

## Case Study - Combined Site Radio Training for Urenco UK Ltd

Benchmark was selected by Urenco (UK) Ltd as its preferred supplier of on-site, safety critical voice communications training to its operational staff in July 2009. URENCO (UK) Ltd is a highly successful operation in the enrichment of uranium and associated technologies. Located near Chester, the site operates three plants producing enriched uranium to enable nuclear power stations around the world to generate electricity. Benchmark commenced the extensive, on-site training programme in September 2009 and is currently providing training and coaching throughout the entire shift pattern to an initial tranche of just over 150 safety critical staff including shift supervisors, fire and rescue personnel, control room operators and key emergency support staff. The programme has enabled Benchmark to develop learning and development procedures that take full account of the particular operating circumstances of a nuclear industry plant and provide developmental learning in effective communications, assertiveness, influencing skills and personal effectiveness. The core of the training has been based on highly practical workshops, where the participants learn and then practice extensively the skills underpinning best practice in each of the customer-identified areas of learning.



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