



Kempton Conference & Expo 8th May 2022

Your ADINJC Governing Committee for 2022

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Members News:

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Design and layout: Ideas4ADIs Ltd

Views expressed in this newsletter are those of the individual authors and do not necessarily reflect those of ADINJC. Although we do not endorse any of the products or services promoted in the monthly newsletter, we do take care to ensure that products in the field of health and/or safety, have independent validation of the company's claims for its product(s) to ensure representation of sound and honest propositions to our members.

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Welcome to the March edition of the ADINJC newsletter, I hope that you are all well and excited at the prospect that spring is almost upon us. In this month's edition we have all the usual articles plus a whole lot more for you to enjoy and in particular lots of exciting news about the ADINJC and Intelligent Instructor conference and Expo on Sunday the 8th of May at Kempton Park racecourse. This is going to be the event of the year so far so if you don't want to miss out please sign up here.



Conference & Expo South '22

Kempton Park Racecourse | Middlesex
Sunday | 8 May 2022



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Former Chair's report AGM 2022



NJC has always been a forward-thinking association and for that reason during this year we have changed our membership structure so that we can continue to run the association efficiently and effectively for many years to come. I want to thank you all for your patience and understanding during the transition period and as the website has been changing. It has meant a lot of extra work for the committee but we are in a good position with groups signing up, new groups joining us and new individual member numbers rising as well. We are also extremely grateful to all our sponsors for their continued support as it means we can undertake items that otherwise we would not be able to.

After many years of holding our AGM in December we have now moved them to March. That was voted on last year so that when you see the accounts they are more valid and up to date and a truer reflection of where we are at that point in time. Thank you Graham and Larry for all your help as our auditors and to Peter and Chris, our treasurer and deputy treasurer for all their enthusiasm and hard work.

It's been another busy and challenging year for both the NJC and individual ADIs. Although the Covid restrictions in the 4 nations are at different stages of being relaxed so we learn "to live with Covid", it is still very much on our minds. It's been an exhausting time for ADIs and PDIs both mentally and physically, because of the stress of not always being able to work due to Government restrictions but also because of the huge backlog of testing and all the pressures that involves as well. It's great that ADIs have full diaries but many I talk to are working exhausting hours.

Whilst I fully support raising standards in our industry I'm personally not at all convinced that reducing the standard check and Part 3 to 45 minutes will help to achieve this and I'm very concerned that the addition of assessing our pass rates and the trigger points being used will help raise standards either. In my opinion it's more likely to mean ADIs "cherry picking pupils" and sadly some people wanting to learn to drive not finding ADIs willing to help them. This cannot be the best timing for DVSA to announce all these measures in such an unusual and abnormal year of trading. Sadly when I meet our members at the test centres or at local association meetings or online I can see it is leaving them anxious, stressed and angry which is not ideal for our profession. We are losing good ADIs who may have worked for another few years but are retiring early or have found other work due to the pressures currently. I sincerely hope that communications with DVSA and ADIs improve because many feel as if they are being held responsible for their candidates in an unfair way and low morale is not good. NJC have been supporting its members through this in any way we can and of course through being part of NASP who regularly meet with DVSA so we can make them aware of the thoughts of our members.

We have continued to help ADIs with training and I want to thank Andrew as Head of Training for his enthusiasm and hard work since taking on the post. We also worked with our sponsor Intelligent Instructor to hold the national conference and expo in 2021 where even in the midst of Covid we had over 700 ADIs support the event. The committee worked tirelessly that day to help provide the largest conference to date in the industry. It was a day that made me feel very proud to be part of NJC and all it achieves.

I want to thank the whole committee team for being so helpful this year in supporting each other and our members. Our secretary, Sue Duncan, who really needs renaming as "superwoman" has worked extremely hard and all hours to support members with their challenges and to send out information for us. I've enjoyed working alongside Sue and the team. I also want to mention Neil our President, Peter our treasurer and Matt our deputy for their help and support and being a

listening ear when it's been tough as chair. Also Charles for his brilliant work in helping members who find themselves in dispute with the DVSA or facing other complaints and issues. His expertise and efficiency in helping those ADIs is admirable. The whole team has been an absolute pleasure to work with and they have become more than just colleagues.

I've made a decision to stand down as chair this year after 10 years because I consider the association now needs new energy, new ideas and new leadership. I've enjoyed my time in the chair and I have no intention of retiring from the industry or leaving the NJC. Hopefully I can help with the transition process running smoothly and then assist in new ways as a committee member. I've invested a lot of time and energy into the NJC as I have always believed in ADIs being part of an association and being supported so I will still be around and supporting their work. I have so many brilliant memories of the team and the work we have undertaken those will last a lifetime.

Thank you all as members for your time at meetings and your help with making sure ADIs know who the NJC are and for supporting the team.

Lynne Lynne Barrie - Former Chair

The ADINJC is a national association run by ADIs on a not-for-profit basis. We work tirelessly to inform, represent and support our members, and to promote the interests of our profession.

The AGM and Association Meeting held Saturday 5 March by Zoom.



Please find the Minutes of the AGM here.



Please find the updated Constitution here.



Please find the Minutes of the Association Meeting here.



New Chair at the ADINJC

Lynne Barrie has now stepped down as Chair of ADINJC. Lynne has been in that position for over 10 years and has served us well over that time. Her dedication to the industry is second to none. When she took over the reins the Association was in a poor financial state, and through her leadership we have grown in numbers, and strength. A founder member of NASP, she has helped bring the industry together and created a platform for negotiation and discussion with DVSA. Always ready to help and a sympathetic ear, she has been a tower of strength for the committee and many of our members.



But she's not leaving us altogether. We're pleased to say she is staying on the Governing Committee and will be continuing the good work of our Expo and Conferences, training, and ensuring the smooth handover to the new Chair.

Our new Chair is Charles Moffat, who has been on the Governing Committee since 2015. Charles formerly served in the Police and has invaluable experience and knowledge about legal procedures and has given support and help to a number of our members who had been experiencing problems. Charles also has a strong business ethic and intends to develop a sustainable ADINJC, here for the future and building on the success of Lynne's stewardship.

Emails: please email Charles on chairman@adinjc.org.uk



Click on image above to PDF of Powerpoint presentation to AGM



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What our members say:

“Wow, ADINJC your crew are doing a wonderful job. We are so happy to be affiliated to you all. Thank you from Blackburn Association.”
- Linda Brooks

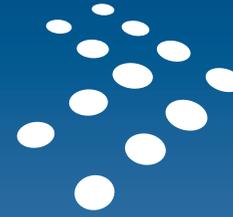
“Thank you for speaking up for ADI's and producing an excellent letter. A big thank you to the whole ADINJC team.”
- Mike, Vice Chair Sutton Area Driving Instructors Association

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You should all be receiving the latest ADINJC and NASP newsflashes from our very own beyond superhuman Secretary/Caped Crusader Sue! To ensure you're keeping up with all the latest developments, please visit www.n-a-s-p.co.uk the online home of the steering group for national approved driving instructor associations. This is where you'll find the latest NASP guidelines, DVSA Standard Operating Procedure, Q and A with DVSA and much more.

Update on ending driving tests early in Scotland

DVSA is ending its COVID-19 policy to finish driving tests early when a candidate fails their test in Scotland from Monday 14 March.

The policy was introduced at the start of the pandemic to reduce the amount of close contact between an examiner and your pupils during a driving test.

Following this change, tests can continue if your pupil has committed a serious or dangerous fault to give them the full-test experience.

Driving tests will only finish early if the driving examiner assesses that your pupil's driving is so poor it compromises their safety or that of other road users.

This is in line with the policy before the pandemic.

Lifting other restrictions in Scotland

The Scottish Government has announced its intention to lift further COVID-19 legal restrictions and requirements from 21 March, subject to the state of the pandemic.

DVSA will continue to work with the Scottish Government on how this will affect driving and theory tests in Scotland.

Summary of meeting between NASP and DVSA February 2022

The following is a summary of the quarterly meeting between the National Associations Strategic Partnership and DVSA which took place in February.

Key Points of Discussion

1. Highway Code changes

- NASP communicated the frustration and concern of the industry due to the seemingly last minute issuance of communications surrounding changes to the Highway Code and feedback that there was still confusion around certain areas – specifically priorities around roundabouts, traffic lights and junctions.
- NASP suggested FAQs would help, DVSA agreed and both will work to provide to the industry as soon as possible.
- A THINK! Campaign has now been launched and the DVSA has no further plans to communicate unless on specific points, although they could do another blog if it were felt useful. Links to the updated highway code on Gov.uk have been provided.

2. Test Centre closures

- DVSA confirmed the 8 centres earmarked for closure would close in April.
- No tests will be cancelled, they will all be moved to nearby test centres.
- Communications have gone out, and local meetings held.
- No others are currently planned for closure. DVSA confirmed that they do keep their estate under constant review.

3. Standard Operating Procedures for Driving Tests, Standards Checks, Parts 2 & 3

- DVSA said these are being reviewed with a view to relaxing restrictions, though these can't be disclosed by DVSA currently as awaiting clearance.
- NASP asked if the changes would include reverting back to normal timing of tests and ADIs being able to sit in the back. DVSA will issue further guidance on this shortly.

