opportunity for early assessment and engagement.

ID Checks – Look closely at the clients' details, is it from the UK or abroad? Their place of birth may give you a clue that English may not be their first language. They may need support, however, do not make assumptions.

1:1 Registration – Online or in the classroom, this does provide the perfect opportunity to build an initial connection with the clients before the start of the course.

Ask what clients would like to be called. Check how they would like to pronounce their name and write it down phonetically so you can say it correctly. This shows respect and interest in the client. (e.g. Ogechi – O-GET-CHI)

Pay careful attention to their facial expressions when you ask a question. How quickly do they respond to questions and instructions. If you are unsure about their level of engagement, then ask them an appropriate set questions to identify this... e.g. What do you hope to get out of today's course? How do you find driving in the UK?

Delivery (registration and course)

Speak clearly and at a slower speed. Be prepared to rephrase sentences and modify your language using simpler/alternative words if necessary.

Do not be afraid to ask ESOL clients any questions, just allow time for comprehension and be mindful they may need to translate the question into their first language to process the information before they are able to respond to you.

Use the reflecting back technique (i.e. repeating what they have said or rephrasing) to show you have been listening and also understand the client's response. This will help to build the clients confidence when speaking throughout the course.

If in doubt, ask the client if there is someone who can interpret for them (who demonstrates a solid understanding of English) or if not then refer the client back for rebooking when they can have someone to support them.



The Trainer Community

Making a difference

Over the last few years, we have been proud to share some amazing stories of trainers and colleagues who spend their spare time supporting and contributing to causes or charities that make a difference in people's lives.

In this edition **Lesley Johnston** reached out to us to share what she was doing and will be doing for the Charity which she supports: Who Dares Cares.

Hi

With September being Suicide Awareness month, and Suicide Awareness Day on September 10th, I would like to bring to people's awareness of the Charity I support Who Dares Cares

This amazing Charity was founded in 2016 by two former Soldiers Colin MacLachlan, The Royal Scots & Former SAS and Calum MacLeod, The Kings Own Scottish Borderers.

Their mission is to support our Armed Forces and Blue Light Services Personnel, including their families, who are suffering from PTSD.

Too many people we come across have found it difficult to access help because they experienced their trauma in the wrong place at the wrong time and delayed accessing help or do not have access to the right paperwork.

The Charity aims to help through practical support and a "Buddy Buddy" system so that no one ever feels alone.

All the volunteers have various skills and backgrounds, including the Military, Nursing, Blue Light Services, Alcohol and Drug Advisers, and Rehabilitation Instructors. All give up their time and effort to help people in so many different but crucial ways.

I have just taken part in the Kilt Walk on Sept 14th in Edinburgh (20 miles) and next year The West Highland Way Challenge on May 30th to June 6th (96 miles) from Glasgow to Fort William. If you are able to spare the price of a coffee, could you please donate to my "Just Giving" page, where the link is below. All donations, no matter their size are greatly appreciated to continue this important work.

[Lesley Johnston – Just Giving Page](#)

If you would like to know more or you wish to talk to someone, we can arrange a meeting/Zoom

Please get in touch:

wdc@who-dares-cares.com

Tel: 07341872805

<https://www.who-dares-cares.com>

Kindest regards

Lesley



Expand your career with TTC

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

CLASSROOM TRAINER (ROAD SAFETY) LD1288596WILCTS

- **Location:** Wiltshire/Bristol/Taunton/Falfield
- **Earnings:** £152.00 to £168.00

TTC Group is looking to expand our panel of professional road safety trainers. We deliver Police referred National Driver Offender Retraining Scheme (NDORS) [more...](#)

DRIVER TRAINER (ADI) - ON ROAD/PRACTICAL DM1060309UNIDTOR

- **Location:** Truro/Norwich
- **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...](#)

LGV DRIVER INSTRUCTOR DM1353984SLOLDI

- **Location:** London, Greater London
- **Earnings:** £195.00 to £273.00

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...](#)

▶ TTC CAREERS – WHERE CAN I GO NEXT?

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



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

**"One person can make a difference,
and everyone should try."**

John F Kennedy



Balance Bikes & Scooters!



SALE

We've got a limited number of balance bikes and scooters available at fantastic prices!

Scooter
£35

Balance Bike
£60

Contact academy@ttc-uk.com to purchase!

