

VTS English Communication Proficiency Criteria based on G1132 VTS VHF Voice Communication

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요 약 : IALA Guideline 1132 is intended to assist authorities in implementing the procedures described in IALA Recommendation R1012: VTS Communications with the objective of harmonizing VTS communications through the use of standard message structure and phrasology. For this reason, it is recommended that VTS Authorities put adequate procedures in place to ensure its consistent and correct implementation for the actual VTS operation as is now being considered in IALA as part of the VTS English language proficiency test. In light of the 2022 publication of IALA Guideline 1132: VTS Voice Communications and Phraseology, in this sense, the potential evaluative variables will be studied in the context of this presentation.

핵심용어 : VTS English, language proficiency test, IALA Guideline 1132, Evaluation criteria

1 Background

The purpose of G1132 VTS Voice Communications and Phraseology is to assist authorities implement practices specified in IALA Recommendation R1012 - VTS Communications associated with ensuring VTS communications are harmonised through the use of standard message structure and phrases:

- Facilitate clear, concise, and unambiguous communications that are timely and effective.
- Mitigate complacency amongst VTS personnel.
- VTS Authorities should implement appropriate procedures to ensure the consistent and correct use of VTS phraseology in all instances in which they are applicable.

2 The Possible Elements of the Evaluation: Structure

Message structure provides the framework to convey information or instructions unambiguously using a standard format and content structure.

Radio communications messages should have the following structure:

N.	Order	Contents	Remarks
1	Establish contact	(Name of ship/Call sign). This is (name) VTS.	
2	Exchange information	a. Message marker b. Phrase(s)	See message markers
3	End of message	Over.	When expecting a reply
	End of conversation	Out.	When expecting no reply

3 The Possible Elements of the Evaluation: Messages

- Use message markers

Information	Advice	Warning	Request
Question	Answer	Instruction	Intention
- Using standard phraseology.
- Avoid unnecessary words.

What time do you think your ETA is at the pilot station? Thank you. What is your ETA at the pilot station?
- Use the active form.

INFORMATION. You are being overtaken by ship BRAVO	INFORMATION. Ship BRAVO is overtaking you.
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3 The Possible Elements of the Evaluation: Messages

- Keep the subject, verb, and object as near to one another as possible.

Information	inbound	container ship	ALGERIANA
will take	a pilot	at the pilot station	at 1400 local time
- The use of action words (e.g., PROCEED) should come before the condition (e.g., time or location)

Advice	Motor Tanker	Herasis	will proceed
to Berth N.3	with a pilot	for arrival	at 1400

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The Possible Elements of the Evaluation: Messages

- Ships should be clearly identified (e.g. by name and call sign) and it may also be beneficial to identify by ship type.

Motor Tanker Container ship Bulk Carrier Naval ship
 Passenger ship Ferry Fishing boat Leisure craft

- Each phrase should contain only one topic.
- Information must be **relevant**, as **accurate** as possible and **timely**.
- A maximum of two message markers and two phrases should be used in one transmission to avoid an overload on the recipient.

Information:
 Container Ship ALHESIS 3 miles ahead of you not under command.

Warning:
 Keep clear of this area.

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Message Delivering Techniques

Message Delivering Techniques

- PREPARATION WHEN USING VHF VHF 사용 준비
- TONE AND VOLUME 톤과 볼륨
- EMPHASIS ON KEYWORDS 핵심단어의강세
- SPEECH RATE 발화속도
- WORD GROUPING AND PAUSING 어휘 묶음과 잠시 멈춤
- QUESTIONING TECHNIQUES 질문 기법
- AMBIGUOUS TERMINOLOGY 모호한 용어
- RESPONSES 응답 기법
- CORRECTIONS 수정 기법
- REPETITION 반복 전달
- DISTRESS AND SAFETY COMMUNICATIONS 조난 및 안전 커뮤니케이션

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Message Delivering Techniques

tone

- The **tone of the voice** is crucial for mutual understanding. A message should be supported by the tone of voice used.
- Transmissions** should be sent with a **polite tone of calm confidence**, and **professionalism**. VTS personnel must always **remain professional** even if they receive overly familiar or aggressive transmissions.

VOLUME

- The **volume of the voice** is important. The volume of a transmission should be at a level used for normal conversation.
- Shouting** is unprofessional and causes distortion, whilst **speaking too quietly** could result in the message not being heard.

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Message Delivering Techniques

SPEECH RATE

Speech rate is the speed at which a speaker conveys the message.

Different Linguistic background own accents intonation pronunciation

Key points for speech rate are:

- modulating speech at a slower rate of around 120 words per minute (WPM)** is highly recommended for **clear and effective communication**;
- in **emergency situations** and in developing unsafe situations, a **slower rate of 100 WPM** should be applied so important information can be clearly and accurately delivered under **high-pressure and cognitively challenging conditions**.

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Message Delivering Techniques

WORD GROUPING AND PAUSING

It is generally recognised that **the use of four words** in a short phrase is best understood by listeners.

Therefore, **understanding can be enhanced considerably** by **dividing sentences into smaller groups, or phrases**, and by **pausing briefly between word groups**.

VTS personnel can also moderate their speech rates by pausing between each word group.

Information:
 Container ship ALHESIS not under command 2.1 nautical miles from Saebit lighthouse

INFORMATION Container ship ALHESIS not under command 2.1 nautical miles from Saebit lighthouse

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Conclusions: Key Evaluation Factors

표준 관제

표준 관제 절차 준수 표준 관제 구문 적용 메시지 마커 사용

언어 전달력

어휘구별 묶음 휴지기 핵심강세 분당발화 수
 목소리 톤 발음

언어 해석 및 모니터링

주요 핵심 정보 식별 및 제공 정보에 대한 점검 및 확인