

Subj: FIFTH DISTRICT - NORTHERN REGION (D5-NR) AUXILIARY COMMUNICATIONS
WATCHSTANDER QUALIFICATION GUIDE

Ref: (a) Auxiliary Manual, COMDTINST M16790.1 (series)
(b) Auxiliary Operations Policy Manual, COMDTINST M16798.3 (series)
(c) Group and Stations Communications Watchstander Qualifications Guide, COMDTINST
M16120.7 (series)
(d) Maritime SAR Assistance Policy, COMDTINST 16101.2 (series)

1. PURPOSE. This qualification guide provides standardized procedures for training and qualification of Auxiliary personnel who routinely communicate with the maritime public on authorized Coast Guard radio frequencies.

2. BACKGROUND.

- a. Auxiliary communications watchstanders are extremely important elements in the Coast Guard's VHF-FM distress alerting and command and control system. They represent the Coast Guard to the maritime public, assist with Coast Guard radio communications and serve an important public relations function.
- b. High tempos of operations, shifts in operational emphasis and implementation of the revised maritime SAR assistance policy have all served to make the job of communications watchstanders more important and more difficult. Communications watchstanders must consistently demonstrate high levels of professionalism, responsiveness and experience in order to relate to and handle the many diverse marine incidents that are reported. Training and practice are particularly critical for those communications watchstanders with little or no previous operational experience.
- c. Completion of this manual represents the minimum skill and knowledge necessary to maintain an effective VHF-FM distress alerting watch and provides for the appropriate level of response in other normal situations involving requests for Coast Guard assistance and information. It also provides standard scripts for requesting vessel assistance information needed to determine case severity and for those situations when the Coast Guard will not provide an immediate response to a non-distress situation. The manual also provides clarification concerning Coast Guard policy in responding to requests for navigational and weather information.

3. ACTION.

- a. All Coast Guard Auxiliary operational units staffed to monitor the Coast Guard's VHF-FM Distress and Alerting Network shall comply with this instruction when qualifying new communications watchstanders. Successful completion is necessary for their designation as Auxiliary communications watchstanders at any Auxiliary unit. The intent of this requirement is to ensure that all personnel assigned communications watchstander duties are properly trained using a standard syllabus.

Successful completion of the course requires all tasks in the Auxiliary Communications Watchstander Qualification Guide to be signed off by a mentor(s). All Auxiliarists already recognized and designated as communications watchstanders do not have to complete this training program. However, any designated communications watchstander who demonstrates performance that is not in conformance with these guidelines may be subject to Review Board action as described in Chapter 1.

- b. Auxiliary Search and Rescue Detachment (SARDET) Coordinators are authorized to supplement this program with additional qualification and training requirements necessary to meet local situations (e.g. – training and familiarization on the locations of unit circuit breakers, mooring facilities, rigging emergency electrical power, getting underway for an area familiarization trip). However, such additional qualification requirements shall not duplicate requirements already captured in this guide and shall be reviewed and approved by DSO-CM for regional purposes. Satisfactory completion of these unit-specific tasks shall be reflected by the mentor’s sign-off in the bottom block of the trainee’s Task Accomplishment Record.
- c. Auxiliary SARDET Coordinators and communications unit commanders shall ensure all operational shore units under their control are staffed to monitor the national VHF-FM distress network and follow the procedures in this instruction for preparing personnel for duties as communications watchstanders.
- d. Auxiliary communications watchstanders who qualify in such capacity at active duty units shall adhere to the training and qualification program used at those units. A copy of any qualification letter that is achieved from those units shall be placed in the member’s service record at the DIRAUX office with a copy to the DSO-CM.

CHAPTER 1

INTRODUCTION AND OVERVIEW

- A. System Overview. The D5-NR Auxiliary Communications Watchstander Qualification Guide is designed to be an integral part of the Auxiliary Communications process. It contains a collection of tasks that must be learned, practiced, and performed by the trainee. In addition, it contains a set of reading assignments that provide policy and background information for the tasks. These tasks and the reading assignments represent the minimum elements of skill and knowledge necessary for the trainee to carry out duties as a communications watchstander. The following is a brief synopsis of the process and explains where this manual and the people who use it fit in.
1. Steps in the qualifications process (steps a-d may be performed concurrently):
 - a. The trainee is assigned to the training program by the SARDET Coordinator.
 - b. An experienced watchstander is assigned as the trainee's primary mentor.
 - c. The trainee completes the Auxiliary Communications (AUXCOM) course.
 - d. The trainee completes the Qualification Guide and Task Accomplishment Record.
 - e. The trainee stands supervised break-in watches until the mentor and SARDET Coordinator are satisfied with their ability to stand a competent watch.
 - f. The trainee is interviewed by a SARDET/Auxiliary Unit Communications Review Board comprised of the SARDET Coordinator/unit leader, DSO-CM/designated representative and senior watchstander.
 - g. The Director of Auxiliary (DIRAUX) verifies AUXCOM completion and issues a qualification letter to the member upon receipt of a completed communications watchstander Task Accomplishment Record and a communications watchstander qualification form (OPS-6 form) from the SARDET/Auxiliary unit Review Board (via the DSO-CM).
- B. Manual Description. This manual is made up of three chapters: introduction, task guidelines and answers to self-administered quizzes.
1. Chapter 1 – This provides an explanation of the qualification process, a description of the manual, and guidance concerning the responsibilities of the SARDET Coordinator, the mentor and the trainee while using the qualification guide.
 2. Chapter 2 - This is comprised of five major sections. Each section contains a reading assignment, a review quiz for the trainee's use and tasks to be completed.

- a. Each section contains a reading assignment that can be found in the section's title page. The reading assignment may be made up of text contained within the section, original source material, or both. This reading assignment should be completed before the trainee begins the tasks.
- b. The review quiz is a self-administered quiz provided for the trainee's review. After taking the quiz, the trainee should correct it and refer back to the references to clear up any misunderstandings. The mentor should not allow the trainee to go on until the trainee is clear on the knowledge contained in the reading assignment.
- c. The tasks are gathered into sections based upon their function. They should, as much as possible, be completed sequentially. Each task has four basic parts: the reference, the condition under which the task must be completed, the standards to which the task must be performed, and the performance criteria or "steps" necessary to task completion. The organization of a task is presented below:
 - (1) Conditions: The conditions are the environmental and physical circumstances in which the tasks must be performed. Any tools or special equipment needed for task completion are listed here. The conditions listed with each task are the minimum conditions under which the trainee must complete the task.
 - (2) Standards: Standards describe the expected outcome of the task. Successful task completion is a function of how well the trainee is able to complete the task without assistance. The levels in this paragraph represent minimum standards. Generally the task performance standards are as follows:
 - (a) Knowledge tasks: Trainee must be able to cite from memory the required information. Mentors may wish to ask questions concerning particular steps for accomplishment to further measure the trainee's total comprehension of the subject matter.
 - (b) Skill tasks: Trainee must be able to perform all manual tasks without prompting or assistance from the mentor. Each task must follow the correct sequence with little or no hesitation between the steps for accomplishment.
 - (3) Performance Criteria: These steps delineate the procedure best followed for performing each task. They can be used two ways:
 - (a) As an aid in learning the task. Some steps follow exact procedures that are required for performing a particular operation or using a specific piece of equipment, while others serve as general guidelines for task completion.

(b) They provide a performance check-off that can be used by the mentor to measure trainee performance when the trainee performs the task.

(c) Being able to perform unsupervised is a general standard imposed on all tasks.

(4) Task Accomplishment: The mentor must print his/her name, sign and date this line attesting that the trainee successfully performed the task to prescribed standards.

(5) Comments: Comments are encouraged and valuable. The comments section should be used to describe circumstances or conditions that might have a bearing on task completion.

