

OPERATE COMMUNICATIONS SYSTEMS & EQUIPMENT

“Master the use of critical communication tools for seamless emergency and operational coordination.”

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

► Available delivery methods: In-House Training

Introduction

Reliable communication is the backbone of effective emergency response, security coordination, and daily operations in critical facilities. This course equips participants with hands-on knowledge to operate a wide range of communication systems—including two-way radios, base stations, satellite phones, and control consoles—used in industrial, defense, maritime, and emergency settings. Participants will learn system components, protocols, troubleshooting techniques, and best practices to ensure clear, secure, and efficient communication during both routine and high-pressure scenarios.

Objectives

By the end of the course, participants will be able to:

- Understand and operate key communications equipment
- Apply standard radio protocols and message formats
- Monitor and manage radio traffic under operational conditions
- Troubleshoot common equipment and signal issues
- Coordinate communication during emergencies and drills
- Comply with safety, security, and regulatory requirements

Why Attend

- Learn to operate mission-critical communications devices
- Enhance operational coordination and situational awareness
- Prevent communication breakdowns in emergencies
- Gain practical experience in real-time communication scenarios

Target Audience

- Control room and dispatch center operators
- Safety officers and emergency responders
- Security and facility supervisors
- Maritime, aviation, and offshore personnel
- Industrial technicians and logistics teams

Individual Benefits

- Improved confidence using communications systems
- Enhanced communication during normal and crisis conditions
- Greater situational awareness and operational discipline
- Capability to lead and support during communication outages

Organizational Benefits

- Reduced communication errors and downtime
- Improved response times in emergencies
- Standardized communication practices across teams
- Better compliance with operational and safety protocols

Instructional Methodology

- **Demonstrations & Hands-on Practice** with live equipment
- **Scenario-based Exercises** including emergency drills
- **Workshops** on protocols, call signs, logs, and escalation
- **Peer Review & Feedback Sessions**
- **Training Materials** include SOP templates, checklists, and troubleshooting guides

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules | Coffee Breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Introduction to Communication Systems

Module 1: Fundamentals of Communications Technology (07:30 – 09:30)

- Types of communication systems: analog, digital, satellite, IP-based
- Communication flow and infrastructure

Module 2: Two-Way Radio Operations (09:45 – 11:15)

- Radio types: handheld, mobile, base station
- Frequencies, channels, and radio bands

Module 3: Standard Radio Protocols & Language (11:30 – 01:00)

- Call signs, phonetic alphabet, standard messages
- Communication discipline and etiquette

Module 4: Workshop - Practicing Basic Radio Operations (02:00 – 03:30)

Day 2: Advanced Communication Equipment

Module 1: Base Stations & Repeaters (07:30 – 09:30)

- Components, signal range, and troubleshooting
- Site considerations for installation

Module 2: Satellite and Marine Radios (09:45 – 11:15)

- Use in remote, offshore, and maritime scenarios
- Safety protocols and coverage

Module 3: Intercom, VoIP & Paging Systems (11:30 – 01:00)

- Integration into facility and emergency systems
- Hands-on with IP-based communication

Module 4: Workshop - Multi-device Scenario Coordination (02:00 – 03:30)

Day 3: Communication During Emergencies

Module 1: Communications in Crisis Situations (07:30 – 09:30)

- Maintaining clarity under pressure
- Communication hierarchies and escalation paths

Module 2: Operating in High-Risk Zones (09:45 – 11:15)

- Communication in fire zones, offshore rigs, hazardous areas
- PPE and system accessibility

Module 3: Case Studies - Communication Failures and Lessons (11:30 – 01:00)

- Reviewing incidents and consequences of poor communication

Module 4: Drill - Emergency Communications Simulation (02:00 – 03:30)

Day 4: Troubleshooting & Technical Management

Module 1: Identifying Common Issues (07:30 – 09:30)

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- Signal loss, interference, equipment malfunctions
- Step-by-step fault diagnosis
- Module 2: Battery, Antenna & Power Issues

(09:45 – 11:15)
- Proper storage, testing, and maintenance routines
- Module 3: Maintenance Logs and Communication Records

(11:30 – 01:00)
- Logging, handover documentation, radio checklists
- Module 4: Workshop – Field Maintenance & Quick Fixes

(02:00 – 03:30)
- Day 5: SOPs, Drills & Course Wrap-Up
- Module 1: Developing Communication SOPs

(07:30 – 09:30)
- Templates for radio use, emergency contact trees, drill prep
- Module 2: Group Simulation – Integrated Facility Communication

(09:45 – 11:15)
- Roles in a crisis response team using various communication modes
- Module 3: Assessment – Communication Exercise and Roleplay

(11:30 – 01:00)
- Group evaluation with scenario-based role assignments
- Module 4: Certification & Action Plan

(02:00 – 03:30)
- Summary, Q&A, course feedback, and certificate distribution

Certification

Upon successful completion, participants will receive a **Certificate of Proficiency in Operating Communications Systems & Equipment**, validating practical and theoretical mastery of modern communication technologies and protocols used in operational and emergency settings.

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