

WICEN (Northern Rivers) VOICE PROCEDURE

VOICE COMMUNICATIONS PROCEDURE

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Webmaster's Notes:

The following information has been extracted from the WICEN (NSW) Inc. Manual - WICEN Training Manual, Operator (NTS001) Ver. 1.5 of 15/1/2000.

The text has been retained but the formatting has been condensed to reduce the number of pages for downloading.

These Procedures are not quite as strict as the Military requirement but do closely follow them. They are quite adequate for Emergency Services, especially utilising volunteer operators, when it is not always possible to achieve the expertise and training level of the Military. Operators using these procedures will have no difficulty working with the Military or Permanent Services.

Although tailored for WICEN needs, other services should have no difficulty using these procedures by simply substituting their own names, titles and callsigns where appropriate.

WICEN (originally Wireless Institute Civil Emergency Network) is an organisation of Amateur Radio operators throughout Australia. Their time and facilities are made available to the authorities in times of emergency and also for civil benevolent and safety operations at other times.

This extract is by WICEN (Northern Rivers) Region based in Lismore, North Eastern New South Wales. See our page and associated pages at -

WICEN (NR) <http://www.phonetic.org.au/alphabet.htm>
Also SARC <http://www.sarc.org.au>
Phonetics at <http://www.phonetic.org.au/alphabet.htm>

Please send feedback or comment to - vk2jwa@sarc.org.au

I hope you find this useful, 73, John Alcorn, VK2JWA
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VOICE COMMUNICATIONS PROCEDURE

1. INTRODUCTION.

Message passing procedure is an important means to an end - the end is the carrying of information, quickly and accurately.

It cannot be stressed too much, however, that procedure is only a means to an end.

An over rigid, inflexible adherence to a particular form of procedure, in certain circumstances, can have an effect reverse to the effect intended.

Good Amateur-operating practices, together with fundamental net discipline are of little difference from the procedures outlined in this manual. Therefore, do not be frightened by the use of procedure.

Use it for what it is, a useful guide for the better regulation of a communication net, and a means, by the use of standard phrases, to avoid inaccuracies.

2. DEFINITIONS.

CALLSIGN:

The call sign of the Amateur concerned, or in the case of a group station, the nominated call sign. An abbreviation of call signs may be used.

ABBREVIATED CALLSIGNS:

Abbreviated callsigns are used, provided there is no possibility of confusion, in exercises and when operational. These take the form of a callsign, which identifies the location rather than the operator. ie "Charlie" for checkpoint C, "Welfare" for the welfare centre.

ABBREVIATED VOICE PROCEDURE:

Abbreviated voice procedure may be used on FM circuits where the possibility of error is at a minimum. In this case the callsigns are used to establish the contact and then a conversation style may be adopted.

This would negate the use of prowords such as "over", "out" etc.

Example:

Start: "Charlie this is Start."

Charlie: "Charlie, send."

CONTROL:

One station on a network (or "net") normally the one serving the senior headquarters is appointed the Net Control Station. It is responsible for the efficient clearance of traffic on the net and the maintenance of circuit discipline.

CONTROLLED or DIRECTED NET:

A controlled net is where all Transmissions are directed to the net control station. When there is a message for another sub-station, permission is required from the net control to speak direct.

LINK:

Two stations operating on the same channel for the purpose of communicating one to the other is termed a link.

NET:

A number of stations operating on the same channel for the purpose of communicating with one another are termed a net.

NET CONTROL STATION: (NCS): The station that is the Command station.

OPEN NET: Is a net where all stations may operate freely with other station on the net.

OPERATOR: An Operator is a *Licensed Amateur Operator* who is operating within the terms of his or her licence. (A Limited Operator is not licensed to operate a WICEN station on HF unless accompanied by an operator that holds an appropriate licence).

PROWORD:

- (a) Prowords are pronounceable words or phrases that have been assigned meanings for the purpose of expediting message handling.
- (b) A proword, or a combination of prowords, must not be used as the text of a message. The prowords set out are authorised for general use.

