PSSVTS105
Communicate with stakeholders and allied services

Overview

This standard covers the skills and knowledge required to communicate with stakeholders and allied services when carrying out Vessel Traffic Services Operator duties.

The Vessel Traffic Services Operator is required to successfully communicate information and directions to vessels, marine pilots and other third parties to facilitate the safe and efficient use of the port and its approaches. They need to understand the principles of communication and to communicate effectively. They need to maintain and to differentiate between logs and records and to use approved phrases and procedures.

There are three elements in this standard:

1. Communicate effectively with stakeholders and allied services
2. Maintain logs and records
3. Use approved phrases and procedures

Target Group

This standard applies to an authorised Vessel Traffic Services Operator who has a duty to ensure the safety of navigation and protection of the environment within their area.

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Performance criteria	**Communicate effectively with stakeholders and allied services**
You must be able to:	P1 identify the different types of stakeholder and allied services

Performance criteria

Communicate effectively with stakeholders and allied services

You must be able to:

P1   identify the different types of stakeholder and allied services

P2   apply different interpersonal communications techniques according to circumstances

P3   take account of problems and issues that can block or hinder the communications process

P4   identify the differences between verbal and non-verbal communications

P5   recognise cultural aspects that can hinder the acquisition of a common understanding of communicated messages

P6   use effective questioning techniques

P7   make clear and relevant contributions to communication in a way that suits the purpose and situation

P8   listen and respond appropriately to what others say

P9   use body language and verbal responses to demonstrate listening

P10 identify speaker intentions by manner, tone of voice, vocabulary

P11 move discussions forward by summarising, developing points and focusing on purpose

P12 present information to others in a way that suits the subject, purpose and situation

P13 select and read relevant material to obtain and compare facts, opinions or ideas and to obtain instructions or directions

P14 summarise information from documents

P15 write Vessel Traffic Services documents and other business documents in a way that suits the subject, purpose and situation

P16 present relevant information in an appropriate format ensuring that documents are legible and contain correct spelling, punctuation and grammar, using different styles of writing to suit different purposes and proof-reading and re-drafting documents prior to release

P17 disseminate essential information to stakeholders and allied services, employing phrasing, timing and content to suit the purpose and situation

Maintain logs and records

You must be able to:

P18 keep an accurate, factual, complete, chronological, legible and standardised log of events, as required by standard operating procedures

P19 retain logs and records in a secure environment in line with statutory requirements and standard operating procedures

P20 retain electronic logs and records, with resilience arrangements, in a secure environment in line with statutory requirements and standard operating procedures

Use approved phrases and procedures

You must be able to:

P21 use standard speech technique

P22 comply with international radio communication procedures

P23 use appropriate message format and protocols

P24 compose relevant messages that are concise, unambiguous and do not

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contain conditional words

P25 use station identity

P26 compose messages using standard marine communication phrases

P27 use abbreviated phrases when appropriate

P28 use standard marine communication phrase message markers when appropriate and according to the correct message status/legal implication

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Knowledge and understanding

You need to know and understand:

K1   the hazards and risks of the workplace that may affect people and the environment

K2   how to make and apply decisions based on the assessment of risk

K3   how to apply practices that maximise the health, safety and welfare of self and others in the workplace

K4   the national and international regulations, statutory authority, codes of practice and industry good practice in relation to Vessel Traffic Services and the role of Vessel Traffic Services Operator

K5   your organisation's policies, procedures and working practices relevant to Vessel Traffic Service operations

K6   the different roles within Vessel Traffic Service operations, their priorities and responsibilities

K7   lines and methods of communication /reporting in the workplace

K8   vessel movement and data record systems, their operating principles and how they are maintained

K9   how to communicate clearly and effectively with the range of people involved

K10   principles of effective communication

K11   how verbal and non-verbal communications work

K12   how to collect, evaluate and disseminate valid data

K13   how to identify the objectives, purpose, statutory requirements and legal implications of log and record keeping

K14   the difference between logs and records

K15   the purpose, benefits and difficulties of electronic log keeping

K16   the methods by which information is recorded in electronic logs

K17   that data contained in logs and records may be used for statistical process control or to input into local / national / international databases for accident investigation

K18   the purpose, statutory requirements and legal implications of statement and report writing

K19   the difference between statements and reports

K20   how to use reference publications and on-line references to obtain identification data such as call-signs and other alpha-numeric information

K21   spoken and written English in a marine context

K22   International Marine Organisation (IMO) Standard Marine Communications Phrases (SMCP)

K23   the status and legal implications of Vessel Traffic Services messages and message markers

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Additional Information

Scope

Standard marine communication message markers include:

1. warning
2. Information
3. advice
4. instruction
5. Request
6. question
7. Answer
8. intention

Present information to others in a way that suits the subject, purpose and situation should include:

1. keeping to the subject
2. structuring communication to help listeners follow what is being said
3. adapting vocabulary
4. level of detail
5. amount said
6. manner and tone of voice
7. preparing presentations
8. using images to illustrate points

Methods by which information is recorded in electronic logs should include:

1. voice
2. radar/video
3. data

External Links

The important contribution of Vessel Traffic Services towards maintaining the safety of life at sea, safety and efficiency of navigation and the protection of the marine environment is recognised nationally and internationally. International Association of Marine Aids to Navigation & Lighthouse Authorities (IALA) guidelines on recruitment, qualification and training for Vessel Traffic Services Operators have been adopted and are regulated in the UK through the Maritime and Coastguard Agency. These Vessel Traffic Services National Occupational Standards take cognisance of and complement the IALA guidelines and model courses.

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Developed by	Port Skills and Safety
Version number	2
Date approved	January 2013
Indicative review date	January 2016
Validity	Current
Status	Original
Originating organisation	Skills for Logistics
Original URN	PS VTS105
Relevant occupations	Vessel Traffic Service Operators; Vessel Traffic Service Supervisor; Vessel Traffic Service Manager; Harbour Masters; Marine Pilots; Ship's Master; Bridge Team
Suite	Vessel Traffic Services Operations
Key words	Vessel Traffic Services; harbour; marine; port; safety of navigation;