

TRAINING TOOL



ESSENTIAL SKILLS PROFILE

COMMERCIAL
VEHICLE OPERATOR
(TRUCK DRIVER)

DRIVING THE FUTURE



Essential Skills Profile

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While the National Occupational Standard outlines the technical skill requirements for the occupation of Commercial Vehicle Operator (Truck Driver), the Essential Skills Profile outlines the foundational skills (e.g., numeracy, writing) that enable job incumbents to perform job-related technical skills.

Introduction

Commercial Vehicle Operators (Truck Drivers) operate heavy trucks to transport goods and materials over urban, interurban, provincial and international routes. They are employed by transportation companies, manufacturing and distribution companies, moving companies or they may be self-employed.

The most important Essential Skills for Commercial Vehicle Operators (Truck Drivers) are:

- Document Use
- Problem Solving
- Job Task Planning and Organizing

It should be noted that the profile provides examples of essential skills usage for the entire spectrum of drivers. Notice should be taken of the Typical Task Complexity Rating(s) indicated in the introduction of each essential skill.

National Occupational Classification: 7511 – Truck Drivers

To effectively perform the tasks outlined in the National Occupational Standard, Commercial Vehicle Operators (Truck Drivers) require:

- proficient **Reading Text** skill to locate and interpret information written in memos, manuals, industry magazines, legislation, regulations and codes, etc.;
- high-level **Document Use** skill to interpret road maps, tables, Bills of Lading and schematic drawings;
- proficient **Writing** skill to complete routine forms;
- proficient **Numeracy** skill to use various math applications relating to money, scheduling or budgeting and accounting, data analysis and measurement and calculation;
- proficient **Oral Communication** skill to interact professionally with co-workers, customers, colleagues and fellow drivers;
- strong **Problem-Solving** skill to respond to unforeseen circumstances and to troubleshoot problems relating to people and equipment;
- high-level **Decision Making** skill, especially with respect to safety and customer service;
- sound judgment in **Critical Thinking** to assess, judge and evaluate situations and conditions for safety and efficiency;
- high-level **Job Task Planning and Organizing** skill for trip planning and other tasks in which planning is linked to efficiency;
- a good **Memory** as it contributes to efficiency;
- proficiency in **Finding Information** from various sources, such as people and documents;
- proficiency in **Working with Others** (i.e., team work) to achieve common goals;
- proficiency in **Digital Technology** to use computer-controlled equipment and various software;
- strong **Continuous Learning** skill to stay abreast of new information (e.g., policies, procedures, regulations).

COMMERCIAL VEHICLE OPERATOR

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(TRUCK DRIVER)

A Reading Text

The typical text reading tasks of Commercial Vehicle Operators are at Complexity Levels 1 to 2. Their most complex text reading tasks are at Complexity Levels 3 and 4.

Commercial Vehicle Operators:

- read handwritten notes and comments written in logbooks and on forms from co-workers, customers and supervisors. For example, they read comments about mechanical irregularities in vehicle inspection forms. They read brief instructions about deliveries in trip manifests and work orders. They read notes from co-workers about traffic delays and poor road conditions. **(1)**
- read Safety Data Sheets (SDS) for chemicals and hazardous substances prior to use to confirm proper handling and usage to prevent physical injury and harm. **(2)**
- may read handbooks with special procedures, such as those for border crossings. **(2)**
- read written instructions from supervisors, dispatchers, workplace staff to obtain information about work requirements for their shifts. **(2)**
- read brief reports. For example, they read transport route risk assessment reports to learn about hazards and delays on trip routes and to follow instructions to avoid unsafe conditions and procedures to complete tasks. **(2)**
- read waybills, packing lists and delivery documents to verify cargo contents and shipment instructions. **(2)**
- read trucking magazines and trade publications to stay abreast of industry trends and regulations, and to learn about new transportation products, equipment, supplies and regulations. **(2)**
- may read moving van contracts which outline the hourly tariff, details of the load and the responsibilities of the company and of the customer. **(2)**
- read licenses and operating permits to identify the terms and conditions granted to the holder. For example, they read to learn about requirements such as those for placement of signals and lights and to understand restrictions, such as load limits. **(3)**
- read policies and procedures. For example, they read their organizations' procedures for health and safety to apply them to specific situations such as accidents, injuries, and hazard identification and containment. **(3)**
- read a wide variety of manuals and guides to ensure safe and efficient operation of equipment and completion of tasks. For example, they may read air brake manuals in the event that minor repairs are required during a trip. **(3)**
- read transportation codes, regulations, city by-laws, other federal, provincial and municipal legislation, and updates to ensure that they follow specified procedures so that driving practices and trip routes are compliant. For example, they read provincial Traffic Acts and municipal by-laws to ensure that their trip routes and parking locations are compliant with restrictions. **(4)**

Reading Profile

Purpose for Reading

Type of Text	To scan for specific information/ To locate information.	To skim for overall meaning, to get the 'gist'.	To read the full text to understand or to learn.	To read the full text to critique or to evaluate.
Forms	✓	✓	✓	
Labels	✓	✓		
Notes, Letters, Memos	✓	✓	✓	
Manuals, Specifications, Regulations	✓	✓	✓	
Reports, Books, Journals			✓	

B Document Use

The typical document use tasks of Commercial Vehicle Operators are at Complexity Levels 1 to 2. Their most complex document use tasks are at Complexity Levels 2 and 3.

