



Kempton Park gave us a winning feeling

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Members News:

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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 May edition of the ADINJC newsletter, I hope that you are all well. In this month's edition we have all the usual articles plus a whole lot more for you to enjoy.

It's been a few days now since the **ADINJC** & Intelligent Instructor Conference & Expo South and looking back at the event, it was without doubt one of our favourites. This was the first event we've put on outside of our National Conference & Expo in Meriden.

Our expectations were high due to the ease of travel and fantastic facilities at the venue (even the weather was on our side). And as the event opened, a rush of instructors began to arrive and our speaker rooms in some cases were standing room only!

In total we welcomed over 500 visitors on the day, which is fantastic, showing effort all round. We'd like to say a huge thank you to those who did attend. It was great to see some familiar faces from previous events and of course some new ones (who we hope to see again).

The event certainly had a unique feel with the majority of our speaker sessions busier than ever and some fantastic outside activities. These supported by the Expo itself, where our exhibitors were essentially the central point of the show.

On the day we had a great selection of Electric Vehicles for people to take a look at and speak to the ADIs that run them. Our EV team have been with us since our first event and we thank them for their passion and generosity in sharing their knowledge with other ADIs.

This time round we also ran sessions with the Speed of Sight to give ADIs a chance to experience Blind Driving. This was a huge hit and sold out very quickly.

Not all things run smoothly at events like this, but we'd like to commend the resolve of our friends at Leicestershire Fire & Rescue who despite their VR Van breaking down, still managed to put on sessions for ADIs to experience whilst they waited for Green Flag!

Finally the event was a chance for us to have a physical presentation of our Intelligent Instructor Awards 2022 and whilst we knew it would be a bit of a stretch for some instructors to attend. It was great to see some of our Top 100, join industry winners to celebrate their achievements.

Overall it was another brilliant event and we'd once again like to thank our headline sponsors Marmalade Network and supporting sponsors Michelin & Kwik Fit for helping make the event happen.





Together with Intelligent Instructor we threw open our doors at Kempton Racecourse in lovely weather for the first Conference and Expo South. The response exceeded our dreams, and several hundred delegates had a terrific time engaging with the exhibitors and speakers. The venue proved excellent and spacious for the exhibitions and the talks given. There was easy access from the road and rail links – I spoke to one delegate who had travelled from Scotland.

The best thing was that most of the delegates were new to our Conference and Expo. I spoke to many of them, our speakers, and delegates and all agreed what a great day we had. Possibly one of our best. We were kept busy and the ADINJC stand alone sold more memberships in the first hour than in a whole day previously and a record overall. Many old friends joined us too.

The speakers included Richard Hennessy who is the Director of Operations (South) for DVSA who gave a very informative and honest update on many of the current challenges faced.

It was great to meet so many PDI's and ADI's in person again and I would particularly like to thank all of our speakers and organisers for their hard work, including the remarkable ADINJC team, for putting this superb event together and delivering it so well. Several hundred pounds were raised for charity.

Charles Moffat - ADINJC Chair

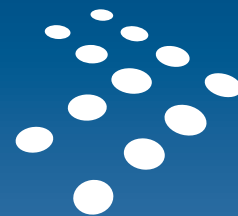


Next our focus shifts to Meriden for the ADINJC & Intelligent Instructor National Conference & Expo 2022.

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You should all be receiving the latest **ADINJC** and NASP newflashes 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.

NASP survey on the use of ADI performance data

Earlier in March we asked members for their views on the use of test data as a performance metric used in helping determine which trainers should be prioritised for Standards Checks.

The key take-aways from this survey were as follows:

- The majority of respondents were aware performance data is used by DVSA, and state they understand how it is used, but still a substantial percentage of trainers do not fully understand how data is used
- Similarly with trigger points, whilst over 50% were aware and understood of the trigger points, more than a third of respondents did not fully understand how trigger points were used
- Whilst over half of respondents were aware they could access their performance data, there was still a large percentage who do not know how to do so
- A major concern of those accessing their test data was that it was inaccurate
- The majority of respondents felt DVSA should send trainers their data to check and reflect on at regular intervals, rather than relying on trainers to request it
- There was not a high number of respondents to this survey who had been prioritised for a Standards Check as yet and, of those who had, many had not received an engagement call. Of the small number who had received an engagement call, over 60% said they did not find it helpful
- In terms of how those surveyed felt about DVSA using test data to assess individual performance over half understood the rationale but had concerns about the accuracy of data used, over a third of respondents did not think it was acceptable at all.
- In terms of a view on the regulator mandating the display of badges on test the majority of respondents had no issue with that
- When asked whether they would be happy with DVSA publishing performance data (to help the public make more informed choices) the majority of respondents were not in favour.

Next Steps

NASP have fed the survey data into DVSA and have made some key recommendations including:

- Improving communications to trainers on how data is used, how to access performance data, how to report issues with data etc
- Data reports should be sent at regular intervals to trainers to help them reflect on performance and pinpoint any issues
- A bigger focus on improving accuracy of data
- Developing an understanding why some ADIs are not finding the engagement calls useful
- Consulting more closely with the industry on how and what performance data is used and published - now and in the future
- A meeting is being scheduled to discuss all of the above with DVSA

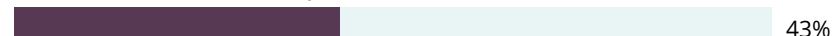
Question 1

Are you aware of how your performance data is used by DVSA?

Yes, aware and understand



Heard about it but don't fully understand



Wasn't aware



Question 2

Are you aware of the trigger points that would bring you to the attention of the DVSA for a Standards Check?

Yes, aware and understand



Heard about it but don't fully understand



Wasn't aware



Question 3

Are you aware of how to access your test performance data?

Yes am aware



No idea



Question 4

If you answered yes to Q3, have you accessed your test data?

Yes



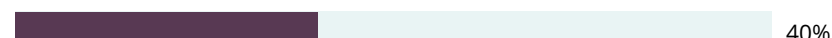
No



Question 5

Was your data accurate?

Yes



No



Question 6

If you answered no to the previous question, what was the issue with your data?

Open text answer – typical example of responses:

“Several clients not recorded”

“The only gave the details of 12 tests. I have done more than 12 tests in the past year but have been removing my badge since the beginning of 2022 because I don't agree with the DVSA policies on test performance data.”

“Applied to DVSA for my personal data records/information but heard nothing back (it has been at least three months).”

“The data as collected by DVSA is accurate but takes no account of pupils using their own vehicles for test.”

“Students using their own vehicles for tests distorts the information.”

“I did 4 more tests than recorded and my badge is always in the car, even when students use their own car (twice in the period covered).”

“It's a record of arbitrary considerations and does not take into account the emotional and phycological factors that are a very real part for a candidate on test.”

“Wrong number of tests and results “

“A large number of test passes were missing resulting in triggers being inaccurately recorded. The DVSA will not correct the data & this inaccurate data is the only reason I no longer display my badge on test.”

“Many of my learners, especially since the COVID backlog, take their tests in their own cars because I am often unavailable for last minute cancellations or for tests at a time which conflicts with my family commitments (eg. an early morning test conflicting with my school run).”

“I keep my own records of test results both in my car logged by the DVSA and in their cars, not associated with my ADI number, including ALL test results my performance is well above the trigger points in all four areas. But the DVSA will have a very different picture looking solely at the tests taken in my car.”

“Too many tests on the report, nearly twice as many than I have presented “

Question 7

Should DVSA rely on trainers requesting their data or should the agency regularly send trainers their data (so they can reflect and pinpoint any issues)?

Trainers should be responsible for requesting their data

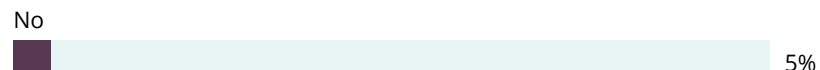


DVSA should automatically send reports at regular intervals



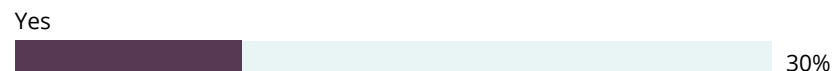
Question 8

Have you been prioritised for a Standards Check?