4. ATB closures – rider removals

- NASP asked for clarification on rider trainer removals and ATB closures to be able to best advise members facing such issues.
- DVSA pointed to information on Fit & Proper is on GOV.UK, and in ATB manual.
- DVSA reiterated individuals are required to inform DVSA if points or convictions received, and should write to CBT section at Nottingham.

5. Driving Examiner recruitment & training

- This is ongoing, currently 168 have qualified and are now in test centres.
- Training is ongoing, they are now doing 2 courses per month to get more through.
- Discussions are ongoing about a further campaign, yet to be finalised, but hope to launch at the end of month with a view to get more examiners in during next 12 months on a two year contract.

6. Examiner Standards & Performance

- NASP asked how are DEs monitored and what performance metrics and management is applied to Examiners.
- DVSA responded that test data is constantly analysed and reviewed to ensure consistency in performance and to allow any issues to be addressed.
- NASP requested that they be given an overview of Examiner and test centre performance in future meetings, given the overall focus of the agency on the use of performance metrics to help identify issues and to help raise standards in driver training and testing.

7. Comms with stakeholders

- NASP asked for an updated key contacts list and organogram due to movements in personnel over last few months, DVSA are finding the best way to supply this information.

8. DVSA latest consultation on driving test provision

- 9,500 responses have been received so far, information received would be analysed and shared after 8 March <https://www.smartsurvey.co.uk/s/VDEQJB/> link for consultation.
- NASP fed in they were currently conducting a survey with ADIs asking what they think of use of metrics and further performance management and the possibility of information sharing with the public in future. (same as above, should we add link to our survey).
- NASP also asked for clarification on the mention of the potential use of performance 'bands' in the Driving Test consultation. DVSA said this was just a suggestion of what the public may like to see to enable them to make more informed choices of trainers.
- NASP proposed a separate meeting to discuss the use of performance data and look at the both the results of DVSA's consultation and NASP's survey.

9. Performance Management

- NASP asked for an update on TIP and asked how it was bedding in.
- DVSA feedback on progress and adjustments they were making to produce better data.
- NASP feedback concerns from the industry on the accuracy of individual trainer data as well as echoing ongoing concerns with the overall approach and timing of its implementation.
- The agency commented that are some outstanding ADI performances and they are also making engagement calls to high performing ADIs to give them positive feedback.
- DVSA reinforced their key message that the TIP enables prioritisation of ADIs needing the most help and it is not about trying to remove people's livelihood. The agency said there had been positive feedback from ADIs getting an engagement call.
- NASP asked if the SC will remain at 45 mins duration and the agency confirmed it has no intention to change it as there had been no detriment to the pass rate.
- NASP asked about a possible increase of driver faults because of the changes to the Highway Code and whether it would count towards prioritisation. DVSA stated they did not anticipate an increase in driver errors.
- A further meeting was suggested to discuss outstanding concerns, review NASP's survey results and agree to any further communications that might be needed.

10. Support for candidates with special needs

- NASP have positive feedback on the publication of a pack for deaf candidates and asked whether there was any progress on a meeting to update NASP on support for other special needs candidates.

11. ADI qualification process

- NASP asked whether there were any plans to develop and modernise the ADI qualification process, DVSA said it was a longer term strategic goal but not in their short term plans

- NASP argued that updating and modernising the qualification would be a good way of helping to raise standards of both trainers and pupils.

12. ORDIT update

- NASP asked if there were any plans to develop ORDIT as part of a drive to increase trainer standards, i.e. by improving the quality of ADI training. DVSA feedback it was an area they wanted to develop and would be discussing future plans with the industry at some point.
- NASP asked whether checks for ORDIT trainers have started and if there was a backlog. Due to the Examiner shortage and COVID recovery the agency stated this was progressing slower than they would like. They are currently working on re-registrations.

13. Complaints against ADIs

- NASP asked if there was any change to the procedure, DVSA said the process is the same.
- NASP also raised concerns about the lack of access for ADIs to information about non contractual complaints that might be held on file about them, DVSA explained the process and procedures which governs complaints but stated they would open to suggestions of best practice from other regulated professions.

14. Driving Test Data

- NASP asked for updated statistics on driving tests, DVSA to supply.





Back in 2005, I was invited by a family friend who was a confirmed “networker” to attend the inaugural meeting of a new business networking group.

The prospect of meeting and introducing myself to a room full of strangers didn't concern me, but I found the idea of standing up and talking for 60 seconds about my business so terrifying I started thinking of all the excuses I could use to avoid attending. I am so grateful that I managed to overcome those fears because networking and those inspiring founder members changed my life. I never expected to become a regular networker but I remained a member of that group for three years. I'd 'caught the bug'.

I discovered that networking was not just personally rewarding, but instrumental in my own personal development. During my time spent networking, I found I was building up my own skill set and boosting my confidence levels, as well as nurturing relationships, many of which I still have and value to this day. Attending training workshops related to running a business, especially when out of area offers opportunities to meet more and more new people. Then there's the social functions, often held with other groups and further expanding your range of contacts.

The Value and Benefits

Networking is not a route to instant sales, but with so many other benefits, it's well worth the commitment of time and energy. Quite apart from which, given time, sales through group referrals will grow steadily, whether you are a one person operation or a multi car school, having a team of willing business associates/friends who are always on hand readily recommending you is invaluable.

'People buy from people' and whilst you can seem to have a steady stream of referral business from many of your existing colleagues and customers, business networking can run and run for many years to come. From personal experience, it still does for me to this day.

A very long-standing friend of mine was recently unable to attend the next regular meeting and invited me to take her place. I relish such opportunities because I have learnt the value of meeting people from diverse business backgrounds. It provides great insight into how other people and businesses operate and helps build knowledge and social skills simultaneously.

As with any group, there will always be mixed and often dynamic 'larger than life' personalities with certain people tending to stick together within their own groups. However, it's noticeable to this day whilst some people appear calm and collected in this environment, others still 'clam up', shake, feel sick and put it all down to nerves!

Learning from networking

Thinking back, networking offered many different lessons which all worked brilliantly towards a well rounded coaching mindset:

- You have to listen attentively to your business colleagues if you're going to be 'selling them' to others.
- Members were actively encouraged to speak less and listen more. The 2 ears 1 mouth and using them in proportion comes to mind!

- The need to ask probing questions about others and their businesses/hobbies without appearing interrogatory, to get a feel for them as people and not just as a business.
- Building rapport was an absolute must from the outset. Build it or lose it at your peril!
- When going along with your gut instinct, intuition gets magnified towards those who you instantly warmed to compared to needing to give extra thought to those you felt left you next to a fridge!

We were encouraged to arrange one to one meetings to enable us to discover what those individual members really wanted from us and their group membership. It was easy to spot the disgruntled vs the happiest and just as easy to identify those members who went the extra mile - it's certainly never crowded there for some members!

Finally

If you have never attended a networking event, please do find and make a point of attending a few different groups. Choose one that offers training as well as regular meetings and commit to it for at least a year. I can promise that you won't be disappointed on a personal or a professional level. You'll learn extensively about yourself and others and that's a foundation stone of the coaching theory. The more experience you gain of different character traits and understanding what drives personalities, the better you will be at forming effective coaching relationships with individual students. Not only that, building up your network can also provide untold benefits for your business and career.

A good place to start is the ADINJC & Intelligent Instructor Expo at Kempton Park on Sunday 8th May 2022 - we look forward to meeting you there!



Conference & Expo South '22

Kempton Park Racecourse | Middlesex
Sunday | 8 May 2022

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You'll find the latest updates regarding DVSA via www.n-a-s-p.co.uk
There is also a 'latest' section from NASP in this newsletter.

Driver testing services – lifting of COVID-19 driving test restrictions

We are lifting COVID-19 restrictions affecting driving and theory tests in England from 1 March in line with the government announcement that English restrictions ended from 24 February. The changes in England are:

- face coverings will be a personal choice for practical and theory test candidates and examiners
- driving tests will no longer end early unless the candidate's driving is so poor it is a risk to their safety and that of other road users - in line with the pre-COVID-19 policy
- instructors and accompanying drivers are able to sit in on driving tests
- you no longer have to self isolate if you have COVID-19, but we encourage you to rearrange your test if you feel unwell for any reason

You need to make your pupils aware of these forthcoming changes, especially if you have made their practical test booking for them.

The current driving and theory tests safety measures in Scotland and Wales remain in place and we will let you know of any changes.

DVSA guidance on GOV.UK will be updated shortly.

Face coverings

Your pupil will have personal choice on whether they want to wear a face covering on their driving or theory test from 1 March in England.

Candidates will no longer have to let us know if they cannot wear a face covering in advance of their driving test from 1 March. This also applies to bookings you make on behalf of your pupils.

Our driving examiners can also make a personal choice to wear a face covering if they wish.

Face coverings continue to be a personal choice for you and your pupils during driving lessons in England.

Ending driving tests early

From 1 March, our driving examiners will no longer end tests early and they can continue after a candidate has committed a serious or dangerous fault to give them the full-test experience.

Tests will only be terminated early if the driving examiner assesses that the candidate's driving is so poor it risks their safety and that of other road users. This is in line with our pre-COVID-19 policy.

