



COURSE COMPANION / 2026-10-07

On Air Radio Communication Training

A practical guide for security officers.

Clear calls. Accurate details. A channel the team can rely on.

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01 / BEFORE DUTY

Get ready. Check the radio.

A working radio check confirms you can reach control and hear the reply.

- 1 Charge and inspect**
Check the battery, housing, aerial and accessories. Know where a charged spare is kept for your shift.
- 2 Set the agreed channel**
Confirm the channel, your call sign and the volume. Fit the earpiece or microphone so you can use it while moving.
- 3 Carry out a radio check**
Listen first. Press push-to-talk, pause briefly, then speak. Release the button to hear the reply.

PATROL TWO

"Control, this is Patrol Two. Radio check. Over."

CONTROL

"Patrol Two, this is Control. Loud and clear. Over."

PATROL TWO: "Loud and clear. Out."

Care for the kit

Keep the aerial upright where practical. Protect it from bending. Clean shared accessories and store or charge the radio as the manufacturer directs. Report faults and arrange a working replacement before relying on it.

Use this guide alongside your site instructions and equipment guidance.

02 / MAKE CONTACT

Make a clear call.

Plan the recipient, location, facts and action before you press the button.

1

LISTEN

Check the channel is clear.

2

CALL

Their call sign, then yours.

3

PASS

Give the message after reply.

4

RELEASE

Let go and listen.

A routine request

PATROL TWO

"Control, this is Patrol Two. Over."

CONTROL

"Patrol Two, go ahead. Over."

PATROL TWO

"At the loading bay. One person requires assistance. Send the supervisor to the east door. Over."

CONTROL

"Supervisor to the east door at the loading bay. Over."

Confirm critical details. Ask for a location or instruction to be said again when you are unsure.

03 / ACCURATE DETAILS

Letters and numbers.

Use the agreed spelling words for names, locations and identifiers.

A	Alfa	N	November
B	Bravo	O	Oscar
C	Charlie	P	Papa
D	Delta	Q	Quebec
E	Echo	R	Romeo
F	Foxtrot	S	Sierra
G	Golf	T	Tango
H	Hotel	U	Uniform
I	India	V	Victor
J	Juliett	W	Whiskey
K	Kilo	X	X-ray
L	Lima	Y	Yankee
M	Mike	Z	Zulu

Official spellings include Alfa, Juliett, Whiskey and X-ray.

NUMBER PRONUNCIATION / UK CAA RADIOTELEPHONY

0 ZERO	1 WUN	2 TOO	3 TREE	4 FOWER
5 FIFE	6 SIX	7 SEVEN	8 AIT	9 NINER

Spell a name: "Tom. I spell: Tango Oscar Mike."

Read an identifier: 3059 = TREE ZERO FIFE NINER.

Use the time and number conventions agreed for your site.

Keep the channel useful.

Be brief, accurate and calm. Give other people space to respond.

Think first

Prepare what happened, where it is and the action needed.

Listen closely

Keep up with traffic and leave room for urgent messages.

Speak steadily

Use a normal voice. Press, pause, speak, then release.

Protect details

Pass the detail the team needs. Use the approved route for sensitive information.

Useful radio words

OVER	Your turn to reply.
OUT	This exchange is complete.
ROGER	Message received and understood.
WILCO	Received, understood and will carry out the instruction.
SAY AGAIN	Send the message, or the requested part, again.
STAND BY	Wait for a further response.

TEN-CODES VARY BY ORGANISATION

Follow your site's radio procedure; use plain language if unsure. In Canadian CB guidance, 10-4 acknowledges a message and 10-10 means transmission completed, standing by. Tucson Police lists 10-10 as available for calls.

05 / WHEN IT MATTERS

Communicate the essentials.

Use the emergency wording and escalation route agreed for your site.

WHERE	Give a precise location and a useful access point.
WHAT	State what you can see and the immediate risk.
HELP	Say what assistance is needed.
CONFIRM	Listen, confirm key details and update control as events change.

ILLUSTRATIVE MESSAGE / ADAPT TO YOUR SITE PROCEDURE

"Emergency. Control, this is Patrol Two. A person has collapsed at the east entrance, beside reception. Send a first aider and the supervisor to the east entrance. Over."

Keep the response coordinated

Confirm who is contacting the emergency services when required. Give clear access directions. Share changes in the situation and follow instructions within your training.

Record the time, location, message and action taken as soon as the situation allows. Use plain language when working with other organisations.

06 / PRINT AND KEEP

Your pre-shift checklist.

Run through this before taking up your post.

SITE

DATE / SHIFT

CALL SIGN

CHANNEL

- ☐ Battery charged; spare or replacement location known.
- ☐ Radio, aerial and accessories checked for damage.
- ☐ Correct channel selected and volume checked.
- ☐ Earpiece and microphone fitted and working.
- ☐ Call sign and control-room contact confirmed.
- ☐ Radio check completed in both directions.
- ☐ Known coverage gaps and fallback contact route understood.
- ☐ Emergency wording and escalation procedure confirmed.
- ☐ Sensitive-information procedure understood.
- ☐ Radio secured so push-to-talk can be reached easily.

30-SECOND REHEARSAL

State your call sign and location. Spell one name. Read one identifier digit by digit. Make a short request and wait for the reply.

Frontline. Connected.

Get OnSiren.

An urban intelligence platform for security officers. Alpha One, the AI in the system, supports protection and welfare.

Download on the App Store

Get it on Google Play

Sources and further reading

Practical guidance follows the ten free On Air course modules at onsiren.com/learn. Module references in each footer identify the relevant lesson. Examples in this guide are training scenarios.

ON AIR VIDEO COURSE

Modules 1-10. Free online course at onsiren.com/learn.

NATO

The NATO Phonetic Alphabet. Exact A-Z spelling words.

UK CIVIL AVIATION AUTHORITY

CAP 413, edition 24 (2026). Chapter 2, table 3: numbers.

ISED CANADA / TUCSON POLICE

RIC-18 Annex A: Canadian CB examples. Tucson: code variation.

FEMA

IS-700. Common terminology and plain language.

Tucson Police radio-code list