Security & Defence Learning 2009

The 5th International Forum on Technology-Assisted Learning and Training for Security, Defence and Emergency Services

Post Forum Report

December 2, 2009
Hotel InterContinental Berlin

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Education and training are in the midst of an unprecedented period of profound change, which has been brought about by the exciting new possibilities afforded to students and teachers by information and communication technologies (ICTs), together with their increasingly widespread availability. This period of change has transformed the landscape of the security, defence and emergency services sector, enabling trainers to profit from a range of innovative new schemes.

Given the nature of the security sector, it is probably true to say that the pace of technological change and innovation has been quicker here than in any other area of education and training. Defence and security trainers leapt at the possibilities afforded by gaming and simulation technologies when they were still in their infancy and now armed forces, police and emergency services throughout the world are vying to develop ever more intricate and imaginative applications. The training, monitoring and financial benefits of many of these new initiatives have often been truly astonishing. Yet the possibilities for further innovation in the sector are still enormous.

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Security and Defence Learning 2009, the fifth international forum on technology-assisted learning and training for security, defence and emergency services, which was held at the Hotel InterContinental in Berlin on December 2nd, provided a forum for a wide-ranging discussion of the impact of this change on the security sector by delegates from 17 different countries. The conference has established itself as one of the most important events for security training directors and it was busier than ever.

The event was again hosted by the New Security Foundation (www.newsecurityfoundation.org) and many delegates also attended a round-table discussion on security issues with the regional government of Brandenburg and the NSF's annual dinner on the day before the conference. These events provided an opportunity for participants both to acquaint themselves with the security sector in one of Germany's most important *Laender* and to enjoy good food and an excellent networking opportunity at one of Berlin's liveliest hostelries. Those who attended thoroughly enjoyed both events and they are likely to be repeated in 2010. **Security and Defence Learning 2009** was accompanied by an exhibition at which several leading companies demonstrated new security learning technologies and the latest training solutions. The forum also provided the occasion for the launch of a new publication, *New Security Learning* (www.newsecuritylearning.com), which is published by the New Security Foundation and contains news and features about developments in the security learning sector.

> **"Round-table, dinner and follow up networking were excellent. Keep up the fantastic work."**
>
> **Dale Sheehan**, Director of Training and Development, INTERPOL

Opening the plenary session of **Security and Defence Learning 2009**, **Dr Harold Elletson**, the Chairman of the New Security Foundation, described the pace of change in the security training sector as "breathtaking." He said that, every year, delegates at **S&DL** were presented with details of major new projects, involving the imaginative use of new communications technologies to secure major security improvements through better training. He assured delegates that **Security and Defence Learning 2009** would be no different and they could look forward to a fascinating day learning about the development of some remarkable new initiatives in many different areas of security training.

The opening session considered two main themes: the emergence of new threats and challenges and how developments in technology could help to improve training to overcome them.
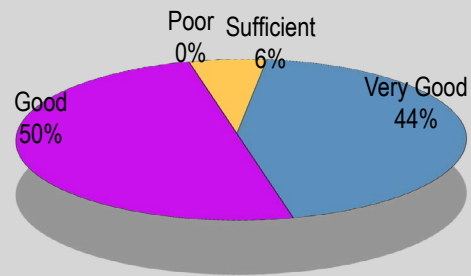
Jay Bavisi, President of EC-Council USA, outlined the most recent threats to cyber security and explained how easily equipment-based security systems and countermeasures could be circumvented by dedicated hackers. He criticised the "equipment-based security mentality" and showed how this could be eliminated by training and the implementation of best practices for achieving optimal security in organisations.

Participant Satisfaction

The Fifth International Forum on E-Learning for Defence and Security was attended by delegates from 17 different countries, providing an opportunity both for a truly global discussion of key issues in security training and for networking between learning professionals, solutions providers and end users.

Poor 0% · Sufficient 6% · Very Good 44% · Good 50%

Feedback*

"I found some new ideas and a lot of information I can use in my everyday job."

"I really like the diversity in the presentations and the new magazine. Congratulations!"

"The potential of this network is huge."

"The forum gave me a widespread overview, which will be very useful for the strategic planning of the direction and future e-learning in my organisation."

*Source: Responses from Estonian Defence Forces, African Virtual University, Bavarian Riot Police and Anon.