ADIs sitting in on tests

We are lifting the restriction on ADIs and accompanying drivers to sit in on a driving test from 1 March.

This means that driving examiners will ask your pupil if they want someone to:

- sit in the back of the car during the test
- be with them for the result and feedback

ADI standards checks and ADI part 2 tests

The lifting of restrictions for wearing face coverings on tests from 1 March also includes ADI part 2 tests and ADI standards checks.

Standards checks will continue to last for 40 minutes.

Clean vehicles

We will no longer be cancelling driving tests if the inside of a vehicle is not clean.

However, we continue to encourage you to clean and tidy the inside of your vehicle when presenting it for a driving test in line with good hygiene.

It will be optional for examiners to wipe down surfaces in test vehicles or ventilate these vehicles during tests.

Pupils testing positive for COVID-19

We encourage candidates testing positive for COVID-19 up to 5 days before their driving test not to attend their test to reduce the spread of the virus.

You or your pupil should email us at customerservices@dvsa.gov.uk with the subject title 'COVID-19 short notice cancellation' to rearrange their test.

You or your pupil will need to include the following information in the email:

- their driving licence number
- their driving test booking reference number

We will then contact you or your pupil to rearrange the test. Your pupil will not have to pay again.

Taking rapid lateral flow tests

Until 1 April, we continue to ask your pupils to take a rapid lateral flow test before their driving test if they do not have COVID-19 symptoms. We are asking that they do this on the day of their driving test, before they leave home.

Voluntary trailer training accreditation scheme

A partnership of industry stakeholders has been set up to create and oversee the new voluntary trailer training accreditation scheme for motorists towing for business and leisure.

The government is committed to road safety and encouraging drivers to get professional training before towing for the first time or refresh their skills for regular or seasonal towing activities.

We held [webinars with car and trailer trainers](#) in November 2021 to gain their ideas and feedback on how the scheme should work, which has supported its development.

The National Council for Accredited Trailer Training

The partnership – known as The National Council for Accredited Trailer Training – will be made up of the accrediting bodies, trailer stakeholder groups, DVSA and the Department for Transport.

The council will be a forum which considers strategic issues around good practice amongst the industry, take up rates, how the syllabus is being delivered and whether overall standards are being met.

The accrediting bodies

The accrediting bodies will accredit the trainers and run the scheme.

A number of organisations have expressed interest in becoming recognised by DVSA as accrediting bodies for trailer training. DVSA will be making an announcement on this soon.

The accreditation scheme aims to:

- make sure drivers who tow a trailer have the skills, knowledge and competencies to tow safely
- for those towing a trailer in connection with their work, help ensure an employer's corporate responsibilities to make sure safe working practices are met

The scheme will provide a core module for all drivers, as well as sector specific modules for different towing activities.

Motorists can find out more about towing safely by visiting our [safe towing guidance](#) on GOV.UK

Keeping you updated

We will keep you updated on the scheme's latest developments in advance of its launch, which is expected to be in March 2022.

This will include how trainers can become accredited to deliver the training and how their training will be audited.

Driving tests: prompt cards to support learner drivers who are deaf

Find out how prompt cards will be used to support you during your driving test if you're deaf or have a hearing impairment, and download a copy of the cards.

When you take your car driving test, your driving examiner can use prompt cards to support you if you're deaf or have a hearing impairment. <https://www.gov.uk/driving-test>

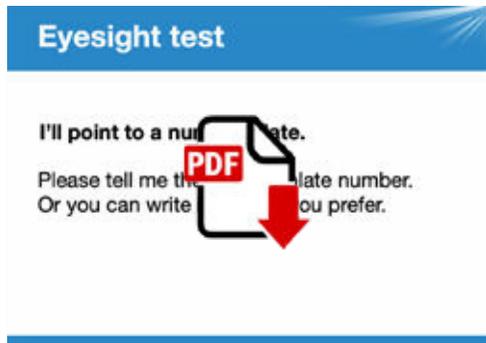
The prompt cards give short written instructions and diagrams so you know what you need to do. If you're a driving instructor

You can use these prompt cards during driving lessons and mock driving tests to help your pupils if they are deaf or have a hearing impairment.

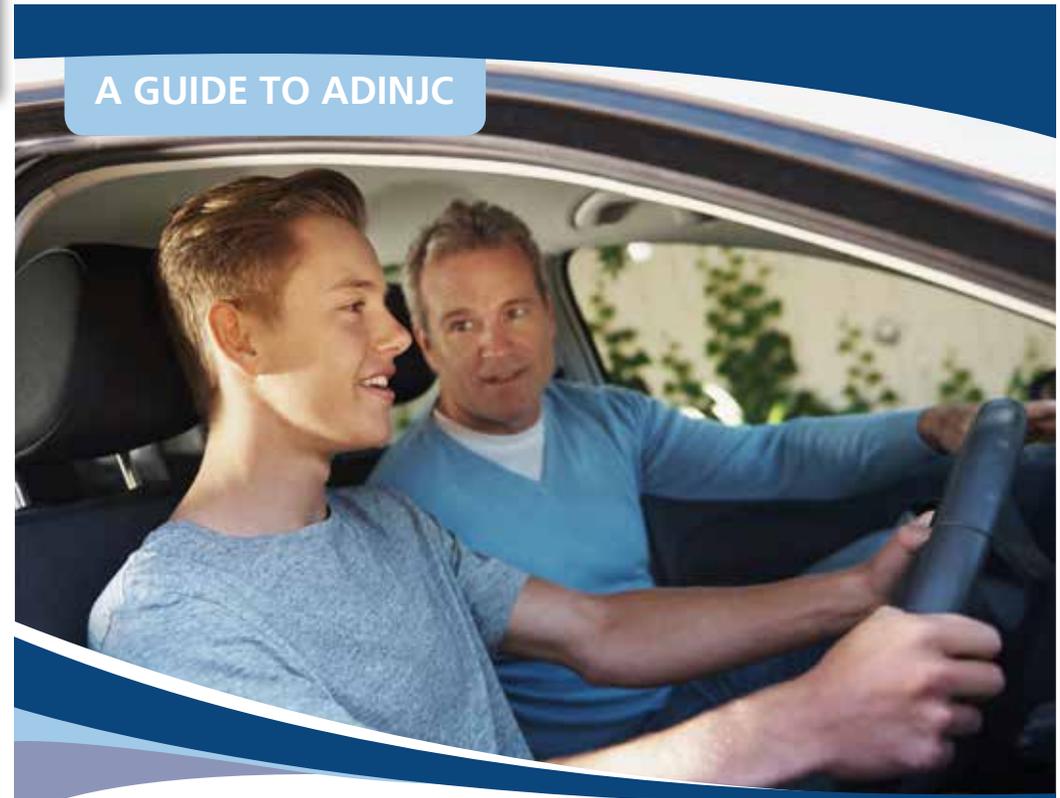
During a driving lesson, you're supervising your pupil and must be in control of the vehicle at all times.

You must only use the cards when you are stopped and safely parked. You must not use the cards while the car is moving.

<https://www.gov.uk/government/publications/driving-tests-prompt-cards-to-support-learner-drivers-who-are-deaf>



A GUIDE TO ADINJC



Professional Indemnity Driving Tuition

Why is Professional Indemnity cover so important?

Because we all make mistakes in life, including in our business operations as a driving instructor.

However, if you make a mistake in running your driving school, the consequences can be very serious. You could, for instance, be sued for vast sums of money. Professional Indemnity will provide you with protection in case someone decides to take action against you even when you haven't done anything wrong.

The ADINJC Professional Indemnity insurance, provides the valuable protection you need as a driving instructor offering professional advice to the public, to prevent this happening. It covers you when, as a result of negligence, you are sued for losses or damages by a third party. In short, it gives you peace of mind: if a claim is brought against your business, you won't have to worry about the financial implications of a lawsuit. The ADINJC policy provides £5 Million cover for each and every member, ensuring you have sufficient cover. The policy also has a low policy excess of £500 for each and every claim.

You can find details of Waveney Group Schemes by going to www.driving-school-insurance.com

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“Success is not final, failure is not fatal: it is the courage to continue that counts.” Winston Churchill

“There is only one thing that makes a dream impossible to achieve: the fear of failure”. Paulo Coelho

Are you a positive thinker? Are you an optimist? Can being positive help you as an ADI? How does being positive help your clients? These are all questions I will be discussing in this article: note that I didn't say hoping to discuss or will try to answer! I will definitely leave you thinking about these questions and reflecting on them.

Recently I watched the 2022 winter Olympics and I was fascinated by the interviews that took place with athletes immediately afterwards. On several occasions the TV commentator interviewed the person who had come second, third or fourth and said: “You must be really disappointed not to have got the gold?” So here is someone who came second or third in the world and it was being talked about as a failure. It was also interesting to listen to the replies as often the sportsperson was well trained in the art of positive thinking and replied along the lines of: “No not at all, I came here hoping for a medal and this feels incredible”. In fact one athlete replied: “There is no such thing as failure just a path to learning” Listen to the host of a TV quiz show and the participants as well. Some participants are excellent at showing how they have enjoyed the whole experience and meeting everyone and that hoping to win was just a part of the experience.