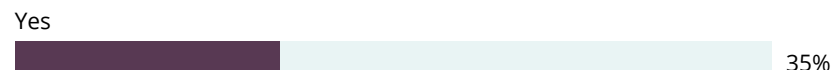
Question 9

If answering yes to the question above, did you receive an engagement call?



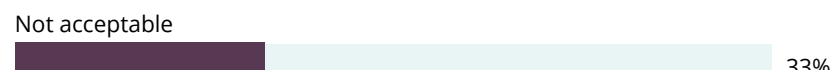
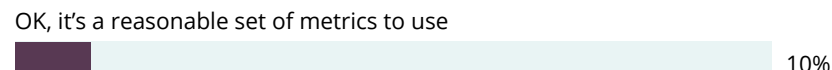
Question 10

Did you find the engagement call useful?



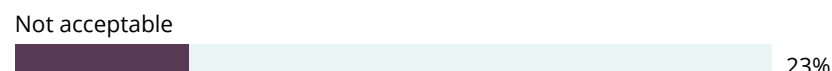
Question 11

How do you feel about DVSA using test data to assess individual trainer performance?



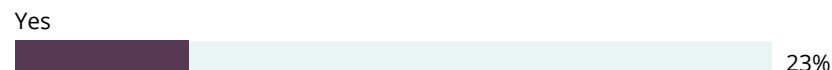
Question 12

What is your view on DVSA mandating the display of badges on test (to enable them to capture more test data)?



Question 13

Would you be happy with DVSA publishing your performance data to help the public make informed choices of trainer?"



General Comments

A pupils Driving Test report does not seem to differentiate between a Physical intervention Dangerous fault and a Verbal intervention Dangerous fault. A Physical Dangerous fault is a trigger, whereas a Verbal Dangerous fault isn't. It therefore matters!"

"The reason i would not be happy with this ,is the fact that the DVSA and the general public have no idea about problems that pupils may have. This would lead to a misunderstanding and unbalanced decision. "

"There are concerns that many learners suffer anxiety and nerves which can seriously affect their performance during a test. Which may have very little to do with the trainer no matter how thoroughly and professionally they are taught."

"A large proportion of the students that I teach suffer with either learning disabilities/mental health issues (anxiety). I don't pick and choose my students - if I did perhaps my data would be better. I believe that everyone should have the opportunity to learn to drive. I'm already hearing of instructors telling students that they'll never be able to learn to drive! They just need time, support and reassurance."

"very unhappy with the way DVSA are treating driving instructors. I totally disagree with the standards check triggers based purely on data (5 driver faults average is a trigger!!!). I feel this all leads to instructors potentially putting more pressure on test candidates to avoid us triggers, this could / does lead to more fails. It could also effect which learner drivers an instructor will choose to teach, this is unacceptable. Publishing our data also has similar problems and is unacceptable. I used to be a civil servant (for many years) and I again now feel that the DVSA is my employer, they just don't pay me. I am a Grade A instructor but I am seriously considering leaving the profession after over 24 years instructing."

"DVSA are trying to use the test data in a way which is inappropriate and should consider carefully the negative implications. A very unfair system will be created through well intentioned naivety to how real people will react to the threat to their livelihood of having pupils who fail. The testing system then fails the very people it is aimed at helping because slow learners, nervous/anxious drivers and those with specific additional needs will be unable to find an instructor who is willing to risk their pass rate to provide a service because of the discriminatory way they will be treated by DVSA. The latest proposals are at odds with DVSA's own motto - Safe Driving for Life as the emphasis is very clearly shifted to passing the test first time at all costs. This is far from Client Centered Learning and shifts the focus instead onto the ADI who will be judged from all sides on a 40 minute snapshot in far from everyday circumstances on the performance of an individual who's actions are beyond the control of anyone but themselves. The average person does not perform to their normal standard of behaviour under heightened pressure (neither students nor ADI). Perhaps if DVSA considered limiting the number of attempts that someone may have at passing their L test, as with the ADI part 3, this might have a more positive impact on people only taking a test when they are actually ready? Such a move would be more supportive of and less discriminatory towards ADIs than the current proposals."

"What other fields if any are the public allowed access to the performance data of individual people without their express permission? Is the data that the DVSA use an accurate and true reflection of an individual ADI's ability. It is well known that test passes are effected by the DVSA's policy to investigate examiners that have pass rates below or above the national average. Is this going to effect the examiners decision to pass or fail a candidate because they don't want to put their heads above the parapet? Are ADI's going to pay the price for DVSA policy?"

"The industry needs to make sure that we remain accessible to learners with characteristics that increase their risk of test failure even though they are competent outside the test environment (Thinking about a pupil of mine who had a bad experience then was triggered by reversing manoeuvres in test circumstances failing 5 times on the same thing that she could do as routine during lessons)."

"I have been an ADI for 35 years and have always tried my best to teach pupils to the best of my ability. On the odd occasion you get a pupil who suffers so much from nerves on the day of the test that they make an uncharacteristic mistake and on subsequent tests they do the same. Consequently the one or two pupils you have that suffer with high levels of anxiety on test day can really affect the instructors pass/performance data. So in future i will stop teaching those pupils who suffer greatly from anxiety?"



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The eminent psychiatrist John H Reitmann once said that *“It takes an average person almost twice as long to understand a sentence that uses a negative approach than it does to understand a positive sentence”*.

Negative language is like a virus, starting with the user and spreading to listeners. Regrettably we all too often use negative words and phrases without a thought to their potential impact.

Just have a listen around.... why do we use two negative words (“not bad”) when someone asks us how we are??

...why do we use the word “they” so often when we are simply referring to people who work in the same organisation as we do??

Positive Language

Language is an exceedingly powerful tool. Whether you communicate orally, or in written form, the way you express yourself will affect how your message is received. Even when you are conveying unpleasant news, the impact can be softened by the use of what we call positive language.

You can use positive language to elicit cooperation rather than confrontation. Whether you are communicating with clients and customers, your staff, or other individuals, you can use positive language to project a helpful, credible image rather than a destructive negative one.

Let's take for example the cynic, someone we may have encountered at some time or another. The cynic is the person who often criticises ideas, or usually provides reasons why something won't work. The extreme cynic is very good at debunking the ideas of others but rarely offers constructive suggestions, solutions or alternatives. This kind of negative communication is very tiring and demotivating. The constant criticising and challenging of the cynic might stimulate discussion, but is equally likely to increase confrontation and induce a negative atmosphere.

Cynics don't always have negative attitudes. In many cases they simply use language that gives the impression of negativity. They have not learned to phrase their comments in more constructive, credible ways. They may create a very different image if they could express their concerns or views using positive language. It is all too easy to fall into the negative language pattern. Many of us do so without being aware of it, particularly in written communication. For example, you might have received or seen a negatively phrased letter.

Here is an example of a negatively phrased letter:

“We regret to inform you that we cannot process your application to register your business name, since you have neglected to provide the information that was requested. Please complete ALL sections of the attached form and return it to us.”

While it is polite it is also negative and includes negative words, eg ‘cannot’, and ‘neglected’, and it has a tone that suggests that you are to blame for the problem. Let's try again, using more positive language this time:

“Congratulations on your new business. To register your business name we need some additional information. If you return the attached form, with the highlighted areas filled in, we will be able to send you your registration certificate within 10 working days. May we wish you every success in your new endeavour.”

The first example tells the person what he or she has done wrong, and doesn't stress the positive things that can be done to remedy the problem. The information is all there, but it sounds bureaucratic, cold and negative. The second example contains almost identical information but has a more “upbeat” and helpful tone and is likely to produce a co-operative and speedy response.

Negative & Positive Language

Negative phrasing and language often have the following characteristics:

- tells the individual what cannot be done
- has a subtle tone of blame
- includes words like can't, won't, unable to
- does not stress positive actions that would be appropriate, or positive consequences.

Positive phrasing and language have the following qualities:

- tells the individual what can be done
- suggests alternatives and choices available to the individual
- is helpful and encouraging rather than bureaucratic
- stresses positive actions and positive consequences that can be anticipated.

