

Winter 2025 Newsletter

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**We give thanks to all that have
gone the extra mile**

Competition

Win £50

Amazon vouchers

x10 to win!

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£50

Win £50 Amazon vouchers

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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 **Winter edition** of the Trainer Newsletter!

As we enter this season of goodwill and reflection, I wanted to take a moment to look back on what has been a truly remarkable year for all of us. Together, we've continued to grow, evolve, and strengthen TTC in ways that genuinely set us apart. With the acquisitions of Synergie Training, Miad Healthcare, and Think Eleven Ltd, our portfolio has expanded in exciting and meaningful ways, supporting our mission to help organisations manage workforce risk, development, and operational excellence across multiple sectors.

This year, we embraced our rebrand, welcomed new colleagues and trainers into the TTC family, and watched our teams rise to every challenge with the professionalism and heart that define who we are. From thousands of hours of on-road, online, and classroom delivery, to the launch of bespoke and ground-breaking courses reaching learners nationally and internationally, you have continued to place TTC at the forefront of improving lives and keeping people safe.

We have also been inspired by the positive feedback, award wins, and voluntary work carried out across the organisation – and within your own communities. Each year you grow stronger, more innovative, and more impactful, and we remain incredibly proud and humbled to work alongside you.

As we reflect on the year, we also take a moment to remember those trainers who are sadly no longer with us. Their contribution to TTC and the thousands of learners they supported will not be forgotten, and we hold their families and friends in our thoughts during this season.

Looking ahead to 2026, there is so much to be excited about: new opportunities, new partnerships, and new ways to make a difference together.

However you celebrate this holiday season, I want to express my heartfelt thanks for your continued support, dedication, and professionalism. You are the driving force behind everything we achieve at TTC, and your contribution is truly appreciated.

Wishing you and your loved ones a warm, peaceful, and joyful Christmas.

Warm regards,

Tim

TTC News

Current topics from across the TTC spectrum

Trainer Update – NDORS & OOCD

Delivery Excellence Framework (DEF) – NDORS Rollout Update

Just a quick update to let everyone know that the **Delivery Excellence Framework (DEF)** is now fully rolled out across all NDORS programmes.

We've already started using it in observations and the early feedback from trainers has been positive especially around how clear and fair the structure feels.

As a reminder, the DEF looks at six key domains:

- Preparation & Professionalism
- Knowledge & Accuracy
- Delivery & Facilitation
- Learner Engagement & Behavioural Change
- Compliance & Process Adherence
- Reflective Practice & Development

And each domain uses four simple ratings:

- Thriving
- Consistent
- Developing
- Needs Support

This gives us a consistent, supportive way of understanding what's going well and where development can make the biggest difference.



OOCD – Ongoing Review & Next Steps

We're also carrying out a review of our **Out-of-Court Disposal (OOCD)** programmes. We've now been delivering these for a few months, and the aim of the review is simply to check:

- How the sessions are landing
- What improvements trainers think we should make
- What learners are telling us
- Where content could be sharpened or updated
- Any practical suggestions around flow, timing, case studies or delivery tools

The OOCDs currently in scope include:

- Hate Crime
- Alcohol Education
- Assaults on Emergency Workers
- Cocaine Awareness
- Class B & C Drug Awareness
- Shoplifting
- Victim Awareness

Feedback from delegates has continued to be really positive especially the reflective parts of the sessions and we're now taking all trainer/learner input and building it into a refined version of the courses for the new year.

We'll share updated materials, guidance and any new delivery notes once the review is complete.

As a reminder, if anyone has any questions related to the learning content or QA at TTC, please contact ryan.wells@ttc-uk.com in the first instance.

Ryan Wells
Learning Director

Spotlight

TTC Regional Managers

With hundreds of Trainers across the country, we now have 2 Regional Managers (North and South) who are there to provide leadership and support to our community across the Emergency Services and Driver programmes. **Sam Crook** covers the South region, and **Peter Wyatt** has recently joined us to manage the North region. We got to sit down with them both for a quick chat.

So tell us...What does a Regional Manager do?

As Regional Managers for the North and South, our role is to provide clear, consistent leadership and support. Working closely with our Assistant Regional Managers, we are focussed on making sure trainers feel supported, informed and equipped to deliver the highest standards of on-road safety training.

Together, we oversee everything from trainer welfare and development to maintaining quality, ensuring compliance, and building strong relationships with our venues and stakeholders. We also help source new trainers, drive continuous improvement, and make sure communication flows smoothly across all regions.

Over the coming months, we'll also be introducing quarterly online trainer drop-ins informal, relaxed sessions where you can join us virtually for an open conversation. These sessions will be a space to share views, get updates, ask questions, and shape the support you want from us. Dates will be confirmed shortly, so keep an eye out.

Ultimately, our aim is simple: to create a positive, confident and well-connected trainer network where everyone has what they need to succeed. We look forward to meeting more of you across the regions.

Sam, tell us about you.

