

SfS 17 (SQA Unit Code - H4H8 04)

Use radio communications effectively



Overview

This standard is about operating radio communications effectively, including the transmission and reception of radio communications.

This unit includes the following activity:

1. Use radio communications effectively

Target Group

This standard applies to individuals required to communicate effectively using radio communications.

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Performance criteria

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You must be able to:

- P1 operate radio equipment in line with manufacturers' instructions
- P2 respond to, and acknowledge, incoming communication promptly and clearly, using the appropriate terminology and procedures for your organisation
- P3 pass on information to the appropriate people, and who are authorised to receive it, within agreed organisational timescales
- P4 use outgoing communication equipment in line with your organisation's procedures and guidelines
- P5 confirm the information you give is understood by the people receiving it
- P6 use the phonetic alphabet correctly, where required
- P7 comply with statutory regulations in the use of channels and frequency
- P8 comply with regulations and your organisation's procedures when transmitting and receiving radio communications
- P9 report any difficulties in transmitting and receiving information promptly and accurately to the relevant person
- P10 maintain up to date, complete and accurate records of transmitted and received communications

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Knowledge and understanding

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You need to know and understand:

- K1 the impact of regulations affecting the transmitting and receiving of radio communications in both normal and emergency situations
- K2 how to operate the radio communication equipment used within your organisation
- K3 the correct procedures for confirming that the radio communication equipment is working properly, and what to do if it is not
- K4 the limits of your authority and responsibility for passing on information
- K5 the causes of poor transmission or reception, and what action to take to improve communications
- K6 how to follow your organisation's procedures regarding the terminology that should be used, such as the phonetic alphabet, the 24 hour clock, call signs, caller identification and passwords
- K7 your organisation's requirements for reporting difficulties in transmitting information using radio equipment
- K8 your organisation's requirements for recording and retaining records of radio communications

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Relevant occupations