C. Mentor Guidance. After being assigned by the SARDET Coordinator, a mentor should carefully read this chapter and become familiar with these guidelines.

1. The mentor must be keenly aware of not only how, but how well, a task is performed. The mentor should set high standards of performance for the trainee as they progress through the qualification guide. The mentor shall:

(a) Guide the trainee through this prescribed qualification process.

(b) Teach communications skills to the trainee.

(c) Observe trainee development during unit operations and training.

(d) Recommend qualification as earned.

(e) Maintain own proficiency, training and technical knowledge.

2. Tasks must be learned through constant practice under mentor guidance through the following:

(a) Assign reading assignments to the trainee.

(b) Confirm completion of reading assignments. Discuss with the trainee and clear up any areas of difficulty.

(c) Demonstrate tasks.

(d) Monitor the trainee's practice of tasks.

(e) Assess trainee task performance.

(f) Sign off each task completion and provide trainee with feedback on performance.

(g) Ensure trainee has complete grasp of reading assignments before moving on.

- (h) Keep an accurate record of training.
- (i) Clarify with trainee any areas of difficulty or apparent misunderstanding.

D. Trainee Guidance. It is the trainee's responsibility to learn and perform required tasks up to prescribed standards by accomplishing the following:

1. Become familiar with each of the tasks by completing the reading assignment and the self-administered quiz.
2. Participating closely with the mentor in task demonstrations.
3. Practice all tasks thoroughly. Mentors will not sign off any task until a trainee can demonstrate that they are capable of consistently doing a task unsupervised and up to prescribed standards.

E. Unit Communications Review Board.

1. Each SARDET and Auxiliary unit with communications capabilities shall maintain its own Unit Communications Review Board. The Review Board shall be composed, as a minimum, of the SARDET Coordinator/unit leader, DSO-CM or a designated representative, and the SARDET's/unit's senior watchstander. If desired by the Review Board, the regional Operations Training Officer will be detailed to it for performance of its duties. For purposes of the conduct of their business, travel expenses (e.g. – fuel, tolls) of Review Board members shall be reimbursed, as fund availability allows, by DIRAUX upon receipt of a standard Coast Guard local travel claim.
2. The Unit Communications Review Board has two primary purposes: to ensure the proper and complete training of new Auxiliary communications watchstanders and the periodic assessment of communications watchstanders to ensure high quality, well-trained and proficient Auxiliary communicators are consistently on watch to support operational commanders and the boating public. Towards these ends:
 - a. All Review Board members shall sign the communications watchstander qualification form (OPS-6 form) upon their collective review, assessment and determination that a trainee is ready for qualification as a communications watchstander.
 - b. All Review Board members shall participate when the review of a qualified communications watchstander or policy aspect is called. The SARDET Coordinator and DSO-CM are authorized to recommend to DIRAUX the convening of a Review Board for such purposes. If approved, DIRAUX will issue a Review Board convening letter and will notify the communications watchstander of such, if necessary. Any communications watchstander will be afforded the opportunity to sit before the Review Board and address the reasons for its convening. Review Board determinations and recommendations shall be reviewed with the communications watchstander and forwarded to DIRAUX for final disposition.

- c. The DSO-CM and SARDET Coordinators shall meet, as a minimum, once a year in order to review their respective communications programs and these guidelines for the purposes of making appropriate adjustments and improvement. Such meetings should, preferably, coincide with either or both of the region's semi-annual District Board meetings and conferences

FIFTH DISTRICT – NORTHERN AUXILIARY REGION (D5-NR)

TASK ACCOMPLISHMENT RECORD FOR
COMMUNICATIONS WATCHSTANDER

TRAINEE NAME / EMPLID / FLOT / DIV: _____

MENTOR NAME / EMPLID: _____

TASK	DATE STARTED	DATE COMPLETED	MENTOR INITIALS
TASK CWS-01-01			
TASK CWS-02-01			
TASK CWS-02-02			
TASK CWS-02-04			
TASK CWS-02-05			
TASK CWS-02-06			
TASK CWS-03-01			
TASK CWS-03-02			
TASK CWS-03-03			
TASK CWS-03-04			
TASK CWS-03-05			
TASK CWS-03-06			
TASK CWS-03-07			
TASK CWS-04-01			
TASK CWS-04-02			
TASK CWS-04-03			
TASK-CWS-04-04			
TASK CWS-05-01			
TASK CWS-05-02			
TASK CWS-05-03			
TASK CWS-05-04			
AUXILIARY UNIT SPECIFIC TASKS			

NAME: _____
(Member - print)

EMPLID/DIV/FLOT: _____ / _____ / _____

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***** Recommended for **INITIAL QUALIFICATION:** Communications Watchstander
SARDET / Auxiliary Unit Location: _____

SARDET / Auxiliary Unit Review Board Approval

SARDET Coordinator / Unit Leader: _____
(Sign and date)

DSO-CM/Designated Representative: _____
(Sign and date)

Senior Unit Watchstander: _____
(Sign and date)

Record of Tasks has been completed / reviewed: _____
(SARDET Coordinator sign and date)
(Attach Task Accomplishment Record)
(Send to DIRAUX via DSO-CM)

Qualification package reviewed and determined to complete and accurate

(DSO-CM sign and date)
(Send to DIRAUX)

CHAPTER 2

COMMUNICATIONS WATCHSTANDER QUALIFICATION TASKS

A. Controlling Communications with Mariners

1. General Objectives. Demonstrate methods for controlling communications between the watchstander and the boating public.
2. Reading Assignment: Section One, as follows.
3. Trainee self-administered quiz instructions:
 - a. This section is for the trainee's use to test their knowledge of the material. The trainee should read the entire reading assignment before taking the quiz.
 - b. Upon completion of the quiz, the trainee should use the answer guide to correct the quiz. Incorrect answers are an indication that the trainee needs to return to the reading assignment and re-read the appropriate material.
 - c. The trainee should be thoroughly familiar with all of the material covered in the quiz before completion of associated tasks and the administration of the final division test.
 - d. Answer guides can be found in Chapter 3.

4. Task Listing:

TASK CWS-01-01 Control Communications With the Mariner

SECTION ONE

CONTROLLING COMMUNICATIONS WITH MARINERS

A. Overview.

1. Mariners worldwide recognize the United States Coast Guard as a leader in maritime SAR management. An important aspect of the SAR function involves the management of a VHF-FM radio network that provides distress radio coverage over coastal waters, navigable rivers and the Great Lakes. As a communications watchstander, you are an integral part of this net and you should expect, and extend, the same respect and confidence that mariners have traditionally given to our small service.
2. Since the establishment of the Life Saving Service in 1848, the Coast Guard has been responsible for saving thousands of lives at sea. So established is this tradition that mariners assume Coast Guard services to be readily available. There is no doubt that it endows communications watchstanders with tremendous credibility. Along with this comes expectations of professionalism and trust.

B. Credibility provides confidence that can be most effective when dealing with the public. A watchstander should not feel intimidated or embarrassed but must appreciate the advantages this public trust offers. It is critical that the watchstander maintain professionalism and integrity when conversing over the radio-telephone.

C. With public trust and confidence comes the opportunity to provide valuable and effective assistance to the public. Two key factors that will help the watchstander are experience and knowledge. Experience will come in due time with practice. Knowledge can be readily attained with diligent effort. Area familiarization, navigation, proper use of the radio-telephone and other knowledge components that can be mastered in short order will directly affect and enhance skills. Such knowledge will assure a degree of professionalism that will allow a watchstander to properly control the situation over the airways.

D. Crisis Situations.

1. Watchstanders deal with persons exhibiting a variety of emotions: confusion, hysteria, impaired thinking (due to drugs, alcohol, fatigue, or hypothermia), aggression, panic and simple ignorance. All can be managed with effective results if the watchstander knows what to do and how to do it. Nevertheless, a watchstander will feel an urgency to reach through the microphone to control the situation. That tendency will induce its own frustrations that may affect performance.

