DEVON & CORNWALL POLICE

How virtual reality training is preparing the police force for the unexpected

FRAMING THE CHALLENGE

Recent major incidents such as the Manchester Arena bombing and the associated enquiry highlighted to Devon and Cornwall Police force a skills gap in their training packages delivered to their regular police officers. Whilst their specialist commanders receive bespoke, accredited incident command training, similar training for average response inspectors or critical incident managers did not exist holistically beyond their recruitment and initial training period.

DEVON & CORNWALL'S VISION

To improve the capability and capacity of Devon & Cornwall Police in its response to major incidents – with the ultimate outcome of being ready to save lives. Devon & Cornwall Police recognised the need for effective training programmes suitable for all levels of command that would equip officers with adequate command and control skills, and the confidence they needed to make assertive, effective and safe decisions when faced with major incidents.

"Our vision grew from the recognition that there was a gap in incident command training within our force. Our drive was to enable commanders to be better prepared to effectively command a multi-agency response, which ultimately is tested during major incidents and will save lives."

- Julian Pezzani, Devon & Cornwall Police, Chief Inspector

THE SOLUTION – A MIXED METHOD TRAINING PACKAGE

Devon & Cornwall Police came up with a series of training packages using a mixed-method approach for both their tactical (silver) and operational (bronze) level officers. The three-day training package is shaped around two days teaching the theory behind incident command and a day of practical application powered by XVR Simulation virtual reality software.

The courses are delivered by experienced instructors and commanders who can contextualise the theoretical concepts for the participants with real-life experiences, offering clear examples of how certain procedures or dilemmas could play out in real life. Participants then test their understanding and absorption of the learning material by running virtual reality scenarios developed specifically for this purpose.

The participant is immersed in the virtual reality scenario as an incident commander, and the instructor plays the roles of fellow officers, members of the public or colleagues from other agencies. Others observe and learn, and a debriefing is undertaken to discuss continuous improvements.

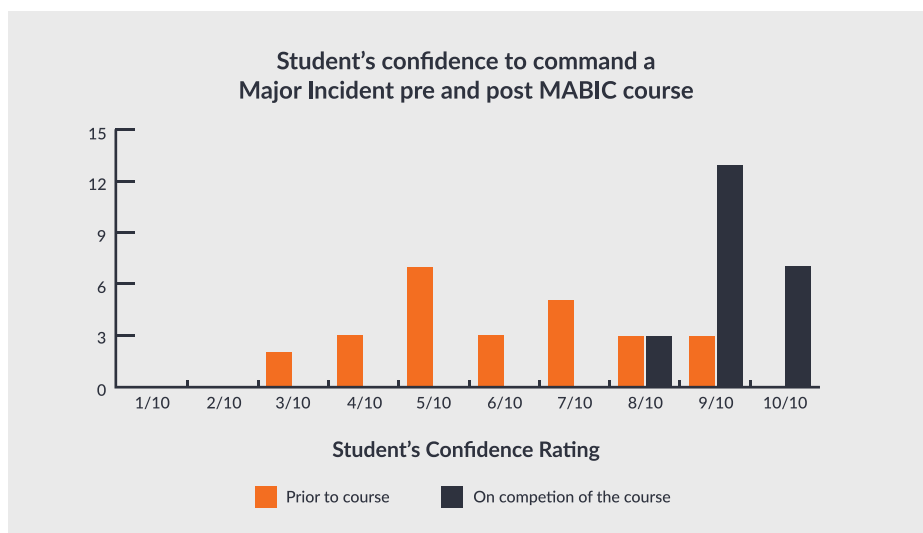**XVR**

WHY XVR VIRTUAL REALITY TRAINING SOFTWARE?

The XVR training tool allows learners to apply training theory and build experience in a simulated, safe and interactive environment. The instructor has full control of the learning experience and can tailor each scenario towards specific learning goals. Scenarios can also be localised to reflect local situations, making the training more relatable and recognisable.

> "The XVR software enabled us to apply incident command training theory in a practical, flexible, repeatable environment. Besides the obvious benefits of the immersive, real-life experience, we are impressed with the flexibility of the tool – both from a learning outcomes perspective but also the flexibility to instantly respond to the decision a learner makes whilst using the tool. Everything that happens within the virtual XVR world is a direct reflection of the decisions the learner has made, good or bad."
>
> - PC Kane Fowler, Devon & Cornwall Police, Curriculum Review Team

THE RESULTS

When it came to measuring the results, Devon & Cornwall Police decided to capture learner confidence pre- and post-training to quantify the effectiveness of their efforts, measured on a scale from 1 to 10. Devon & Cornwall were guided by the Home Office in evidencing the training outcomes with confidence as a key indicator. This graph illustrates a significant increase in learner confidence as a direct result of the training powered by XVR Simulation's incident command software.

Student's confidence to command a Major Incident pre and post MABIC course

X-axis: Student's Confidence Rating (1/10 through 10/10)
Y-axis: 0, 3, 6, 9, 12, 15

Legend:
- Prior to course (orange)
- On competion of the course (dark)

> "VR scenarios are an effective way of testing response to situation. Much better than paper exer cises."
>
> - Learner participant

> "I felt this course was more useful to me as an incident commander than any other training input I have had."
>
> - Learner participant

> "Best training that I have completed in years, everyone normally hates doing scenarios but to do them via virtual reality was fantastic."
>
> - Learner participant

> "When we were visited by a Home Office Superintendent, he was impressed by the immersive effects of the XVR software – he pointed out participants that were instinctively reaching for their radios, as the VR scenarios felt like real-life situations."
>
> - PC Kane Fowler, Devon & Cornwall Police, Curriculum Review Team

Curious?

Scan the QR code to explore further.

For more information on our XVR virtual reality software, please contact us: **info@learnprogroup.com**