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Bruce Anderson, political correspondent of the British newspaper The Independent, gave a magisterial overview of the global security environment and the emergence of new threats and challenges. Occasionally far from optimistic, Mr Anderson set recent developments in their historical context, concluding that the world would continue to face serious threats to security from a variety of sources and that conflict between nation states was still a possibility which could not be excluded from planning.

Sean Nugent, Account Manager, and **Steve Barden**, Lead Consultant, of LINE Communications, presented "a practical approach" to transforming training in defence and security. They pointed out that the impact and benefits of transforming training can be significant. Ultimately, it can contribute to a shift in organisational culture from "training" to "learning" and the creation of an environment in which students undertake more self-directed and distance learning, meaning that they spend less time "off task" and in the classroom. As a result, training can become more consistent and face-to-face learning time can be optimised. To be effective, however, each type of learning intervention has to be considered as part of an overall strategic approach. Sean Nugent and Steve Barden described some of the strategic reviews LINE has undertaken in the defence sector and explained how training was being successfully transformed.

Dale Kneeland, an independent security consultant and CEO of Kneeland Consulting, gave a fascinating presentation on the threat to international shipping from piracy and the development of new training procedures to deal with the problem effectively. His company, which is based in Serbia, has undertaken several major shipping protection projects in some of the most dangerous, pirate-infested waters in the world. Successful anti-piracy operations depend on a careful analysis of the threat and a thorough training programme. Developments in technology can play a big part in improving training and preparedness.

The theme of the second session of the conference was the role of training as the key to preparedness and effective emergency response. Speakers examined the role of technology and the development of new systems to improve training and cooperation.

Professor Dr Dr h.c. mult. Rolf Stober, who is not only a professor at the Berlin University for Professional Studies but also the Director of the Research Institute for Compliance, Private Security Industries and Corporate Security, spoke about the need for effective training for private and corporate security management. He quoted the French President, Nicholas Sarkozy, who recently said that "…the role of private security in overall security in Europe is a way of looking after the everyday security of the European citizen. Private security firms are being called upon more and more to assist states in providing this protection." Professor Stober outlined his university's new master's programme, which uses blended learning to develop imaginative and reflective security practitioners.

Arthur Rabjohn, a former Metropolitan Police officer and a leading private security consultant, who is also the Chairman of the International Association of Emergency Managers, gave a powerful presentation on the subject of simulation in training. His thesis was that "simulation is more than just the visual appearance of the tool being used." What is perhaps more important is the "storyline" and investment in this aspect of a training package involving simulation can pay significant dividends. "In scenario-based training, the storyline of the scenario only reaches its full potential to immerse the student if it has depth," he said. He

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> "…simulation is more than just the visual appearance of the tool being used."

Arthur Rabjohn, Chairman, International Association of Emergency Managers, UK

examined how a combination of good scenario scripting and multimedia injects could combine to create a greater climate of realism in training packages.

Philipp Fischer, collaboration coordinator of the VoTeKK project at the University of Bonn, presented a "web-based interdisciplinary information and training platform to prepare security and rescue forces, medical personnel and the general population for large-scale emergencies." He said that the scope and scale of modern crisis situations now often presented emergency managers with completely unprecedented challenges. Instruction and advanced training, together with the efficient interdisciplinary transfer of relevant knowledge, are essential and both e-learning and virtual reality modules based on scenarios had a role to play in training target groups via the internet. Mr Fischer described the development of an online platform with a modular structure, which aims to provide "innovative and specialised instruction and advanced training to all VoTeKK users."

Angelika Schaefer, General Manager of IN-MEDEA GmbH, spoke about tropical disease management and new ways to teach and implement diagnostic procedures. INMEDEA have developed a simulator, which is a combination of graphical simulation, gaming elements and an "expert system," as a means of improving motivation and creating efficient distance learning. In the USA, between 40,000 and 80,000 people die every year because of diagnostic errors. As Angelika Schaefer said, "New ways to teach and implement diagnostic procedures have to be found."

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Angelika Schaefer, General Manager, INMEDEA GmbH, Germany

In the third session of the conference, participants examined recent developments in police and security training. Key themes were lessons the police have learned from the military, particularly in the field of simulation; new police training priorities; sharing information and experience; and how technology can help to meet cultural and linguistic challenges.

Assistant Chief Constable John Geates, Director of the Scottish Police College, spoke about the work of the College in responding to new challenges facing the Scottish police. He described both the structure of the college and its role as a training centre for police officers of all ranks. He explained the various courses on offer and the increasing role of e-learning and online education in delivering them.