You have probably had someone tell you to “look on the bright side” or to “see the cup as half full rather than empty.” The chances are good that the people who make these comments are positive thinkers. Research suggests that not only are positive thinkers healthier and less stressed, they also have greater overall well-being. According to positive psychology researcher Suzanne Segerstrom, “Setbacks are inherent to almost every worthwhile human activity, and a number of studies show that optimists are in general both psychologically and physiologically healthier.” With all the events around COVID over the last two years some people have really suffered with their mental health. Positive thinking does not come naturally to everyone but there are plenty of great reasons to start cultivating affirmative thoughts and minimizing negative self-talk.

- Positive thinkers cope better with stress. When they face a disappointment they are more likely to focus on what they can do to resolve the situation. I can often tell from talking to ADIs and PDIs on the phone if they are positive thinkers. One ADI who had recently failed a standards check had already accepted what had happened and wanted to move on and get help and solutions. Another in the same situation talked for a long time about the examiner and was finding it very difficult and frustrating to accept any responsibility for what had happened even though it was an automatic failure on risk management. They were having problems in accepting that some of their teaching may need to change.
- Positive thinking makes you more resilient It helps you to be able to face and cope with a crisis or issue. It can help you to in turn help your clients as well as yourself.
- Positive thinking can help you learn from experiences Also to improve situations so you or your client can move on

How to be optimistic in a negative situation.

One of the simplest but most effective ways to build a more positive outlook is to ask more helpful questions as often as possible. Often in lessons situations occur that we need to discuss with a pupil. When they are in what feels like a negative situation, such as making a mistake then it's good to ask the following questions:

- What is one thing that is positive or good about this situation?
- What is one opportunity within this situation?

Help them realise that a lesson full of mistakes is also one where a lot of learning has taken place. We need to make mistakes to learn and improve. Try not to make a mountain out of a molehill (I do like that expression!). It's easy to lose perspective and for a pupil or indeed yourself to make a terrifying mountain in your mind. Learn to stop these thoughts and refocus and help your pupil to do the same. Try not to judge yourself for your thoughts or feelings. Remember: the thoughts that pop up or the feelings you experience are not inherently “good” or “bad,” they're just thoughts and feelings. What you can control is how you interpret and respond to them. Accept the things about yourself that you can't change, too. For example, if you're an introverted person who needs quiet time alone to “recharge,” trying to be an extrovert all the time will probably just make you feel drained and unhappy. Accept yourself for who you are right now, just as you are. You can then feel free to develop that self into the most positive self you can be!

Make goals so that the outlook is positive and in a lesson work on goals together with your pupil, it's their goals that are important. It will make the pupil more confident and hopeful even if they aren't achieved immediately. Small, specific achievable goals are always the best ones. Actually writing down achievements in a record log or a reflective log can really help someone to be more positive because you remember them more easily and can refer back to them. Learn to reframe the negative experiences rather than just to ignore them. What can be learnt from them and what can get better next time we practice?

How positive is your language in lessons?

Do you ever say any of the following or similar?

- Don't bring the clutch up so fast
- Don't lose the gas as we move off
- It's no good approaching the junction that fast”?
- That's the wrong way to hold the wheel
- You shouldn't leave your foot over the clutch all the time

It may well be that you follow up with the reason why but it could well be that the pupil isn't listening by now. Look closely at how they react to what you say. Have we hurt them or worse still insulted them in some way? I can vividly see the glowing expression on the face of my learners when I tell them I couldn't have done something any better myself; for example when they have just completed a manoeuvre and it's been excellent. As a pupil I need to know how I'm getting on with positive feedback and reinforcement. At the end of the day learners don't make mistakes on purpose so they need help to understand and move on. Maybe in your next lesson notice how you communicate with your learners. Reflect on it and then see if you could improve it in any way. Our entire job is all about communication.

Some negative statements and positive alternatives.

Consider these statements and possible alternatives:

- Manoeuvres are difficult at first or Manoeuvres become easier as you practice
- I know you are struggling with the parking manoeuvre or I will never ask you to do something that you can't do
- That wasn't a bad try or well done how do you feel that went?
- You mustn't brake so late or how did that braking feel as we approached the junction? What can you do now to improve on the braking?



- Don't worry about it or how can I help you with this?
- You don't check the mirrors enough or if you check the mirrors more what are the benefits?

Whilst reading this you may well have noticed some of the same words and thoughts that often come up in my coaching articles. These include feedback, reinforcement, reflection, reflective log, learning rather than teaching as the most powerful tool. This article has moved into Cognitive Behavioural Coaching (CBC) which is a powerful coaching model that draws on evidence based psychological models. The strategies, activities, techniques and exercises used are effective in helping individuals identify and challenge individual thoughts, feelings and behaviours that are self-defeating. Negative thinking leads to negative emotions and negative emotions lead to negative behaviours, all of which has an effect on an individual's body.

Latest links from Road Safety GB



[Click here](#) to read all news reports.

Blind people at the complete mercy of anti-social e-scooter riders

In the first of what will be a regular OPINION piece on the Road Safety GB newsfeed, Sarah Gayton from the National Federation of the Blind UK explains why e-scooters pose such a danger to blind and visually impaired people – and why making them legal will only make the problems worse.

[Click here to read](#)

Tougher mobile phone law to be introduced on 25 March

A change in law which toughens the rules around mobile phone use behind the wheel will come into force on 25 March.

[Click here to read](#)

THINK! campaign raises awareness of Highway Code changes

THINK! has made a suite of resources available for road safety teams to use to communicate the recent changes to The Highway Code, as part of a new awareness campaign.

[Click here to read](#)

National Highways campaign urges drivers to use the two-second rule

Drivers have been warned against the dangers of tailgating amid concerns that 'huge numbers' are failing to follow 'basic safety rules' on the country's busiest roads. Visibility is reduced.

[Click here to read](#)

Latest news from DfT



DfT annual reports and accounts

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DfT: departmental spending over £25,000

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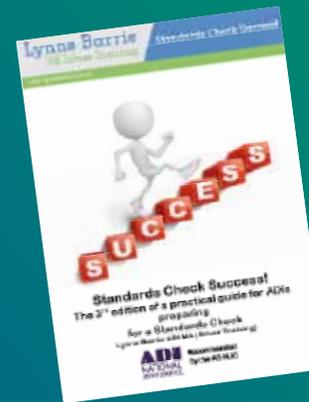
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New DVLA campaign highlights the risks for drivers who evade vehicle tax

DVLA's new advertising campaign targets the highest evading areas across the UK, reminding motorists of the real risk of failing to tax their vehicles on time.

DVLA has launched a new advertising campaign in the highest evading areas across the UK reminding motorists of the real risk of failing to tax their vehicles on time.

The message is clear to motorists – if you do not tax your vehicle on time, DVLA will take action - 'tax it, don't risk it'.

The adverts are running on radio, poster sites, social media, digital channels and in print. The table below shows the areas across the UK where some of the highest numbers of enforcement actions took place in 2021:

London	97,013	Nottingham	21,810
Birmingham	52,073	Bristol	20,018
Manchester	28,703	Newcastle	18,890
Glasgow	25,304	Swansea	18,220
Sheffield	24,962	Leeds	14,930
Cardiff	24,159	Reading	14,573

Alongside automated enforcement penalties for registered keepers of untaxed vehicles, DVLA's enforcement teams and wheelclamping partners also travel around the UK as part of their day-to-day activity taking action against untaxed vehicles. Over 98% of vehicles are correctly taxed but it's right that we take action against those who continue to break the law.

This year's campaign focuses on the clear message that untaxed cars are 'hard to hide, easy to tax' and for those that continue to flout the rules, the consequences include financial penalties, court action, clamping and even the loss of a car.

It's never been easier to tax a vehicle – DVLA offers a range of options including the online vehicle tax service which is available 24 hours a day, 7 days a week or taxing at the Post Office and even spreading the cost using direct debit.

DVLA Chief Executive Julie Lennard said:

This campaign has a clear message for anyone that delays or avoids taxing their vehicle.

It really has never been easier to tax a vehicle, from using our 24/7 online service to direct debit options. We want motorists to understand that's it not worth taking a risk and always tax their vehicles on time.

<https://www.gov.uk/government/news/new-dvla-campaign-highlights-the-risks-for-drivers-who-evade-vehicle-tax>

Motorists can go online, 24 hours a day, to tax a vehicle or check whether their vehicle tax is up to date.

https://www.gov.uk/vehicle-tax?utm_source=nocostpr&utm_medium=social&utm_campaign=dvla-ved20&utm_content=taxyourvehicle

<https://www.gov.uk/check-vehicle-tax>

DVLA Strategic Plan 2021 to 2024

The DVLA strategic plan sets out the agency's direction for the next 3 years.