STATION:

Any station on a net other than the net control station (NCS).

USER:

A person, other than an operator, who uses a radio.

3. CIRCUIT DISCIPLINE

- (a) Transmissions are to be as short as possible.
- (b) If the procedure does not cover a specific operating requirement, use your common sense to deal with the situation.
- (c) The following basic rules are essential for simplicity:
 - i) No transmission shall be made which has not been authorised by proper authority.
 - ii) The following practices are forbidden:
 - * UN-official conversations between operators.
 - * Transmitting in a directed net without permission.
 - * Excessive tuning and testing.
 - iii) Speaking faster than the receiver can write.
 - iv) The WICEN Operator does not make operational decisions. This is reserved for the client.

4. TYPES OF MESSAGES:

There are three types of radio communication:

- (a) Conversations
- (b) Unregistered messages and
- (c) Formal messages.

- (a) **Conversations:** Usually a series of alternate voice transmissions between two users in which subjects may be discussed, questions answered and information exchanged. The transmissions must be as brief as possible. These are not logged, at the operator's discretion.
- (b) **UR messages:** A user may frequently wish to ask a question to get information, etc, without discussion. He can do this by giving his message verbally to the operator, or by writing it down for transmission by radio as an UR message.

An UR message consists simply of the users text with an indication of the addressee where necessary.

All UR messages are recorded in the log including the text of the message and the reply.

- (c) **Formal message:** a formal message is one that is written down and signed by the originator. It should be written on a message form.

A file copy and all formal messages are kept in the local and distant Comms Centre, at the radio terminals.

5. HOW TO SPEAK:

Clear speech is necessary to help the receiving operator to understand you.
The following factors are important.

RHYTHM: The use of phrases that make sense.

SPEED: Not too fast.

VOLUME: Every word at the same volume.

PITCH : Slightly higher than usual.

Remember **RSVP**

6. PHONETIC ALPHABET.

The standard (NATO) phonetic alphabet is:

<u>LETTER</u>	<u>SPOKEN AS</u>	<u>LETTER</u>	<u>SPOKEN AS</u>
A	ALPHA	N	NOVEMBER
B	BRAVO	O	OSCAR
C	CHARLIE	P	PA-PA
D	DELTA	Q	QUEBEC
E	ECHO	R	ROMEO
F	FOXTROT	S	SIERRA
G	GOLF	T	TANGO
H	HOTEL	U	UNIFORM
I	INDIA	V	VICTOR
J	JULIET	W	WHISKY
K	KILO	X	X-RAY
L	LIMA (LEEMA)	Y	YANKEE
M	MIKE	Z	ZULU

Difficult words or groups with the text of plain text messages may be spelled using the phonetic alphabet, and proceeded with the proword "**I spell**". If the operator can pronounce the word to be spelled, he will do so before and after the spelling to identify the word.

Example A (a pronounceable word)

"Catenary. . . I spell charlie alpha tango echo november alpha romeo yankee, catenary"

Example B (an unpronounceable word)

"Moving to NSW." as -

"Moving to . . . I spell november sierra whisky" - state "I spell."

7. PRONUNCIATION OF NUMERALS

- (a) To distinguish numerals from words similarly pronounced, the proword "FIGURES" may be used preceding such numbers.
- (b) When numerals are transmitted the following rules for their pronunciation will be observed -

NUMERAL	SPOKEN AS	NUMERAL	SPOKEN AS
1	WUN	6	SIX
2	TOO	7	SEVEN
3	THUH-REE	8	ATE
4	FO-WER	9	NINER
5	FI-YIV	0	ZERO

- (c) Numbers will be transmitted digit by digit except that exact multiples of hundreds and thousands may be spoken as such.