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Peter-Martin Meier, Director, Swiss Police Institute, Switzerland

Peter-Martin Meier, Director of the Swiss Police Institute and a Colonel in the General Staff of the Swiss Army in the domain of operational training, described the problems he faces in trying to standardise police training in a multilingual federal country, in which the cantons often have different approaches to policing. Switzerland faces an array of complicated new security challenges, particularly in the field of cyber crime. "On top of that," said Peter-Martin Meier, "police academies are being merged and the demand for electronic support in learning and teaching is increasing." His presentation was a fascinating account of both the imperative and the process of implementing technological change in police training, as part of a determined effort to introduce "unité de doctrine."

Uwe Seidel of the Baden-Wuerttemberg Ministry of the Interior and **Markus Herkersdorf** of Tricat gave a well illustrated presentation on the development of a new "virtual training scenario," based on a commercial games engine and involving the use of a helicopter for police operations. The scenario is being developed as part of the POLIZEI-ONLINE initiative. "This allows the simulation of situations where forces are sent out from a helicopter and allows realistic representation of difficult conditions, e.g. at night using an infrared camera (FLIR operator)," Seidel explained. "Radio communication can be used in the same way as real operations. Sound effects, such as helicopter noises or other operation-related ambient noise also contribute to the realism."

Professor Bernadete Cordeiro of the Catholic University of Brasilia and **Juliana Barroso** of the Brazilian Ministry of Justice gave a joint presentation on their development of a virtual course for the Brazilian police. The aim of the course is to use distance learning to train 5000 policemen in both practical and theoretical aspects of public safety. The presentation provided an opportunity for participants to hear about a major South American distance learning initiative in the security sector and to exchange ideas and experience with its creators.

The final session of the conference, which was entitled 'New Systems and New Worlds' was devoted to a discussion of how technology and the development of new media could change training in the future.

Dale Sheehan, the Director of Training and Development at INTERPOL spoke about innovative technology and its use for training by INTERPOL, which is the world's largest international police organisation and has 188 member countries. An extremely diverse organisation, which employs staff from 80 countries, including specialists in all areas of law enforcement, INTERPOL provides focused police training initiatives for national police forces and also offers advice, guidance and support in developing crime-fighting capabilities. "The aim," according to Dale Sheehan, "is to enhance the capacity of member countries to combat serious transnational crime and terrorism effectively." This includes sharing knowledge, skills and best practices, together with the establishment of global standards for combating specific crimes. Mr Sheehan, who is a former Director General of the Learning and Development Branch of the Royal Canadian Mounted Police, outlined a number of recent INTERPOL initiatives, including the organisation's new anti-corruption centre. He was joined for a discussion of these new initiatives by **Lisa Gillis** of INTERPOL.

"The aim is to enhance the capacity of member countries to combat serious transnational crime and terrorism effectively."

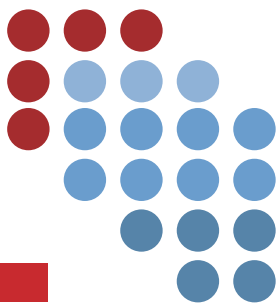**Dale Sheehan**, Director of Training and Development, INTERPOL, France

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"We prepare medical and non-medical professionals for situations they hopefully never encounter but, if it happens, they have to be prepared, respond immediately and recall all precisely needed knowledge and competencies to react properly".

Maria-Charlotte Koch, T-Systems Multimedia Solutions GmbH, Germany

Maria-Charlotte Koch and **Lars Vogel** of T-Systems Multimedia Solutions GmbH, who are specialists in designing and developing customer solutions for all forms of learning and knowledge management, gave a fascinating and insightful presentation, which examined the difficulty of bridging the gap between the desire to achieve the benefits of instruction based on virtual reality and its technical feasibility in the security and defence sector. "We prepare medical and non-medical professionals for situations they hopefully never encounter but, if it happens, they have to be prepared, respond immediately and recall all precisely needed knowledge and competencies to react properly", said Ms Koch. She outlined several advantages of virtual reality learning (VRL) for the defence and security sector, which included the fact that it stimulates long-term memory; it improves the process and results of planning; and it allows the time-saving planning of large-scale exercises and simulation in a 3D environment which can be reused, allowing cost savings to be made.

Conference sessions were chaired by **Dr Harold Elletson** and **Janis Folkmanis**.

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The 6th International Forum on Technology-Assisted Learning and Training for Security, Defence and Emergency Services

MARK YOUR CALENDAR

Wednesday, December 1, 2010

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