It is possible to eliminate negative phrases and replace them with more positive ways of conveying the same information. Below are some examples of positive phrasing.

- If you can send us [whatever], we can complete the process for you.
- The information we have suggests that you have a different viewpoint on this issue. Let me explain our perspective.
- Might we suggest that you [suggestion].
- One option open to you is [option].
- We can help you to [whatever] if you can send us [whatever].

A Useful Exercise

Look through a few memos, emails or letters you have written. Go through each one, word by word, and phrase by phrase, highlighting sentences that have a negative tone. Be alert to subtle aspects of your memos that send bureaucratic, negative or demeaning messages. Then rewrite the memo. Then, look at memos, emails or letters you have received and undertake the same exercise. It can be quite eye-opening!

Begin by developing the knack of writing positively. It will then be easier to change your spoken language to present a more positive tone.

Here are further steps that will help you use Positive Language more consistently:

Start to:

- actively listen to the words, tone and intonation you and others use when we speak
- capture anything negative, “delete” it, and replace it with a more positive word, tone, or intonation. Keep deliberately practicing this process until it reaches the point where the negative things are filtered out before they are expressed
- set a target to replace 2 negatives per day, and pat yourself on the back for each achievement – and tell others about the different words you now use. Everyone can begin to learn from one another.

About Positive Language

Bill Lavender
BA (Hons) Cert Ed



- ask for support - and also ask to be challenged by your colleagues, friends and team members.
- keep a record of all the language changes made, and keep monitoring this by building up your personal "positive language dictionary".
- Positive Language is such a tonic, starting with the user and spreading to listeners.

DID is a word of achievement
WON'T is a word of retreat
MIGHT is a word of bereavement
CAN'T is a word of defeat
OUGHT is a word of duty
TRY is a word each hour
WILL is a word of beauty
CAN is a word of power" (Anon)

"I am my message" (Gandhi)



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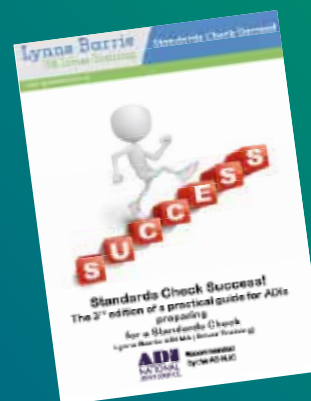
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Continuing professional development (CPD) is a great way to develop your skills, promote your business and deliver the best service to your students and clients. CPD for ADIs is currently voluntary, but the DVSA actively encourage ADIs to update their skills each year. A key example of this is keeping up to date with changing road rules, do you know the recent additions to the Highway Code well enough to pass this information on to a student or trainee? When was the last time you truly reflected on your teaching standards? Was it for the benefit of you and your clients, or under the pressure of an imminent standards check? We must remember that any information we pass on to students or trainees should be correct - one of the sub competencies instructors are marked against on their qualifying exam or standards check is "Was the technical information given comprehensive, appropriate, and accurate?". How then, can we keep our skills, knowledge and understanding up to date? The DVSA suggest you can take CPD in several different ways:

- By updating your teaching or driving skills, such as attending extra training from ORDIT trainers or completing one of the many advanced driving tests available
- Attend meetings or seminars, either as local or national events – a great example was the ADINJC Conference & Expo that was held at Kempton on the 8th May
- Researching new vehicles for your business, such as being familiar with new technology in vehicles and how this may impact driver training
- Spending time developing your business skills, including learning about social media and how this can help you reach a wider audience
- Complete formal courses: these can be classroom-based, in-car or online. The Open University have several free courses available online on topics such as coaching, understanding anxiety and even help you get to grips with bookkeeping and accounting. You can also visit the ADINJC's training page for upcoming workshops
- Use the internet to carry out research from professional webpages, CPD can be as simple as reading this article!
- Networking with other driver trainers – instead of rushing off to Greggs while your pupil is on test, take time to talk to other instructors at the test centre

Whichever way you choose to develop as an instructor, remember that investment in CPD is about gaining information you will really find valuable, so do not be afraid to try several of the above. Just like your pupils passing their driving test, instructors passing their qualifying exams have demonstrated they can meet the minimum standard legally required; improving on this can not only help us to raise the standards in the industry, but also the standards of driving from our pupils.

If you wish to learn more about CPD, then visit www.gov.uk/approved-driving-instructor-adi-development and www.safedrivingforlife.info/advice/instructors-and-trainers/adi-hub/professional-development-driving-instructor/ where you can find extra resources and links as well as ways to record your CPD progress.

Tom Stenson

DVSA approved Grade A instructor - RoSPA Gold advanced driver - IAM F1RST advanced driver

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

Waveney
Group Schemes
PART OF THE TOWERGATE GROUP
Tuition Insurance



The Missing Link?

We often hear people talk about emotional intelligence but what exactly is it? Emotional Intelligence (EI) or Emotional Quotient (EQ) is a measure of the ability of an individual to recognize their own and other people's emotions. This leads to being able to discriminate between different feelings and label them appropriately and to using emotional information to guide thinking and behaviour.

The term gained prominence back in 1955 in a book written by the author, psychologist, and science journalist Daniel Goleman: he went on to write many books on the subject. He described emotional intelligence as the array of skills and characteristics that drive leadership performance. The terms "emotional quotient" and "emotional intelligence" did not become popular until the 1980s, when psychologists Peter Salovey of Yale and John Mayer of the University of New Hampshire began conducting research. Although these and many other psychology experts view emotional intelligence measurements as scientifically valuable studies of social behaviour and relationships, the science behind these measurements is often questioned.

Studies have been done on possible ways that a high or low EQ might affect a person's abilities to perform under pressure, resolve conflict, and cope with challenges. For example, someone who has a low EQ might lack self-confidence and be pessimistic, both of which might affect his or her performance when doing certain tasks. People who are not advocates of the concept believe that things such as confidence, self-esteem and attitude are simply a matter of personality, which cannot be measured or modified. Other studies have linked this measurement to communication skills and other social skills that people either lack or possess.

Personally, I have always thought that just placing emphasis on a person's IQ or Intelligence Quotient, which is what we did for decades, was no judge of how a person would perform in life. It isn't always the case that the most academic people acquire the best jobs. In a similar way the most academic people don't always find learning to drive easy: indeed at times they find it very frustrating because they expect to excel at it in the same way as they excel at school and in exams and tests. Have you ever had a pupil who is academically very bright but who lacks the "common sense" for making the quick decisions we need when we drive? Scientists Mayer and Salovey realised that perhaps the missing link was our EQ.

EQ can be measured by tests where you will be asked to rate statements such as the ones below on a sliding scale from "completely agree" to "completely disagree". It is one of the factors that modern psychometric tests seek to measure now.

- Generally, I must be under pressure to really work hard
- I tend to get involved in things I later wish I could get out of
- I rarely think about old friends from the past
- I find it easy to tell others how much they really mean to me

There are EQ tests you can take on the internet if you are interested in finding out your own possible EQ. [Here is a link to one of them.](#)

You can look for more with Google.

It is now thought that EQ is up to 24% more important than IQ as a predictor of how well we will perform in life, and that people with higher EQ will tend to be more successful in life. They tend to be healthier, less depressed, more productive, higher earners and better in relationships.

Driving is not only a physical activity but one that engages all the senses from our eyes, ears, smell, skin, heartbeat, tension in our muscles and the thoughts in our brain including our emotions. It's perhaps easy to see why our EQ is important in our learning to drive process.

EQ tries to measure our own emotions and our understanding of other people's emotions. It then gauges how successful we are at adapting our behaviour to achieve the outcome we want. People with a higher EQ are often great at motivating themselves. You might be recognising how a high EQ score can help in being a better ADI. The main point is that before we can be aware of others, we need to be aware ourselves.

