

# **WICEN (Northern Rivers)**

## **Training Manual**



Extracted from

**WICEN (NSW) Inc.**

**Training Manual**

**WICEN Operator (NTS001)**

**INTRODUCTION**

**VOICE PROCEDURE**

**FIELD OPERATION**

**MAP READING**

**OCCUPATIONAL HEALTH & SAFETY**

**FORMS**

*Communications Volunteers linking the community in time of need*

# WICEN (Northern Rivers)

## INTRODUCTION TO WICEN

### INDEX

Page	Subject
1.2	Index, Webmaster's Notes, Credits and Comment.
1.3	Preface - Mr. P. Corkeron, VK2AGB, State Training Coordinator.
1.4	WICEN and the SES - Mr. P. Corkeron, VK2AGB, State Training Coordinator.
1.5	Contents of Manual.
1.6	Role and Structure, Operation Activities, WICEN 2000.
1.7	Activities, Duties, Training, Responsibilities State and Regional.
1.8	Code of Conduct.
1.9	Learning Outcome No. 1 - Introduction, Role and Responsibilities.
1.10	Sample and Self-testing Questions.

### 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 Methods and Information should be quite adequate to give Operators enough basic knowledge and skills to enable them to carry out their duties and responsibilities in a competent and efficient manner.

I would encourage all operators, be they members or not, to download these pages and familiarise themselves with the info in them. One never knows when an emergency might occur and you may be called on to assist.

There is sufficient content in these pages, followed by some field exercises and practice, to qualify as an accredited operator.

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.nor.com.au/community/sarc/wicen.htm>  
And <http://atom.spot.com.au/wicennr>  
Also SARC <http://www.nor.com.au/community/sarc/sarc.htm>  
Phonetics at <http://www.nor.com.au/community/sarc/phonetic.htm>

Please send feedback or comment to - [jalcorn@nor.com.au](mailto:jalcorn@nor.com.au)

I hope you find this useful, 73, John Alcorn, VK2JWA  
Local Coordinator,  
Lismore, 2480.  
NSW. Australia.

## **PREFACE**

### **The WICEN training manual**

The New South Wales Training manual for WICEN Operator based on the National Training Syllabus is complete.

This manual has been produced over several years and is a reference for operators involved in exercises and operations.

There has been a move over the years to Competency Based Training (CBT) in all walks of life and in particular, the emergency services.

The idea of a volunteer as being a "walk off the street and lending a hand" situation is gone. These days, the only difference between the "Full time" and "Volunteer" is the rate of pay.

All Emergency Service personnel are required to train to the same standards. The adjective "professional" applies equally to the Rural Fire Service, State Emergency Service, Police, Volunteer Rescue Association, Ambulance, NSW Fire Brigade. These people like to deal with groups that share the same "professional" attitude.

To achieve equal standards for WICEN operators this manual has been produced. Each chapter has been produced with CBT in mind and to the level ,required by a WICEN operator.

Consideration was given to what we understand is our role and expertise. This is message handling.

To achieve this message handling we need to be able to get there (map reading), set up our equipment safely, relate to other services, manage our task, and go home quietly.

We are there to serve a "client" without getting into areas that do not concern us.

The purpose of this manual is to train our members to achieve this goal.

Peter Corkeron (VK2AGB)  
State Training Coordinator  
15/1/2000

## WICEN AND THE SES

WICEN (*pron WY-SEN*) is a volunteer organisation that is an accredited rescue support group a member squad of the Volunteer Rescue Association.

The ties with the NSW State Emergency Service goes back to the 1950's in the days of the NSW Civil Defence.

In those days, there was little radio communication compared to today with computers, mobile phones, pagers, etc.

The Civil Defence called upon the Amateur radio fraternity to provide communications for emergencies. Communications training was based on the military procedures that had been developed during the wars and was a very well developed means of message handling using radio, telephones, dispatch riders, teleprinters and other forms of communicating.

These days we use a modified and tailored procedure for our day to day operations.

For the most part, radio is used on a local level to contact the rescue squads in the field by the local headquarters. The base radio operator is the link between the operations and the rescue crews and to provide a safety net for those crews.

