

CPCW Radio Etiquette

BASIC RADIO TERMINOLOGY:

RECEIVING – asking if a person or role is listening and it is them that you would like to talk to by them replying to you.

OVER – I have finished what I am saying, and I would like you to reply to me as I am waiting for you to say something further to me.

OUT – I have finished what I am saying to you, I don't expect a reply from you and the radio channel is now free for others to use.

All staff and particularly Event and Zone Staff **MUST** be aware of the correct procedures around using event radios and the conversations that are had on them for the duration of the event. Here are some basic rules and understandings that we need you all to be aware of please, understand and put into practice each time you use a radio whilst at our event:

- Our radios are open to public interface and could be heard by others not associated with Scouting or our event.
- Whatever you say or do on our radios could be recorded by persons unknown.
- Our radios are hired from an outside company, and we are charged for loss or damage, including ancillaries like earpieces and microphones etc – please ensure you look after them if they are in your charge and make sure they are returned to the event Admin before the end of the event. If you do take anything home by mistake, please call **Joff Greer** direct on **07917 197066** so that we can arrange the safe return of the items.
- All radios and equipment therein associated will be signed out to you and will be your responsibility should you lend or pass the radio to others.
- Please talk slowly and clearly into the microphone area of the radio, keeping the radio or separate microphone (if using an earpiece and microphone attachment) around an inch away from your mouth at all times. You don't need to press your mouth right up to the equipment!
- **PRESS** and **HOLD** the button to the side of the radio and then after a second, begin to speak. Do not start speaking and then press the **TALK BUTTON**, as others will miss part of what you are saying and when finished, then release the **TALK BUTTON**, but not until you have finished.
- **DO NOT INTERRUPT** an existing ongoing conversation, please wait until the users have finished and clearly stated this by saying **OUT** at the end of the conversation, then start your conversation by saying your **NAME** or **ROLE** at the event (e.g. **EVENT LEAD**) to the person or role that you are trying to speak to (e.g. **ADMIN**) and then say **RECEIVING**, followed by **OVER**. This would be '**EVENT LEAD to ADMIN, are you receiving OVER?**' When you have finished your conversation and you are not expecting a re[ply, then you finish your sentence with '**OUT**'. This way, those in the conversation and other users know that the conversation is complete, and the channel is open to be used again.
- There is a set channel for the event, please make sure that your radio is on the right channel, **CHANNEL 1** and that the volume is turned up so that it can be heard.



- **ALL YOUNG PEOPLE** should be referred to over the radio by their specific **WRISTBAND NUMBER AT ALL TIMES** and not by name.
- If your conversation is of a sensitive nature or not for consumption by the event radio network, then please call the specific person you need to speak to meet with you and have the conversation in person, rather than over the radio.
- In **EMERGENCY** situations, please keep the radio clear of any conversation until the emergency has been dealt with and the Event Lead has clearly stated this over the radio.
- If you are swapping a radio over at **ADMIN**, please clean the radio by using an antibacterial wipe before replacing it. All radios are stored and charged at **ADMIN** for the duration of the event.
- If you are in a noisy area or do not want to be overheard when undertaking a radio conversation, please move to an area where you can hear, be heard by others on the radio without high background noise and where others cannot hear you if they are not meant to e.g. Young People.
- Radios are for specific event use and not for general chit-chat between event staff. Please keep all conversations concise and to the point please.
- Do not allow Young People to use the radios at any time during the event, unless in **EMERGENCY** where an adult is unable to use the radio themselves.
- No swearing, no abusive behaviour, or arguing to be tolerated over the event radios at any time.
- POR on radio use should be followed at all times, more info can be found at: <https://www.scouts.org.uk/volunteers/running-your-section/programme-guidance/general-activity-guidance/communication-activities/radio-on-scout-activities-a-guide-for-leaders/>
- The Event Leads decision is final relating to any radio related issues whilst at the event and an adult may be asked to not use a radio or have a radio taken away should they be deemed unable to use it and operate it correctly and within the bounds of this document and Scout POR.