**IALA Model Course**

V-103/1

Vessel Traffic Services Operator Training

MODULE 1

Proposed revised approach for modules, in ‘clean’ copy for discussion 8/9/2021

Revised post ICG07 – 8/9/2021 to include proposal for more detailed numbering reference. Numbering suggested:

* First number – module number
* Second number – sequential number for subject area
* Third number – sequential number for session objective
* Fourth number – subject element

So, 2.3.1.3 would be Module 2, Subject area 3, session objective 1, subject element 3

Edition 2.0

December 2009

Revisions to this IALA Document are to be noted in the table prior to the issue of a revised document.

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| --- | --- | --- |
| Date | Page / Section Revised | Requirement for Revision |
| March 1988 | 1st issue |  |
| December 2005 | Ed.1.1 |  |
| December 2009 | Ed.2  Entire document | Reflecting 10 years’ experience and the evolution of technology |
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2. COMMUNICATION CO-ORDINATION AND INTERACTION

# INTRODUCTION

English is the accepted language of international business, trade and diplomacy. Subsequently there is a very high demand for education in the language as well as a high demand for other academic qualifications taught in English. This has led to the establishment of reliable tests to demonstrate that trainees have attained a sufficient level of the language to follow their chosen course or profession (see ANNEX 3, Example of English language tests). This module assumes the minimum level of English has been obtained (IELTS Band Level 5 or equivalent).

# SUBJECT FRAMEWORK

## Scope

This module describes the requirement for VTS Operators to have an effectivet knowledge of the English language to be able to operate in the VTS environment, use VTS equipment, decision support tools and nautical publications communicate with ships and allied services for VTS purposes, and implement contingency plans. In addition, VTS Operators must have sufficient communication skills to understand meteorological and oceanographic information.

## Objective of Module 1

On completion of student communicate using consistent, clear and concise maritime English that reflects standard message composition and structure that reflects the IMO Standard Marine Communication Phrases and the IALA G1132 – VTS voice communications and phraseology.

It is emphasized that, by the regular employment of standardized marine vocabulary, VTS Operators will clearly communicate in routine and emergency situations at their VTS centre.

## Suggested Training aids and exercises

The teaching methods for that are suggested for use in the delivery of this module include:

* Classroom presentations and facilitated discussion
* Case studies
* Simulation

## References relevant to this module

The following references are relevant to the planning and delivery of this module:

[to be developed…]

## Pre-course reading material

Prior to attending …

* 1. SUBJECT OUTLINE OF MODULE 1

1. Subject outline – Communication Coordination and Interaction

|  |  |  |  |
| --- | --- | --- | --- |
| **Element** | **Recommended Competence Level** | **Recommended Hours1** | |
| **Presentations/ Lectures** | **Exercises/ Simulation** |
| **General communication skills**  Consistent general communications  Procedures to enhance effective communication  Verbal and non-verbal communications  Barriers to communication  Questioning techniques  Eliminate ambiguity | Level 3 |  |  |
| **IALA Specific VTS message construction**  Construction of messages | Level 4 |  |  |
| **IMO SMCP / Standard phrases**  Advantages of SMCP, including message markers | Level 3 |  |  |
| **Information Management**  Collection, evaluation and dissemination  Logkeeping and record keeping | Level? |  |  |
| **Handovers**  Shift handover  Vessel handovers |  |  |  |
| **Use of VHF radio communication in VTS**  Communication procedures, routine operations  Communication procedures, non-routine operations | Level 4 |  |  |
|  |  | Total 91 +7 + 11 hours | Total 75 +11 + 31 hours |

*Notes: 1. The time required for module 1 above will vary with the entrance level of the trainee.*

*The recommended hours are set on the assumption that the trainee has achieved IELTS level 5 or the equivalent and possesses a valid VHF radio operator certificate.*

* 1. DETAILED Competence table FOR MODULE 1 – Communication Coordination and interaction