NUMBER	SPOKEN AS	NUMBER	SPOKEN AS
44	FO-WER FO-WER	1478	WUN FO-WER SEVEN ATE
90	NINER ZERO	7000	SEVEN THOU-SAND
136	WUN THUH-REE SIX	16000	WUN SIX THOU-SAND
500	FI-YIV HUN-DRED	812681	ATE WUN TOO SIX ATE WUN

- (d) The figure zero is written "Ø".
 Underscore the numeral 1 to avoid the confusion with the letter " l ".
 Make U's with square corners to prevent them looking like "V's".
 Carefully print the numeral 5 to prevent confusion with the letter " S ".
 Make E with one stroke, not three or four. This will save time.
 When ruled paper is used, print slightly above the line. This prevents confusion of U with 11, 1 with l etc. when the horizontal base stroke is made over the ruling on the paper.

8. MIXED GROUPS

In giving a mixed group of letters and figures the proword "FIGURES" and "I SPELL" are used in the following example:

The mixed group 31AB7 is sent as follows -

FIGURES - thuh-ree wun - I SPELL - alpha bravo - FIGURES seven.

9. PUNCTUATION.

In sending capital letters or punctuation, the following phrases will be used.

- (a) "Full stop"
- (b) "Quote" and "Unquote"
- (c) "Brackets on" & "Brackets off"
- (d) "Slant" (/)

10. PRECEDENCE.

The precedence or priority of a formal message is to be entered on the message form by the Originator. Two precedences are used on WICEN messages.

- i) Routine Handled in sequence by normal processes.
- ii) Urgent Has priority over Routine traffic on hand, handled ahead of it.

11. ORIGIN (Date-Time)

The date and time a message is written. This takes the form of a seven-digit group such as 191429K. The first two figures "19" indicate that the message was written on the 19th day of the month. The figures "1429" indicate the time was 2.29 PM. The letter "K" indicates EST (Eastern Standard time). The world is divided into time zones. GMT or Universal Time Coordinate (UTC) is referred to as "Z" or "Zulu". Eastern Australia is 10 hours ahead of UTC and is known as "K". Western Aust is in "H" zone.

12. OPERATING RULES.

- (a) To save circuit time, all messages should be written down prior to transmission. The receiving operator shall write down messages preceded by the proword "MESSAGE".
- (b) Transmissions must be kept as short as possible. The use of prowords enhances brevity. Every transmission must be concluded with "Over" or "Out" as appropriate. (see list of prowords).
- (c) Transmissions should be clear with natural emphasis on each word and should be spoken in natural phrases.
- (d) To avoid interfering with other traffic, a user should listen on the circuit before transmitting.
- (e) When it is necessary for a station to indicate test signals, either for adjustment of a transmitter before making a call or for adjustment of a receiver, the signals will not continue for more than 10 seconds.
- (f) The transmission will be composed of spoken numerals (1,2,3 etc.) followed by the call sign of the station transmitting the signals.

13. OPERATING IN A NET:

Sub-stations will obey the control station promptly and without question.

14. SYNCHRONISING TIME:

When a net has been established, Control should announce the time so all operators can synchronise their watches.
"All stations, All stations, When I say TIME the time will be 1030 hours."
"five, four, three, two, one, TIME 1030. This is control. Out."

15. OFFERING MESSAGES:

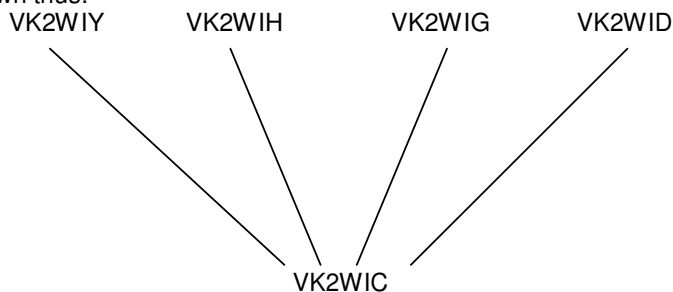
An offer is a short transmission made to warn the receiving station(s) concerned that a message follows. On a directed net, all messages will be offered.
The prowords used in the exchange of calls in the offer of a message are:
"MESSAGE" or "LONG MESSAGE" or "SEND YOUR MESSAGE".