I joined TTC 12 months ago as the Regional Manager for the South, bringing with me over 25 years of leadership experience. My background is predominantly in retail management, where I led teams across a range of store formats, from small branches to large, high-volume operations. I hold a degree in Business Management and Leadership, and in the latter part of my career I worked as a Business Performance Manager, helping to set up new businesses while monitoring and improving performance. A big part of my career has been turning around underperforming stores by strengthening culture, improving engagement, and building high-performing teams. My passion has always been people development, engagement, and creating a positive working environment where teams feel supported and able to thrive.



Sam Crook



Peter Wyatt

My focus in the South.

My priority is to ensure our trainer community feels supported, valued, and listened to. I'm focused on strengthening communication, improving consistency, and making sure trainers have clear guidance and the right resources. I'll be working alongside our Assistant Regional Managers to maintain high standards, support welfare, and help trainers grow and develop within their roles.

A message to the trainer community.

I want to say a genuine thank you for the professionalism and passion you bring to TTC every day. Over the past 12 months, the support from the trainer community has been fantastic, and I truly appreciate the welcome I've had. I'm looking forward to getting out across the region even more, meeting more of you in person, and being as accessible as possible. If you need support or simply want to check in, please feel free to reach out.

Peter, tell us about you.

I joined TTC at the beginning of November after spending 24 years in the retail sector, where I worked across a variety of roles including in-store leadership, field management and, most recently, heading up the central operations team for a large discount retailer. My background has given me extensive experience in people leadership, performance management and operational delivery, and I'm excited to bring that knowledge into the on-road training environment.

My focus in the North.

Since joining, I've had the pleasure of meeting colleagues from across the business and observing some of our trainers' delivering courses. My priority moving forward is to have a visible presence across the North region, ensuring you feel supported and confident in your roles. I'm particularly passionate about development and helping trainers continue to build the skills needed to deliver excellent sessions consistently.

A message to the trainer community.

Thank you for the warm welcome I've already received. I'm looking forward to meeting many more of you over the coming months, whether online or out on the road, and to working closely with the Assistant Regional Managers to support you in delivering the high-quality training TTC is known for.

Driving us forward

Each Newsletter, we take the opportunity to spotlight team members or up and coming aspects of road safety which will shape the future of the business.

In previous editions, we have focussed on teams and individuals that have helped shape and continue the fantastic work we do here at the TTC Group. As it's our Winter Edition and 2025 is ending, we wanted to give thanks and acknowledgement from across the community for all those trainers that have gone above and beyond in the work, supporting colleagues and making that difference where it counted.

A Massive **THANK YOU** to them and all who have made a difference this year. Special mention goes to the following:

- Jason Martin
- Mike Esders
- Barry Nowell
- Jackie Marsden
- Dave Petrie
- Andrew Mckinley
- Siraj Kazi
- Ian Franklin
- Jo Boothroyd
- Desmond Willmott
- John Summerfield
- Mark Lewis
- Mike Esders
- Selena Kenny
- Julie Woodcock
- Neil Silver
- Lauraine Ross
- Alison Reilly
- Jackie Marsden
- Richard Hyde
- Simon Presland
- Sebastian Adamczyk
- Emyr Evans
- Craig Lux
- Tommy Sandu
- Jayne Ashman
- Mike McGowan
- Howard Hughes
- Rochelle Douglas
- Graeme Stephens
- Atul Ravalia
- David Newman
- Steve Robinson
- Karl Satloka

Thank you all!

