

WICEN (Vic.) Inc.
Message Handling
Training Module
08-06-2011



Description

This module covers all the elements of message handling procedures. On completion the candidate will be familiar with the process of offering a message, the use of formal message pads and the procedures from the receipt of a message through to its final delivery.

Duration

1 Hours of instruction and 30 minutes of assessment per trainee

To Enrol

Contact your Region Coordinator

Syllabus

- WICEN Message Form
 - Types of Message
 - Service - related to net integrity and operation
 - Informal - delivery and accuracy not guaranteed
 - Pre-arranged Voice Conversations -
 - Formal
 - Delivery and accuracy guaranteed
 - Short message
 - Long message
 - Rules for use of Precedence
 - PAN - Life threatening
 - URGENT - Value of message relies on quick delivery.
 - SERVICE - Only used for NET structure and operations.
 - ROUTINE - Most common message to be delivered with minimum delay.
 - Security Classification
 - Unlikely
 - Confidentiality not guaranteed
 - Indicate in in WICEN Distribution box
 - Warn the net
 - Headphones must be used
 - Bystanders must not be able to overhear or sight the messages
 - delivery must be by hand to recipient or delegated deputy.

- Clear Procedure
 - Routing
 - Precedence
 - WICEN Serial Number
 - Message Date/Time
 - Addressing – From and To
 - Message Text
 - Originator's Serial and Signature
- Routing Instructions - WICEN Distribution
 - Indicate the route the message should follow.
 - May indicate that the message needs relaying to a third WICEN station.
 - relaying station takes responsibility for delivery.
 - May indicate that the receiving station use another system to on-forward.
 - Should be completed before message is offered.
 - May contain security classification (unlikely).
- Precedence
 - Box 2 on the message form
 - Is entered onto the form by the transmitting operator taking into account the originator's assessment of priority for the message
 - SERVICE is only used by WICEN and must be written in as required
- WICEN Serial Number
 - Generally the last letter of the originating station callsign plus a three digit number.
 - On each day the number starts at 001 and increases by one for each formal message sent. Number reverts to 001 at 2400 hours
 - Is the means by which messages are identified
 - Alpha prefix may be directed by Net Control to be other than the last character of the call.
- Date/Time Group (DTG)
 - The date and time when the message was written.
 - Six digit number comprising
 - Numeric Day of the month
 - Hour and Minute
 - If operation extends across timezones NCS will generally direct that UTC (ZULU) will be used.
 - Box number 4 on the form
 - If not already entered by originator should be entered on acceptance of the form by WICEN operator.
- Address Lines
 - Form the address of the originator and recipients of the message.
 - Boxes 5 and 6 on the form
 - Where a location/organisation only is specified it is assumed the senior officer from that organisation in attendance at that location is the intended recipient
- Message Text
 - Box 7 on Form
 - Contains the Text of the message
 - Will generally be written by the originator of the message
 - Should be read by the operator before accepting for transmission
 - If text not clear seek clarification
 - Check for illegible and/or unusual words

- Originator's Serial & Signature
 - MUST be signed for transmission
 - Originator's serial is optional, it is not a WICEN Identifier
 - The originator's serial is transmitted as part of the message
 - It is not necessary to transmit the signature, the FROM block identifies the originator
 - The signature is to protect you and authorises you to transmit the message
 - Even if you write the message it must be signed by the originator (rank optional)
- Offering a Formal Message
 - Before transmitting ensure all details are present
 - Routing - Ensure you know where the recipients are!
 - Determine if message is to go to multiple stations.
 - Precedence
 - WICEN Serial No.
 - Date/Time Group
 - FROM/TO Information
 - Message Text
 - Determine logical breaks in the text to insert pauses
 - Breaks should be at end of each line or at end of natural phrases
 - DON'T Break in the middle of phonetics or Figures
 - Each segment should not take more than 20-30 seconds to transmit
 - If the message is longer than 15 words use "LONG MESSAGE" procedure
 - Use Prowords MESSAGE or LONG MESSAGE to indicate to receiving station that a formal message will need to be written down.
- Transmitting a Formal Message
 - Call NCS if in a Controlled Net and seek permission to call recipient station(s)
 - Include message precedence in request
 - Call the recipient station and indicate with prowords that a formal message is forthcoming
 - Send message in order of boxes on the form
 - Only send that portion within the heavy lines (boxes 2 to 7)
 - The message should be transmitted at writing speed
 - Don't rush
 - Speak distinctly and pitch your voice slightly higher than normal
 - Beware of dropping your voice at the end of phrases
 - Sample short and long message transmissions (See Appendix 1)
- Transmitting a Formal Message to multiple stations.
 - This procedure is a variation on the FORMAL MESSAGE or LONG FORMAL MESSAGE
 - Determine which Stations are to receive the message.
 - Call in the stations in turn.
 - Transmit the message as per the FORMAL or LONG FORMAL MESSAGE procedure.
 - Receiving station respond with their Station Identification (not ROGER OVER)
 - Receiving Stations respond in the order they are call.
 - If the station before you on the list doesn't respond, then you WAIT. The Control station will control the net.
 - Other Prowords can also be used

