



CASE STUDY



# Language and Cultural Awareness Training in Support of OPTAG (UK Army)

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Delivering education & training



# Language and Cultural Awareness Training in Support of OPTAG (UK Army)

For five years TQ held a contract with the MOD's Operational Training and Advisory Group (OPTAG) to assist in preparing troops for overseas missions.

## THE TRAINING REQUIREMENT

The UK Army's Operational Training and Advisory Group has a requirement for Cultural Understanding Advisors, Language Trainers, Interpreters and Role Players to take part in training exercises for soldiers deploying to Iraq and Afghanistan.

## THE TQ PROGRAMME

TQ's Iraqi and Afghan staff managed, delivered and took part in hundreds of briefings and exercises involving military personnel at all levels. The training covered basic language skills, the etiquette of working with interpreters and cultural awareness including religion, politics, societal norms and cultural sensitivities. During many of

the exercises, TQ staff played the roles of village elders or senior Afghan military personnel, drawing on their real-life experience, giving an added realism to the scenarios being portrayed.

## MEASURING SUCCESS:

During the contract period, TQ delivered 100% of the requirement without fail, including additional requirements at short notice, and the TQ team received considerable positive feedback.

“Thank you for recognising that learning Afghan Culture is the best way to win the hearts and minds of people in Afghanistan.”

Gen. Bismillah Khan, CGS ANA