16. RECEIPTS:

The transmission of a message is not completed until the receiving station gives a receipt for it. Simply using the proword "ROMEO" (ROGER) does this.

17. MESSAGE PASSING:

- (a) In the following sections the examples will be based on the following net:
Control Station: VK2WIC
Sub-stations: VK2WIY, VK2WIH, VK2WIH, VK2WIG, VK2WID.
These may be drawn thus:



- (b) NOTE: In the examples the full callsign sign is shown. In practice the callsign may be abbreviated at the direction of the control station.
- (c) The use of the WICEN message form (WOF08) is assumed

18. MESSAGE SENDING:

- (a) VK2WIY at the LHQ wishes to send a message to DHQ. He can hear no other station. VK2WIC is at D.H.Q. He transmits:

VK2WIY: "VK2WIC this is VK2WIY - Message - Over".
- (b) If there is a message in progress from a station that VK2WIY cannot hear, VK2WIC will transmit:

VK2WIC: "VK2WIY - wait - out". -
- (c) If VK2WIC is ready to receive the message he will transmit:

VK2WIC: "VK2WIY this is VK2WIC - send your message - over".

VK2WIY will then send the message.

VK2WIY: "VK2WIC this is VK2WIY - to DHQ from LHQ - message - Fire moving south - figures one five mile front - more to follow - over".

VK2WIC: "Romeo- over".

VK2WIY: "and Arthur's - I spell -Alpha Rome Tango Hotel Uniform Rome Sierra - Arthur's Creek now in danger - signature A.CO Smith - figures one six one three two five kilo - message ends - Over".

VK2WIC: "Romeo - over?"

VK2WIC: "VK2WIY this is VK2WIC - Romeo - out".
- (d) If VK2WIC has a message for VK2WID and cannot hear him but VK2WIG can hear both stations loud and clear VK2WIG would say

VK2WIG: "VK2WIC this is VK2WIG. Through me. Over."

VK2WIC would use the Relay Procedure such as:

VK2WIG: "VK2WID this is VK2WIG message from VK2WIC - Over"

19. CORRECTIONS:

If in the above example VK2WIY had transmitted the origin date time incorrectly the operator would have transmitted as follows:

VK2WIY "signature A.CO Smith figures one six three two five - correction - figures one six one three two five kilo - over".

20. REPETITIONS:

If in the example VK2WIC missed part of the message he would transmit a request to say again. Example: VK2WIC missed the word "creek":

VK2WIY: "... Mile front - over".

VK2WIC: "Say again word after Arthur's - over".

VK2WIY: "I say again - Arthur's creek - over".

VK2WIC: "Romeo - over".

If VK2WIB had missed the remainder of the transmission after the word "Arthur's" he would have transmitted:

VK2WIB: "Say again all after Arthur's - over".

NOTE: In the examples note that commonly recognised groups such as "HQ" are sent as "HQ" not as "Hotel Quebec".

21. SUB-STATION TO SUB-STATION:

- (a) Assume that VK2WIY wished to send the same message to another station - VK2WIH. VK2WIH can hear VK2WIY. He must get permission of VK2WIC as the control station first.

VK2WIY: "VK2WIC this is VK2WIY message for VK2WIH - over".

VK2WIC: "VK2WIY this is VK2WIC - send your message out."

VK2WIH: "VK2WIY this is VK2WIH - send your message - over".

VK2WIY will send the message in the usual way.

- (b) If VK2WIH cannot hear VK2WIY, VK2WIC will repeat the message phrase by phrase as it is transmitted by VK2WIY. Example of phrases sent this way:

VK2WIY: "message - fire moving south on Figures one five mile front - over".

VK2WIC: "message - fire moving south on Figures one five mile front - over".

VK2WIH: "Roger- over".

VK2WIC: "VK2WIY - Roger - over".

NOTE: That VK2WIY does not continue his message until VK2WIC has preceded his transmission by VK2WIY's own callsign.

If VK2WIC had wished to say something further to VK2WIH, he would have preceded the transmission with the callsign "VK2WIH".

