The workshop conclusions were:

1. It is vital that VTS phraseology and voice communication are standardised in order to deliver a harmonized service to mariners worldwide.
2. There is a need to revise the VTS section of IMO SMCP.
3. To ensure consistent communication and use of standardised phraseology, mutual training of both mariners and VTS personnel should be encouraged.
4. The use of various training tools, such as software applications, is considered useful to assist VTS personnel for continual professional development in VTS phraseology.
5. Training of language and VTS voice communication differs widely amongst training organizations which may lead to inconsistent delivery of VTS.
6. To ensure all parties involved understand VTS voice communications, IALA should consider requesting input on phraseology from other relevant maritime organizations.