

# Wilton Centre The Faraday Centre

**Suhail Mitoubsi**, General Manager at The Faraday Centre, introduces us to the company, the thinking behind an excellent training course and the advantages that came with relocating to the Wilton Centre.

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## Can you start by telling us a little about The Faraday Centre?

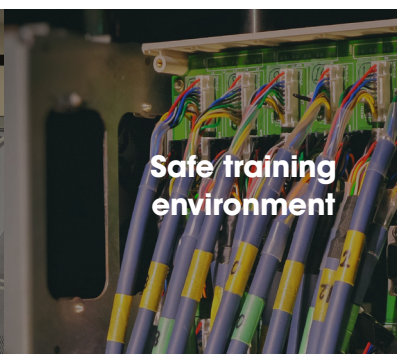
The company started in 1991 and specialises in the provision of electrical safety training across both industrial high voltage applications – which is our primary market – and low voltage applications in the light industrial, commercial and domestic industries. The company was founded by our Managing Director who used to work for British Steel as an electrical protection engineer. There was a real demand for this kind of training, and British Steel has remained one of our customers for the past 27 years. Since then, we have significantly expanded and now deliver training worldwide, including Australia, the Far East, the Middle East, Europe, Africa and the West Indies.

## How do you think you’ve achieved such an international reputation?

High voltage training and applications are niche markets, so word of mouth has helped a lot to increase awareness. Our courses are inherently valuable to many companies, and were met with a lot of interest in the early days of the company. In many instances, it’s easier for companies to send staff on our courses than to set up in-house training themselves, which requires a lot of investment and planning. We’ve developed many courses over the years, but they all have one thing in common – they were triggered by the industry and developed in response to demand. We like to say that our training courses are ‘designed by industry, for industry’, and the market determines what we offer. Over time, many of these courses become a standard part of our provision.

## What does an average course – if there is one – look like?

The majority of our standard courses are between one and five days, but our bespoke courses are discussed directly with our clients and tailored to meet their requirements. A lot of the topics addressed in the classes relate to everyday practices that we see in the industry, but theoretical textbook material is often different from what happens on the ground. It’s essential that our lecturers have an industry background and they understand the kinds of environments that their trainees are working in. We limit classroom size to a small number of trainees to ensure that each participant receives sufficient attention and can make a meaningful contribution to group discussions, and practical training is carried out in smaller groups to improve the learning experience further. Every course ends with an individual appraisal – including a written exam and a one-to-one practical assessment – which enables us to ensure that when we qualify someone as competent, it is an accurate reflection of their performance.



## What in particular sets your training apart from other providers?

The combination of classroom-based and practical training is a distinctive feature of our courses, and we have a wide range of high and low voltage switchgear set up specifically for this. We strongly believe that a hands-on approach in a safe and controlled environment is critical to developing understanding and the necessary skills. At the Wilton Centre, we have dedicated areas set up with electrical industrial equipment adapted to work at 110 volts – rather than 6,600, 11,000 or 33,000 volts as is used in industry – which creates a safe training environment, while replicating the same functionality as the real world.

## Was access to practical training space one of the motivations behind your move to the Wilton Centre?

We chose to move for several reasons. For starters, a number of our customers are actually at the science park – so it's great to be situated on the same campus as them – but our primary motivation was the need to find an appropriate space for our current training requirements and future expansion. Being at the Wilton Centre has allowed us to more than double our footprint to 4,000 square metres (approximately 43,000 square feet) and develop three key spaces: one for staff, the second for classrooms and the third for practical training. The layout of the building exactly met our needs and required very little adaptation; if I were to design a training centre area, I couldn't have done a better job myself.

## And how have you settled into your new location?

We initially focused on setting up the practical training areas and installing the equipment, and it took a lot of time to prepare the building to ensure everything met our requirements before we officially moved in 2017. The Wilton Centre team was incredibly supportive throughout the process, helping to arrange passes and coordinate our relocation, and I think it would have been a very different picture without them. Even though we've been at the site for over a year, we still find ourselves asking for advice, and there's no hesitation from the team – the support has been fantastic.



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To learn more about The Faraday Centre, visit [www.faradaycentre.co.uk](http://www.faradaycentre.co.uk).

To find out more about the facilities and opportunities at the Wilton Centre, visit [www.wiltoncentre.com](http://www.wiltoncentre.com).



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