22. PRIORITIES.

In the example no mention was made of the priority of the message, as it was a routine message. If the message had been an urgent message the transmissions would have been as follows:

VK2WIY "VK2WIC this is VK2WIY Urgent message - over".

VK2WIC "VK2WIY this is VK2WIC - send your urgent message - over".

VK2WIY "VK2WIC this is VK2WIY - to DHQ from LHQ - urgent message - Fire moving south.."
etc.

The word "Urgent" then becomes the first word of the text.

23. TOD/TOR

TOD = Time of dispatch

TOR = time of receipt.

The operator must fill in the date and time of receipt or dispatch as the case may be at the bottom of the message form. If he is sending the message it is the time of dispatch, and he writes that time in. As in the example, he confirms that time with the station with which he is in communication. The time of dispatch is the same time of receipt.

24. PAUSES BETWEEN TRANSMISSIONS.

As different priorities are used, there must always be a pause between transmissions to enable the other stations to inform the control station that they have priority messages.

25. PROWORDS.

Prowords are words or phrases that have a specific meaning. All services have a set of prowords relating to their own work.
Some prowords have been used in the examples.

A list of prowords used by the Emergency Services follows.

PROWORD	USED BY SENDER	USED BY RECEIVER
OVER	That ends my transmission. I am listening to hear your reply.	I have replied but expect further transmission from you.
ROMEO / ROGER		Message received and understood.
OUT	My transmission is ended. No reply is required.	My transmission is ended. No reply is required.
RADIO CHECK	What is the strength & readability of my signal?	
LOUD AND CLEAR		Your signal is loud and clear.
READABLE		While not loud & clear, Your signal is readable.
WEAK		Your signal is weak.
INTERFERENCE		Your signal is hard to understand because of interference.
DISTORTED		You are hard to understand because of distortion on your signal.
UNREADABLE		Your signal is unreadable.
WORDS TWICE	To indicate that each word or phrase will be said twice.	To request that each word or phrase be sent twice because conditions are difficult.
MESSAGE	I have a message for you.	(The receiver should have a message form ready to receive a message).
LONG MESSAGE	I have a long message. (use a large form).	
THROUGH ME	Send your message to ..via me.	
RELAY	Send this message to all addressees or to the address designations immediately following.	
INFO	The message is to be passed for information to the designations immediately following.	
SPEAK SLOWER		Your transmission is too fast to write.
SAY AGAIN		Repeat all your last transmission or the part I will identify.
I SAY AGAIN	I will say again the transmission or the part identified.	
ALL AFTER ALL BEFORE WORD AFTER WORD BEFORE	I say again the portion of the message you require and repeat your identification	This identifies the part of the message I require. The reference I quote is the nearest word or phrase I received correctly.
I SPELL	I will spell the next word phonetically.	
FIGURES	Numerals follow.	
CORRECTION	I will correct a word or group I have sent incorrectly.	
CORRECT	Your version is correct.	
WRONG	Your last transmission was incorrect. The correct version is.	
READ BACK	Repeat this entire transmission back to me exactly as received.	

PROWORD	USED BY SENDER	USED BY RECEIVER
I READ BACK	Verify the whole (or portion indicated) of the message with the originator and send the correct version. Only the addressee will originate the request for verification	
I VERIFY		That which follows has been verified by the sender in response to your request and is repeated.
SITREP	What is the situation at your location?	The situation here is..
LOCSTAT	Send your LOCation STATement	My location is
TIME	Send the time	When I say 'time' it will be
WILCO		I will comply with your request

MESSAGE REGISTRATION AND LOG KEEPING

26. MESSAGE REGISTRATION

Messages can get lost, overlooked, and even forgotten about. In emergency Communications this can be disastrous. To prevent this there is a system by which all messages can be traced.

This can also be used in any debriefs where you could be looking for every fact to justify actions taken.

Messages are received in two ways:

- a. From the originator who inserts an Originator's number: and
- b. By the radio or phone operator.
This is for tracing purposes.