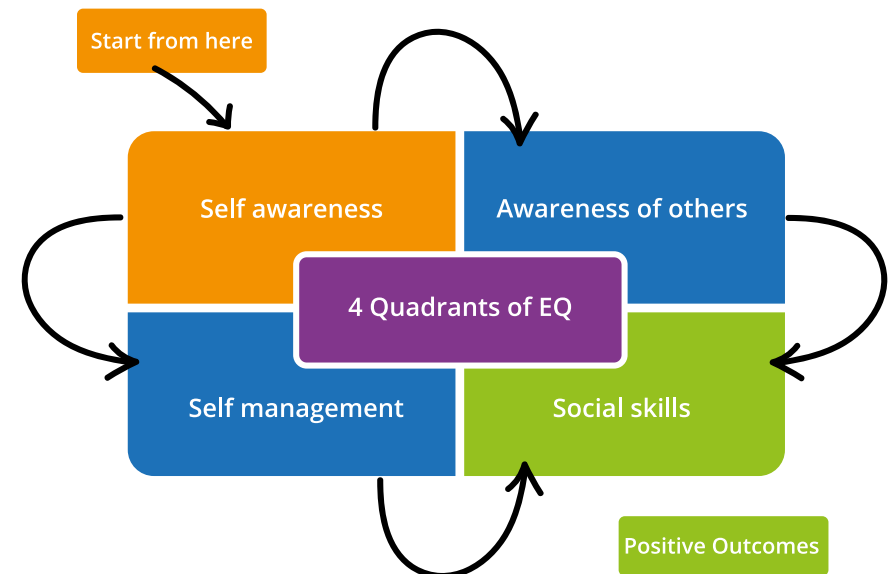
There are four stages to EQ, which can be simply defined as:

1. Understanding emotions
2. Managing emotions
3. Reading people
4. Using emotions

The four stages can be less simply defined as:

1. Self-awareness – the ability to read your own emotions and recognise their impact, whilst using gut feelings to guide decisions.
2. Self-management – controlling your emotions and impulses and adapting to changing circumstances.
3. Social awareness – the ability to sense, understand, and react to others' emotions, whilst also understanding the effect of social networks.
4. Relationship management – the ability to inspire, influence, and develop others, whilst also managing any conflict.

A diagram might help. This one shows how you might progress through the four quadrants, or stages, of EQ:





You might also want to see how you compare with the following list of the 'Top Ten Habits of Emotionally Intelligent People'. Such people:

1. Label their feelings, rather than labelling people or situations.
2. Distinguish between thoughts and feelings.
3. Take responsibility for their feelings.
4. Use their feelings to help them make decisions.
5. Show respect for other people's feelings.
6. Feel energised, not angry.
7. Validate other people's feelings.
8. Practice getting a positive value from their negative emotions.
9. Don't advise, command, control, criticise, judge or lecture to others.
10. Avoid people who invalidate them, or don't respect their feelings.

Some researchers claim that having good EQ is an inborn characteristic, while others suggest that we can improve our own EQ with practice. In a way you become your own coach at helping yourself. It all starts with learning how to listen to your feelings. Try to put into words how you feel when you are sad or happy.

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Sad * Upset * Hurt * Anxious * Crying * Drained * Heavy * Lacking energy * Depressed * Slouched * Short of breath * Silent | <ul style="list-style-type: none"> • Happy * Laughing * Letting go * Excited * Content * Relaxed * Calm * Smiling * Pleased * Exhilarated * On cloud nine |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The next step is to think how this affects your behaviour:
Mine are below just in case you ever meet me!

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • When I am sad I: * Withdraw. * Cope alone. * Become reserved. * Go quieter. * Have quicker breathing. * Alter my body posture. | <ul style="list-style-type: none"> • When happy I find that: * Work goes better. * I get on better with people. * I am friendlier. * I am more patient. * I am calmer. * I am more extroverted and outgoing. * I get excited more easily. * I am more creative. |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The third step is to begin to spot emotions in other people and your pupils. It's about being aware of how they feel. Here are some things to look for:

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • When people are sad, often: * Their voice changes. * They have difficulty in talking. * They go quiet. * They become withdrawn. * Their head goes down. * They stop making eye contact. * Their eyes water a little. | <ul style="list-style-type: none"> • When happy, most people: * Make quick actions or hand movements. * Show it in their facial expression. * Become excited. * Show that they are eager. * Seem calmer. * Make good eye contact. * Become more relaxed. * Have a good stance. * Have a positive posture. |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

We do need to become sensitive to others if we are to have an influence on them. As ADIs, or driver development coaches, we are in a close, confined space with our pupils. This puts us in a very good position to learn to recognise and understand their feelings and emotions.

They can so easily impact on the lesson and what the pupil gets out of it. I use my eye mirror to see how they are feeling about the lesson, as well as whether they are using their mirror.

Good coaching requires EQ but so does safe driving. When a pupil displays a good EQ, be sure to praise them. The more you encourage EQ in your pupils, the easier it is to coach them. For example:

I know a 17 year old who having stayed up nearly all night to meet the deadline for an art exam, then chose not to drive to school the next morning. Even though she was tired, she walked rather than driving for practice as she usually did with her mum: she didn't think it was safe to drive. She deserved real praise for being so sensible and for being able to use her EQ. This is the kind of behaviour to praise in pupils of any age.

It is really important to get a pupil in learning mood at the start of a session. Simple questions such as, "How is your day going?" and being genuinely interested in the answer, can be a good way to start.

The technique used here is question, then challenge, then praise. For example:

You as coach: "How is your day going?"

Pupil: "Well, OK I suppose."

You: "Didn't you say you had exams soon? How's the revision going?"

Pupil: "Yes, they start next week and I'm panicking that I won't be ready."

You: "It's a difficult time for you. If it helps we could skip the lesson next week so you have more time to revise. What do you think?"

(Don't worry! They'll be back and will see you as more caring).

I hope this article has helped you understand why understanding EQ will help in your lessons and that it is something that can be improved with practice.

"EQ is an attitude and a way of being. Coaching is behaviour plus the practice of EQ. Both are life skills that can be developed." - J. Whitmore (2003)

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.

Reverse parking manoeuvre in non DVSA car parks on driving tests

From 9 May DVSA can use non-DVSA car parks for the reverse park into a parking bay manoeuvre if it is assessed on a driving test.

This change is being introduced across all driving test centres following a successful trial in February and March 2022.

The change gives the option for reverse parking to be assessed on all driving tests, not just those taken at driving tests centres with a car park.

Following on from a successful trial

The trial took place at 15 driving test centres earlier in the year for car driving tests and ADI part 2 tests.

The feedback was positive from driving examiners, approved driving instructors and candidates who's tests were included as part of the trial.

Examiners will use car parks that are currently used for testing the forward park.

You need to let your pupils know about the change and we will contact all of your pupils who have a test booked in the first four weeks of the change coming in to place.



New AI technology leads to reduction in mobile phone offences and deaths

A new episode of the RSGB Talk podcast explores a 'world-leading' technological solution capable of detecting mobile phone offences - the recent recipient of an international award.

The Heads-Up technology, which has been developed by the Australian start-up Acusensus, uses artificial intelligence (AI) to capture the illegal use of mobile phones by drivers.

Acusensus launched Heads-Up in 2018 to 'drive behavioural change on road networks', and enable authorities to more easily prosecute drivers for illegal mobile phone use.

Heads Up uses fixed or roadside 'smart' cameras to autonomously capture high-resolution photographic evidence of mobile phone infringements by drivers.

Hosts Edward Seaman and Nick Rawlings are joined by Alex Jannik, Acusensus' founder and managing director.

[Click here to listen to the podcast](#)

Latest news from DfT



[Click here](#) to read about all the latest news on the DfT website

Featured this month

Motorists to avoid annual EU price hike thanks to Brexit powers

[Click here to read](#)

Latest news from DVLA



Find all the latest information [here](#)

SOS! Speed of Sight - Driving the Difference



Inspire 25 members

Could you be one of a generous group of inspiring '25' members who contribute £25 monthly to the Speed of Sight charity giving the gift to drive to blind and disabled people throughout the UK?

<https://www.speedofsight.org/inspire-25-club/>





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



Items this month include:

- Institute of Master Tutors of Driving Awards
- Cyclists and E-Scooter Riders
- Grants Available Soon from the Road Safety Trust
- Restraining the Dog
- Drug Driving Course
- Motorists Views and Opinions
- Passive Safety Crash Demonstration
- Emergency Service Areas
- Traffex and Parkex
- Box Junctions Worries for Drivers
- Cycle Hire Scheme in London
- School Streets
- Ineffective Changes to Mobile Phone Law!
- Electric Charging Points

And much more!