2. There is only so much that can be done from afar. How radio traffic is passed becomes critical. A watchstander's voice to a distraught boater represents the voice of the Coast Guard, not the watchstander. Moreover, it represents hope and a feeling of resolve for the distress caller. If the watchstander's tone of voice reflects nervousness, fear, or indecision, then the distress caller will react accordingly.
3. A watchstander must take and exercise control of communications in a calm, professional tone of voice that will keep the calling party calm regardless of the situation. Some important skills for watchstander's to concentrate on in crisis situations are:
 - a. Speech – keep it even, not too fast, and not too loud.
 - b. Speak clearly.
 - c. Concentrate – be clear and concise.
 - d. Relate to the level of caller (e.g. - child, female, male, fisherman, professional mariner, etc.).
 - e. Give the caller your full attention – and listen.
 - f. Do not use military or Coast Guard slang or acronyms (e.g. - POB, DIW, PFD).
 - g. Do not be defensive.
 - h. Be confident.
 - i. Recognize the “distance factor” between you and the boater.
 - j. Know the geography, names, and places of your unit's area of responsibility like the back of your hand.
 - k. Keep calm.
 - l. Be objective – overcome personal reactions to situations.
 - m. Recognize your limitations.

SECTION ONE QUIZ
(Trainee self-administered)

1. The time proven trust the maritime public places in the Coast Guard provides the watchstander with tremendous _____.
2. Credibility provides _____ that can be most effective when dealing with the public.
3. Two key factors that will help the watchstander are:
_____ and _____.
4. The key to handling emotional conflict is to _____ as such, let it pass and go on with the case.
5. Watchstanders must deal with persons exhibiting a _____ of emotions.
6. How radio traffic is passed is _____.
7. The watchstander's voice represents the voice to the _____.
8. A watchstander must take _____ of the conversation.

TASK CWS-01-01

- TASK: CONTROL COMMUNICATIONS WITH MARINER
- REFERENCES: (a) Section One
- CONDITIONS: Task should be performed at any time on board unit by naming and explaining the significance or use of, and demonstrating techniques for, controlling communications.
- STANDARDS: In response to the mentor, the trainee must, without error, identify and explain the methods used for controlling communications.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. Demonstrated use of clear speech using an even, moderate rate. Trainee must be able to do this as a watchstander.
- _____ 2. Explained the significance of paying full attention.
- _____ 3. Explained why military and Coast Guard slang or acronyms should never be used when talking to the public.
- _____ 4. Explained the necessity of remaining calm and not raising voice despite the severity of the situation.

CWS-01-01 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

B. Operating Radio/Landline Telephone Systems

1. General Objectives:

- a. Operate unit radio/landline telephone system equipment.
- b. Send and receive routine unit radio traffic
- c. Coordinate incoming unit telephone traffic.

2. Reading Assignments:

- a. Boat Crew Seamanship Manual, COMDTINST M16114.5 (series), chapter 11
- b. Operator's Manual for the specific radio used
- c. Radiotelephone Communications Manual, COMDTINST M2300.7 (series)

3. Trainee self-administered quiz instructions: Per previous section.

4. Task Listing:

- TASK CWS-02-01 Operate controls for the stations radios.
- TASK CWS-02-02 Demonstrate basic radio procedure.
- TASK CWS-02-03 Demonstrate knowledge of VHF-FM marine band distress and radio frequencies.
- TASK CWS-02-04 Identify standard radio urgency calls/signals.
- TASK CWS-02-05 Demonstrate proper telephone procedure
- TASK CWS-02-06 Stand radio communication watches.

SECTION TWO QUIZ
(Trainee self-administered)

1. The squelch control is adjusted until _____ disappears.
2. The volume control should be set high enough to hear _____ signals through static and other interference.
3. You should _____ before transmitting to avoid unauthorized break-in on established communications.
4. You should speak in a _____ tone of voice.
5. Do not transmit while surrounding persons are talking and do not _____ the microphone until you are ready to transmit.
6. Do not use profane or _____ language.
7. The _____ alphabet is used to spell difficult words that are hard to understand over the radio.
8. The radio pronunciation for the Arabic numeral "9" is _____.
9. The prowords "Correct" and _____ are used to indicate that what was transmitted was correct.
10. The proword _____ is used to indicate the end of a transmission when nothing else follows.
11. The proword _____ is used to indicate the end of a transmission when a response is necessary.
12. The prowords _____ means that you are pausing for more than a few seconds.
13. Radio checks are conducted when communications with a unit is _____ or when a sender requests to know the strength or readability of the transmission received.
14. The international VHF-FM calling and safety frequency is 156.8 MHz Channel _____.
15. 157.05 MHz, Channel 21 is an Intra _____ working frequency.
16. The highest priority is a distress call. It is _____.

17. SECURITE, SECURITE, SECURITE is a _____ call.
18. When you use the radiotelephone, you are speaking for, and with the _____ of the command in which you are serving.
19. Violations of radio silence are _____.
20. You should _____ the push to talk button occasionally to allow another station to break in if necessary.
21. The proword "Symbol for" is _____ used.
22. Before transmitting be certain that your transmitter is set to the proper _____.
23. Avoid _____ calling and unofficial transmissions.
24. When transmitting messages, send only as _____ as the receiving operator can copy.
25. Normally, a vessel's _____ serves as its voice call sign.
26. When an aircraft is engaged in a SAR mission, the word _____ shall be included as part of the call sign.
27. The phrase _____ may be eliminated when communicating with Coast Guard units on Coast Guard frequencies.
28. Radio silence may be imposed or lifted only when _____ by a competent authority.

TASK CWS-02-01

- TASK:** OPERATE CONTROLS FOR THE UNIT'S RADIOS
- REFERENCES:** (a) Boat Crew Seamanship Manual, COMDTINST M16114.5 (series), Chapter 11
(b) Operator's Manual for the specific radio used.
- CONDITIONS:** Task must be performed in the unit's communications center using each type radio commonly used by the station for radio/telephone traffic. Task maybe done at any time.
- STANDARDS:** The trainee must, without error, identify and operate the controls for each of the unit's radios.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. Radio operating controls and features identified including if applicable:
- | | |
|----------------|-------------------------------------|
| a. On/Off | g. Frequency/Channel Select |
| b. Volume | h. Weather Select |
| c. Squelch | i. Microphone |
| d. Hi/Lo power | j. Scanner (if applicable) |
| e. Dimmer | k. Direction Finder (if applicable) |
| f. Monitor | |
- _____ 2. Radio turned on.
- _____ 3. Squelch adjusted to point where static just disappears.
- _____ 4. Volume control adjusted to desired level.
- _____ 5. Channel 16 selection demonstrated.
- _____ 6. Working channel selection demonstrated.
- _____ 7. Weather channel selection demonstrated.
- _____ 8. Hi/Lo power selection demonstrated and use explained.
- _____ 9. Microphone use demonstrated.

_____ 10. Scanner use demonstrated (if applicable).

_____ 11. Direction finder use demonstrated (if applicable).

CWS-02-01 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-02-02

TASK: DEMONSTRATE BASIC RADIO PROCEDURE

- REFERENCES:
- (a) Boat Crew Seamanship Manual, COMDTINST M16114.5 (series), Chapter 11
 - (b) Auxiliary Specialty Course AUXCOM, COMDTPUB P16794.32 (series), Chapter 6

CONDITIONS: Tasks must be performed in the unit's communications center using the VHF-FM transceiver normally used by the unit for radio/telephone traffic. Task may be done at any time using short messages (at least one paragraph) drafted by the mentor. These should be typical radio messages the unit would normally transmit to one of its resources.