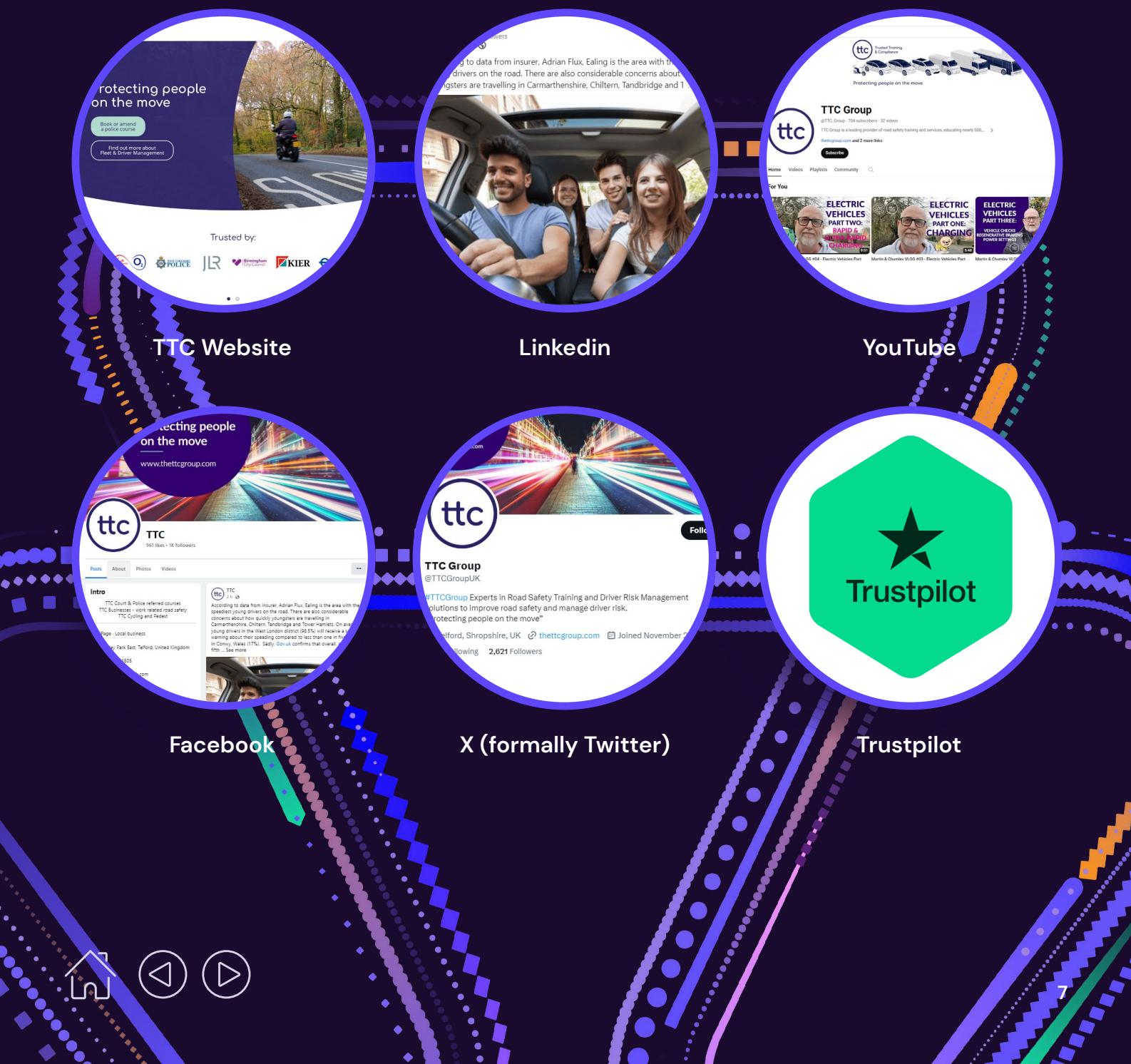
Social and Vocal

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.

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!



We need your help

Supporting Liverpool Chest and Heart Hospital

Many of you will know that one of our long-standing freelance trainers, **David Fish**, recently suffered a major heart attack while delivering a Drink Drive course in Liverpool. Thanks to the swift actions of those around him and the exceptional care he received, David underwent emergency life-saving surgery at **Broadgreen Hospital**.

In the days that followed, David's family, including his wife **Trish** – a member of our Quality Assurance team – were supported by the hospital's dedicated staff and facilities. Their experience has prompted a fundraising effort that many colleagues have already asked how they can support.



Why We're Raising Funds

David collapsed at a local training centre, and a fundraising campaign was immediately launched to provide the venue with a defibrillator, helping ensure that anyone facing a similar emergency has the best possible chance of survival. Thanks to generous donations – including a significant contribution from the Quaker Meeting House – the target for the defibrillator has now been successfully reached.

However, there is an opportunity to do even more.

Many colleagues and friends have expressed a wish to continue donating. All additional funds will now be directed towards Liverpool Chest and Heart Hospital, specifically to support improvements to the on-site relative's house. This space provided vital comfort and sanctuary to David's family during an incredibly difficult time and enhancing it will make a meaningful difference for other families facing similar emergencies.

How You Can Help

If you would like to contribute, no amount is too small – every penny will go directly towards supporting families and improving facilities at the hospital.

Donate here:

<https://gofund.me/2165b3c22>

Thank you to everyone who has already sent messages of support. Your kindness has been deeply appreciated by David, his family, and the wider team.

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.

FORS SAFE DRIVING VR TRAINER JOB REFERENCE: IF1451900UNIFSDVT

- **Location:** Remote
- **Contract:** Part-time
- ▷ [Click for more information](#)
- **Earnings:** £212.50 per day. Varied working week, mileage allowances
- **Closing date:** 16/01/2026

CPC DRIVER TRAINER JOB REFERENCE: IF1445633UNICDT

- **Location:** Remote
- **Contract:** Part-time
- ▷ [Click for more information](#)
- **Earnings:** £200 to £250 per day
- **Closing date:** 31/12/2025

DRIVER TRAINER (ADI) – ON ROAD JOB REFERENCE: DM1060309UNIDTOR

- **Location:** United Kingdom
- **Contract:** Part-time
- ▷ [Click for more information](#)
- **Earnings:** £155 to £250 per day. Working with experienced, professional drivers; mileage expenses
- **Closing date:** 31/12/2025

▷ TTC CAREERS – WHERE CAN I GO NEXT?

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



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.

Good luck and [click here](#) to enter the Quiz – closing date is 16th January 2026.