The strategic plan sets out how DVLA focuses on being:

- customer-centric - we will develop our services around helping to meet our customers' needs, whether they are individuals, businesses or other public sector organisations
- a dynamic, digital organisation - we will continue to accelerate the redesign and re-platforming of our services, building on the foundations of what we have already delivered and being ambitious about the future
- data driven - our priority is and will always remain to protect the data we hold. Our services will be secure by design and our culture will ensure that our responsibility to protect data, especially personal data, is at the core of the organisation
- a great place to work - we want DVLA to be a great and inclusive place to work, investing in the skills of our local community and offering good-quality, rewarding jobs for the talented people who want to work here

<https://www.gov.uk/government/publications/dvla-strategic-plan-2021-to-2024>

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The March edition of Traffic Safety Roads is out now. Many thanks to Graham Feest, our Road Safety Advisor.



Items this month include:

- Aerodynamic Features and Elongated Cabs for HGV
- Change in the Mobile Device Laws Whilst Driving
- More Speed Reduction Schemes for London Roads
- Bus Services are in Danger
- Bike Share Schemes Cut Car Use
- Drink Drive Trainer Recruitment
- Advanced Driver Assistance Systems
- RSGB Appoint New Executive Director
- Call to Adopt Vehicle Safety Measures Now
- Law Commission Seek Clear Line on Driverless Cars
- King Attacks Scandal of Road Death Plateau
- Active Travel England Launched
- Motorway Driving Hub
- Reducing Casualties by Stopping Crashes Stirling

And much more!



Our membership structure has changed

We have recently changed our membership structure to modernise and update the way we work. As you know we are all volunteers and because of the growth of ADINJC membership in recent months it has been necessary to modernise our membership structure to avoid our team being overwhelmed by the increasing workload.

Thank you if you have already signed up. But if you have not already done so, you will need to sign up on the [new site](#).

The front of the site looks much the same as it used to, but there is a new back office facility and it won't recognise you until you sign up.

You need to treat this as if you were registering for the first time. You can use the same details if you wish, but as a new member. You can sign up as a Lite member for free, and will receive all our newsflashes and newsletters at no cost. However, to get the full benefits of membership, as [listed here](#) you will need to be a Premium member which will cost you £4 a month. Please sign up as either a Lite or Premium member.

If you are a member through a group that's in membership, such as a local ADI association, a driving school or other organisation, then you need to get a link/code from your group admin, which will give you 6 months free, after that you will have a 50% discount on your subscription.

We can only take payments on a monthly basis, and our PI/PL insurance will now need to be purchased through the shop, once you are signed up as a premium member. If you currently pay monthly via PayPal, then once you have signed up you will need to cancel those payments.

Thank you for your patience while we negotiate the challenges of a new system. If you should have any problems please don't hesitate to get in touch.



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- Susan Speight ADI

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Date for your diary - Saturday 23rd April 2022

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<https://www.speedofsight.org/10-year-anniversary-ball/>



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FSB are delighted to offer a **£30* discount** in association with ADI National Joint Council.

To find out more and to take advantage of this £30* discount, please send your name, contact telephone number and postcode, quoting FSB to Lynne Barrie, ADINJC Chairman at chairman@adinjc.org.uk

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The Importance of "Following The Road Ahead"

Liam Greaney



I want you to follow the road ahead unless otherwise directed by road signs or road marking. When I want you to turn I'll ask you in good time. We all use this (or similar variations) and have done so many, many times. So why is it so important?

Firstly it's the use of a standard phraseology. The driving test is set up to be as fair as possible. One of the ways to do this is to make the wording of the test standard. There are other things that come into this but we will not be covering that in this article.

As instructors it is important to get our pupils used to words that they will be hearing when out on test. The classic example of this done badly will be "I want you to take the next left. Right!"

Those of us that have a lot of overseas students will also realise that it is possible to pass a UK citizen test but not understand the words of the driving test. This leads to the driving test becoming a hidden english test. You might turn round and say that you could do your driving test in Welsh if you happened to be in Wales. I will point out that the test is done in the language of the government. There are a roughly similar number of Polish speakers in the country as Welsh speakers, but we currently do not do tests in Polish.

Secondly it's an invite to look for, see and then understand the road markings, and the road signs. Now depending where your pupil is in their journey to getting a UK driving licence will affect how we treat the pupil.

A tool for looking at this is The Goals For Driver Education. This has for my purposes 4 simple levels:

- Control of our vehicle
- How we interact with other road users also known as traffic
- How we decide where we are going and how to get there
- How we as drivers are affected by what happens in our lives and how that might affect our driving and other drivers



Level 1. Control of Vehicle

- Our new learners as they are learning how to control the car are introduced early on to the words that they will hear on test. Most of their attention will be focused internally on controlling the vehicle. What you as a driver trainer will probably see here is the pupil only seeing (and possibly driving towards) is a fixed point ahead. That could be the centre line of the road or more likely the kerb or a row of cars parked on the left.
- We brief them on junctions and routines so they start to look ahead more and follow a safety line. Till they are looking ahead they cannot deal with the "road ahead". As the lessons progress we introduce more and more of what to look for.

Level 2. Dealing With Traffic

Our learner now has more control of the car and greater confidence. We introduce them to more traffic and they are starting to interact with the other road user. Hopefully now their attention is starting to be focused more on what is happening outside the car rather than controlling the car.

As we are dealing with more complex traffic situations we want our learner to see and recognise which lane to be in as we approach. Sometimes the lines are faded. Other times the traffic will be covering the road markings. Besides looking at the road ahead we need to be aware of the signs.

The further ahead we are looking the better. But also a wider view covering what is to the side of the road. Like other junctions and road signs. Your learner will be prioritising information. It should be pointed out that they should also be checking what is behind as this will affect how they deal with the road ahead.

A big issue for most learners is lanes. Lots of roads will want you to take the right hand lane if following the road ahead. As your learner becomes more stressed, the more their field of vision narrows and the less that they see happening around them.

The way I like to look at it is:

- Can they drive safely with me in an area that they know
- Can they drive safely with me in an area that they don't know
- Can they drive with a stranger in an area that they don't know, sometimes known as test ready



Level 3. Driving with Purpose

This is about our journeys and how we make them. The driving test will measure this by the independent drive section. They will be asked to follow the road ahead. As we said at the very beginning it's an invitation to see and understand the road signs and markings which is also how we move from where we know to where we don't know.

The Importance of "Following The Road Ahead"

Liam Greaney



A driving test will only cover part of the driving syllabus. The problem for the candidate is that they do not know which part. We as instructors should as far as possible cover all of the syllabus. Which in this case will mean being able to follow road signs and road markings as well as a sat nav.

Also it is important for your pupil to be able to deal with situations rather than places. Pupils that are unable to deal with new situations are at a distinct disadvantage when out on the driving test. It's not desirable to be only able to cope with test routes. The practice of following the road ahead and looking for and understanding the line and signs without a performance dip is a good sign of test readiness.

This has a very practical application once your pupil has passed their test. How do they get where they need to be? Once they pass their test they can go anywhere in the country on a public road.



Level 4. How Our Driving is Affected by Ourselves.

As an instructor we all have pupils who drive well, then suddenly have an awful lesson. For me these are some of the most valuable lessons a pupil can have. It's a golden opportunity for them to realise that they as people can have an effect on their driving. But also what they can do about it. Things like rearrange appointments, give more time etc.

The process of following the road ahead will take more bandwidth. This is where the performance dip occurs. So with our pupils this allows us to see areas that need improvement. It's getting them to look ahead, see the signs and road markings and plan. If a driver can do that they can control a situation by taking the appropriate action.



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Not only am I a busy working ADI, member of the ADINJC Governing Committee and a mum of two teenage daughters, I also help run a Facebook group for Automatic Driving Instructors across the UK.

I feel a strong sense of needing to keep the potential pupils who join the page, safe from scammers. So we make sure the Admin Team vet the requests to join, both from pupils and instructors. Sadly we are not perfect and unfortunately fake profiles get onto the page.

We are on the look out for those pages selling fake licences, you know the ones, the same pictures pop up of a pile of shiny pink licences, 'available now'. No need for the long wait for a DVSA practical test. We delete, we block, we report to Facebook.

The ones that really upset me, are the scammers who are 'professional' con artists. The same names and Facebook profiles are reported to us. These are not instructors, have never been instructors and have no intention of ever sitting next to a learner driver. They are just after their money.

They reply to requests for instructors ALL over the country, from Glasgow to Cornwall, they use pass photographs from other instructors to make them look like successful professional instructors. So they potentially have even stolen your pictures!

They are on selling sites all over the country, trying to get the public to part with their cash. Sadly they do.

They agree to a start date, suggest they will do so for a discounted rate, and then guess what, they don't turn up, why would they, they already have the money in their account! When chased, they say things like, that was my business partner who you were dealing with, or don't reply to any further messages.

One member of the public who reported them to the Admin Team, had handed over £100, and obviously got no lessons in return. Another was threatened to be blacklisted by all local instructors when he asked for the scammers ADI number. Which when given was fake.

We take these things seriously at the ADINJC, as they bring the professional conduct of the industry into disrepute. So we reported the names we are aware of to the DVSA Counter Fraud and Investigation team.

As these scammers are not actually instructors, what a surprise, unfortunately there is nothing that the DVSA can directly do, but they are aware of the names from other sources too, along with many others.