When messages are transmitted:

All messages being transmitted are to be given an OUT number.

Messages received are given an IN number. This is written in the top section 3 (WICEN SERIAL) portion of the form. It is in the form OUT or IN 05/23, that is, the fifth message of the 23rd. The numbers start at 01 and continue on until the end of the exercise/callout.

Do not start 01 every day.

Some agencies do this, we don't. OUT is placed there because for incoming messages, there will be a number already and if it is to be re-transmitted it could be confusing.

The IN and OUT numbers are consecutive from your log.

This number is for reference only and is not transmitted.

This number comes from MESSAGE NUMBER OUT column of the log sheet.

You must also complete the "D" (dispatched) block at the right of the message form.

The "D" block has provision for date, time, system and operator's initials for Dispatch.

When messages are received.

CARBON COPIES MUST ALWAYS BE MADE IF THE ORIGINAL IS HANDED TO A THIRD PARTY.

You must complete the "R" block at the bottom of the form as the message is received.

The WICEN SERIAL is filled in by the log keeper and is the next number from the log.

27. LOGGING MESSAGES

Apart from the obvious column like TO/FROM, OPERATOR and TIME, the MESSAGE TEXT column gives you the opportunity to enter some reference or "Gist of message" phrase. Usually you would use the Originator number. This makes it easy to find the message if they call you and say 'reference my MED 04". You can go to it in your IN folder and find the carbon copy of that message.

If there is no originator's number, you can enter something like, Message re TRANSPORT or SITREP. If there is another person available, they could be used to register and log the messages. This enables a greater throughput on the net.

RADIO LOGS

Why do we keep radio logs?

To keep a formal and accurate record of the radio transmissions received by the base. To record any outgoing messages not recorded on a message form.

Radio logs are not generally an incident log, but merely a record of radio transmissions, which tells a story.

Are radio logs important? In a word, YES!

They provide evidence of radio transmissions made, advice given and actions taken in a chronological and ordered manner.

Radio log-keeping requirements:

The person who answers the radio generally should write the logs.

The logs should be written during or as soon after the radio transmission is made.

Transmissions should be recorded directly onto the radio logs and not onto paper and then transferred to the logs.

Sufficient information should be recorded to enable the operator to accurately tell the story later.

Do not try to assess the relevance of information for logging purposes.

Within reason, if it is on the radio, it should be in the logs.

The logs should be signed / initialled to identify who has made the records and thus received the radio message.

The logs should be written neatly and accurately.

The logs should be written in ink only, not pencil.

Mistakes should be crossed out with a single line, initialled and then the correct information written immediately to the right.

Errors should not be scribbled out, or erased with Liquid Paper (or similar).

Such corrections could make a log inadmissible as evidence in a court situation, as its accuracy could be placed in doubt.

Do not leave large gaps or spaces in the logs. Any gaps accidentally left should have a single line ruled through them.

Radio logs should be secured for safe keeping when completed.

Radio log-keeping hints and tricks:

A NCS operator should be ready to accept a radio call. Write the time and the callsign of the station calling, before answering them on the radio.

This ensures that your pen is in your hand and working, so that you are ready to immediately write down what is being said.

Make every effort to write down what is being said, as it is being said.


Do not acknowledge information passed by a station until you have logged most of what they have said (but be aware of leaving a station "hanging" for too long, waiting for you to acknowledge them).

Develop the skill of trying to listen and write (using abbreviations) at the same time.

This will significantly improve the speed of your log keeping.

Look at your logs, once finished, and ask yourself if another person could tell the story of that radio transmission from your radio logs.

