

SAY AGAIN

Briefer's Notes



Q1. With which group does PICOP have lead responsibility in communications?

- a. All persons other than electrical control operator
- b. All persons other than signaller and electrical control operator
- c. Signaller

A: (b) PICOP has lead responsibility in communication with **all persons except signaller and ECO.**

Rule Book: G1 – 11.2

Q2. All emergency calls by radio or phone should start with the words:

- a. This is an emergency
- b. I am reporting an emergency
- c. This is an emergency call
- d. This is an emergency message

A: (c) This is an emergency call. This focuses attention on the very urgent nature of the call.

Rule Book: G1 – 11.5

Q3. To describe a line which is unsafe for the passage of trains, you should use the words:

- a. The line is not clear
- b. The line is unsafe for the passage of trains
- c. The line is unclear
- d. The line is blocked

A: (d) The line is blocked. This phrase must be used to ensure an accurate, brief and clear message is passed on. You must also remember to state which line (or lines) is blocked.

Rule Book: G1 – 11.5

Q4. If someone asked you to speak slower, what would this mean to you?

- a. That it is a poor quality line and they cannot hear you properly
- b. You should reduce the speed at which you are speaking, so they can understand you
- c. You should talk in a slower and quieter voice
- d. They cannot hear you because of the background noise

A: (b) Reduce the speed at which you are speaking. This can be used effectively if the person sending the message is rushing or speaking with an unusual accent or dialect.

Rule Book: G1 - 11.5

Q5. When speaking on the radio, and you are waiting to receive someone's message, you should say:

- a. Pass your message
- b. Over to you
- c. State your message
- d. Say again from....

A: (c) State your message. This tells the sender that you are waiting to receive their message.

Rule Book: G1 - 11.5

Q6. 'Over' and 'out' are two of the standard phrases for railway communications. When should you use them?

- a. When communicating on radio
- b. When communicating on radio or signal post telephone
- c. When communicating on radio or any telephone, including SPT and mobile

A: (a) The Rule Book changes in December 2005 mean that you only need to use 'over' and 'out' when communicating on radio.

Rule Book: G1 - 11.5

Q7. "Lead responsibility" in railway communications means:

- a. The person in charge of setting up a safe system of work
- b. The person who makes sure you both reach a clear understanding, and ensures that you repeat back any key information exchanged and actions to be carried out
- c. The person in charge of the outcome of the work

A: (b) The person who has lead responsibility is in charge of the outcome of a communication, making sure that information is passed clearly, and understood by all parties.

Rule Book: G1 - 11.2



Q8. What is the main purpose of repeating back messages?

- a. To prove that you are listening
- b. To prove that the other person is listening
- c. To make sure that you reach a clear understanding

A: (c) The main purpose of repeating back messages is to make sure you reach a clear understanding about all critical facts and the action to be taken.

Rule Book: G1 - 11.4

Q9. When commencing communication, the signaller must state his or her...

- a. Name, job title and location
- b. Name and location
- c. Job title and location

A: (c) The signaller must state their job title and location, but not their name.

Rule Book: G1 - 11.4

Q10. When giving a message by phone or radio, a COSS must state his or her...

- a. Name, the duty you are performing (i.e. COSS), where you are speaking from and how you can be contacted
- b. Name, job title and employer company
- c. The duty you are performing (i.e. COSS) and where you are speaking from

A: (a) A COSS must state their name, duty being performed, location, and how they can be contacted e.g. mobile phone number.

Rule Book: G1 - 11.2

Briefer's Notes

This booklet accompanies the Network Rail Say Again film. This short film focuses attention on the importance of reaching a clear understanding when using voice communications in the railway industry. It is based around a real-life scenario, where the people involved fail to reach a clear verbal understanding and highlights the consequences.

It is designed to show how following the proper procedures and using the correct voice protocols are essential to the running of a safe and efficient railway.

Presentation

This film should be shown to groups or teams followed by open discussion of the key points which arise. Some areas for discussion could be:

- The importance of giving and repeating key information e.g. signal numbers, lines, locations
- Reasons for using the phonetic alphabet and standard words/phrases prescribed in the rule book
- The responsibility placed on signallers, COSSs and others to arrange safe systems of work, and the risks they place on their colleagues should they get it wrong
- The consequences of not following the rules and procedures or completing forms etc.
- The issues arising from becoming too familiar with voice communications.

It is recommended that the audience watches the film first before completing the quiz. The quiz can be conducted either individually or jointly as a group. The results can then stimulate further discussion.

Finally, it is worth showing the film for a second time at the end of a briefing, to reinforce the points discussed.