STANDARDS: The trainee must send the message accurately using the methods described in reference (b).

PERFORMANCE CRITERIA

COMPLETED: _____

- _____ 1. Ensured that radio was set to the proper frequency.
- _____ 2. Ensured that volume control was set high enough to hear weak signals through static and other interference.
- _____ 3. Listened before transmitting to avoid breaking in on other transmissions.
- _____ 4. Spoke concisely and clearly.
- _____ 5. Spoke slowly to give receiving party a chance to receive entire message.
- _____ 6. Spoke in a normal tone of voice.
- _____ 7. Kept the microphone approximately 1-2 inches from lips.
- _____ 8. Used proper prowords, especially "Over" or "Out" at the end of each transmission.
- _____ 9. Sent short message.

_____ 10. Demonstrated the proper way to give a short count.

_____ 11. Stated the proper way to give a long count.

CWS-02-02 ACCOMPLISHED _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-02-03

TASK: DEMONSTRATE KNOWLEDGE OF VHF-FM MARINE BAND DISTRESS AND RADIO FREQUENCIES

REFERENCES: (a) Boat Crew Seamanship Manual, COMDTINST M16114.5 (series), Chapter 1
(b) Auxiliary Specialty Course AUXCOM, COMDTPUB P16794.32 (series), Chapter 5

CONDITIONS: Tasks may be performed at the unit at any time.

STANDARDS: The trainee must, without error, identify standard working and distress frequencies.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. Stated which frequency is the international distress, safety and distress, and calling frequency and what it may be used for.
- _____ 2. Stated which frequencies are the primary and secondary working frequencies for the station.
- _____ 3. Stated which frequency is used for "Bridge to Bridge" communications and what it may be used for.
- _____ 4. Stated the international ship-to-ship frequency and what it may be used for.
- _____ 5. Stated the primary liaison frequency for communications between non-government and Coast Guard vessels and stations and named two broadcasts it is routinely used for.
- _____ 6. Names two command and control frequencies.

CWS-02-03 ACCOMPLISHED _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-02-04

TASK: IDENTIFY STANDARD RADIO URGENCY CALL/SIGNALS

- REFERENCES:
- (a) Boat Crew Seamanship Manual, COMDTINST M16114.5 (series), Chapter 11
 - (b) Auxiliary Specialty Course AUXCOM, COMDTPUB P16794.32 (series), Chapter 4

CONDITIONS: Task should be performed at any time on board unit by naming and explaining the significance or use of each signal when presented, using simulated or actual signals by the mentor.

STANDARDS: In response to the mentor, the trainee must, without error, identify and explain verbally the signals listed below.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. MAYDAY, MAYDAY, MAYDAY signal identified and explained.
- _____ 2. S-O-S signal identified and explained.
- _____ 3. VHF-FM radio-telephone alarm signal identified and explained.
- _____ 4. PAN, PAN, PAN signal identified and explained.
- _____ 5. SECURITE, SECURITE, SECURITE signal identified and explained.
- _____ 6. Electronic Position Indicating Radio Beacons (EPIRP) Identify and explain.

CWS-02-04 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-02-05

TASK: DEMONSTRATE PROPER TELEPHONE PROCEDURE

CONDITIONS: Task should be performed at any time aboard unit by standing an actual phone watch. Mentor should ensure that trainee performs the below listed tasks during the watch.

STANDARDS: Trainee must stand a telephone watch.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. Demonstrated proper method for answering unit telephone using proper greeting and identification.
- _____ 2. Ascertained identity of calling party.
- _____ 3. Ascertained purpose of calling party.
- _____ 4. Placed parties on hold when necessary after informing them that they were being placed on hold (if applicable).
- _____ 5. Switched calls to other offices without losing the calling party (if applicable).
- _____ 6. Spoke with courtesy to all parties calling at all times.

CWS-02-05 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-02-06

TASK: STAND RADIO COMMUNICATIONS WATCHES

- REFERENCES:
- (a) Boat Crew Seamanship Manual, COMDTINST M16114.5 (series), Chapter 11
 - (b) Auxiliary Specialty Course AUXCOM, COMDTPUB P16794.32 (series)

CONDITIONS: Tasks must be performed in the unit's communications center under supervision. Tasks should be done more than once and at various times. Trainee should experience different levels of radio and telephone traffic.

STANDARDS: The trainee must stand several successful communications watches in accordance with references (a) and (b) until thoroughly proficient in radiotelephone and telephone procedures.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. All transmissions and responses made in accordance with tasks CWS-02-01 through CWS-02-06.
- _____ 2. All transmissions made clearly and concisely.
- _____ 3. All transmissions made using only authorized prowords.
- _____ 4. No transmissions made using profane, indecent, obscene or unauthorized use of plain language.
- _____ 5. Microphone push button released occasionally (every phrase or two) to allow another station to break in and to listen for possible distresses.
- _____ 6. Phonetic alphabet used for identifying letters and spelling words or groups of letters.
- _____ 7. Difficult words or groups spelled out using phonetic alphabet and preceded by the prowords "I spell".
- _____ 8. All numerals given using authorized prowords and preceded by the proword "figures"
- _____ 9. Exact multiples of hundreds and thousands spoken as such.

C. Area Familiarization

1. General Objective: Demonstrate knowledge of the station's Operations area.

2. Reading Assignments:

- a. Boat Crew Seamanship Manual, COMDTINST M16114.5 (series), Chapters 13-14
- b. Chart No. 1, Nautical Chart Symbols and Abbreviations.
- c. Coast Pilot Instructions for use and entries for OPAREA.
- d. Light List, COMDTINST 16502 Instructions for use and entries for OPAREA.
- e. NOAA Tide Tables, Instructions for use and entries for OPAREA.

3. Trainee self-administered quiz instructions: Per previous section.

4. Task Listing:

- TASK CWS-03-01 Identify routine information from a nautical chart.
- TASK CWS-03-02 Identify information from Coast Pilot and Light List/Tide tables.
- TASK CWS-03-03 Identify available resources within area of operation.
- TASK CWS-03-04 Know local area knowledge and geographical points.
- TASK CWS-03-05 Plot a position using latitude and longitude.
- TASK CWS-03-06 Plot a position using distance and bearing from known charted object.
- TASK CWS-03-07 Plot a fix using LORAN C time delay coordinates.

SECTION THREE QUIZ
(Trainee self-administered)

1. Sixty minutes is equal to _____ degree(s).
2. One minute equals _____ nautical mile(s).
3. Always use the _____ scale to measure distance on a chart.
4. Nautical charts are oriented with _____ at the top of the chart.
5. Any location on a chart may be expressed in terms of _____ and _____.
6. On a compass rose, the difference between true North and magnetic North is called _____.
7. Numbers on a nautical chart represent soundings in _____ or _____.
8. The nautical chart measures water depth downward from sea level at _____.
9. The Light List measures range of lights in _____ miles.
10. LORAN-C lines on a chart are identified by _____ that correspond to TD's recorded in _____.
11. What official publication provides sailing directions between ports in its respective area, including courses and distances?

TASK CWS-03-01

TASK: IDENTIFY INFORMATION FROM A NAUTICAL CHART

REFERENCES: (a) Boat Crew Seamanship Manual, COMDTINST M16114.5 (series), Chapter 14
(b) Chart No. 1, Nautical Chart Symbols and Abbreviations

CONDITIONS: Task should be performed ashore, at any time, using chart(s) of the local area. Trainee must accomplish task without prompting or use of a reference.

STANDARDS: In response to the mentor, the trainee must, without error, identify the different parts of a nautical chart.

