Input paper: [[1]](#footnote-2) VTS56-10.4.3

Input paper for the following Committee(s): check as appropriate Purpose of paper:

**□** ARM **□** ENG **□** PAP x Input

**□** ENAV **X** VTS **□** Information

Agenda item [[2]](#footnote-3) 10.4

Technical Domain / Task Number 2 Task 3.4.1 - Develop guidance on aptitudes required

by VTS Operators

Author(s) / Submitter(s) Kelly Glew

Report on the intersessional task group activity for developing guidance on aptitudes required by VTS Operators

# Summary

The IALA VTS Committee has been tasked with developing guidance on aptitudes required by VTS Operators and the use of aptitude or psychometric testing in the recruitment process. Work commenced on this task at VTS55 and was continued at an intersessional meeting in April.

## Purpose of the document

To brief the participants of VTS56 on the progress that was made on the development of a Draft Questionnaire to be used to identify aptitudes and behaviours that are beneficial in VTS training and in the role of a VTS operator.

## Related documents

NIL

# Background

During VTS55 it was determined a survey would be developed to seek the input of VTS Operators and additional VTS Providers and Competent Authorities than those able to attend and participate in the VTS Training Working Group. A Draft copy of the questionnaire is below, the work will continue during VTS56. Formatting of the questions will be determined once a survey tool is determined.

# DRAFT QUESTIONNAIRE

Vessel Traffic Services Operator – Identifying important Aptitudes and Behaviours

### Expected audience

* VTS Operators
* VTS Providers
* Competent Authorities

### Introduction

Working Group 3, VTS training of the IALA VTS committee is seeking your input to assist with the development of a new guideline on the use of psychometric and aptitude testing during the recruitment of VTS Operators.

The survey should take approximately XX minutes.

If you have any questions about the survey, please email us: XXXXX

Thank you for your assistance with this endeavour, all input is appreciated.

### Questions

Role in VTS operations

1. What type of VTS do you operate? Choose all that apply. If Other, please explain.

- Coastal

- Port / Harbour

- Inland Waters

- Other

2. How many VTS operating positions (workstations) are there in the centre/station

3. How many VTS Operators do you have per shift for the VTS area during normal operations?

4. How many shifts do you have per work station per day for the VTS area during normal operations?

5. What is the normal duration of each shift (hours) for the VTS?

Aptitudes

6. What aptitudes do you consider important for a VTS operator?

Choose three/five from the following and give order of priority.

- Ability to detect abnormalities

(From G1156: distinguishing among relevant and irrelevant information (e.g., assess the relative movement of fixed and moving objects))

- Accept multiple inputs

(From G1156: combining auditory and visual information)

- Concentration , focus

(From G1156: carrying out routine work without losing situational awareness)

- Decision making

(From G1156: show initiative and make decisions whilst working within a framework of standards, regulations and structured procedures / demonstrating alertness and decisiveness when required)

- Mathematics

(From G1156: demonstrating appropriate communication, literacy (written and oral) and numeracy skills. )

- Memory – short term recall

- Multitasking

(From G1156: carrying out several tasks simultaneously (multi-tasking) )

- Reaction time

- Recognize patterns

- Situational awareness

(From G1156: demonstrating spatial and situational awareness)

- Spatial reasoning – Visualization

(From G1156: demonstrating spatial and situational awareness)

- Synthesize (process) information

- Ability to be concise

(From G1156: demonstrating appropriate communication, literacy (written and oral) and numeracy skills. )

- Assertiveness

(From G1156: show initiative and make decisions whilst working within a framework of standards, regulations and structured procedures / demonstrating alertness and decisiveness when required)

- Empathy

- Feedback

- Prioritization

(From G1156: prioritising and deciding what situations require immediate action)

- Proactivity

Behaviours

7. What behaviours do you consider important for a VTS operator?

Choose three/five from the following and give order of priority.

- Ability to be alone – single stand centre, downtime – hypo-stress situations – idle time - self

- Adaptability, flexibility

- Coping with stress, Remain calm in difficult situations

(From G1156: working under conditions of stress)

- Don’t assume, verify

- Honesty, ethical

- Initiative

- Self motivation (independence)

- Responsibility

- Sense of duty, understands the value of their role

- Service/client oriented

- Teamwork, able to work with others

(From G1156: demonstrating effective participation as a member of a team)

- Ability to be concise

(From G1156: demonstrating appropriate communication, literacy (written and oral) and numeracy skills. )

- Assertiveness

(From G1156: show initiative and make decisions whilst working within a framework of standards, regulations and structured procedures / demonstrating alertness and decisiveness when required)

- Empathy

- Feedback

- Prioritization

(From G1156: prioritising and deciding what situations require immediate action)

- Proactivity

8. Are there additional Aptitudes or Behaviours that feel should be included in the lists provided in questions 6 or 7? If so please list them and provide a brief explanation of how they relate to VTS operations.

Current recruitment processes

9. Does your VTS currently use aptitude or psychometric testing in the recruitment and hiring process?

10. If yes, please explain what type and how they are they are used.

Are the assessments outsourced or administered by a third party?

Or are they conducted by the VTS provider and its Human Resources department?

11. Are the assessments completed online? Virtually or in-person?

12. Do the assessments include:

Intelligence and/ or knowledge elements such as numeracy or memory?

VTS related simulations?

Personality tests?

13. What type of feedback is provided to applicants or participants.

Thank you for your input.

# References

1. IALA Guideline G1156 - Recruitment, Training and Certification of VTS Personnel

# Action requested of the Committee

The Committee is requested to: (Body text)

1. note the Draft Questionnaire.
2. provide input on the Draft Questionnaire for consideration by WG3 at VTS56.

1. Input document number, to be assigned by the Committee Secretary [↑](#footnote-ref-2)
2. Leave open if uncertain [↑](#footnote-ref-3)