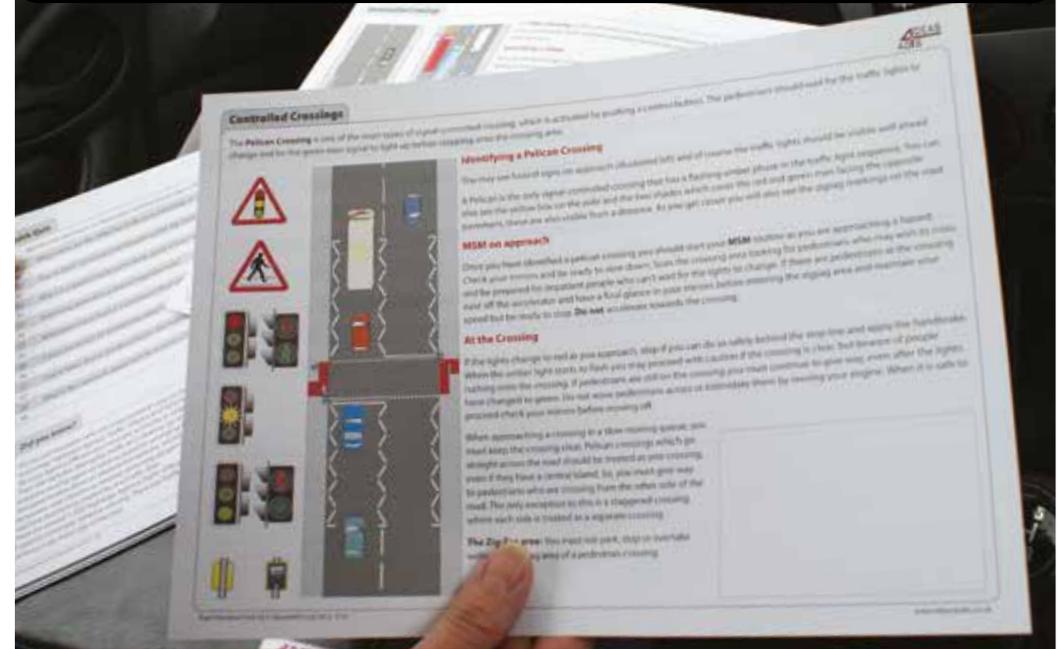
The advice from the DVSA is this

- Report the pages to Facebook and ask that they are removed, (in my experience you have to be persistent, as Facebook might reply using Bots).
- Report the scammers to Trading Standards or Action Fraud

This is not fraud against the DVSA, so is out of their remit, but we as individuals have a collective responsibility to make sure our industry is well respected and trusted by the public. I get really angry when I see people being robbed of their hard earned cash by someone pretending to be one of us. Let's make sure we keep an eye out for things that don't seem right, that are allowing hard working young people to be taken advantage of.



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DIPOD - The Driving Instructors' Podcast - Sponsored by ADINJC for the discerning ADI!

Show 189

In which we take a close look at the latest changes to the highway code and how we teach it.

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- Traffic Speeds
- Cyclists
- Horses
- Relevant Speed
- Use Of Video
- The Test
- 10 and 28 Day Rule



- Eyesight Tests
- Out Of Hours Tests
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Catch up now on all 108 minutes if you haven't done so already and as always, these shows are not to be missed! Remember, the guys love to hear from you and your response to the show is always welcomed! Please tell a fellow ADI about DIPOD and help spread the word!

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ADI Adrian

If you're looking for Adrian's monthly look at the media, you will be sorry to hear that he is currently unwell. We wish him a speedy recovery and hope to see him back soon.

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These events are a must for any instructor, so save the dates in your diary and register for free. The events follow hot on the heels of the very successful event held in October which welcomed a record breaking number of instructors on the day. We would also like to extend a huge thanks to our returning headline sponsor Marmalade Network, who will also sponsor the ADINJC & Intelligent Instructor National Conference & Expo '22. Marmalade Network support and reward driving instructors through their innovative referral programme. [Book your FREE ticket here.](#)

The events are not only a chance for driving instructors to socialise, network, build one's business, but also to get away from the day job and have some fun. So please do come and join the fun on May 8th and Oct 2nd! Visit www.events.intelligentinstructor.co.uk to find out more and [to register your place.](#)

All of our speakers will be running free seminar sessions aimed specifically for the instructor audience right throughout the day. A wide variety of expert speakers, delivering insightful presentations and workshops will help you develop, build and enhance your business.

Expo South Speakers:

David Crundall – Professor of Psychology, Nottingham Trent University

Is VR useful for driving training and assessment? We look at the viability and potential pitfalls of VR for training and assessing hazard perception. Current and future possibilities for the use of VR in training will be discussed.

Lisa Dorn – Professor of Driver Behaviour, Cranfield University

There are known risks when drivers overly trust assisted and automated vehicles leading to driver distraction and fatigue. Drivers must develop competencies in the ability to operate systems safely and this has implications for ADI knowledge and skills. What do ADIs need to know about human factors to deliver on the expected safety benefits of future vehicles?

Michael Carr – Managing Director, GoRoadie Pro

Technology moves at an unrelenting pace. Your learners now learn to use a tablet and touchscreen before they learn to walk. Let's look at and demystify recent innovations and see how you can use them to move your business and the driver training industry forward today.

Mike Newman – CEO, Speed of Sight Charity

Mike will explain how the Speed of Sight Charity provides people with life limiting disabilities exciting opportunities to drive race cars on a race circuit. This couldn't be possible without the help and support of ADIs throughout the country.

Shaun Harrington-Lunt – Business Development Manager, Superdrive Academy

Growing your driving school and knowing which business strategies to implement can be tricky when trying to expand your business. I'll be discussing the "How To's" and giving you an insight on which marketing strategies and tools to use to help you meet your business goals to expand.

James Evans – Founder and MD, FirstCar & The Honest Truth

We know that most ADIs want to go over and above for their learners and give them the knowledge and skills required to drive safely for life. The Honest Truth Campaign has been created to make it easier for ADIs to deliver these vital messages, seamlessly within normal driving lessons.

Andrew Love – Head of Training, ADINJC

This session will examine how the reason for the journey affects the driver's choices, the difference between instinctive & considered choices & how it affects road safety. Helping drivers to consider situations during their training will help them with driving choices in new situations or experiences.

Ray Seagrave – Owner, Ray Seagrave Instructor Training

Advocate for Coaching and client-centred learning, Ray is an industry award-winning trainer and public speaker. A grade 'A' (51/51) ORDIT Instructor trainer and grade 'A' ADI, his passion is helping ADI's and PDI's develop their client-centred teaching and coaching skills to deliver the National Driver and Rider Standards around safe driving for life.

Patrick Maguire – Partner/Lawyer, HCC Solicitors

Patrick, represents people who have suffered serious or catastrophic injury and families who have lost a loved one. Patrick's session looks at Serious and Catastrophic Road Collisions - The Role of a Specialist Lawyer.

Ruedi Preiss – Managing Director, YES! School of Motoring

Originally from Austria, Ruedi settled in Dorset in 2008 and after passing his Part 3 in 2009 founded YES! Driving School a year later. Ruedi's session: Driving Electric – The Start of a New Era.

Bob Morton – Client Centred Learning

ORDIT Trainer, ex Director of Training LDC driving school, Teacher, assessor & verifier. Bob's session title: Maximising your exam potential - How to make sure the real you turns up on the day.

Graham Hooper - Co-Managing Director, Tri-Coaching Partnership

This session will take the ADI on a journey from the beginning (PDI) of their induction, to the compressing of their knowledge, to having that light bulb moment ignited as they become a fully functioning ADI. The eventual outcome is to look at where they are now & where they want to be.

Matt Adams - Marmalade Network Manager, Marmalade Network

Matt will be looking into the research completed by Marmalade towards young and learner drivers. Matt will be giving an insight in to the young driver market to assist the advertising and reach of your businesses using Marmalade's targeted surveys and customer interactions with young drivers and learners across 2021.

Dean Lowes - Operations Manager, Pass N Go Driving School

Dean will be taking a closer look at mental health awareness within the driving instructor industry, examining the main factors that contribute to mental health and what support is available to those that may suffer from mental health within the industry.



Face to face and online dates available

New training dates have been announced across the country in the company of Andrew Love, our Head of Training and various members of our training team. These events are definitely not to be missed - the combined expertise from our range of trainers is second to none. Book now for our face to face and online courses, covering Standards Checks, Part 3s and Mock Test Madness! <https://www.adinjc.org.uk/training/#adinjc-courses>

Upcoming training dates/venues (some online)

Monday 4th & 25th April - Standards Check Made Easy with Lynne & Andrew (Online)

2 x 2 hour online sessions

£50 members - £65 lite members-Online

Monday 17 May 2022 - Standards Check Workshop at Holiday Inn Southampton, SO15 1AG

£99 members - £120 lite members

These workshops at various venues will leave you feeling more confident and prepared and our expert trainers who are themselves ADIs will be there to help guide and support you throughout the day. Your workshop is an opportunity to meet fellow ADIs and take time for yourself to consider and improve your teaching ready for your Standards Check. PDIs are also most welcome to join us on these courses.

Do you know what's not worthy?

