



Description

This module covers all the elements of voice procedure except procedures for the passing of messages using the WICEN Message Form

Duration

1 Hour of instruction and 15 minutes of assessment per trainee

To Enrol

Contact your Region Coordinator

Syllabus

Voice Procedure

- Why use standard voice procedure (Security, Accuracy, Discipline)
- How to speak. (Rhythm, Speed, Volume , Pitch)
- Voice Procedure tools
 - Phonetics assist accuracy
 - Alphabet phonetics: Alpha, Bravo, Charlie, Delta, Echo, Foxtrot, Golf, Hotel, India, Juliet, Kilo, Lima, Mike, November, Oscar, Papa, Qubec, Romeo, Sierra, Tango, Uniform, Victor, Whisky, Xray, Yankee, Zulu
 - Numeral phonetics: Zero, Wun, Too, Thuh-ree, Fo-wer, Fiy-iv, Six, Seven, Ate, Niner
 - Punctuation: Full Stop, Comma, Slash, Dash, Colon, Semi Colon, Quote, Unquote, Open Bracket, Close Bracket, At Sign
 - Prowords - A word or short phrase with a standardised meaning used in place of a longer phrase or sentence to assist accuracy and discipline (and to a lesser extent, security)
 - Calling Prowords
 - THIS IS
 - Station 1 this is station 2 calling you
 - EG: Bravo THIS IS Charlie . . .
 - UNKNOWN STATION
 - Used to respond to a station whose callsign couldn't be identified
 - EG: UNKNOWN STATION THIS IS Bravo ...
 - ALL STATIONS
 - Used to indicate all stations on a net
 - EG: ALL STATIONS THIS IS Charlie . . .
 - EXCEPT
 - Used to identify stations that need not respond to a call
 - EG: ALL STATIONS EXCEPT Delta THIS IS Bravo ...

- Closing Prowords
 - OVER
 - I have finished transmitting & expect a reply
 - EG: ... end of text. OVER
 - OUT
 - I have finished transmitting & don't expect a reply
 - EG: ... close down now. OUT
 - OUT TO YOU
 - I have finished transmitting to a station, but am about to call another station.
 - EG: ... ROGER, OUT TO YOU. Bravo THIS IS Delta ...
- Pausing Prowords
 - WAIT
 - I am pausing transmission for up to 5 seconds. Other stations may not use the frequency.
 - EG: ... I'll just get the right form. WAIT
 - WAIT OUT
 - I am pausing transmission for more than 5 seconds. Other stations may use the frequency.
 - EG: ... I'll just fetch the Official. WAIT OUT
- Non-Text Prowords
 - I SPELL
 - I am about to spell the word/group using phonetics.
 - EG: ... I SPELL Foxtrot Tango Papa ...
 - If you can, say the word first and afterwards
 - EG: ...hue, I SPELL Hotel, Uniform, Echo, hue...
 - FIGURES
 - I am about to send a group of numerals
 - Each digit sent individually
 - EG: ...need FIGURES Two Seven meals ...
 - GRID
 - I am about to send a six figure grid reference
 - EG: Move to GRID 123456.
 - Mixed Groups
 - Groups made up of letters & numerals
 - Use FIGURES and I SPELL as necessary
 - EG: ...vehicle registration I SPELL Alpha, Juliet, Kilo, FIGURES Seven, Three, Seven.
- Acknowledgement Prowords
 - [!] ACKNOWLEDGE
 - [!] ACKNOWLEDGE
 - Used to request or provide acknowledgement of a transmission
 - EG: ... ACKNOWLEDGE OVER
 - EG: ... I ACKNOWLEDGE OVER
 - ROGER
 - Equivalent to I ACKNOWLEDGE
 - "Message received and understood"
 - EG ... ROGER OVER

- AFFIRMATIVE
 - “Yes” or “Permission is granted” or “That is correct”
- NEGATIVE
 - “No” or “Permission is not granted” or “That is not correct”
- WILCO
 - Contraction of Will Comply
 - Used to acknowledge the receipt and acceptance of a direct instruction
 - EG
 - Delta THIS IS Alpha, Move to checkpoint 3 now OVER
 - Alpha THIS IS Delta, WILCO OUT
- Repetition & Correction Prowords
 - [I] SAY AGAIN WORD/ALL BEFORE/AFTER
 - Request or response to a request for a repetition
 - EG: SAY AGAIN WORD AFTER Vehicle
 - EG: I SAY AGAIN WORD AFTER Vehicle, Registration.
 - CORRECTION
 - EG ...CORRECTION, WORD BEFORE Registration, Vehicle.
 - WORDS TWICE
 - I will be sending each word of my transmission twice
 - EG: ... WORDS TWICE This this is is words words twice twice ...
 - Repeat is NOT a proword
- Conversation Prowords
 - FETCH
 - Bring the nominated person the microphone
 - EG: Delta THIS IS Echo FETCH John Smith OVER
 - HERE IS
 - The person nominated is about to speak
 - EG: Echo THIS IS Delta HERE IS John Smith . . .
- Routing Prowords
 - RELAY FROM/TO/THOROUGH
 - Used to direct that a transmission be relayed to, from or via a third station
 - EG Delta THIS IS AWI RELAY TO Charlie ...
 - EG Delta THIS IS AWI RELAY FROM Echo
 - EG Delta THIS IS AWI RELAY THROUGH Hotel
- Formal Message Prowords

Covered in greater detail in message Handling Session

 - [Long] [Routine/Service/Urgent/PAN] FORMAL MESSAGE
 - Used to indicate that a station has a formal message to send
 - SEND
 - Used to indicate that the receiving station is ready to receive a message
 - MORE TO FOLLOW
 - Indicates a break in formal message transmission. Receiving stations should acknowledge receipt to this point, or request repetitions
 - MESSAGE ENDS
 - I have completed the transmission of the body of the message.