Reducing Casualties by Stopping Crashes

Monday 4th July 2022- Crowne Plaza Hotel, Armada Way, Plymouth PL1 2HJ - 10.00am to 4.30pm

The event is for any person who is involved in the practice and promotion of road safety in terms of casualty reduction, reducing the risk to road users and making the environment smarter.

Through a series of presentations, interactive sessions and discussions we will explore interventions designed to stop people becoming involved in traffic incidents which inevitably leads to unplanned and devastating outcomes.

A Certificate of Attendance will be issued at the end of the day to support all CPD requirements .

EARLY BIRD RATE OFFER OF £85.00 UNTIL 10th June 2022.

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We support, inform and represent our members.

What our members say:

“May I just say that I am proud to be a member of such a caring society. A big “well done” to all you.

- Dave Clark ADI

“Your work is relentless, just wanted simply to say THANK YOU for being there for us. I don't know what I would have done without ADINJC.

- Susan Speight ADI

Find out more at adinjc.org.uk, call 0800 8202 444
or email secretary@adinjc.org.uk

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Is there more to this than meets the eye. What I want to show is that a predetermined mindset that was used in combat in the Korean war is used in driving instruction and can help us greatly. The two gentlemen I want to look at are Col. John Boyd and Col Jeff Cooper. Both of them came to the conclusion that the mindset of the combatant was the major factor in deciding who was the victor.

Starting with John Boyd he was a fighter pilot who saw aerial combat in Korea. Prior to Boyd's theorising, aerial dog fights were something that you did and you were either good at it or dead. What he observed was that the one who could make correct decisions more quickly than his opponent was the one who survived.



Boyd stated that if you knew the speed and position of the other combatant along with what they were capable of you should be able to beat them in combat. The key to this is timing and having a system to do it.

What he came out with was:

- Observation: looking and seeing what is happening around you
- Orientation: assessing how this might affect you
- Decision: deciding what to do based on what you have seen
- Act: acting on your decisions

This whole process is a continuous loop which will change with what you see as the situation develops. This is the same thing as: Look Assess Decide Act (LADA). It is also there in Roadcraft with the information overlap.

Boyd then theorised that all intelligent organisms and organisations go through a constant series of interaction with their environment. Making these decisions correctly is what keeps you alive. A bit like when you or your pupil are driving a car on the road. You are always reacting to what goes on around you.

Now the key to this is doing this constantly. This is absolutely critical to survival and hence why it is called a loop. As drivers this is what we do all the time. When a lorry starts to pull out in front of you, if you want to survive you will be doing all of the above very quickly.

Boyd theorised that by knowing the speed and position of the enemy and what he is capable of, you now have a series of options to defeat him. On the road as drivers we constantly look and assess the other drivers. And guided by our knowledge of the rules of the road and the capability of ourselves and vehicles we are able to stay safe. This is exactly what we are trying to coach our learners with and this is what keeps everyone safe.

The way we deal with this and adapt is the OODA/LADA loop. The quicker and faster that we can do this the better we can deal with our surroundings. As we start to look at this we see that it is used everywhere. Business gurus will talk about an OODA loop. In most aspects of life you will be using the loop. You could argue any testing including a driving test is a loop. It is how we as people learn and improve.

I never thought I would say this, but someone at the DVSA or its predecessor was an absolute genius when they introduced this to our MSM PSL routines. But what they have done is simplified it a bit as LADA and placed it in the hands of anyone who learns to drive.

Now bearing in mind the first part of this cycle is looking or observing. So what can we do to improve that process? For some of us, particularly those who work in inner city environments, the world of combat pistol shooting provides the answer. Another American I want to look at who served in The Korean War was Jeff Cooper. His view of surviving lethal encounters was not your weapon or martial skills but your mindset.





The relevance of this to driving is that it is not the capability of your car or your prowess as a driver. But your mental attitude that you take to your driving that will keep you accident free. Most of those young boy racers have cars which will outperform my driving school car. They have better eyesight and quicker reflexes. So with all these advantages why am I safer on the road than they are? How can we make them safer before they hit the road?

What Cooper did was come up with a colour code which referred to your state of mind. Using colour codes was nothing new but applying it to your state of mind was. Its purpose was to enable you to think in a fight. What he wanted to achieve was a person who had already decided what needed to be done in certain situations.

Please do not think I am advocating that all driving instructors should be armed with pistols. But I am suggesting that the technique of colour coding could be very useful. So, what is it?

White: You are unprepared and unready. In driving terms you should not be driving. Or if you are, you are driving without any awareness and probably do not know how you got where you were going and have no memory of the drive. This has a great possibility of going straight to black.

Yellow: You are prepared, relaxed and alert. You are ready for the possibilities of hazards. What you need to be doing here is scanning the road. This is the looking or observation part of the loop. While look is a fine word it suggests a fixed point. You need to be scanning with all that scanning implies.

You do not see things until you know what you are looking for. As driver trainers we see this all the time with our pupils. The more they concentrate on controlling the car the less they can see outside the car. The Hazard Perception Test is designed to increase a pupils awareness of what is going on around them. It is the start of training people to see what is happening around them

Orange: Alert to possible danger. Hazards are now present and you are in the orientation or assessment phase of the loop. You are working out what is happening around you. Your knowledge and skills are telling you what might happen. This is a very dynamic phase of the loop and where experience comes in. They say you cannot teach experience but you can certainly coach them what to look for and why. If you have been looking or scanning nice and early your chances are greatly improved.

Red: You are in action mode. It is time to act. Braking, steering whatever it takes to be safe. For red to be effective you need the time to look.

Black: Panic which is breakdown of physical and mental performance. This is your favourite pupil who drives brilliantly with you but is now on test.

Driving in condition white can very quickly become condition black and a very possible accident. We have all seen our pupils become more and more able till they relax into condition white when driving.

What this colour code gives you is a way of getting your pupils to a certain position of readiness. As soon as they are in the car they should be in condition yellow. As they move off and start observing what is happening around them. They will move from yellow to orange as hazards are identified. Depending on the situation they will be going either to yellow or to red.

The point of all this is to perform in such a way as to preserve your own safety. It came out of combat in Korea where it was literally life or death. Thankfully being on the road is not. But just as weapons can be handled safely until you forget that they are dangerous. Driving is also safe until you forget it's dangerous. But the lessons from Korea are very applicable to driving.



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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

Find out more at adinjc.org.uk, call 0800 8202 444
or email secretary@adinjc.org.uk

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Funding for 100 ADIs in Kent to join The Honest Truth



As part of their ongoing commitment to road safety, Kent County Council are funding 100 ADIs to receive a one-year membership to the Honest Truth - worth £100.

We are inviting expressions of interest from ADIs who live and teach students in Kent and would like to be considered for one of the funded places to become an Honest Truth ADI.

What is The Honest Truth?

The Honest Truth is an award-winning national road safety campaign; delivered to learners during their driving lessons by our Honest Truth ADI Partners. As an ADI, you have a unique opportunity to reach learners when they are starting out and receptive to new information. The Honest Truth provides structured resources and guidance, helping you to deliver road safety messages quickly and seamlessly within the context of normal driving lessons.

'Truths' are delivered for a few minutes at the start of each driving lesson in a no-nonsense and plain-talking way; enabling young people to develop hard-wired road safety instincts from the onset. Each topic is signed off on a Truth Card. When all ten Truths are completed, learners enter their details on the THT website for a chance to win a prize!

Research shows more crashes involving new drivers can be traced back to poor decision making and behaviour, rather than a lack of skill. The Honest Truth empowers new drivers to make better choices, even when faced with challenging situations, reducing the chance of an accident, or losing their license.

How do I express my interest in a funded place?

If you are interested in a funded place to become an Honest Truth ADI Partner, please email info@thehonesttruth.co.uk before 7th June, stating the following details and we will respond to acknowledge receipt:

- Your name and driving school
- Your ADI number
- Your postcode
- Your contact number/email
- Approximate number of students you teach per year within Kent
- Do you currently deliver any road safety messages during lessons over and above what is required to pass the driving test?

