



Diamond Light Source Training Case Study

The Brief

- Diamond Light Source is the UK's national synchrotron. It works like a giant microscope, harnessing the power of electrons to produce bright light that scientists can use to study anything from fossils to jet engines to viruses and vaccines.
- They had a number of operators on their site that use forklift trucks as part of their day-to-day operations but had a mixture of training partners coming to site, all providing slightly different training to differing standards.
- Their training department needed somewhere that could train their operators off-site, thus leaving their trucks free during the day. They also wanted accredited, high-quality training for all new employee's and for their existing operators, so that they could be certain everyone was trained to the same high standards.

The Solution

- We worked with the training team to identify operators who had existing certificates that were not accredited or in date. These operators were trained in our training centre and issued with up-to-date accredited certificates.
- We also ensure that any new members of staff are trained at our training centre to the same high standards. This can be in the form of full novice courses for new operators, or our experienced, conversion or refresher courses for those who have been previously trained before joining them.
- This enables Diamond Light Source to ensure that everyone who operators on their site have had high quality, accredited training. This gives them the peace of mind that they are fully compliant with the HSE regulations governing Forklift operations.

The Results

- We have built a wonderful working relationship with Diamond Light Source, and we have enabled them to achieve their full site compliance.
- We have trained nearly 30 members of their staff and we continue to work with the training team to identify and train those who work on their site.
- As well as a satisfied training team, the staff members also enjoy the training, and we are proud to have received a RTITB feedback score of 54 out of 55 and a world-class NPS score of 97 out of 100.



The Customer

- Diamond Light Source is a not-for-profit limited company funded as a joint venture between UK Research & Innovation (UKRI) and Wellcome Trust. They provide national science infrastructure that is free at the point of use. Primary facilities are the national Synchrotron along with Cryo electron microscopy at the Harwell Campus.
- Over 14,000 researchers from across life and physical sciences both from academia and industry use Diamond to conduct experiments, assisted by approximately 700 staff.
- They are one of the most advanced scientific facilities in the world, and it's pioneering capabilities are helping to keep the UK at the forefront of scientific research.

Can we help you?

We're helping employers ensure they're compliant with current regulations and we're enhancing the skills of employees and those looking to improve their employment opportunities.

Forklift Trucks

First Aid

Fire Safety

Health & Safety

Manual Handling