PERFORMANCE CRITERIA

COMPLETED: _____

- _____ 1. Identified the latitude and longitude scale.
- _____ 2. Identified one nautical mile using the latitude scale.
- _____ 3. Identified fathom/feet curves.
- _____ 4. Identified the sounding measurement.
- _____ 5. Identified the general information block.
- _____ 6. Identified the miles and yards scale.
- _____ 7. Identified buoy symbols.
- _____ 8. Identified the symbols for prominent landmarks printed on the chart.
- _____ 9. Identified the compass rose and explained its function.
- _____ 10. Identified the symbol for a wreck, rock or other submerged object.
- _____ 11. Identified the TD lines on chart.
- _____ 12. Provided magnetic/true bearings to/from a fixed object on a chart.

CWS-03-01 ACCOMPLISHED: _____ / _____

MENTOR

DATE

2-20

TASK CWS-03-02

TASK: IDENTIFY INFORMATION FROM COAST PILOT AND LIGHT LIST/TIDE TABLES

REFERENCES: (a) United States Coast Pilot
(b) Coast Guard Light List, COMDTINST M16502.6
(c) NOAA Tide Tables

CONDITIONS: Tasks should be performed ashore, at any time, using Light list and Coast Pilot entries and charts for the local area. Trainee must accomplish tasks without prompting or use of a reference.

STANDARDS: Trainee must identify without error data in the publications and locate it on local nautical charts.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. Read instructions in Light List for description of columns.
- _____ 2. Identified aids in Light List that pertain to operational area and located them on the chart.
- _____ 3. Read sailing directions in Coast Pilot for area of operation.
- _____ 4. Read NOAA Tide tables and instructions for area of operation.
- _____ 5. Determined time/height of high tide.
- _____ 6. Determined time/height of low tide.

CWS-03-02 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-03-03

TASK: IDENTIFY AVAILABLE RESOURCES WITHIN AREA OF OPERATION

REFERENCES: (a) Local Telephone Directories
(b) National Search and Rescue Manual, COMDTINST M16120.5 (series)

CONDITIONS: Tasks should be performed ashore, at any time, using directories and unit resource files containing organizations, agencies and resources available for SAR support in the local area. Trainee must accomplish tasks without prompting.

STANDARDS: Trainee must, without error, identify potential SAR resources contained in directories and unit resource files.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. Located telephone numbers of local law enforcement agencies including maritime agencies (harbor patrols, harbor master).
- _____ 2. Located telephone number of local fire department.
- _____ 3. Located telephone number of local paramedics and medical facilities.
- _____ 4. Located numbers of local hospitals.
- _____ 5. Located numbers of local Coast Guard Auxiliary facilities.
- _____ 6. Described the 911 process.
- _____ 7. Established landline communications with GDO.

CWS-03-03 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-03-04

TASK: KNOW LOCAL AREA KNOWLEDGE AND GEOGRAPHICAL POINTS

REFERENCES: Station Resource Files

CONDITIONS: Trainee must identify on area charts local geographical names and references used by local mariners, local marina and services including commercial SAR facilities.

STANDARDS: The trainee, without reference to the chart, must provide approximate location of local reference points.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. Reviewed and described station resource files for local area knowledge.
- _____ 2. Identified on area charts locations of local geographical reference points.
- _____ 3. Located telephone numbers and locations of local marine services (e.g. - fuel, haul out and mooring facilities, launch ramps)
- _____ 4. Locate phone numbers of local commercial SAR facilities.

CWS-03-04 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-03-05

TASK: PLOT A POSITION USING LATITUDE AND LONGITUDE

REFERENCES: Boat Crew Seamanship Manual, COMDTINST M16114.5 (series), Chapter 14

CONDITIONS: Given a nautical chart of the local operating area and five sets of coordinates expressed in latitude and longitude from the mentor, trainee must plot the five coordinates without prompting or use of a reference.

STANDARDS: The trainee must, without error, plot the positions indicated by the coordinates within five minutes.

PERFORMANCE CRITERIA

COMPLETED _____

_____ 1. Five different Latitude and Longitude positions plotted on the chart.

CWS-03-05 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-03-06

TASK: PLOT A POSITION USING DISTANCE AND BEARING FROM A KNOWN OBJECT

REFERENCES: Boat Crew Seamanship Manual, COMDTINST M16114.5 (series), Chapter 14

CONDITIONS: Tasks should be performed at any time, on watch. All the steps must be accomplished using a local area chart. Trainee must accomplish tasks without prompting or use of a reference.

STANDARDS: Given a nautical chart of the local operating area and a position expressed as distance and bearing from a known charted object, the trainee must plot the position on a nautical chart with an accuracy of plus or minus 0.1 NM and plus or minus 1 degree.

PERFORMANCE CRITERIA

COMPLETED _____

_____ 1. Position correctly plotted on nautical chart.

CWS-03-06 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-03-07

TASK: PLOT A FIX USING LORAN-C TIME DELAY COORDINATES

REFERENCES: Boat Crew Seamanship Manual, COMDTINST M16114.5 (series), Chapter 14

CONDITIONS: Tasks should be performed at any time, on watch. Trainee must accomplish tasks without prompting or use of a reference.

STANDARDS: In response to the mentor, the trainee must correctly plot LORAN-C time delay coordinates to within 0.1 NM of accuracy.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. Located correct chart.
- _____ 2. Identified correct LORAN-C stations.
- _____ 3. Linear interpolater used correctly.
- _____ 4. Position plotted to within +/- 0.1 NM.
- _____ 5. Position read and reported to mentor in latitude/longitude.

CWS-03-07 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

D. Responding to Mariners' Requests for Assistance

1. General Objectives:

- a. Collect adequate information to prosecute the case.
- b. Process the information.
- c. Make initial go/no go decision.
- d. Decide if an incident is distress or non-distress.
- e. Keep the mariner informed.
- f. Maintain and coordinate communications between the mariner and the assisting units.
- g. Resolve non-distress situations through the use of a MARB.

2. Reading Assignments:

- a. COMDTINST 16101.2B, Maritime SAR Assistance Policy
- b. National Search and Rescue Manual Volume 1, COMDTINST M16120.5 (series), Chapter 4, Sections 400 through 413
- c. Radiotelephone Communications Manual, COMDTINST M2300.7, Chapter 2
- d. Group and Stations Communications Watchstander Qualifications Guide, COMDTINST M16120.7, Standard Scripts

3. Trainee self-administered quiz instructions: Per previous section.

4. Task Listing:

TASK CWS-04-01 Respond to a non-distress vessel incident.

TASK CWS-04-02 Respond to a distress vessel incident.

TASK CWS-04-03 Collect flare sighting incident information.

TASK CWS-04-04 Collect overdue vessel incident information.

STANDARD SCRIPTS AND RESPONSES TO REQUESTS FOR VESSEL ASSISTANCE

1. Standard scripts to follow when taking assistance information:
 - a. After determining that Coast Guard assistance is being requested and the name and time of notification has been recorded, use the following script to request assistance information:
 - (1). “C/C _____, this is Coast Guard Station _____, to properly evaluate your situation, I need to ask you a short series of questions.”
 - (2). “What is the nature of the situation? _____.”
 - (3). “What is your location, either in distance and bearing from a prominent navigation aid or point of land, or your latitude and longitude.” _____.
 - (4). “How many people are aboard your vessel, and do any of them have any health or medical problems?” _____.
 - (5). “What is the type, length, and color of your vessel.” _____.
 - (6). “Please estimate the wind speed and the height of the waves at your location.” _____.
 - (7). “Roger, please wait, out
2. Standard responses to requests for vessel assistance if determined to be non-distress:
 - a. Broadcast the following on a working frequency; do not use Channel 16:

“For the situation you’ve described, Coast Guard guidelines require that we attempt to locate other capable and timely help for you. Is there a friend, marina, or commercial firm that you want us to contact for you, over?”
If affirmative, contact the party requested. If negative, then continue with:

“We can make a Marine Advisory Request Broadcast on your behalf. This announces that you need help, gives your location, and invites others to come to your aid. Do you want us to make a broadcast for you, over?”

