

# Title Abstract: Technology Psychology – looking at the skill set for VTS Personnel in a changing maritime environment

**Topic:** VTS training and certification

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Jillian Carson-Jackson FNI FRIN commenced her career in the Canadian Coast Guard, graduating from the Canadian Coast Guard College as a navigation officer. With over three decades in the industry, Jillian has worked both afloat and ashore in the CCG, including 10 years as an instructor at the CCGC. Following an active role at IALA in the development of VTS Training, she moved to France to work with IALA as Technical Coordination Manager. She then moved to Australia to work with the Australian Maritime Safety Authority (AMSA) as Manager of Vessel Traffic and Pilotage Services.



In 2016 Jillian left AMSA to set up her own consultancy, focusing on maritime technical advice and education. In May 2020 Jillian was appointed a Director of GlobalMET. Jillian represents The Nautical Institute at IALA as chair of the Emerging Digital Technologies Working Group (ENAV Committee) and the Personnel and Training Working Group (VTS Committee).

## Abstract:

Technology is changing at a breakneck pace, but what is the impact on the person working with the technology? As the technology in VTS evolves, what about the VTS Operator? There is opportunity to share and learn about the role of technology in VTS now, and in the future through analysis of existing skill sets within a 'future mindset'.

The presentation will review the impact of technology on different transport modes; analyse the current and evolving role of VTS in port operations; present possible future skill sets for VTS personnel; and identify options for a transition strategy to address this human aspect of digital transformation in the maritime environment.