With a greater reliability of the telephone system and with the use of fax machines and mobile phones, contact with the Divisional and other local headquarters radio is not used to the extent that it was previously.

The advantage of radio is that it is flexible, a message can be delivered to all crews at once, the crews can talk to one another and everyone hears the messages.

The disadvantage is that it is not secure. Any eavesdropper can hear the messages.

The radio signal is subject to atmospheric conditions.

WICEN members are firstly Amateur Radio Operators. To be an Amateur Operator there are three exams needed to obtain a licence issued by the Australian Communications Authority (ACA). Radio theory, Regulations and for the full licence, Morse code at 10 WPM.

Secondly, WICEN members are trained in Emergency communications. Some of our members have undertaken the "Introduction to Emergency Management" and other courses conducted by the District Emergency Management Officers.

WICEN can assist the SES by providing operators and radio systems for emergencies.

WICEN is a volunteer organisation and members offer their services at no cost.

As with other volunteers, when supplying a safety radio net for horse enduros, car rallies, canoe races fun runs, etc, donations towards running the association are encouraged.

WICEN is happy to assist the SES in a way that will form a closer bond between the two organisations.

The best way for the SES and WICEN is to be involved in joint exercises.

This way both can see what the other has to offer.

Peter Corkeron  
State Training Coordinator  
WICEN (NSW) Inc.

## **MANUAL CONTENTS**

### **PART 1 INTRODUCTION TO WICEN**

- Role
- Structure
- Code of conduct
- Learning outcome

### **PART 2 VOICE PROCEDURE**

- Introduction
- Definitions
- Circuit discipline
- Phonetic alphabet
- Message sending
- Prowords
- Message registration and log keeping.
- Logging messages
- Telephone techniques
- Learning outcome

### **PART 3 FIELD OPERATION**

- Equipment
- Stationery
- Safety
- Learning outcome

### **PART 4 MAP READING**

- Purpose
- Types of maps
- Care of maps
- Grid references
- Contours
- Gradients
- The compass
- Use of the compass
- Finding North without a compass.
- Learning outcome

### **PART 5 SETTING UP A COMMS CENTRE**

- Location
- Layout of a ComCen
- Stationery
- Staffing
- Facilities
- Equipment
- Learning outcome

### **PART 6 OCCUPATIONAL HEALTH AND SAFETY**

- Whilst travelling
- On station
- Tools
- Comfort
- Departing
- RF exposure guidelines

### **PART 7 FORMS**

- Attendance form (WOF01)
- Log sheet (WOF07)
- Message forms (WOF08)
- Operator deployment list (WOF09)
- Competency check list.

## THE ROLE AND STRUCTURE OF WICEN

### What is WICEN?

The Wireless Institute of Australia formed the forerunner to WICEN in the 1950's when radios were not available or used to near the extent that exists today.

At that time it was known as the Civil Defence Emergency Network. (CDEN).

CDEN formed the communications section of the Civil Defence and made available operators and equipment for use of the Civil Defence.

As time progressed, the Civil Defence obtained their own radios and trained their own operators developing skills applicable to their own needs.

In 1975 WICEN (*pron WY-SEN*) was re-formed by the late Howard Freeman (VK2NL) who was also involved with the NSW Bushfire Brigade. (Now Rural Fire Service.)

All this time, WICEN was a sub-committee of the WIA but in 1985, WICEN (NSW) Inc. became separately incorporated and an organisation in its own right.

We have continued on our affiliation with the State Emergency Service and have become a member squad of the NSW Volunteer Rescue Association.

WICEN is recognised by the Emergency Services and the NSW State Rescue Board as an accredited specialist rescue support group within the emergency services.

### What is WICEN?

WICEN is in all states of Australia. In most states WICEN is still a sub-committee of the WIA <state>, formed to provide communications in times of emergency.

The Federal Coordinator is appointed by WIA (Federal) Each state WICEN is asked to nominate a person for the position before the WIA (Federal) appoints a person to that position.