Over the last few months it has become even more important for trainers and trainees to know when they are deemed ready to sit the test. During training to become an ADI there would have been a great emphasis on assessing what had been learnt during the lesson (Formative assessment). For most there will have been very little information about conducting a Mock Test (Summative assessment)

The Mock Test Madness session is delivered online and a great place to meet like minded ADIs and PDIs. The session is hosted by Andrew Love & Leigh Brookes. It's vitally important that ADIs prepare candidates for their tests, which includes what is likely to happen on the day. The driving test is different from normal driving lessons because the candidate is driving on their own, without any interventions from the passenger. During the session the differences will be discussed, highlighting the benefits of recreating what it would be like during the driving test.

What it includes

- Reason for the journey
- What must happen
- Understanding the marking system
- Fault assessment
- What are you going to do next?

This session is 2 hours and a useful reminder for experienced ADIs and recently qualified ADIs to be introduced to the DVSA marking criteria. To secure your place please book at <https://www.adinjc.org.uk/shop/> or ring **0800 8202 444**.

If you're an existing Silver, Gold or Platinum member and haven't yet migrated to the new membership structure or signed up to the new website, you'll need to call **0800 8202 444** and speak to Peter our friendly treasurer.



ADINJC Training and Development Courses

Face to Face and Online Workshops

Standards Check Workshop

~~19th Oct 2021~~ Southend Holiday Inn
~~10th Jan 2022~~ Corby-Kettering Holiday Inn
~~15th Mar 2022~~ Cardiff North Holiday Inn
17th May 2022 Southampton Holiday Inn

A Full Day Face to Face Workshop

Premium Members £99 Lite Members £120



Standards Check Made Easy With Lynne & Andrew

~~6th Nov 2021~~ & ~~22nd Nov 2021~~
4th April 2022 & 25th April 2022

Two 2 Hour Online Workshops

Premium Members £50 Lite Members £65

Mock Test Madness

~~13th Dec 2021~~ ~~7th Feb 2022~~

A 2 Hour Online Workshop

Premium Members £25 Lite Members £30



For More Details
And
To Book Your Place

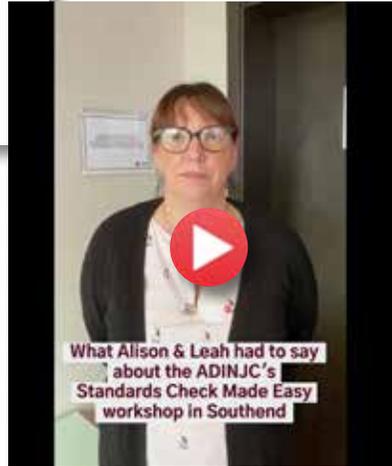
www.adinjc.org.uk

0800 8202 444



Mock Test Madness Members price £25 - Non Members £35

Still making your mind up? You can also view further feedback from previous attendees of NJC training courses here:



Online CPD offerings still available 24/7!

We're still offering easily accessible and reasonably priced online courses for study at your own pace. If you or your students prefer to study this way, we offer the following accredited courses via our own website:

- Safeguarding Children (0-17) - Level 1
- Information and Cyber Security
- Handling Violence and Aggression at Work
- Basic Life Support (BLS)

You can currently save 30% off these selected NJC online courses using 'ADINJC30'

For more information: <https://www.adinjc.org.uk/online-courses/>

INSURANCE FOR YOUNG DRIVERS



Learner Driver Insurance



SHORT TERM COVER ON A CAR THEY BORROW

Pay As You Go Insurance



PAY PER MILE COVER ON A PARENTS' CAR



Provides seamless cover before and after their driving test!

- Named Young Driver Insurance on the family car
- Black Box Insurance on their own car

Cars For Young Drivers



NEW CAR DEALS FOR YOUNG DRIVERS

Student Car Insurance



SHORT TERM COVER ONCE THEY'VE PASSED

wearemarmalade.co.uk



Terms and conditions apply. See wearemarmalade.co.uk for details.

On their website, featured recently:

- War, covid and inflation prime pump prices [click here to read](#)
- New charity to support Ukraine [click here to read](#)
- Welsh government clarifies restrictions [click here to read](#)
- Technology that charges EVs without having to plug in [click here to read](#)



We're always here for you

Reach out to us on the following telephone numbers:

Peter our friendly treasurer can be reached on our usual ADINJC helpline - **0800 8202 444**.

He loves to hear from you so please don't be a stranger where he's concerned!

Sue our Secretary's number is **07855 453414**

HMRC Helpline: **0800 0159 559**

Citizens Advice Bureau - <https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/>

Samaritans helpline - call free on **116 123**

ADINJC Talk Line

As we've all made the much anticipated return to work, whatever happens as we continue to make our way through this, please don't struggle on your own. If you do find yourself worrying or being in isolation for example, we have lovely volunteers to talk to at the NJC talk line. Please do feel free to get straight in touch with us and we will put you in contact with these wonderful people who have offered to be available in case anyone needs them. As you'd expect, all calls will be treated in the strictest of confidence.

Can't emphasise the talk line enough, it's there for you as are we.

ADINJC Business Support Line

Our Business Support Line is still very much open to anyone who feels they need help. If you're an ADI, PDI, franchisee or independent instructor and need some business ears to really listen to you, please do not hesitate to call Matt Stone our Deputy Chair on **07900 225502** or Stewart Lochrie our Scottish Ambassador on **07791 559318**



A GUIDE TO ADINJC

Waveney Group Schemes
PART OF THE TOWERGATE GROUP
Tuition Insurance

Public Liability Driving Tuition

Why is Public Liability cover so important?

Because we all make mistakes in life, including in our business operations as a driving instructor. Quite simply, if a member of the public (or any other third party) is injured or suffers damage to their property, arising out of the conduct of your business as a driving instructor, you could be held responsible.

The ADINJC Public Liability insurance, is designed to provide protection from claims against you by third parties who may have suffered personal injury or damage to their property, during contact with your driving school. Most motor policies provide you with a compulsory £20 Million Public Liability cover for accidents and injuries that occur as a consequence of having an accident. The ADINJC believes it's important to ensure you also have sufficient cover away from the vehicle, and have therefore arranged for its paid up members to benefit from £10 Million Public Liability cover away from the vehicle. The policy also has a low policy excess of just £500 for each and every claim. The ADINJC policy provides £10 Million cover for each and every claim during the life of the policy.

A range of claims can arise. These can extend from accidents at your own business premises, to incidents that occur whilst providing advice or tuition whilst working away from your vehicle.

Increasingly, it is a requirement of many customers, principals, and clients (particularly local authorities and government agencies), that you be asked to present proof of Public Liability insurance before they will work with you, or allow you to work on their property or premises.

Compensation arising from Public Liability claims can be substantial, and may include loss of earnings, future loss of earnings and damages awarded to the claimant. In addition, considerable legal costs in defending the claim can be incurred, and the claimants' legal costs may also be awarded against you if you are found to be at fault. All would be covered under a comprehensive Public Liability policy

Claims for trips, slips and falls are the most common, but there are other events that can lead to a claim against you. The following are examples of potential claims that can give rise to public liability claims against your driving school:

- you open your door for a pupil who you inadvertently trip over, causing an injury;
- you spill a hot drink in a classroom and a pupil slips over on this, causing an injury;
- a pupil falls over some cones you have positioned to practice parking, causing an injury;
- you knock over a valuable antique whilst waiting for a pupil at their home;



Your first task is not to coach but to start to develop a coaching approach with your friends and family. A great coaching quality is to be encouraging, so if your friend says they are going to start a new project, don't give them the negatives. The usual conversation might go, 'I am going to start investing in property', and the response goes, 'That could be a bit dodgy, you could lose all your money'. A better response would be, 'Sounds interesting, how will it work for you? Tell me more'.

This gives you an opportunity to practise listening. You are now showing an interest in someone else and starting to demonstrate a belief in that individual. You can then ask them to let you know how they get on, which would be useful for developing helpful feedback the next time they discuss it with you. Finally, you can then encourage them to set goals.

People need to feel that they have the autonomy to make their own choices, this helps them develop responsibility for their decision-making and gives them control over their own affairs. If you are having a conversation with someone you don't know a great tip is the 80/20 rule: you speak only 20% of the time. This will help develop your active listening skills. Make sure you feel part of the human relationship and are connecting with that person, let them know how well they are doing and allow people to do it their way, it is their life after all. Provide helpful feedback and encourage them to be more specific about what they are trying to achieve.

This is your first step to developing a 'way of being' as a coach.

In the next articles we will start to look at the skills needed to be able to coach in more depth and the fundamental belief that the coachee has all the solutions to their life and you are the catalyst for them to discover that their learning comes from within.

This is the first of 10 articles that I will be publishing over the next ten weeks that explore the world of coaching and explain how you can use coaching more in your driver training to great effect.

The idea is to increase your knowledge of coaching so that you can apply it on a daily basis to improve your personal communication skills.

To start with, have a go at answering these questions below. They will give you an indication of where you are now and help form your own reality. It doesn't matter if you have never formally coached or you are already an expert coach, it is an opportunity to reflect on where you are at this moment in time.

Let's get cracking:

On a scale of 0 - 10, where 0 means, you literally have no confidence to coach, and 10 means, there is no limit to your confidence and you are unfazed by coaching anyone (even the Queen), where are you on this scale?

What are your reasons for the score you have given yourself?