If affirmative, complete a broadcast. If negative, then respond with:

“Roger, please advise us if your situation changes or if you change your mind concerning the marine advisory request broadcast. Thank you, Coast Guard Station _____ standing by, out.”

SECTION FOUR QUIZ
(Trainee self-administered)

Note - The first 24 questions refer specifically to the reading in the Maritime SAR Assistance Policy, COMDTINST 16101.2B.

1. The purpose of this instruction is to set forth policy and procedures for handling the request for _____ of search and rescue assistance.
2. The term “Coast Guard resources” includes regular active duty personnel: _____ Personnel when serving under active or inactive duty orders and cutters, boats, aircraft, and equipment of regular and reserve Coast Guard units.
3. The _____ phase exists when a craft or person is threatened by grave or imminent danger requiring immediate response to the distress scene.
4. The Coast Guard is authorized to perform _____ and _____ acts necessary to rescue and aid persons.
5. The Coast Guard’s primary concern is a search and rescue situation is that _____ assistance be provided.
6. There is an _____ danger associated with being disabled on the water.
7. _____ to any known situation in which the mariner is in imminent danger will be initiated if feasible.
8. Private organizations (non-commercial), State and local organizations, and Good Samaritans are _____ sources of SAR assistance. When volunteered or available, their help can be used without any concern for _____ with commercial providers.
9. When specifically requested assistance, such as a commercial firm, marina, or friend, is not available, a _____ will be broadcast.
10. Assistance normally will be provided by the responder who first _____.
11. If a Coast Guard resource or Auxiliary facility takes a disabled vessel in tow, the tow will normally be terminated at the _____.
12. Once undertaken, and with certain exceptions, there is no requirement to _____ the tow.

13. Coast Guard resources or Auxiliary facilities may be used to help _____
Facilities in need of help at any time.
14. If there is any question as to the degree of danger to persons or property, the case should be classified as being in the _____ phase.
15. For cases determined to be in the Distress phase you should respond _____ if able.
16. If the Coast Guard arrives on scene and determines that there is no emergency the case will be handled as a _____.
17. For cases determined as non-distress the first thing you should do is _____ the mariner and seek their _____.
18. The requestor should be advised that it appears there is no _____ danger.
19. You should then offer a _____.
20. A MARB is made to solicit the _____ response of anyone who can assist the mariner.
21. After broadcasting a MARB you should _____ the response.
22. A _____ between Coast Guard and the requestor should be established until direct communication is achieved between the requestor and the responder.
23. In cases involving towing by the Coast Guard or Coast Guard Auxiliary the vessel being assisted will normally be taken to the nearest _____.
24. If someone interferes with government communications, issue the command “ _____”.
25. When the SAR system first becomes aware of an emergency or potential emergency, the information collected and the initial action taken are critical to SAR _____.
26. If the SAR facility receiving the information is an operational facility, and the situation warrants, the facility should take _____ action to respond to the incident.

27. Communication should be maintained with a person or craft reporting an emergency, and they should be kept _____ of action being taken.
28. Shifting should be _____.
29. For incident reported by telephone, the name and _____ of the caller should be recorded in case additional information is needed later.
30. SAR incident data should be collected from the reporting source, with the most important information gathered _____ in case communication is lost.
31. If the location was given using latitude and longitude ask _____.
32. If the position is known (geographical location), obtain _____ to other known objects in the immediate area.
33. Primary target information should include a description if the _____ or person and any radio equipment, including names and call signs.
34. On scene weather information is used to assist in deciding type and _____ of response.
35. Information processing forms (check lists) are used so that information is not _____.
36. All stations hearing a _____ shall immediately cease transmissions capable of interfering.
37. Most small vessels _____ follow prescribed procedures during a distress.
38. When a distressed unit is in your vicinity, receipt for the message _____.
39. The words “received _____” are used when receipting for a distress message.
40. Stations receiving distress traffic should maintain communications with the _____.
41. You should keep the distressed unit informed of any _____ that may affect your assistance to it.
42. If the distressed unit is unable to stand a continuous communications watch, you should set up a _____.

43. Needless _____ by you or the distressed unit may end in loss of communications.
44. The distressed unit or controlling station can impose _____ on stations interfering on the frequency being used for distress traffic.
45. When distress traffic has ended the controlling station shall broadcast a message addressed to _____ indicating all distress traffic has ceased.

TASK CWS-04-01

TASK: RESPOND TO A NON-DISTRESS VESSEL INCIDENT

REFERENCES: (a) Maritime SAR Assistance Policy, COMDINST M16101.2

CONDITIONS: Tasks may be performed at any time using a SAR incident check-off sheet and the script provided above. Given a scenario of a routine SAR incident not requiring immediate assistance by the mentor, the trainee must, by asking questions and without prompting, elicit all information necessary to prosecute the case. The incident scenario should be given verbally simulating as closely as possible the actual communications watch environment including the use of proper radio procedure.

STANDARDS: The trainee must, accurately and completely without error or prompting, in a simulating environment, elicit all information necessary and complete the incident check-off sheet.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. Responded to initial call and established communications.
- _____ 2. Obtained information on situation from vessel needing assistance.
- _____ 3. Advised the vessel that more information was necessary in order to evaluate the situation using standard questions.
- _____ 4. Obtained location, description of vessel requesting assistance, and number of people on board.
- _____ 5. Obtained information regarding the on scene weather.
- _____ 6. Informed senior watch personnel and case severity determined.
- _____ 7. Took proper steps to switch communication to a working frequency including procedures for switching back if communication were not established on the new channel.
- _____ 8. Transmitted standard response to a request for vessel assistance if determined to be a non-distress.
- _____ 9. Advised the vessel that Coast Guard would assist in contacting any specifically requested alternate assistance.

TASK CWS-04-02

TASK: RESPOND TO A DISTRESS VESSEL INCIDENT

REFERENCES: (a) Maritime SAR Assistance Policy, COMDTINST M16101.2

CONDITIONS: Tasks may be performed at any time using a SAR incident check-off sheet. Given a scenario of a SAR incident requiring immediate assistance by the mentor, the trainee must, by asking questions and without prompting, elicit all information necessary to prosecute the case. The incident scenario should be given verbally simulating as closely as possible the actual communications watch environment including the use of proper radio procedures.

STANDARDS: The trainee must accurately and completely, without error or prompting, elicit all information necessary and complete the incident check-off sheet.

PERFORMANCE CRITERIA

COMPLETED: _____

- _____ 1. Responded to initial call and established communications.
- _____ 2. Obtained information on situation from vessel needing assistance.
- _____ 3. Advised the vessel that more information was necessary in order to evaluate the situation using standard questions.
- _____ 4. Obtained location, description of vessel requesting assistance and number of people on board.
- _____ 5. Obtained information regarding the on scene weather.
- _____ 6. Informed senior watch personnel and determined case severity.
- _____ 7. Informed the vessel of any Coast Guard action being taken.
- _____ 8. Informed vessel of rescue craft estimated time of arrival.
- _____ 9. After ensuring case was under control, took proper steps to switch comms to a working frequency including procedures for switching back if communications are not established on the new channel.
- _____ 10. Obtained amplifying information regarding the vessel's description.

_____ 11. Obtained additional information regarding the location of the vessel including any landmarks or aids to navigation in the vicinity.