- [I] READ BACK
 - Used to request or indicate that a message is read back for confirmation
- SITREP
 - Used instead of MESSAGE to indicate that a Situation Report rather than a more general message will be sent.
- WICEN SERIAL
 - The following group of letters and figures is the unique identifier of this message.
- DATE/ TIME
 - I am about to send a six figure Date/Time group
- FROM
 - This message is from the following person / position
- TO
 - This message is addressed to the following person / position
- Radio Check Prowords
 - RADIO CHECK
 - Provide a strength and readability report on my signal and I will do the same for yours
 - EG Oscar THIS IS AWI RADIO CHECK OVER
 - NOTHING HEARD
 - No transmission from the called station detected
 - ROGER
 - Equivalent of LOUD and CLEAR
 - Signal Strengths
 - LOUD (best)
 - GOOD
 - WEAK
 - VERY WEAK
 - FADING (worst)
 - Readabilities
 - CLEAR (best)
 - READABLE [BUT DISTORTED/INTERFERENCE]
 - UNREADABLE (worst)
- Types of Call
 - Individual
 - Single Station
 - EG: Charlie THIS IS AWI
 - Multiple
 - Multiple individually identified stations
 - EG: Charlie, Delta and Echo THIS IS AWI
 - Net
 - All stations or a predefined group of stations
 - EG: All Stations THIS IS AWI
 - Except
 - All Stations or group except those listed
 - EG: All Stations EXCEPT Charlie, Echo THIS IS AWI

- Answering calls
 - Individual Answer
 - EG: AWI THIS IS Charlie
 - Multiple, Net & Except Answer
 - Answer in alphanumeric order
 - Wait 5 seconds for previous station to respond
 - EG: AWI THIS IS Bravo. AWI THIS IS Charlie. (5 sec pause for Delta) AWI THIS IS Echo.

- Types of Radio Net
 - Free – No direction from any control station
 - Controlled – All communication controlled by control station (Also known as Directed)
 - Polled – A controlled net where the net control station calls each station in turn to solicit traffic

- Net Discipline
 - **Constant Radio Watch**
 - Notify NCS when station unattended
 - Notify NCS when station re-opens
 - Close only when given permission
 - Know the order of answering net calls – note the station before and after yours
 - Answer net calls in order
 - Speak clearly

- Net Maintenance & Radio Checks
 - Announce that a station you were calling was not heard if that is the case
 - Conduct Radio Checks to establish communications quality
 - Response to a Radio Check contains a signal strength & readability
 - Strengths: Loud, Good, Weak, Very Weak, Fading
 - Readabilities: Clear, Readable [But Distorted/Interference], Unreadable
 - Good Comms = 'Loud & Clear'
 - 'Loud & Clear' can be abbreviated to 'Roger'

- Joining a Net
 - When set up call Net Control using your normal callsign & advise them that you are in position & set up.
 - Net Control will direct you to adopt a WICEN callsign
 - If possible, questions should be asked at the briefing or on the transit net on the way to your location rather than on the main net.

- Leaving a Net
 - You may only leave an operating net with the permission of the Net Controller
 - When the days activities have finished, call Net Control & inform them and ask for permission to close your station
 - When permission is granted, announce that you are reverting to your personal callsign
 - Pack up your station
 - Announce your departure from the site on the transit net if applicable

- Net Diagrams – Show and explain a basic net diagram with a Net Control Station, Sub Stations, and a Substation that cannot be heard by Net Control.

Assessment

Join a net, conduct a radio check, pass informal traffic including using phonetics, respond to individual and net calls, and leave the net correctly.

Pass :A maximum of three errors carrying out the assessment tasks.

Resources

Instruction Material

- Voice Procedure Slide Show at <http://www.vic.wicen.org.au/wp-content/uploads/2011/05/VoiceProcedureSlides.pdf>
- Prowords/Phonetics Sheet at <http://www.vic.wicen.org.au/wp-content/uploads/2011/05/ProwordsPhonetics.pdf>

Additional Resources

- WICEN TAS Radio Procedures at http://www.vic.wicen.org.au/wp-content/uploads/2011/05/Wicen-TAS-Radio_Procedures.pdf
- Emergency Management Australia manual 38 – Communication at <http://www.vic.wicen.org.au/wp-content/uploads/2011/05/Manual38-Communications.pdf>
- 1994 WICEN (Vic.) Inc. Background Procedures & Techniques Manual (superseded) at http://www.vic.wicen.org.au/wp-content/uploads/2011/05/VK3KBA_ops_man.pdf