What steps do you need to take to be able to move your mark just 1 point further up your scale?

How can you implement those steps?

When will you start?

How will you know that you have reached the level of confidence that you desire?

What will it look like and feel like to you?

Write down your answers and put them somewhere you can find them at a later date.

ADI
NATIONAL
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II Intelligent
Instructor

Conference & Expo South '22

Kempton Park Racecourse | Middlesex
Sunday | 8 May 2022

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DRIVING INSTRUCTOR INSURANCE EXPLAINED

Our guide walks you through the main features of driving instructor insurance and explains how you can keep your premium down with driving instructor insurance discounts. Get the advice to help protect your business.

What is the difference to standard car insurance?

A standard private motor car insurance policy will cover you for social, domestic and personal use. Some policies also include cover for you to commute to and from a permanent place of work. So, if you drive the car to the same office every day, you will still be insured.

However, as a driving instructor you'll require business use for the driving test and tuition purposes. It is often more expensive than a standard private motor insurance, but it is extremely important to get the right cover to meet the demands and needs of a driving instructor.

Why is it more expensive?

Driving instructor car insurance is typically more expensive than standard private motor insurance cover. This is because a driving instructor requires a number of additional covers not included as standard a part of a private motor insurance policy. These can include cover for:

- Any driver
- A replacement dual control car
- Negligent tuition cover
- Driving off road for drivers aged 14+
- Cover for hire and reward
- Cover for the examiner to drive your car
- Cover for modified vehicle (dual controls, sign written, disabled equipment, dual speedo)



For more information or to discuss your cover requirements contact our team on:

01603 753 888

www.towergateinsurance.co.uk/driving-instructor-insurance

Towergate Insurance is a trading name of Towergate Underwriting Group Limited. Registered in England Number 04043759. Registered Office: Towergate House, Eclipse Park, Sittingbourne Road, Maidstone, Kent, ME14 3EN. Authorised and Regulated by the Financial Conduct Authority.



DRIVING INSTRUCTOR INSURANCE EXPLAINED

Driving Instructor Insurance - features explained

Any Driver Cover - It is essential for your policy to be issued on an any driver basis; this allows you to teach any licensed driver on the road irrespective of previous driving experience or other risk factors. This also allows the examiner to drive if required, as you will not be able to provide his or her details to your insurer prior to your pupil taking their test.

Replacement Dual Control Vehicle Cover - As a business car insurance policy it is important to ensure you get the correct replacement vehicle suitable for your needs. Most standard car insurance products will only offer you a non-dual controlled car in the event of a non-fault incident meaning you're unable to continue working. Many specialist driving instructor insurance providers will provide you with a dual controlled vehicle in the event of a claim. You should try to find a provider who will supply you with a guaranteed dual control replacement car within 24 hours to enable you continue teaching and sit any pre-booked driving tests. You should also consider how long you may need this vehicle for many providers will only supply a vehicle for a limited period try to find a provider who offers unlimited cover.

Negligent Tuition Cover - This cover extends you're driving instructor insurance policy to insure you and any driving instructor engaged by you to whom you have provided a vehicle which is insured under your policy, for your/their legal liability to pupils whilst driving instruction is being provided.

Driving Off Road Driver Aged 14+ - Some driving instructor insurance policies provide extended cover to allow you to teach pupils off road who are aged 14 or over. This cover is only provided where it can be evidenced that the land you're using the vehicle on does not form part of

the Road Traffic Act 1988. "Restricted byway" means a way over which the public have restricted byway rights within the meaning of Part II of the Countryside and Rights of Way Act 2000, with or without a right to drive animals of any description along the way, but no other rights of way.

Cover for Hire & Reward - As a driving instructor you will be collecting money for giving lessons whilst carrying your client in the vehicle this requires hire and reward to be included within your policy for the purpose of driving tuition and test. Standard private motor policies will not include this type of cover.

- Dual controls
- Additional speedo
- Additional mirrors
- Sign writing
- Disabled driving equipment

Modified Vehicle Cover - As a driving instructor you will have a number of additional features added to your vehicle these can include:

- Dual controls
- Additional speedo
- Additional mirrors
- Sign writing
- Disabled driving equipment

Most standard car insurance policies will class these as modifications and will therefore not be able to provide cover. It is important to mention these to your insurance provider so that they then can note these on your policy and provide cover suitable for your needs.

Driving Instructor Insurance discounts

Motorists usually pay more for driving instructor car insurance so it is important to try to keep costs down. One way to save money is to compare quotes from a number of different insurers - and it's easy with Towergate. We provide access to a panel of driving instructor car insurance companies and Lloyds Syndicates.

You can help to keep your driving instructor's car insurance premiums down by choosing a low group car, adding additional security or keeping your vehicle garaged over-night.

Insurance companies reward careful claim free drivers with lower premiums, so try not to claim unless the damage is serious. You can then build up a no claims discount and potentially cut the cost of cover by as much as 65%. No driving instructor wants to pay over the odds for business car insurance but it is also important to remember that the cheapest policy is not always the best. You might, for example, want to pay a little bit extra for more extensive cover. This could save you money in the long run, for example it could provide you with a replacement vehicle for a longer period keeping your business on the road.

For more information or to discuss your cover requirements contact our team on:

01603 753 888

www.towergateinsurance.co.uk/driving-instructor-insurance

Towergate Insurance is a trading name of Towergate Underwriting Group Limited. Registered in England Number 04043759. Registered Office: Towergate House, Eclipse Park, Sittingbourne Road, Maidstone, Kent, ME14 3EN. Authorised and Regulated by the Financial Conduct Authority.



Many thanks to our member Keith Gambles for suggesting that we do something to protest about the affect that the ever increasing price of fuel will have on our industry.

Charles has therefore taken up his pen and written to the Chancellor, and the First Ministers of Wales and Scotland to ask that consideration be given to a reduction in the amount of fuel tax and VAT. [You can read his letter here.](#)

And why not join in, write to your own MP and tell them how you feel? I'm assuming of course that you're not happy with the price of fuel... [You can find your MP's email address here.](#)

And to make it easy for you, here's a suggested template that you can copy and paste and change as you wish.

Rising Fuel Prices At The Pumps And The Impact On Business

I am becoming increasingly concerned at the exponential rise in fuel prices at our pumps caused by global trend and the conflict in Ukraine and the impact on business and consumers alike. I am only just starting to recover from the effects that the Covid pandemic had on my business.

As a self-employed small business, I am unable to absorb these additional fuel costs and will have to pass them on to my customers who themselves are learning to drive or undertaking transport industry training to thereby assist in the Country's economic recovery. Price rises will act as a deterrent to those learning and the improvement of road safety and may even deter them from driving or training to enter the transport industry.

The increase in prices will directly lead to increased revenues from VAT and Fuel Duties. I appeal to you to either take action to reduce VAT, reduce Fuel Duties or make such other action as you see fit to assist all businesses, both large and small, dependent upon the use of fuel to survive.

I thank you in advance for your attention to this matter and look forward to your response.

Thoughts from the Chair - how can ADI & PDI's cope with rising fuel costs

Fuel is one of the two biggest costs faced by driving instructors. So, in the absence of any help granted from our Chancellor or Finance Ministers, how do you cope with the currently exponential rise in prices at the pump caused by global trends and the conflict in Ukraine?

The driver training industry is making a fragile recovery following the Covid-19 pandemic and many instructors have recently raised their prices because of extraordinary demand for driving lessons. In my view, these are not unreasonable rises and are simply making up for several years in which prices were depressed. Not only has fuel risen in price, but so have vehicles and insurance.

It doesn't take long to conclude that you cannot absorb such dramatic hikes in cost which for many instructors will be £80 to £100 per month. Nor should you expect to do so, remember that your domestic costs are rising too.

My personal suggestion is that rather than reducing the quality of lessons by sitting at the roadside or implementing another general price rise, it is better to be honest with customers and explain the position. Tell them that you are currently forced to reduce any offers or discounts, such as those for

block bookings, or that you must limit any added value services that you currently offer free, such as a theory app or books. The only alternative is to follow several other industries and to make a temporary surcharge based on the cost of fuel. So, if you teach for forty hours a week and prices have risen by £20, that's a 50p per hour adjustment to be found somewhere.

In my experience, a sense of realism and honesty in pricing goes a long way. Good luck out there.

Charles Moffat - Chair

Calling all budding writers out there. Would you like to write for ADINJC in 2022? Perhaps you'd just like to see your name in digital ink? Please do send us in articles and indeed anything of interest. We welcome your views and ideas and as your new editor, I look forward to hearing from you. Email richspiers@icloud.com

This month as every month, thank you to everyone who contributes and helps ADINJC, most especially our magnificent Sponsors. Thank you especially to Rob aka the magician at the design studio!

Articles we have sent out via Email this Month

- DVSA – Driver testing services – lifting of COVID-19 driving test restrictions
- DVSA - Voluntary trailer training accreditation scheme
- DVSA – Driving test services – Plan B restrictions ending in England
- Traffic Safety Roads - March
- Expo South Update
- Sunday news items

And much more!



And Finally - a quote...

"If you are positive, you'll see opportunities instead of obstacles."

- Widad Akrawi

