ANNEX 1 –

**QUESTIONNAIRE ON VTS MANAGEMENT: Competencies and tasks descriptions**

**OBJECTIVE**: The objective of this questionnaire is to map VTS Management tasks and competencies as performed in the different Member States resulting in a list of competencies and tasks.

This questionnaire identifies the different management tasks which may be carried out at any management level (operational, tactical or strategic). Some of these task may be carried out by a VTSO who is off-duty, or during the VTSO’s watch at hours of low activity.

Some tasks may be allocated to “supervisors” “teamleaders” etc. (managers at a tactical level) - or even to a “manager”, “head of VTS” etc (managers on a strategic level).

**AIM**: The final aim of the questionnaire is to define, for each task, the pertinent training need;

**METHODOLOGY**: In **column A** there’s a list of VTS Management competencies. The competencies are divided into three principal areas: managerial, operational and communicational;

In **column B** you can sign yes or not if the enlisted competencies are met in your VTS;

In **column C** there are specific activities related to the competencies indicated in column A .

In column D you can sign yes or not if the enlisted activities are met in your VTS

For any area (Managerial, operational, communicational) you can add OTHER competencies and activities.

|  |  |  |  |
| --- | --- | --- | --- |
| **A** | **B** | | **C** |
| **Job description, according to IALA Recommendation V 103** | **Agreement/Disagreement** | | **Note** |
| **MANAGERIAL COMPETENCIES**  (Managing and co-ordinating financial, technical , and human resources) | **YES** | **NO** |  |
| Ensuring that the aims and objectives of the VTS are met at all times | X |  | (example)  Ensure scheduling and rostering  Provide periodical internal audit  Implement security policy  Implement, monitor and evaluate port strategies |
| Ensuring that the standards set by the Competent/VTS Authority for operator qualifications and training are met |  |  | Administration of personnel selection procedure (recruitment)  Plan and oversee training cycle  Oversee training results  Ensure the implementation of Team Resource Management -training (statistics, decision making, teamwork, leadership, communication, stress and fatigue etc)  Ensure that training facilities are operational |
| Ensuring that the training and certification of VTS personnel are appropriate to the service types being provided |  |  | (example)  Provide annual/periodical assessment |
| Ensuring VTS quality standards are maintained |  |  | Develop, implement and re-apply quality system  Evaluate risk analysis |
| Ensure security of work environement |  |  | Implement external aggression protocol  Implement drugs, harassment and alcohol policy  Execute and implement privacy policy  Purchase new equipment |
|  |  |  | Maintenance of equipments (planned or unplanned) |
| Demonstrate leadership in the management of human resources |  |  | Team management  Conflict management  Stress management  Organise meetings between VTSO’s  Communicate and evaluate sick leave policy |
| Manage financial and technical resources |  |  | Evaluate budget for VTS Center running (salaries, electricity, gas, hardware/software maintenance, software licences, continual professional development) |
|  |  |  |  |
| OTHER  (feel free to insert additional rows) |  |  |  |
| **(example)**  *Ensuring that relevant personnel take place in additional training and seminars* | X |  | **(example)**  VTSO exchange programme |
| **OPERATIONAL COMPETENCES** |  |  |  |
| Ensuring that all VTS operations follow current rules, regulations and legislation |  |  | Demonstrate knowledge of equipment capabilities  Evaluate and analyse data for internal or external safety and statistical purposes (eg numbers of incidents/accidents in the VTS area)  Monitor execution of procedures  Monitor environemental policy  Ensure evaluation and amendment of (emergency)-procedures  Ensure implementation of international standards/guidelines/recommendations (ex. IMO and IALA rules () |
| Planning and developing of emergency procedures as appropriate to the VTS area of responsibility |  |  | Investigate incidents and accidents data to evaluate practices and procedures in order to their improvement |
| Ensuring that all adopted standard operating procedures are reviewed and amended as required |  |  | Update manuals  Ensure updating of charts and information systems (eg AIS informations)  Ensure proper management of systems administration and implementation (for required changes or updates) |
| OTHER  (feel free to insert additional rows) |  |  |  |
| **(example)**  *Ensuring that requirements for documentation are met* | X |  | **(example)**  Report of incidents Issue operational procedures  Issue / sign VTSO’s Logbooks |
| **COMMUNICATIONAL SKILLS (EXTERNAL OR INTERNAL)** |  |  |  |
| Developing and maintaining a good public information and relations program |  |  | Present the organisation and its role  Foster an environement of safety of navigation (eg  *through* , STS operators meeting)  Create an internal safety culture  Execute and evaluate liaison policy with other organisations/stakeholders |
| Ensure compliance with evidentiary provisions in the event of an incident or accident occurring in the VTS area |  |  | Ensuring the logging of data during and after incidents/accidents |
|  |  |  |  |
| OTHER  (feel free to insert additional rows) |  |  |  |
|  | X |  |  |