- Completion of Operators Details on the Message Form
 - Transmitting Station
 - DATE/TIME ACCEPTED entered on accepting message
 - SYSTEM entered when routing determined
 - OPERATOR should uniquely identify the transmitting operator
 - DATE/TIME DESPATCHED is time of the recipients final ROGER to the message as a DATE/TIME Group
 - Receiving Station
 - DATE/TIME RECEIVED is the time of the last ROGER sent by the receiving station
 - SYSTEM is the system on which the message was received (HF/VHF/Phone etc.)
 - OPERATOR is the unique identifier of the person who took the message (Your Call Sign)
 - ACTIONED is the DATE/TIME Group of the time when the message was relayed or handed to the addressee.
- Other Message Forms
 - Display as wide a range of message forms from other agencies as possible emphasising the similarities and discussing how to handle the transmission and reception of differences.

Assessment

Transmit a "Formal Message" and a "Long Formal Message". The message will contain words, numbers and special characters. Demonstrate the ability to resend part of the message that were not understood.

Transmit a "Long Formal Message" to multiple stations. The message will contain words, numbers and special characters. Demonstrate the ability to resend part of the message. Demonstrate net control while sending the message.

Receive two Long Formal messages correctly. Request send of message elements not received.

Pass: Messages Transmitted and Received correctly without errors. This includes punctuation and special characters.

Resources

Instruction Material

- Message Handling Slide Show at
<http://www.vic.wicen.org.au/wp-content/uploads/2011/05/MessageHandlingSlides.pdf>
- Sample Message Transmissions
See Appendix 1 below

Additional Resources

- WICEN Prowords & Phonetics Reference Sheet
<http://www.vic.wicen.org.au/wp-content/uploads/2011/05/ProwordsPhonetics.pdf>
- 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

Appendix 1

Sample Message Transmissions

Short Message

ECHO AWI THIS IS ECHO – ROUTINE FORMAL MESSAGE - OVER
AWI KILO THIS IS AWI - SEND – OVER
ECHO WICEN SERIAL E004 - DATE/TIME 201357 (PAUSE)
FROM F SLASH C JONES VIC POLICE (PAUSE)
TO BRINDIBELLA SES – MORE TO FOLLOW – OVER
AWI ROGER OVER
ECHO SEND TWO CHAINSAWS TO VOILETTOWN POLICE STATION – MESSAGE ENDS - OVER
AWI AWI IS IN RECEIPT OF YOUR E004 OUT

Long Message

KILO AWI - THIS IS KILO - URGENT LONG FORMAL MESSAGE - OVER
AWI KILO THIS IS AWI - SEND - OVER
KILO WICEN SERIAL K065 - DATE/TIME 151945 (PAUSE)
FROM OIC MEDICAL SEYMOUR (PAUSE)
TO RED CROSS YACKANDAR I SPELL YANKEE ALPHA CHARLIE KILO ALPHA NOVEMBER
DELTA ALPHA ROMEO – MORE TO FOLLOW
AWI ROGER OVER
KILO SEND FIGURES ONE FULLY EQUIPPED BREATHER
TROLLEY TO CHECKPOINT ALPHA FULLSTOP (PAUSE)
REQUIRE FIGURES THREE TRAINED PARAMEDICS (PAUSE)
AT SEYMOUR ASAP FULLSTOP - MORE TO FOLLOW – OVER
AWI ROGER OVER

Kilo continues sending the message with more MORE TO FOLLOW breaks until completed, then message transmission concludes as for a short message.