

## Communicate using mobile voice communication equipment

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### Overview

This NOS is for community wardens and sets out the skills, knowledge and understanding for you to use mobile voice communication equipment.

This NOS covers the following activities:

- Communicate using mobile voice communication equipment

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### Performance criteria

*You must be able to:*

1. check that mobile voice communication equipment is working as per manufacturers' instructions before you need to use it
2. use mobile voice communication equipment in line with manufacturers', suppliers' and organisational guidelines
3. initiate calls and establish contact using mobile voice communication equipment using your organisation's policies and procedures
4. take prompt and effective action in line with organisational procedures when you experience poor transmission or reception or you cannot establish contact
5. communicate with required people at appropriate times
6. pass clear and accurate messages using approved terminology and procedures
7. maintain confidentiality of information in line with organisational procedures
8. confirm information you give is understood by recipients, using approved procedures
9. respond to and acknowledge incoming calls in line with approved procedures

## Knowledge and understanding

*You need to know and understand:* **Legal and organisational requirements**

1. current relevant legislation, regulations, codes of practice and guidelines relating to using mobile voice communication equipment
2. the correct procedures for confirming that mobile voice communication equipment is working

### **Mobile voice communication equipment**

3. when you should use mobile voice communication equipment and who you should communicate with
4. approved mobile voice communications terminology including agreed code words and how to use the phonetic alphabet
5. how to use the various types of mobile voice communication equipment
6. the causes of poor transmission or reception and what action to take to improve communications
7. the importance of making sure you can communicate effectively by mobile voice communication equipment

## Communicate using mobile voice communication equipment

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**Originating Organisation** Skills for Security

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**Relevant Occupations** Elementary Occupations; Elementary Security Occupations

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**Suite** Community Wardens

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