Thank you for your interest in The Honest Truth. To find out more about what it means to be an ADI Partner and the resources you'll receive, please watch the video below or click here to visit the Honest Truth website

<https://thehonesttruth.co.uk/pages/information-for-adis>



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HT, Salisbury DVSA ADI

Visit our website for more details and offers on our training material.

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MyDriveTime

Marmalade has partnered with MyDriveTime to offer an extended, 6 month trial of their award winning admin app that helps ADIs manage their diary, students and money. Register with Marmalade Network and find out more!

Spread the Marmalade

You can still very much spread the Marmalade and increase your chances of boosting your income by ordering more leaflets, booklets and cards to give to your pupils. If you're not yet a member, simply register <https://www.marmaladenetwork.co.uk>

Commission rates and benefits

ADIs and PDIs can read all about the commission rates on [new policies and benefits here](#).

The dedicated team at Marmalade is at the end of the line to answer all your enquiries and to signpost you to Marmalade products such as Breakdown cover and Tuition vehicles. You can call them on **0333 323 2615** or if you prefer, you can email them at info@marmaladenetwork.co.uk



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ADINJC training dates - booking now for 2022!



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>

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

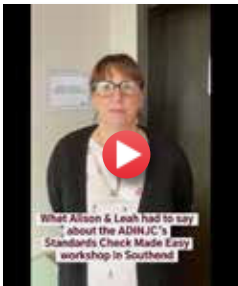


Photo below taken at a recent training event earlier this month at the North Staffs Association where our head of training Andrew Love delivered the Understanding the Mock Test course.



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/>



Training Dates From ADINJC



Standards Check Workshop

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

27th June 2022 & 11th July 2022

Two 2 Hour Online Workshops

Premium Members £50 Lite Members £65

Understanding The Mock Test

4th July 2022

A 2 Hour Online Workshop

Premium Members £25 Lite Members £30



For More Details And To Book Your Place

www.adinjc.org.uk





I am writing this piece on Monday May 9th, and I've just seen an interesting piece on social media. No doubt it will be in the local paper when I pick it up later. It said that Plymouth's first 20mph speed camera has been turned on. The bi-directional speed camera system on one of the city's major roads has been installed by Plymouth City Council following a consultation carried out last year. Residents told the council they would rather see an average speed system in place than traffic calming measures. As a result, the 20mph speed cameras have been installed. During a test period prior to activation the cameras detected more than 1,100 drivers exceeding the limit. There was a related story in the Western Morning News of February 22nd. It said that a bi-directional camera, which detects cars on both sides of the road has been installed on the A394 between Helston and Penryn in Cornwall. The camera, which is funded by the Vision Zero South West road safety partnership, went live on February 8th – and in the first week it has detected 681 speeding vehicles on the 30mph road. Of those caught by the camera: Five cases have been referred to the court (where the excess speed is such that it is beyond out of court disposal options); 72 have received a conditional offer of a fixed penalty and points on their licence; and 604 cases have been sent the option of a driver awareness course. Cllr Philip Desmonde, Cornwall Council's portfolio holder for transport, said: "I'm shocked to learn how many drivers have been caught as a result of the new camera, particularly in such a short space of time. Speed limits are in place for a good reason, sadly too many people are injured on Cornwall's roads. In 2020, 20 people lost their lives and 230 were seriously injured, some with life changing injuries. Cornwall Council is a committed member of the Vision Zero South West road safety partnership which has set the ambitious target of reducing the number of deaths and serious injuries by 50% by 2030. Everyone can make a positive impact by driving within the speed limit, and these cameras are a valuable tool in educating drivers to slow down". I couldn't agree more with Councillor Desmonde.

There was an alarming story on the front page of the Mail of April 20th. It was headlined 'Road revolution' and said that motorists stuck in jams will be able to watch TV and check emails under new rules for self-driving cars. The autonomous vehicles could be on British roads within months under plans to be announced shortly. Drivers will be able to hand over control to their vehicle – although they must stay in a single lane and keep below 37mph. And insurance firms – rather than drivers – will be liable for accidents when a car is in self-driving mode. Ministers believe vehicles with automatic lane-keeping systems should pass safety tests and be approved for use at slow speeds in heavy motorway traffic 'later this year'. Changes will be made to the Highway Code to legalise driverless technology before full regulations are introduced in 2025. Motorists will be allowed to take their eyes off the road and use inbuilt screens for the internet, emails and television. However, they must be 'ready to resume control in a timely way' if prompted by their car, restricting them to their seat. It will also still be illegal to use mobile phones when in self-driving mode because studies show they are distracting. Honda and Mercedes-Benz have led the way on lane-keeping cars, with models already approved in Japan and Germany. These might be the first self-driving cars on UK roads if they pass tests here. Some experts have safety concerns, however. Edmund King, of the AA said: "Many drivers will be uneasy with automatic lane-keeping systems taking over their cars even at speeds of up to 37mph. It is likely that most drivers would keep their hands on the wheel. Meanwhile, there remains a large level of scepticism among the driving public who are unconvinced that fully autonomous cars can co-exist alongside human

drivers." But the Government believes the changes will pave the way for safer, more efficient and greener travel. But then they would say that, wouldn't they?

There was an interesting piece in Classic Car Buyer of February 23rd. It ran 'if you had professional driving lessons in the 90s...' but (for some of us) should have said 'if you were a professional driving instructor in the 90s, there's every chance you were sat behind the wheel of one of these – a range of easy to steer superminis that offered long-suffering instructors impressive fuel economy, plenty of space and (in most cases) decent reliability. The article then went on to describe the Austin Metro, the K1 Nissan Micra, the Ford Fiesta, the Vauxhall Nova and the Volkswagen Polo. I trained with BSM in 1993 and had a Metro before the company moved over to Vauxhall Corsas. When I set up on my own, I had the choice of Ford or Nissan which were the two franchised dealers in my local town. I chose the Nissan Micra and successfully ran a number of them until Renault bought a share in Nissan. The French company's quality is nowhere as good as the Japanese, and I moved to the Suzuki Swift. The rest, as they say, is history. Ah, nostalgia is not what it used to be!

Well, I've got this far through the column without mentioning smart motorways but now I am afraid that I must. The Mail of February 21st had a story that said that smart motorways may be extra deadly because orange paint in emergency refuge areas could be a skidding hazard, according to leaked documents. Traffic Officers fear the paint makes the tarmac slippery, particularly when wet. It could cause vehicles pulling into laybys to crash into other stopped vehicles or passengers stranded by their cars, National Highways documents said. Transport Secretary Grant Shapps has demanded answers from road bosses, who have launched an investigation. The AA and RAC branded the revelation 'seriously concerning' and called for action to prevent any serious casualties or deaths. The laybys are a crucial safety feature for smart motorways, where the hard shoulder is a live traffic lane, as they are the only place motorists can go to prevent being marooned in traffic. There are around 300 refuges in the smart motorway network. National Highways began painting them orange in 2017 to make them more visible. The roads agency said it had launched an investigation and insisted only 'a small number of laybys were potentially affected. But sources said at least a dozen were. AA president Edmund King said: "It is a serious concern that skid resistance might be compromised in some emergency refuge areas due to the wrong sort of surface paint." Nicholas Lyes, the RAC's roads policy chief, said: "Given these refuge areas are short in length and vehicles will be exiting on to a high-speed road, adequate grip is essential to avoid serious collisions when re-joining the motorway, particularly in wet conditions." A case of the b****y obvious I would have thought?

And the Mirror of February 7th had a piece which told how the Spirit of Ecstasy mascot has been updated for only the second time. The makeover for the figurine – introduced 111 years ago and changed only once but for just one model – is to mark the high-end car manufacturer's shift to electric power. The reworked Spirit of Ecstasy is ready for the new Spectre model, which is due out next year. It went through an 830-hour process of designing, modelling and wind-tunnel testing. Torsten Muller-Otvos, the company's chief executive said: "She is more streamlined and graceful than ever – the perfect emblem for the most aerodynamic Rolls-Royce we have ever created. Well, there we all are then.

