

Nationwide Platforms confirmed Europe's largest IPAF training provider

16 February 2016 by Lavendon Group

Nationwide Platforms has retained its position as Europe's largest IPAF training provider after training more than 12,500 delegates in 2015. In addition, it trained a further 1,500 delegates on a range of PASMA, IOSH and other Health & Safety courses, making it one of the world's largest providers of working at height training.

Following the introduction of customer experience management system Satmetrix in 2014, Nationwide Platforms has also been able to measure customer satisfaction of its services. As well as creating a customer-centric culture and changing how the company addresses and responds to feedback, the system also provides a Net Promoter Score (NPS) which can be used to benchmark success. Last year our training division improved its NPS by 10% to achieve a score of 65, which positions it alongside some of the leading organisations around the world for customer satisfaction.

In order to support its on-going success, Nationwide Platforms recently opened a dedicated training centre in Aberdeen, Scotland, and employed an additional two trainers to carry out training throughout the UK. The new centre has already out performed all expectations, achieving particular success with IPAF's MEWPs for Managers training course, which is essential for anyone responsible for planning, supervising and managing the use of MEWPs in the workplace.

Looking to start 2016 strongly, the company is currently in the process of incorporating IPAF's new eLearning modules to its training portfolio. Delegates will now be able to complete the theory part of the course at their own pace online – anytime, anywhere and on any device – before taking a supervised theory test and practical training at an IPAF-approved training centre. Upon passing, delegates will then be issued a PAL Card, proving that they are qualified to operate aerial work platforms safely.

The company is also launching a new training guide to accompany its recently launched App which is now available for both Android and iPhone devices. The new App directly links with the company's website to ensure real-time updates on training course availability and locations as well as any offers available to the customer.

Peter Douglas, Nationwide Platforms UK Operations Director, said: "We are extremely proud to retain our position as the largest IPAF training provider for yet another year. We have invested a great deal of time and effort in our training services and customer experience over the years and it is great to see that we are doing our part in keeping our customers safe. We are also delighted to see our customers endorse our services, with our Net Promoter Score positioning our training division right up there with some world class organisations."

Tim Whiteman, IPAF Chief Executive, added: "IPAF congratulates Nationwide Platforms on such a consistent and solid performance in taking operator training right to the heart of many jobsites and helping to keep workers safe."

Nationwide Platforms has 21 fully qualified instructors who carry out in excess of 30 unique training courses from either customer sites or from its 26 training centres throughout the UK. Part of the Lavendon Group plc, Nationwide Platforms is also the UK's largest powered access rental company with a fleet of more than 10,500 machines. As such, it is also able to provide truly bespoke courses and tool-box talks tailored around customer/site requirements or on specific machines/makes/models.

Source: Lavendon Group plc; Nationwide Platforms