CWS-04-02 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-04-03

- TASK:** COLLECT FLARE SIGHTING INCIDENT INFORMATION
- REFERENCES:** (a) National Search and Rescue Manual, Volume 1, COMDTINST M16120.5 (series), Section 442-D
- CONDITIONS:** Tasks may be performed at any time using standard District or Group check-off sheet. Given a scenario of a flare sighting incident by the mentor, the trainee must, by asking questions and without prompting, elicit all information necessary to prosecute the case. The incident scenario should be given verbally simulating as closely as possible the actual communications watch environment including the use of proper radio or telephone procedure.
- STANDARDS:** The trainee must accurately and completely, without error or prompting, elicit all information necessary and complete the incident check-off sheet.

PERFORMANCE CRITERIA

- COMPLETED _____
-
- _____ 1. Responded to initial call and established communications.
- _____ 2. Obtained initial information including where the informant observed the flare.
- _____ 3. Obtained the color of the flare.
- _____ 4. Obtained the number of flares sighted.
- _____ 5. Informed senior watch personnel of incident.
- _____ 6. Obtained the bearing of the flare from the observer.
- _____ 7. Obtained the distance of the flare from the observer.
- _____ 8. Obtained the angle of flare above the horizon.
- _____ 9. Obtained the direction of movement of the flare.
- _____ 10. Determined if there were any aircraft, vessel, or other lights in area.
- _____ 11. Obtained information regarding the on-scene weather.

_____ 12. Obtained all additional amplifying information.

CWS-04-03 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-04-04

TASK: COLLECT OVERDUE VESSEL INCIDENT INFORMATION

REFERENCES: (a) National Search and Rescue Manual Volume 1, COMDTINST M16120.5 (series), Section 442-E

CONDITIONS: Tasks may be performed at any time using standard District or Group check-off sheet. Given a scenario of an overdue vessel incident by the mentor, the trainee must, by asking questions and without prompting, elicit all information necessary to prosecute the case. The incident scenario should be given verbally simulating as closely as possible the actual communications watch environment including the use of proper radio or telephone procedure.

STANDARDS: The trainee must accurately and completely, without error or prompting, elicit all information necessary and complete the incident check-off sheet.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. Responded to initial call and established communications.
- _____ 2. Obtained initial information as per standard District/Group checklist and procedures.
- _____ 3. Informed senior watch personnel of incident.

CWS-04-04 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

E. Responding to Mariners' Requests for Information

1. General Objectives:

- a. Define what information regarding navigation can be provided to the public.
- b. Deal with personal request of the public.
- c. Release information to the public or media.

2. Reading Assignment:

- a. Public Affairs Manual

3. Trainee self-administered quiz instructions: Per previous section.

4. Task Listing:

TASK CWS-05-01 Providing navigational assistance to the public.

TASK CWS-05-02 Passing basic weather information to the public.

TASK CWS-05-03 Dealing with public request for information.

TASK CWS-05-04 Releasing case information to the public or media.

RESPONDING TO MARINERS' REQUESTS FOR INFORMATION

A. Overview. As a matter of policy, the Coast Guard may respond to requests for information, including navigational information. There is a perception that passing of navigational information is discouraged because of the potential for liability. This perception is not grounded in Coast Guard policy. Certain types of navigational information may be passed if it is accurate and reliable. The guiding principle is that the Coast Guard will not assume responsibility for navigating a vessel, but it may provide the master of a vessel certain navigation tools if available as charted or published by a reputable source. Additionally, the Coast Guard's primary duties include serving the public in such areas as Search and Rescue, Aids to Navigation, Boating Safety, Maritime Law Enforcement, and Marine Environmental Protection. As a result, local Coast Guard units have quite naturally become a public center for marine information, both in terms of collection and dissemination. There are various types of marine information that may be appropriately passed to the mariner via radio. Information affecting the safety of navigation will be given an immediate response. Other types of information, usually for the convenience of the mariner, may be passed if it does not interfere with operations. In all situations, the standard to follow is to make sure any information passes is prudent and based on fact, and never on opinion or conjecture. Another very important fact to consider is that while a mariner may only be requesting information and has not declared a distress, the vessel situation may dictate more active involvement by the Cost Guard as a precautionary measure.

B. Navigational Information.

1. An effective guideline is that any printed information from a recognized source may be passed. This includes any information from current NOAA nautical charts, Local Notice to Mariners, Light Lists, Coast Pilot, etc.
2. In situations involving safety of navigation, bearings between charted objects may be provided, either in degrees true or magnetic. In contrast, compass courses, because of the unique aspects of deviation, wind, and current, should never be given. When a bearing between buoys is provided, the mariner should be advised that this bearing was obtained from the buoy's charted position which could be different than the actual location. This is not a disclaimer – it is an example of prudent advice. It should be pointed out to the mariner that this “bearing” is not a (compass) course to steer. If a compass course to steer is specifically requested, the mariner should be told the following:

“Due to the unique aspects of deviation, wind, and current, an accurate compass course to steer for your vessel can not be determined or calculated over the radio”.

3. Lost/Disoriented Vessel Scenario:
 - a. Finding a lost and disoriented boater without reference points is difficult and often impossible without radio direction finding equipment. A good practice is to ask the mariner questions regarding any nearby landmarks, aids to navigations, depth and color of water, etc. This can go far in determining the mariner's location. If the vessel's general location can be ascertained, an appropriate response might be:

“Based on the information you have provided, your vessel appears to be in the vicinity of _____. We recommend you study the chart for that area or consult with a passing vessel before proceeding further.”
 - b. Depending on the situation on a lost or disoriented boat, especially considering the size of the vessel, and age and health of those on board, a Coast Guard response to locate the vessel before a distress incident evolves may be the most prudent course of action. An alternative not involving a direct Coast Guard response would be to suggest to a lost or disoriented mariner that he or she consider anchoring their vessel if the on scene conditions safely permit.
 - c. Although many Coast Guard shore facilities have VHF-FM direction finding equipment, the accuracy of this equipment is quite crude, often with a bearing error of +/- 15 or more degrees. Some boaters if they are lost, may request a “DF” (direction finding) fix. In this situation, the mariner should be told that the Coast Guard does not have the capability to provide a “DF” fix. If the mariner inquires how we could find him in an emergency, the master maybe told most Coast Guard rescue craft have VHF-FM direction finding equipment that could be used to home in on their location.
4. A situation where extreme caution is necessary involves requests for advice to enter an inlet or cross a breaking bar during hazardous weather conditions. It is the Coast Guard's position that safe navigation is the responsibility of the vessel's master and not the Coast Guard's. “When in doubt, stay out” is good advice when it comes to advising private or commercial interests on how to operate their vessels.
5. Not all boaters who request navigational information are lost or disoriented. Their needs are often simple and capable of being resolved by providing sound, prudent information. The following case study illustrates this type of situation:

- a. A boater, unsure of their location, calls a Coast Guard station requesting a course to steer into a local harbor. Visibility is about 200 yards and he can see a buoy but does not know what it means. Can the watchstander provide a compass course to steer? No! But the watchstander may provide other useful navigational information. A first step may be to ascertain as precisely as possible the mariner's position. Upon request of the communications watchstander, the boater describes the buoy as a "red-and-white vertically striped" buoy with the same initials as the sea buoy for the main channel into the station's location. Now confident of the location, the communications watchstander could provide the mariner with navigational information concerning the local harbor, such as:

"The buoy you have just described appears to be the (local name) sea buoy located approximately one mile off the (local name) harbor entrance, marked by two parallel piers of equal length extending 150 yards out from the shore line. The channel width is approximately 200 yards. On the north pier stands a 55-foot high white tower with a white 6 second light and a fog horn that makes one blast every 30 seconds. At the head of the south pier, sits a 25-foot pole with a 4 second red light atop the structure. Stone rip-rap surround the base. Depth of water in mid-channel is 24 feet."

Note: All of this information is located in the Coast Pilot, Light List and the current local chart of the area. Should the mariner insist on a compass course, they should be advised that that information can not be provided due to the unique deviation characteristics of their own vessel, and follow the guidance above. The point is to illustrate that navigational information may be passed and done so with confidence and without risk of any liability to the Coast Guard. It is important to remember that passing accurate and available navigation information may provide useful assistance to the mariner to help them avoid becoming a future distress case.

