



Driver Lineman Storeman – a training case study

“Amateurs talk tactics, professionals talk logistics.” As a modern military aphorism, this truism stands out in that its authorship has never been claimed by any contemporary pundit. That does not make it any less true, however, nor any less applicable to several of the training courses being reviewed under the £31 million Early Training Transformation (ETT) contract awarded to Metrix in 2009.

One of these courses at the Defence College of Communications and Information Systems (DCCIS) at Blandford Camp in Dorset operates under the title of “Driver Lineman Storeman,” which illustrates the all-embracing nature of its coverage. The Army’s own website says of the role that “...without Information Technology and communications the Army cannot function. The Driver Lineman Storeman is a key trade in the delivery of the Army’s communications infrastructure and for people up for the challenge, provides a challenging job with variety, excitement and rewards.”

The role of frontline logistics support is a critical one for any armed service, a situation long recognised by the British armed services. The Driver Lineman Storeman function provides for accurate, reliable and timely management of a vast array of technical equipment and physical assets crucial to the smooth functioning of defence operations, at home and in theatre. Although training for the role has been established for many years, the course chosen for the ETT exercise, under the acronym SCBR, was a brand new iteration.

As part of ETT, the SCBR course was subjected to a complete deconstruction/reconstruction treatment starting in late 2009. Part of the objective of this exercise was to examine the extent to which the Metrix Compression, Rationalisation, Harmonisation and Distribution (CRHD) process could be applied in order to achieve time, resource and cost savings and enhance the utility of the existing training. “We also had to ensure, however, that what was being taught was actually required and what was required was actually being taught. We found some minor gaps in the coverage so have added some material to the course,” said Karen Goldingay, Metrix Supervisor for the DCCIS courses.



A total of 6 courses per annum, each usually made of 16 students strong classes, undergo SCBR training, though the driver training component, which takes place at the Defence School of Transport at Leconfield, in East Yorkshire, is 'out of scope' for ETT, according to Metrix Training Manager David King. The course was thus small enough to be a sensible trial for the ETT process at the same time as having a wide enough application to the armed services to help develop meaningful experience and lessons learned from the process.

DCCIS has been the first defence college to achieve an advanced stage of course redevelopment through the ETT process, with the SCBR course having achieved a Milestone 3 objective by mid-April 2010. In terms of compression – the reduction in training time achieved by the change of delivery methods and media – SCBR has achieved a 21% reduction. It also has high potential for further harmonisation – the process whereby de-confliction of courses and re-use of training methodologies and materials across a wide spectrum can help to more efficiently re-use course material across the three Services.

The course resulting from the ETT examination is now a true blended learning solution, according to King, with interactive courseware modules at various levels blending with hands-on instructor-led training aimed at providing an integrated solution for students. "There is still recognition of the importance of classroom delivery, but the real prize is in providing what is required for the role – students have access to a learning centre in order to give themselves the facility to develop their skills at their own pace," he said.

The process of deconstruction and reconstruction of the course, to examine the extent to which CRHD improvements could be made, was made in full consultation with and full participation of the Army's own training experts. "The Subject Matter Expert (SME) relationship with us has really blossomed during the course of this exercise," Goldingay said.

David King believes the net result of this has been a major shift in understanding of and commitment to the way in which the Metrix process can make a difference.



“DCCIS was very quick to set up an ETT Governance Team, which became a very useful tool. By the time we got to the final review of progress in the Course Change Decision Forum we were faced with the service staff answering their colleagues questions in the meeting,” he said.

One of the major benefits to the process has been the establishment of four separate accreditations that graduating students can attain, two of which are trade specific. One of the more important of these is the European Computer Driving License (ECDL).

As a key trade in delivery of the Army’s communications infrastructure, the Driver Lineman Storeman is a critical player in ensuring the efficient operation of the wealth of technical equipment operated by the Royal Corps of Signals, among other corps. The SCBR course, as currently constituted after transformation under ITT, will provide a corpus of trained soldiers capable of moving rapidly through the Army’s career structure in pursuit of excellence in logistics support.

About Metrix

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