The Federal Coordinator has no authority as such over the state-based groups but can assist WICEN at a Federal level. He/she can perhaps assist and feed ideas from one state to the other.

He can encourage input nationally on the training, procedures, and management and represent WICEN to the WIA (Federal) and to the Australian Communications Authority (ACA).

Each State group recognises the other.

### WICEN's History in VK2

1950.. Formation of CDEN.

1955.. Name change to WICEN.

(a sub-committee of the WIA)

1975.. Reformed by the late Howard Freeman. (VK2NL)

1977.. Affiliated with the Volunteer Rescue Association.

1989.. Becomes incorporated in its own right.

1990.. An accredited specialist support group.

1992.. WICEN is granted charity status.

### WICEN in the 2000's

#### FUNCTION:

To provide emergency communications support, to the disaster combat agencies where normal communications do not exist.

To provide timely, accurate, emergency message handling over any distance, under any conditions, by the most appropriate and efficient means available.

#### WICEN Capabilities:

The aims that WICEN is offering the emergency services includes:

Fast 24 hour response and deployment.

Competent base and field operations.

Type and range of Comms to suit the need.

A pool of trained operators throughout the state.

Short or long distance communications.

**Major WICEN Activations:**

Bushfires in Blue Mountains	1979
Bushfires on Central Coast	1979
Barrington tops plane crash	1981
Ash Wednesday bushfires	1981
Newcastle earthquake	1989
Vales point power station fire	1993
January bushfires	1994
Sydney hailstorm	1999
Central Coast Newcastle disease	1999

**WICEN Personnel:**

Amateur Radio Operators or Hams as we are sometimes called are motivated and trained radio operators that are familiar with emergency procedures. It is the operator that is licensed not the equipment. The WICEN operator is technically biased thus giving flexibility. He/ she can set up a station and operate in an emergency or portable environment.

**WICEN Training:**

WICEN training covers several different areas. This includes exercises, training sessions, field exercises and provides the necessary training environment for the Amateur radio Operator. As with other organisations, WICEN training is competency based (CBT) and we are working towards our trainers being VETAB accredited.

**COMMUNITY SERVICE:**

WICEN can provide Information evenings, operational training groups, Technical training and assistance where necessary.

## WICEN's STRUCTURE

**WICEN's State Management**

President and Committee with State Co-ordinator,  
All elected by the membership except the State Co-ordinator, who is elected by the RCO's and the Management Committee.

**State duties:**

To manage the affairs of the Organisation on behalf of the members.  
The State Management Committee is responsible for the Administration of the organisation.  
The State Co-ordinator is responsible for the Operation and training of the organisation.  
Liaise with the Emergency Services at State level.  
Encourage new members to join, to provide a co-ordination of the regions.

**Structure WICEN's Regional:**

Each region shall hold an Annual General meeting to elect their Regional Committee  
This committee comprises a Regional Coordinator + Deputy, Secretary & Treasurer, and any other committee position that they consider necessary.  
All are elected by the Region's members.

**Regional duties:**

Each region has to remain in contact with their local emergency services.  
This cannot be done from State.  
The role of the region is to:-  
Liaise with the Emergency Services at a regional level, the District Emergency Management Officer (DEMO) and the Management Committee,  
Encourage new members to join,  
Train the regional members,  
Manage the Region's finances.

**Major Activities:**

Annual General Meeting in August  
Hawkesbury Canoe Classic,  
City to Surf fun run,  
Shahzada horse enduro,  
Horse enduros.

**SUMMARY**

**WICEN:**

Is the link between Amateur Radio Operators and the Emergency Services,  
Trains Amateurs to for emergency communications,  
Is a recognisable community service activity that can advance the image of Amateur Radio.

## **THE WICEN CODE OF CONDUCT.**

### **INTRODUCTION.**

To be effective in promoting the good name of WICEN to the Amateur Radio fraternity and the organisations that we wish to serve we must always conduct ourselves in a professional manner and maintain the highest standards of honesty.

**PURPOSE:**

The purpose of this code of Conduct is to provide the guidelines for the professional and personal behaviour of members whenever they are identifiable as WICEN members.  
Failure to adhere to this code will represent unacceptable behaviour.