C. Weather Information.

1. Inquiries from the public regarding weather information should be handled in a courteous manner. If the request is received via VHF-FM radio, the mariner should be advised that the National Weather Service makes continuous local weather broadcasts on the VHF-FM radio. The mariner should then be told the local frequencies or channels. If the mariner does not have the receiver capability, the latest NWS Local weather warnings (small crafts, gales, etc.) may be read over the radio on request, operations and time permitting. Ensure that the entire text is read exactly as written including the period/geographic area for which the forecast is valid.
2. Actual observed conditions of wind direction/velocity, visibility, cloud cover and sea height may be relayed to the mariner. Observations made with a calibrated weather instrument may be reported as is. All other observations should be reported as

3. “observed.” Whenever weather conditions are reported, the date, time, and location of the observation should also be included.
- D. Third-Party Radio Traffic. The Coast Guard is not a marine operator and as a matter of policy refrains from competing with commercial interests. Therefore, the Coast Guard usually does not pass third party radio traffic over the marine radio. This does not, of course, preclude emergency situations or passing requests for assistance for non-distress incidents. If a request is to contact local marine service personnel and it is known that these services monitor a particular VHF-FM frequency, it is appropriate to pass that frequency or channel. If in doubt as to the nature of the request from a member of the public, the unit supervisor should be consulted.

SECTION FIVE QUIZ
(Trainee self-administered)

1. In providing mariners navigational information, an effective guideline is passing _____ information.
2. _____ bearings between charted objects may be passed to the boater.
3. Coast Guard personnel may provide weather information from _____ messages.
4. Information records compiled for _____ purposes will be withheld from the news media.

TASK CWS-05-01

TASK: PROVIDING NAVIGATIONAL ASSISTANCE TO THE PUBLIC

CONDITONS: Tasks should be performed at any time with the aid of navigational charts and use of nautical publications of the area.

STANDARDS: The trainee must identify without error what standard navigational information may be passed to mariners and explain the dangers of passing non-standard information.

PERFORMANCE CRITERIA

COMPLETED _____

_____ 1. Stated standard navigational information that may be passed to mariners including the following:

- (a) Characteristics of lights
- (b) Magnetic bearings between charted objects
- (c) Charted range bearings
- (d) Charted depth of water
- (e) Charted hazards
- (f) Radio beacon frequencies
- (g) Charted Buoy positions
- (h) Lat/Long of charted objects
- (i) Loran-C TD coordinates
- (j) Magnetic bearings to charted objects

_____ 2. Stated non-standard information that may not be passed to mariners including the following:

- (a) Compass courses
- (b) Deviation
- (c) Recommend course lines
- (d) Uncharted soundings
- (e) Conjectures or personal opinions

_____ 3. Explained the dangers of passing non-standard information.

CWS-05-01 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-05-02

TASK: PASSING BASIC WEATHER INFORMATION TO THE PUBLIC

REFERENCES: (a) Boat Seamanship Manual, COMDTINST M16115.5
(b) National Weather Forecast

CONDITIONS: Tasks should be performed at any time with the aid of NWS weather messages, nautical publications and unit weather instruments. Weather conditions to be observed are only those the trainee can actually observe from the station.

STANDARDS: Trainee must accurately identify NWS weather forecasts and describe local weather conditions.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. Identified NWS weather forecast message and explained its use.
- _____ 2. Stated sources for providing weather information in the local area including NWS local VHF-FM broadcast channels.
- _____ 3. Stated observed wind direction and velocity.
- _____ 4. Stated observed sea direction and height.
- _____ 5. Stated observed visibility.
- _____ 6. Stated sources for local area weather warnings.

CWS-05-02 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-05-03

TASK: DEALING WITH PUBLIC REQUEST FOR INFORMATION

REFERENCES: (a) Area familiarization resource cards

CONDITIONS: Tasks may be done at any time using directories and unit resource files normally found at the unit.

STANDARDS: Trainee without prompting must recite location of files and directories.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. Stated why the Coast Guard does not relay personal request over the marine radio.
- _____ 2. Located telephone numbers for local fuel docks and public marinas.
- _____ 3. Located telephone number of harbor master.
- _____ 4. Located telephone numbers of haul-out services.
- _____ 5. Located telephone numbers of local salvage services.
- _____ 6. Located telephone numbers of local boat ramps.

CWS-05-03 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

TASK CWS-05-04

TASK: RELEASING CASE INFORMATION TO THE PUBLIC OR MEDIA

REFERENCES: (a) Coast Guard Public Affairs Manual, COMDTINST 5728.2A, Chapter 1

CONDITIONS: Tasks should be performed ashore without prompting or reference to publications.

STANDARDS: The trainee will accurately cite Coast Guard policy on releasing news items to the media.

PERFORMANCE CRITERIA

COMPLETED _____

- _____ 1. Stated which unit personnel are authorized to release information to the news media.
- _____ 2. Explained why candor with the media is essential.
- _____ 3. Explained why cover-ups are prohibited.
- _____ 4. Explained what information may be withheld from the media, including the names and addresses of fatalities prior to the next of kin being notified.

CWS-05-04 ACCOMPLISHED: _____ / _____
MENTOR DATE

COMMENTS:

CHAPTER 3

ANSWERS TO TRAINEE'S SELF-ADMINISTERED QUIZZES

A. Section One - Controlling Communications with Mariners

Answers:

1. Credibility
 2. Confidence
 3. Experience and knowledge
 4. Recognize
 5. Variety
 6. Critical
 7. Coast Guard
 8. Control
-
-

B. Section Two - Operating Radio/Landline Telephone Systems

Answers.

1. Static Noise
2. Weak
3. Listen
4. Normal
5. Key
6. Obscene
7. Phonetic
8. Niner
9. Affirmative
10. Out
11. Over
12. Wait Out
13. Doubtful
14. 16
15. Coast Guard
16. MAYDAY
17. Safety
18. Authority
19. Forbidden
20. Release
21. Never
22. Frequency

- 23. Excessive
 - 24. Fast
 - 25. Name
 - 26. Rescue
 - 27. Coast Guard
 - 28. Authorized
-

C. Section Three – Area Familiarization

Answers:

1. One degree
 2. One nautical mile
 3. Latitude scale
 4. North
 5. Latitude and longitude
 6. Variation
 7. Feet or fathoms
 8. Mean low water
 9. Statute miles
 10. Numbers/microseconds
 11. Coast Pilot
-

D. Section Four – Responding to Mariners’ Requests for Assistance

Answers:

1. Any type
2. Reserve
3. Distress
4. Any and all
5. Timely and effective
6. Inherent
7. Immediate response
8. Acceptable, conflict
9. Request for assistance
10. Arrives on scene
11. Nearest safe haven
12. Break
13. Auxiliary
14. Distress
15. Immediately
16. Non-distress
17. Advise, desires
18. Imminent
19. Marine Assistance Request Broadcast (MARB)
20. Voluntary
21. Monitor

22. Communications schedule
23. Safe haven
24. “Cease Transmission”
25. Success
26. Immediate
27. Advised
28. Avoided
29. Telephone number
30. First
31. How the position was determined
32. Bearings
33. Distressed craft
34. Immediacy
35. Overlooked
36. Distress
37. Will not
38. Immediately
39. MAYDAY
40. Distress unit
41. Circumstances
42. Radio schedule
43. Switching of frequencies
44. Radio silence
45. All stations

E. Section Five – Responding to Mariners’ Requests for Information

Answers:

1. Printed
 2. Magnetic
 3. National Weather Service (NWS)
 4. Law Enforcement
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