As you would expect, the ever-increasing price of fuel has featured heavily in the papers during the month. The Mirror of February 19th had a story which said that a tank of unleaded costs nearly £15 more than it did a year ago, according to the AA. With pump prices up almost 27p a litre in 12 months, filling up the average family car now costs £81.73, compared with £67.01 last year – a rise of £14.72. The increase has cost the high street an estimated £375million a month as households



deal with the extra cost by cutting back on spending on clothes, accessories, going out and treats. Petrol is at an all-time high with unleaded at 148.02p a litre, three months after a previous record of 147.72p. And diesel is now a record 151.72p a litre, adding £21.71 to the cost of filling a diesel van to send the bill rocketing from £99.93 to £121.64. Experts hope if talks between the US and Iran to revive a nuclear deal are successful, sanctions could be lifted and 1.3million more barrels of oil a day come on the market. Craig Erlam of US brokers Oanda said: "In the absence of a deal, we could be talking about triple-figure oil prices." Good grief!

And the Mail of February 9th had a piece entitled 'Swigging from bottle of Bolly at the wheel, Britain's most brainless driver'. It said that a lorry driver who swigged Bollinger champagne from a bottle, sent text messages and rolled a cigarette at the wheel before crashing into a stationary car, has been jailed. Mason Cowgill, 27, reported the collision to his boss but was sacked and turned in to police after the cab's internal dash-cam footage was reviewed. It shows Cowgill tearing the foil off the bottle with his teeth, opening the bottle with both hands and drinking from it at 10.30am as he drives at 50mph. Moments later he takes both hands off the wheel to roll a cigarette before sending text messages and pictures to friends. York Crown Court heard he ploughed into a stationary car containing a family with three children on holiday in North Yorkshire on June 7th last year. Their car was at the end of a queue of traffic on the B6255 in Ingleton. No one was hurt but the car was so badly damaged they had to return home via public transport. The court heard that after exchanging details with the driver, Cowgill drove off before police arrived. He made more calls to friends at the wheel, almost causing another crash. Judge Simon Hickey (jailed Cowgill) for 16 months, saying: "Do you pose a risk to the public? You do in terms of driving." Cowgill, of Gargrave, North Yorkshire, was also banned from driving for two years and eight months and told to take an extended driving test. He admitted dangerous driving, two shop thefts and a hotel burglary. Oliver Connor, for Cowgill, said he was drinking due to financial problems. I would suggest that he makes a start by switching to prosecco rather than top class champagne.

And the Mail of March 28th had a story which told how the Queen has starting using a £62,000 golf buggy to help her cope with her growing mobility issues. The deluxe four-seater was delivered to Windsor Castle and has leather seats, a digital screen with GPS and weather updates, a fridge and all-weather covers. Aides are said to have placed her beloved corgis next to her on the buggy so she could take them for a spin. Built by Danish firm Garia in a tie-up with Mercedes-Benz, the buggy has a top speed of 43mph, and its lithium battery has a range of 50 miles. Well, there we all are then.

And finally,
My boss tells me I need to go on an anger management course. We'll see about that.
I got home to find a cow eating my plants in the front garden. I thought: 'That's funny, never seen herbivore!'

Til next time

Adrian



MyDriveTime®

The essential admin tool for ADIs



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On their website, featured recently:

- Charging anxiety takes over from range anxiety for potential EV buyers
[click here to read](#)
- DS develops a prototype EV that abandons conventional stopping technology
[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. We are aware at NJC as driving instructors and trainers ourselves that with long waiting lists and demands from clients that are challenging this is still a stressful time. 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.

Call or email Sue Duncan: **07855 453414** secretary@adinjc.org.uk

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;



Congratulations to Tri-coaching on getting DVSA recognition for their BTEC level 4

It is our pleasure to share with you that the BTEC Level 4 Professional Award in Coaching for Driver Development has gained DVSA recognition as an effective Road Safety product.

When Tri-Coaching Partnership established the BTEC 4 over a decade ago, the aim was to provide a course that would enhance driving instructors' ability and further the goal of improving standards and therefore road safety. This is why it is such an accolade to now be recognised by the DVSA.

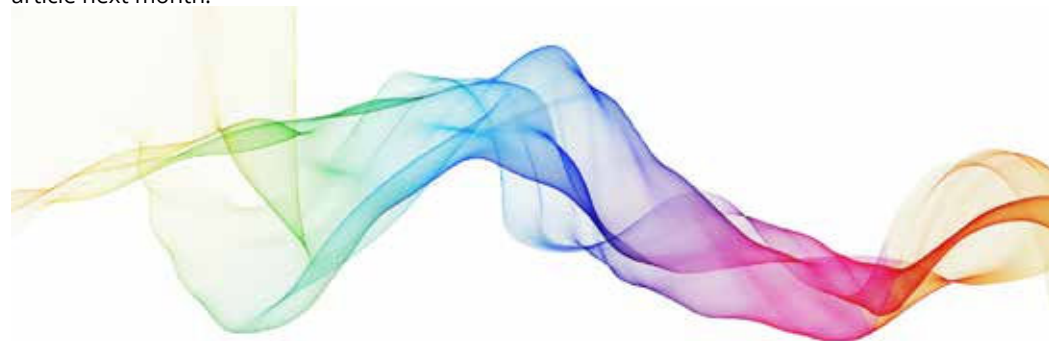
Since the first course in March 2011 hundreds of ADIs and driving professionals in other areas have gone on to gain the qualification.

The BTEC qualification is accredited by Pearson (formerly Edexcel). As such, Tri-Coaching has to undergo an annual Standards Verification with an appointed Pearson Assessor, who ensures that all our processes and procedures are robust and verifiable.

We would like to thank all of the people, who have attended the course; and give special thanks to the Tri-Coaching Trainers who continue to deliver the BTEC 4 and promote its success.

The Tri-Coaching Team - 0800 058 8009

Well done to the team at Tri Coaching, and apologies to Graham Hooper for omitting to credit Tri Coaching for the article last month and the month before. We look forward to another interesting article next month.



BTEC 4





How it began

September 2021 my world stopped turning, it was this date that I was being wheeled into a hospital ward called the Lawrence cancer ward in Medway Maritime Hospital. Up until that very moment I hadn't quite realised just how seriously unwell I was, a few weeks later a biopsy revealed I have advanced prostate cancer which had a score on the Gleason scale of 9 out of 10 almost the worst it could be and had metastasized in to my spine and right hip and several of my lymph nodes, in other words I was a very sick man. After aggressive radiotherapy to stop the tumors in my back from causing my spine to collapse I was then put on a series of hormone replacement therapies to bring my prostate antigen level down to stop the cancer from spreading further, I am, 8 months later now stable and pleased to say back to work training drivers to drive ambulances for the NHS and other private ambulance services.

If I go back a bit more, this did not start in September or indeed happen overnight. I had endured months of steadily increasing pain from my back that was radiating down my leg and I had noticed that my peeing was taking ages. The pain was so bad it often left me on the floor in agony, I had been checked over by a doctor in the beginning of May that year and sent away with a diagnosis of sciatica, I still question why I wasn't offered a PSA test at the time, but I guess that's for another story. The PSA test is a simple blood test that determines the prostate antigens in your blood, the safe level is around 0 to 3 anything slightly above 4 causes concern, mine was at 288 when the hospital tested me 4 months later, by that time the damage was done. My back will never repair, my cancer can't be cured (we'll see about that). The pain grew so bad that I could not work and a slip on the stairs took me into hospital where it was finally revealed after MRI CT and bone scans that my worst nightmare had come true, I have cancer.

At first I was numb and in a foggy haze of disbelief and spent many days after being discharged from hospital questioning the very reality of it all, the fairness of life, why me!

I gradually came to terms with it and made the decision to face this with as much positivity as I could possibly muster. The first thing I did was to write my feelings and thoughts down which I started doing whilst in hospital which then turned into a blog which at some point I decided to share with the world, if I could help someone else suffering it would be worthwhile it turns out that not only has it helped others it's also potentially saved the lives of at least 3 people who I know of, one is an old school friend, one a holiday rep from my old days of repping overseas and someone else whom I have never met, all of them have been told they have early stage prostate cancer because of results from PSA Tests that they took after reading my blog.