**KNOWLEDGE:**

All members of WICEN should maintain an adequate knowledge of the functions of WICEN, the role of WICEN and knowledge of the policies and procedures of the organisation as contained the Regional Co-ordinator's manual.

Regional Co-ordinators shall be responsible to pass on this information to members of their region. The Training Manual and the Regional Co-ordinator's manual shall be made available for members to view at all of the Region's meetings or by appointment with the RCO.

**TRAINING STANDARDS:**

It is the responsibility of all members to achieve and maintain at least minimum training standards relating to Station Operator as contained in the Training Manual.  
Wherever possible, all members should undertake other training as recommended by the Region.

**PROFESSIONAL BEHAVIOUR:**

In the performance of duties as a member of WICEN members should:

Be polite and courteous when dealing with other organisations or members of the public and the media. Any incidents should be reported as soon as practicable to the RCO.

Follow reasonable directions from those within WICEN that are placed in a leadership position and those people from other organisations with the appropriate authority.

Treat other members of WICEN, members of other services with courtesy and with due regard to their rights and responsibilities.

Conduct all practices in a safe and workman like manner with consideration to Occupational Health and Safety standards.

**PERSONAL BEHAVIOUR:**

Members of WICEN should remember that whenever they are identifiable they are on show. Every action will be noticed and so they must act in such a manner as to bring credit to WICEN.

**FAIRNESS:**

Members of WICEN who are placed in leadership positions must ensure that their authority is exercised fairly and consistently.

**PUBLIC COMMENT:**

Members of WICEN may make a public comment regarding the organisation or facts relating to an operation or exercise in which they are personally involved. Due thought shall be given to questions that may be best answered by the RCO, or an appointed spokesperson. However there shall be NO public criticisms made regarding WICEN, other organisations or against other members of WICEN. Any information given in confidence shall be respected.

**CHAIN OF COMMAND:**

Members are expected to use the normal chain of command other than in extraordinary situations and should give the next higher authority the opportunity to resolve a problem before taking further action.

**USE OF WICEN OWNED EQUIPMENT:**

Members may be issued with WICEN owned equipment from time to time. It is expected that members will treat this property with care and maintain it in good order and condition. The use of WICEN owned equipment for private use should be kept to a minimum.

**CONCLUSION:**

This code of conduct is designed to assist members of WICEN to maintain a high standard of professional and personal behaviour when dealing with other organisations on behalf of WICEN which it is reasonable to expect from them.

**Learning Outcome 1:**

**Explain the role and structure of WICEN and appropriate Emergency Services..**

Assessment: Oral assessment. (Can be achieved by radio, phone or face-to-face)

- Performance:
- a. State the role of WICEN and any appropriate Emergency Service organisations
  - b. Describe the structure of WICEN within the members region.
  - c. Be familiar with the WICEN Code of Conduct.

## INTRODUCTION TO WICEN

### SAMPLE QUESTIONS

1. The role of WICEN is  
to provide an efficient communication ..... and communications ..... to  
the emergency Services.  
Is Radio Amateurs supporting the ..... in times of need.
2. The aim of WICEN is:  
to provide a service for our role.  
To train amateur ..... in emergency service communications.  
To provide a service  
Enhance the image of .....  
  
In most states, WICEN is a sub committee of the WIA. In NSW, WICEN is .....
4. WICEN (NSW) is a member squad of the NSW Volunteer ..... and  
is affiliated with the NSW State Emergency Services.
5. The Main Group for managing the affairs of the association is the  
  
.....
6. The role of the Regional committee is to:  
Liaise with other emergency services at a ..... level,  
  
Liaise with The ..... Officer (DEMO),  
  
Encourage new members to join
7. Some major activities of WICEN would be:
8. Each state body of WICEN is separate.. There is no direct link to any state or .....  
body.
9. The code of conduct is designed to assist members of WICEN to maintain a high standard of  
  
professional and ..... when dealing with other  
organisations.
10. Members should remember that whenever they are ..... they are on show.