

IALA COUNCIL 64th session



13-16 June 2017
Incheon
Korea

11 – IALA TECHNICAL ACTIVITIES

11.3 – VTS

11.3.2 - Summary report of Workshop on Common Phraseology and Procedures for VTS Communication

Note by the Secretariat

1. INTRODUCTION

An IALA workshop on Common Phraseology and Procedures for VTS Communication was excellent hosted by the Indonesian Ministry of Transportation in Denpasar, Bali, Indonesia from 20 to 24 February 2017.

The workshop was attended by 60 delegates, representing 13 countries and 2 Sister organisations.

The workshop was structured with presentations on relevant topics on the first day followed by working group sessions on day 2, 3 and 4. Output work was reviewed and conclusions were agreed on day 5.

The full Workshop report is available from:

<http://www.iala-aism.org/product/report-iala-workshop-common-phraseology-procedures-vts-communication/>

2. WORK CARRIED OUT

After presentations were made in plenary the Workshop split into 3 working groups with the following objectives:

Working Group 1 – Language and Phraseology:

- Explore VTS message construction and the development of common phraseology to facilitate the clear and unambiguous gathering and transfer of information.
- Identify and explore how common phraseology and procedures for VTS communications can best be incorporated in IALA documentation.

Working Group 2 – Effective Communication:

- Identify and explore factors on how best common phraseology can be integrated with the developing stand-alone communication procedures to facilitate clear and unambiguous transfer of information.
- Explore and document key issues faced by VTS authorities in communicating effectively and ensuring standards and consistency in VTS communications.
- Review existing IMO, IALA, and other similar communication guidance from other relevant bodies and subsequently identify strategies and best practices.

Working Group 3 – Human Factors and Technology:

- Consider how culture plays a role in communication and phraseology.
- Identify and explore how common phraseology and procedures for VTS communications can best be incorporated in IALA VTS training related documents.
- Consider how communication breakdowns and errors occur and identify a path to resilience in communications.



- Explore the interaction between non-technical skills (e.g., situational awareness, decision-making) and communication, and identify training related implications on this and other topics within the working group.
- Address the role that VTS Centre design plays in creating physical spaces that facilitate effective communication.
- Explore the implications of future technology for VTS Communications and associated human performance.

3. WORKSHOP OUTPUT

The report with the conclusions is forwarded to the VTS Committee for further development and consideration under Task 1.3.1 of the VTS Work Programme 2014 - 2018.

4. WORKSHOP CONCLUSIONS

Following a discussion on the conclusions of the working groups, the workshop agreed to the following nine conclusions:

1. There is a diversity of understanding with regards to how to provide effective and harmonised VTS communication, including phraseology, and further research is required to develop international VTS Communication Guidance.
2. VTS Communication Guidance and VTS training need to include but is not limited to:
 - cultural awareness and its implications for effective communication;
 - effective communication techniques.
3. SMCP does not fully reflect current VTS operations, and there is an ongoing need to align ship and shore communication in order to enhance mutual understanding and global harmonisation.
4. VTS Communication Guidance should take into account, as a minimum:
 - the availability of enhanced digital communication capabilities (e.g. VDES, broadband), and use of communications support technologies within the VTS environment to complement voice communication;
 - the advancement in technology such as the use of Ship Reporting System (SRS) by digital communication.
5. In order to standardise and improve the consistency of VTS communication, and thereby improve comprehension, keywords to stress the intention (e.g. Report, Read back and Proceed) can be included in the message.
6. Using a Human Centred Design process, there are tangible actions that can be taken in the physical design of a VTS Centre and the design of associated tools (hardware and software) to facilitate clear and unambiguous communication.
7. A shared understanding between VTS, pilots, master, tugs, etc. is essential for situational awareness and supports efficient and effective communication, and vice versa.
8. It is recognised that humans sometimes make errors when communicating. In VTS operations there is a need to manage and minimise the consequence of these errors.
9. After completion of the VTS communication guidance, related IALA documents should be reviewed and updated as appropriate.

5. THE COUNCIL IS REQUESTED TO

Note the successful completion of the IALA Workshop on Common Phraseology and Procedures for VTS Communication.