Now for the good stuff

I mentioned that the one thing I was going to do was to fight this with positivity and 8 months later I'm pleased to say my PSA level is down from 288 to 0.03 and two of my tumors in my hip have shrunk to half their size much to the surprise of the doctors and, I'm now back to work full time doing the job I love. My whole outlook on life has changed for the better, apart from cancer I'm healthy. I'm tired at night and sleep on average 10 to 12 hours, but I'm fine during the day with my pain levels considerably reduced. The hormone therapy has changed me in many ways too but I'm still Keith Woodward (Woody) and intend to be for as long as I possibly can be.

The plan

A few months ago I was contacted by Graham Hooper, many of you know him as a director of Tri Coaching, he is a great personal friend of mine and he wanted to involve me in a fundraising

event he puts on each year to raise money for Prostate Cancer Research, I had already been bitten by the fund raising bug after raising just over £1000 for the Samaritans in November and then a further £1500 in February for Prostate cancer uk just by walking a km a day for a month sounds easy right but try having a couple of tumors in your spine and hip and it becomes significantly challenging, I realised though that raising money was the purpose I had been needing in order to get back on the road to some kind of normality.

Graham's plan was to walk the Monopoly board challenge in London and after a coffee or two with Graham the plan was born, my part was to be a conduit for the fundraiser because I have prostate cancer and maybe people will sit up and take more notice, not only was the plan to raise money but also through my own experiences raise awareness of this disease which will incredibly affect one in eight men and unfairly still, one in four black men. It's the fastest growing cancer in men and my mission was to help Graham make men sit up and take notice of this disease. Be sure, take it from me personally it's not good to have this cancer.

My own part in the walk was to join in and walk a couple of miles and see what my body allowed me to do and then to meet the team at the end for a few pictures for the cause.

The walk

It was a lovely morning when I jumped on the train at Rochester train station at 6:12am on Saturday 30th April. Two stops along I was joined by the lovely Ian Davis and his equally lovely wife Zoe and excitedly with our hearts filled with great expectations we traveled in to London to meet the rest of the team as follows, the first to greet us at a little back street cafe in the leafy back streets of London at the Pinner Cafe our meeting point was Graham and his lovely partner Sheila, soon to follow were another old friend Terry Lefteri and his lovely partner Aga, then Neil Wightman whom I knew well from my tri coaching trainer days and James Verschoyle another from the past and finally a guy named Johnathon who I had never had the pleasure of meeting before but during the day became good friends.

It was 9am when this band of travelers set off to do good and raise money and awareness of Prostate Cancer all of us donning t-shirts displaying the prostate cancer logo in some form and wearing Prostate cancer head scarves on various parts of our bodies. We were excited. The atmosphere was vibrant, one of fun and good intent as we stepped onto the virtual monopoly board and put one foot in front of the other and just walked and walked and walked some more.

I'm not sure at what point my self-talk went from I can't do this to perhaps I might just be able to do can this, not just a bit as originally planned but the whole damn lot. The combination of the weather made me feel good and the incredible love and support I felt that was given by each member of the group in turn just made something click inside and the impossible for me started to become a possibility. Could I really walk the complete walk?

We stopped for lunch at the 12 km stage. I was feeling good, we were all in good spirits and suitably refreshed. We went again. Site after site we ticked off on our list. We had all been given a map of the route which Ian had sorted out, I didn't look at mine once I was carried along by the camaraderie of the group as we passed the famous and not so famous places on the monopoly board. Mile after mile we walked, at each location we stopped for a photograph to prove we had been there. It was mid afternoon when the constant chatter amongst us started to change. We were getting weary, our footsteps were becoming heavier, we needed a decent stop. Personally the journey for me was getting increasingly harder and harder. Due to the constant fluctuations in body heat I get from the therapy, I found myself often soaked in sweat and then shivering with cold, one of the side effects of HRT is I get tremendous hot flashes that feel like I'm burning and then in the cool shadows I felt the chills running through me chilling me to the bone, added to that my feet had started to swell in my boots another side effect I have from the many drugs that I'm on daily.

Walking for Prostate Cancer



We found a lovely deliciously cool olde back street English pub that smelled of wood and beer and was to be our watering hole to replenish our energies which had started to fade. I just about managed to remove my boots, what a relief, and after a wonderfully refreshing pint of bitter shandy we set back off for what was to be the final and most grueling leg of the journey all thoughts of not doing this had been extinguished in my mind, by this point there was to be only one outcome now and that was to finish this challenge.

The last few miles were incredibly tough for me, I was tiring quickly, my energy sapped, my feet had blown up and my back after being so quiet for so long had joined in the assault on my body, it was at this point where I seriously considered giving in. I know I wasn't the only one, we were all suffering in our own ways but the teams spirit found a new strength from somewhere and this band of tired and weary travelers found an inner strength born of friendship and a spirit of refusing to give up we crossed the finish line at around I believe 7.30pm it might have been later or even slightly earlier I couldn't tell you the precise time as by this point my mind was honestly struggling to comprehend anything, I remember a farewell hug from each member of the team all thoughts of a celebratory meal had long ago vanished I just needed to be home in the comfort of my family, I walked through the front door around 9pm ish I think, I had a quick hug from my wife and collapsed on the sofa and immediately passed out. I was awoken a short while later by my wife. It took about 20 minutes to prise my boots off my swollen feet. I looked at my toes in alarm as they had started to turn black and bruised from the pressure on my boots. I hit the pillar and fell into a dreamless sleep knowing I had done something that I would not have before today considered possible. I'm sure I slept with a smile on my face that night.

The day after

I awoke 13 hours later, my feet still sore and my back although on fire was not quite as bad as I thought it might be. I looked at my walking app, it said I had walked just under 39,000 steps which is around 17 miles and a bit. I had never walked that far in a single day in my life let alone at the age of 55 with stage 4 cancer attacking my body. I'm proud of what we all did on that day and personally for one day at least I beat my cancer. To date we have raised nearly £4500 including gift aid all of which will go to Prostate Cancer UK, without this incredibly important research I most certainly would not be alive today to tell this story. My doctor has already told me that my prognosis ten years ago would have almost certainly been a short death sentence and I would have been lucky to see the other side of Christmas just gone, I'm here today thanks to the generosity of the public who continue to support causes for people like me that have been hit by life's unfortunate curve balls cancer being the most prominent.

Please help

After reading this I have two things to ask. One is to help us by pushing the final amount raised to £5000, that was our target we thought might be possible. The second thing is to spread awareness to every man you know, be aware of the warning signs, changes in your bladder control and sudden development of lower back pain. If you are in your early fifties onwards (there have been cases even earlier) and you start to see these type of symptoms start to develop in you or someone you know then insist on a PSA test don't take no for an answer you can even buy one online at places like Amazon, had I been given one earlier who knows I might not be in the state I'm in right now but if I can help just one more person from getting this when it's too late then it's been worthwhile. Thank you for reading this. I've posted the links below to my blog and the team's just giving page where you can still donate. I have also set up a support group for anyone suffering with cancer of any type who wants to look at it in a more positive way.



JustGiving™





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

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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

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DIPOD - The Driving Instructors' Podcast -

Sponsored by ADINJC for the discerning ADI!

Show 192 - The latest episode from Dipod is now freely available for your listening pleasure! Your response is always welcome at www.dipod.co.uk

In this show we talk to James Hinkins from Herts Ability and learn about what is involved in teaching pupils with various disabilities.

Find the latest show at www.dipod.co.uk

Please tell a fellow ADI about the Driving Instructors Podcast and help spread the word!

Catch up now on all 63 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!

www.dipod.co.uk Phone us 08432 892556 E-mail: adi@dipod.co.uk

Leave an audio message straight from your PC with the widget on our [contact page!](#)



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 – Changes to the reverse parking manoeuvre
- Traffic Safety Roads - May

And much more!



And Finally - a quote...

"Believe you can and you're halfway there.

-Teddy Roosevelt

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