LOGGING ABBREVIATIONS

Acco	Accident	NFI	No Further Information
A/A	As Above	Nil TX	No Transmission Received
Ambo	Ambulance	NNTA	No Need To Attend
ASAP	As Soon As Possible	NPI	No Persons Injured
Att	Attend	Nr	Near
AVCG	Aust. Volunteer Coast Guard	N (Nth)	North
B4	Before	O/A	Off At (arrived at)
B/F	Bush Fire	Ops	Operations
BFB	Bush Fire Brigade	O/S	Outside
Bld'ing	Building	OTW	On The way
B/O	Back On (the air)		
Btwn	Between	P/Stn	Police Station
		P.O.	Post Office
C	See (go and see)	Pol.	Police
Chk	Check	Pt	Point
Cnr	Corner	P/U	Pick Up
Conf	Confirm(ed)		
Ctc	Contact	R (Circled)	Right Hand Side
C/P	Check Point	RCO	Regional Coordinator
		Req'd	Required
D'csed	Deceased	R/Sq	Rescue Squad
DFCO	Deputy Fire Control Officer	R/abt	Roundabout
DRCO	Deputy Regional Co-ord.	R'way	Railway
DSCO	Deputy State Co-ord.	R/Stn	Railway Station
Dir	Direction	Rx	Received
		RTA	Roads and Traffic Authority
E	East	RVCP	Royal Volunteer Coastal Patrol
EOC	Emergency Ops. Centre		
ETA	Estimated Time of Arrival	SCO	State Coordinator
ETC	Estimated Time of Completion	S/Ctre	Shopping Centre
		SES	State Emergency Service
F/B	Fire Brigade	S (Sth)	South
FCO	Fire Control Officer	Sitn	Situation
F'way	Freeway	Sqr	Square
		Stn	Station
GDH	Gosford Dist. Hospital	S/Stn	Service Station
Gosf	Gosford		
		Traf	Traffic
Hwy	Highway	Tnkr	Tanker
HQ	Headquarters		
		Vic	Vicinity
Info	Information		
		W	West
L (Circled)	Left Hand Side		
Locn	Location	Xst	Nearest Cross Street
		X/Way	Expressway
			Travelling Towards

These are examples of logging abbreviations and should only be used where confusion will not result

Examples.

The statement "I am leaving this location and am returning to base"

Could be logged as "B/O ---> BASE"

The statement "Could you advise the location of VK2***?"

Could be logged as "Locn VK2***?"

The statement "Have VK2*** attend the corner of Smith St and Johnson St. Wyong as soon as possible and confirm if the Fire Control Officer is there"

Could be logged as "VK2*** ----> Cnr Smith St and Johnson St Wyong ASAP, re locn FCO".

You can see the difference between the freehand and the abbreviated version, whilst both basically tell the same story.

While the actual abbreviations should be consistent, their use is somewhat flexible.

As long as you can tell the story of what happened through the correct use of abbreviations, you will find that they save you a lot of time.

If the circuit is busy and the NCS Operator is busy he should put out a call such as:

" All stations, this is net control, Stand-by unless urgent."

As soon as possible, notify or call in the station last heard. This will allow time to catch up.

28. CIRCUIT ANNOUNCEMENT

Where a WICEN net is in operation a broadcast should be made periodically to indicate that the frequency is in use for WICEN purposes.

The net control station should make this announcement four times per hour.

The announcement should indicate that:

- * the circuit is being used for a WICEN exercise / operation.
- * the purpose of the exercise
- * request that the frequency be kept clear or that non -WICEN traffic be kept to a minimum,
- * that abbreviated callsigns are being used,
- * that all operators are licensed Amateur Radio Operators
- * thank other operators for their co-operation.

Example:

"This is VK2WIY net control station for the < *name of event* >. We are conducting a WICEN exercise / operation on this frequency and we would appreciate it if stations not involved in the exercise keep the frequency clear.

Stations on the net are operated by licensed Amateurs and are using abbreviated callsigns. We thank you for your co-operation. This is VK2WIY. Out".

29. TELEPHONE TECHNIQUES

One of the secondary roles of WICEN is that of providing extra radio operators or manpower for other services' existing radio systems ie. the Bushfire or the SES may require extra radio or telephone operators during an emergency. They may call upon us.

Most people have limited telephone skills.

This is the ability to say what you mean clearly and concisely over the telephone.

