



Safety Critical Communications Training Course

Effective radio communications is a powerful tool in a busy worksite. Utilised to its full extent by proficient personnel it will become the backbone of work-site safety and can dramatically increase productivity and performance.

Clear and concise communications are the bedrock of safe operations. Our experience of delivering this training within the infrastructure and energy sectors has demonstrated a dramatic decrease in workplace incidents related to poor voice communications and an equally dramatic increase in productivity.

The Skills Staff Need

Even the most confident people can be 'radio shy'. This course will not just show people how to communicate on a radio, but it will quickly demonstrate its significant work-site advantages. Our detailed working knowledge of the unique circumstances that front-line staff face and our specially tailored courses allow us to give them the skills they need to deliver success.

Highly Practical Learning

Our training package is highly practical focusing almost exclusively on practicing and re-practicing against the context of an operational environment. We ensure that delegates are able to communicate to industry standards. Additionally, we also use our experience to provide an

array of skills, tips and techniques that will make operations safer, simpler and more effective. Our training will improve a radio user's confidence, attitude and competency by enabling them to:

- Recognise, understand and overcome barriers to safe and effective communications.
- Understand and apply the organisation's 'Rule Book' voice communication protocols.
- Lead teams using effective communications.
- Practice their communication skills using fully contextualised and thought-provoking exercises.

Setting The Standard

Benchmark is one of the leading suppliers of safety-critical communications (SCC) to businesses in the infrastructure and energy sectors and has successfully delivered SCC training to over 30,000 people since 2005 .



“An amazingly helpful course. To be honest, I never really appreciated just how important voice communications were and the impact they can have on our work in the possession”.

JC Swindon

Course Summary

Course Title	Safety Critical Communications Course (SCC)
Course Type	Highly practical, facilitated workshop
Who Should Attend	All safety critical communicators on the railway
Course Location(s)	Moreton in Marsh or on the client site
Course Duration	One day (9.30 am to 4.30 pm)
Course Frequency	To meet customer requirements
Course Cost	£90 + VAT per delegate.