1. Competence Table – Communication Coordination and Interaction

| Element | *Session Objective* | Sub-element | Subject Elements | Level of Competence | Resources |
| --- | --- | --- | --- | --- | --- |
| **1.1** | **General Communication Skills** |  |  |  |  |
| **1.1.1** | *Demonstrate clear, concise and consistent general communication skills.* | 1.1.1.1 | Active listening skills | 3 |  |
| 1.1.1.2 | Interpersonal skills | 3 |  |
| 1.1.1.3 | Effective team communications | 3 |  |
| 1.1.1.4 | Empathy in communication | 3 |  |
| **1.1.2** | *Demonstrate procedures to enhance effective communication* | 1.1.2.1 | Reading-back received message | 3 |  |
| 1.1.2.2 | Breaking message into smaller components | 3 |  |
| 1.1.2.3 | Rephrasing message | 3 |  |
| **1.1.3** | *Demonstrate verbal and non verbal communications* | 1.1.3.1 | Voice and digital communications | 3 |  |
| 1.1.3.2 | Voice inflection | 3 |  |
| 1.1.3.3 | Non-verbal communication | 3 |  |
| **1.1.4** | *Identify options to overcome barriers to communication* | 1.1.4.1 | Language differences, both cultural and regionally | 3 |  |
| 1.1.4.2 | Alternative meanings of words | 3 |  |
| 1.1.4.3 | Cultural aspects | 3 |  |
| **1.1.5** | *Demonstrate effective questioning techniques* | 1.1.5.1 | Direct questioning using message markers | 3 |  |
| 1.1.5.2 | Linguistic problems in using voice tone to pose a question | 3 |  |
| **1.1.6** | *Describe the techniques to eliminate ambiguity* | 1.1.6.1 | ‘Conditional’ words and their elimination in VTS messages | 3 |  |
| 1.1.6.2 | Consequences of misuse of ‘conditional’ words | 3 |  |
| **1.2** | **IALA specific VTS message construction** |  |  |  |  |
| **1.2.1** | *Construct VTS messages.* | 1.2.1.1 | Introduction to IALA G1132 | 4 |  |
| 1.2.1.2 | Practical communication in VTS | 4 |  |
|  |  | 1.2.1.3 | Examples of ‘Basic English’ used in VTS | 4 |  |
|  |  | 1.2.1.4 | Use of standard phrases to trigger predictable actions | 4 |  |
| **1.3** | **IMO Standard Communication Phrases (SMCP)** |  |  |  |  |
| **1.3.1** | *State the advantages, disadvantages and application of SMCP, including message markers.* | 1.3.1.1 | Introduction to the SMCP - Its overall construction and origins | 4 |  |
| 1.3.1.2 | The use of the SMCP, particularly during emergency situations and distress (focus on Part 3, section 6 of the SMCP). | 4 |  |
| 1.3.1.3 | The use of message markers | 4 |  |
| 1.3.1.4 | Limiting number of standards phrases to ensure recognition and memory retention | 4 |  |
| 1.3.1.5 | When standard phrases are not the best method available. | 4 |  |
| **1.4** | **Information Management** |  |  |  |  |
| **1.4.1** | *Demonstrate collection, evaluation and dissemination of data (information) management in VTS.* | 1.4.1.1 | Collect data | 3 |  |
| 1.4.1.2 | Evaluate data – verify, validate | 3 |  |
| 1.4.1.3 | Evaluate data - priorise | 3 |  |
| 1.4.1.4 | Disseminate data – methods | 3 |  |
| 1.4.1.5 | Disseminate data – phrasing, timing and content | 3 |  |
| **1.4.2** | *Explain logkeeping and record keeping (recording) in VTS.* | 1.4.2.1 | Objectives of logkeeping and recording | 3 |  |
| 1.4.2.2 | Principles of logkeeping / retention | 2 |  |
| 1.4.2.4 | Methods of logkeeping | 2 |  |
| 1.4.2.5 | Statement and report writing | 2 |  |
| **1.5** | **Handovers** |  |  |  |  |
| **1.5.1** | *Demonstrate handovers in VTS* | 1.5.1.1 | Handing over the shift | 4 |  |
| 1.5.1.2 | Vessel handovers | 4 |  |
| **1.6** | **Use VHF Communication** |  |  |  |  |
| **1.6.1** | *Demonstrate the use of proper VHF Communications in VTS for routine communications.* | 1.6.1.1 | VHF radio telephone procedures | 4 |  |
| 1.6.1.2 | VHF use in routine VTS operations | 4 |  |
| **1.6.2** | *Demonstrate the use of proper VHF Communications in VTS for non-route communications.* | 1.6.2.1 | VHF radio Distress, Urgency and Safety procedures | 4 |  |
| 1.6.2.2 | VHF use in non-routine operations | 4 |  |