If we are called into assist on the phones during an emergency, it is important to have some idea of what you might ask someone who is giving you information via the phone.

The first and most important thing is to ask the person where the incident is occurring.

If that is the only information you get out of a person before the line drops out then at least you have somewhere to start.

When getting a location, you should get an address as well as the nearest cross street (if they know it) or distance from a known landmark. Some country properties require detailed directions.

Make sure they are taken down accurately and read back to the caller for confirmation.

The next thing to find out specifically what is happening.

You prefer to accept facts, not hearsay or rumours.

When finding out what is happening, you should ask if anyone is injured.

If so, how many? What is the nature of the injuries? Is anyone trapped?

All of these will determine the type and speed of the response.

If no one is injured, what damage has occurred and what assistance does the caller require?

At the end of the call you should obtain the name of the person calling and a contact phone number for them.

If they say they are calling from a public phone you should note that on the message sheet.

The service you are assisting may have other questions that you should ask but this is the basic minimum.

Remember that the caller may be in a distressed state.

They may be abusive or irrational because of the situation.

No matter how many times the caller says "Come quickly", you should still get down the important information.

Don't let the caller put pressure on you to take short cuts.

The extra thirty seconds taken on the phone will assist the response time in the long run, by reducing mistakes.

Always try to stay calm and try to be as helpful and understanding as you can.

When contacting other emergency services or utilities, you should first identify yourself and from where you are calling.

You should then relay the information that is relevant to them in the order given above and supply them with a contact number for yourself and the location of the incident.

When dealing with other services it is very unprofessional to act in a "panicked manner".

WICEN (NSW) Inc. TRAINING NTS001 CERTIFICATION.

Learning Outcome 2: *Use radiotelephone procedure to send and receive a formal message:
Demonstrate the correct procedures for keeping a Radio Operators logbook.*

Assessment: Practical demonstration

- Performance:
- a. Use correct radiotelephone procedure.
 - b. Send and receive 3 messages of at least 50 characters with no uncorrected errors. One to be sent on SSB, 2 to be sent on FM.
 - c. Complete operator details on a message form.
 - d. Explain the necessity for log keeping.
 - e. Accurately maintain a logbook.
 - f. Submit completed forms.

VOICE PROCEDURE

SAMPLE QUESTIONS

The three types of messages used in radio and phone communications are:

.....
.....

2. Two precedences of messages as used are:

..... and

3. To avoid interference with other traffic a user / operator should.

.....
.....

4. A proword is a pronounceable word that has a specific meaning.
Explain the meaning of 5 prowords.

SITREP

LOCSTAT

.....
.....
.....

Clear speech is necessary to be understood by the receiving station.
The four factors that need to be considered are:

..... ,

..... and

Logs should be kept for different situations. For the communicator, a log of messages must be kept.
This log is a summary or reference to what has been said or done.
There are several notes to be made in the log. This includes change of:

....., and a Precis of

7. In a log, sufficient information should be recorded to enable the operator to:

..... later.

- 8. When sending a formal message, the operator should complete the area of the message form.
- 9. Abbreviations are used in log keeping to assist in speed and accuracy. Some of these are:

Stn FCO

C/P..... B4

ETA ETC

R/stn NFI

When operational or exercising, it is necessary for the net control to make a circuit announcement every minutes.

- 10. When taking a message on the phone from the public the first information required is:
.....
- 12. When speaking to the public or operators in the field it is important to remain
.....
- 13. Circuit discipline requires that transmissions are as short
- 14. Do notfaster than the receiver can
- 15. The WICEN operator does not make operational
- 16. Do not transmit in a net without permission.
- 17. To allow a station with a higher priority message to transmit it is necessary to
..... between transmissions.
- 18. When a message is for a third party, a must be kept.
- 19. Abbreviated voice procedure can be used when
- 20. Transmissions should be clear and spoken in

Try these out on yourself, without resorting to the books, and see how you go.
If you can zip through these without any trouble you will have a good working knowledge of procedure.
Then all that is needed is about ten years practice. HiHi.