
Overview

This standard covers the skills and knowledge required to conduct Vessel Traffic Services operations professionally.

The Vessel Traffic Services Operator is required to work effectively and co-operatively with others. They need to be able to negotiate, resolve conflicts and have good co-operation with stakeholders and allied services and build effective team-working skills.

The Vessel Traffic Services Operator also needs to be aware of safety, personal health (including mental and physical fatigue), punctuality, attentiveness and compliance with the relevant health and safety at work regulations. They are required to respond promptly to the needs of, monitor the performance of, and provide assistance to team members. In addition, a Vessel Traffic Services Operator should ensure that workload is within individuals' capabilities, monitor the workload, give assistance where necessary and identify variations and deviations in tasks.

The Vessel Traffic Services Operator is responsible for improving their own learning and performance, by agreeing and meeting targets, taking responsibility for learning and by reviewing progress.

The Vessel Traffic Services Operator is required to explore complex problems, derive solutions, plan and implement them and subsequently monitor and test the effectiveness of the solution.

There are six elements in this standard:

- 1 Work with others
- 2 Take personal responsibility for safety and wellbeing
- 3 Respond to the needs of team members
- 4 Ensure workload is within individual capabilities
- 5 Improve personal learning and performance
- 6 Problem solving

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

Work with others

You must be able to:

- P1 plan 'routine' work with others, including identifying objectives, clarifying responsibilities and exchanging relevant working arrangements and other information
- P2 work co-operatively and safely with others towards achieving identified objectives, seeking advice from an appropriate person when needed
- P3 organise tasks to meet responsibilities
- P4 exchange information on progress when working with others, including: providing relevant information on what has gone well and what has gone less well and listening and responding appropriately on progress from others
- P5 agree ways of improving work with others to help achieve objectives
- P6 maintain good public relations with stakeholders and allied services
- P7 establish and sustain good working relationships with Vessel Traffic Services stakeholders and allied services
- P8 negotiate with Vessel Traffic Services stakeholders and allied services within the scope of own authority to discharge duties and provide a service that incorporates 'good practice' standards of competence, care and courtesy
- P9 resolve conflicts successfully within the scope of own authority including searching for fair solutions and balanced needs and applying a joint problem-solving approach to gain a win-situation
- P10 demonstrate team working skills and respect equality and diversity

Take personal responsibility for safety and wellbeing

You must be able to:

- P11 identify the factors required to maintain personal safety
- P12 take reasonable care to maintain own safety and that of others who may be affected by acts or omissions
- P13 co-operate with the employer on matters of health & safety, including complying with control measures identified during the employer's evaluation of risk
- P14 report significant hazards or deficiencies immediately to the appropriate designated person
- P15 make proper use of equipment provided for Health and Safety
- P16 take responsibility for own personal health ensuring own fitness and ability to undertake tasks are maintained and recognising any symptoms that could affect performance at work
- P17 build and maintain the trust of Vessel Traffic Services stakeholders and allied services

Respond to the needs of team members

You must be able to:

- P18 respond promptly and appropriately when a team member requires assistance
- P19 monitor the performance of team members
- P20 offer and provide assistance to team members when required

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Ensure workload is within individual capabilities

You must be able to:

- P21 carry out appropriate pre-task briefings
- P22 monitor personal workload and recognise own limitations
- P23 recognise the need for and promptly request assistance when appropriate
- P24 communicate own needs clearly to other team members
- P25 recognise and respond to seasonal/diurnal variations in tasks
- P26 recognise and respond appropriately to deviations from the normal task workload

Improve personal learning and performance

You must be able to:

- P27 help to set learning and performance improvement targets with an appropriate person, planning how these will be met and identifying required support or resources where necessary
- P28 take responsibility for decisions about own learning and performance, using a plan and support from others, to help meet targets
- P29 use action plans to help manage own time and complete tasks on schedule, revising plans when needed
- P30 select and use different ways of learning to improve own performance
- P31 review progress with an appropriate person and provide evidence of own achievements including identifying what has been learned, identifying targets that have been met and identifying ways of improving own performance

Problem solving

You must be able to:

- P32 identify problems accurately describing the main features, identifying different ways of tackling them and deciding which options have the most realistic chance of success
- P33 plan and implement solutions to problems, obtaining support and making changes to plans when needed
- P34 check that problems have been solved, devising and implementing remedial action where necessary
- P35 identify the strengths and weaknesses of actions taken to resolve a problem and what to do differently on meeting a similar problem

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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 Services 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 recording equipment, their operating principles and how they are maintained
- K9 when and how to intervene in conflicts, within own limits of authority
- K10 various ways to achieve successful conflict resolution
- K11 how to use action plans to help manage time
- K12 how to adapt a plan in light of changing circumstances/new information
- K13 how and what to communicate when the plan is changed
- K14 how to identify when support from others would be helpful in meeting targets
- K15 how to select and use different ways of learning to suit different learning styles
- K16 how to evidence what has been learned and how it was learned
- K17 how to maintain attention during routine, non-routine and emergency situations
- K18 how to identify ways to further improve performance
- K19 how to identify problems and their main features
- K20 how to set performance indicators and how to measure that these have been met
- K21 a range of methods of devising solutions to problems
- K22 when to seek approval from the line manager to implement a corrective plan
- K23 how to plan a problem solution, including the sequence of tasks, working methods, timescales and the resources needed
- K24 how to organise and carry out tasks including the use of specialist knowledge
- K25 how to identify the strengths and weaknesses of a problem solving approach
- K26 how to identify new approaches to a problem in light of previous experience

Additional Information

Scope

Team Working Skills include:

- 1 leading and following
- 2 applying adaptable/flexible approaches to achieve individual and organisational goals
- 3 participating in the decision making process
- 4 taking initiative
- 5 prioritising tasks
- 6 thinking critically
- 7 communicating effectively with team members
- 8 using assertiveness to state own case without arousing the defences of stakeholders and allied services

Good public relations with stakeholder and allied services should include:

- 1 recognising the importance of good public relations with stakeholders and allied services
- 2 identifying the media and press and their requirements
- 3 recognising the implications of adverse media coverage, releasing authorised information in line with policy
- 4 dealing appropriately with traumatised individuals

Responsibility for own health should include:

- 1 identifying causes of stress
- 2 recognising any symptoms of work related stress and taking the appropriate action to manage excessive stress
- 3 recognising the dangers of substance abuse and taking appropriate action to prevent substance abuse
- 4 complying with rules and regulations covering the use/consumption of alcohol or prohibited substances
- 5 recognising and being aware that some forms of medication may produce undesired side effects that may affect performance at work

Maintaining attention during routine, non-routine and emergency situations should include:

- 1 ensuring compliance with rest/fatigue requirements
- 2 sustaining the appropriate level on concentration on tasks
- 3 recognising and acting upon indications of inadequate concentration levels and recognising and acting upon intrusive distractions

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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