Commercial Vehicle Operators:

- scan placards, labels and signs for a variety of data. For example, they scan placards for dangerous goods to find information about cargo. They scan road signs to locate highway information such as distances, locations and directions. They read labels on safety equipment such as flares and fire extinguishers to locate expiration dates and to observe hazard symbols and warning and caution phrases. **(1)**
- locate data and other relevant information in sketches of routes completed by other drivers, such as construction zones, hazardous areas for parking and manoeuvring. **(1)**
- scan vehicle registration and insurance forms to verify coverage is up-to-date. **(1)**
- refer to scale tickets at weighing stations to get the weight of the axles before leaving the check point. **(1)**
- fill in drivers' checklists, verifying the safety of various parts of the truck. **(1)**
- locate and retrieve data from various tables, schedules and other table-like text. For example, they locate departure and arrival times on ferry schedules. They locate information about the composition and health hazard of chemical products on Safety Data Sheets (SDS) and other technical data sheets. They may locate product codes, names, quantities and delivery times on inventory sheets. They locate highway routes on schedules, such as those for high loads. They locate properties of chemicals and the correct hazard placards to display in tables for Transportation of Dangerous Goods. They refer to fuel tables that indicate the average fuel consumption over a specified number of kilometres. **(2)**
- locate data and other information on forms. For example, they scan bill of lading to locate details about cargo such as type and description of products, quantities, class, weights and classification numbers. **(2)**
- locate data and other information on road maps. For example, they refer to city and provincial maps to locate routes, distances and other features such as types of road, toll bridges and ferries on maps. **(3)**
- refer to assembly drawings for air brakes when studying for licencing exams or when completing minor repairs during a trip. **(3)**
- may interpret schematic drawings. For example, they scan schematics for the electrical system to locate and replace broken fuses. **(3)**
- may read US customs forms to establish whether there are any restrictions on transporting a particular product. **(3)**

Other Document Use Tasks

- complete loading manifests and company bills of lading.
- fill in forms to explain why shipments cannot be unloaded if there has been a mix-up in delivery instructions.
- complete drivers' logs, stating date, destination and driving and resting periods.
- may create sketches to illustrate the angle of impact during an accident to include in vehicle damage or accident reports.
- enter data and information in tables. For example, they enter dates, distances, fuel use and fuel efficiency in fuel consumption logs.
- complete forms. For example, they complete licence and permit application forms. They complete daily pre and post trip inspection reports. They complete route risk assessment forms.

Document Use Profile

- read signs, labels or lists.
- complete forms by marking check boxes, recording numerical information or entering words, phrases, sentences or text of a paragraph or more.
- read completed forms containing check boxes, numerical entries, phrases, addresses, sentences or text of a paragraph or more.
- read tables, schedules or other table-like text.
- enter information on tables, schedules or other table-like text.
- plot information on graphs (e.g., line, pie, and bar).
- obtain specific information from graphs or charts.
- recognize common angles such as 15, 30, 45 or 90 degrees
- interpret information on graphs or charts.
- interpret scale drawings (e.g. blueprints or maps)
- read assembly drawings (e.g., those found in service and parts manuals).
- read schematic drawings (e.g. electrical schematics)
- make sketches
- obtain information from sketches, pictures or icons

C Writing

The typical writing tasks of Commercial Vehicle Operators are at Complexity Levels 1 to 2. Their most complex writing tasks are at Complexity Levels 2 and 3.

Commercial Vehicle Operators:

- may write notes to other drivers with instructions on where to take the next load. **(1)**
- write comments in notebooks and logbooks to record information about events and discussions that occurred throughout the day. For example, they write details in notebooks about delays, equipment malfunctions and outstanding tasks to complete. They record key discussion points with dispatchers and customers about events such as changes to parking locations and damage to property. They record details about routes such as narrow roads, low overpasses and unusual restrictions in trip logs. **(1)**
- write brief descriptions and explanations in forms. For example, they describe safety concerns in risk assessment reports. They write details about equipment malfunctions and wear in tractor and trailer inspection reports. **(2)**
- write work activity reports, records of duty status, daily logs and/or cycle tracking records in accordance with Hours of Service regulations. **(2)**
- following customer complaints, write memos to the company manager explaining why it is not possible to complete pickups or deliveries. **(2)**
- write descriptions and explanations on forms. For example, when completing accident and incident reporting forms, they write narrative accounts of incidents such as collisions, physical accidents, damages to property and cargo and breaches of safety procedures. They comment on potential causes, steps taken afterwards and their interactions with individuals involved and witnesses. **(3)**

Writing Profile

Length	Purpose for Writing			
	To organize/ to remember	To keep a record/ to document	To inform/ to request information	To present an analysis or comparison
Texts requiring less than one paragraph of new text	✓	✓	✓	
Texts rarely requiring more than one paragraph	✓	✓	✓	
Longer texts		✓	✓	✓

D Numeracy

The Numerical Calculation Rating Scale ranges from Level 1 (least complex) to Level 5 (most complex). The numeracy tasks of Commercial Vehicle Operators involve:

- Money Math at Complexity Levels 1 to 3.
- Scheduling or Budgeting and Accounting Math at Complexity Levels 1 to 3.
- Measurement and Calculation Math at Complexity Levels 1 and 2.
- Data Analysis Math at Complexity Level 1.

Commercial Vehicle Operators:

- collect money for COD deliveries, verifying the bill, receiving payment in cash, credit card or cheque and making change if necessary. (Money Math) **(1)**
- calculate expense claim amounts. They calculate reimbursement amounts for meals, highway tolls, accommodations and other related costs. (Money Math) **(2)**
- calculate pay. For example, they calculate their pay using specified rates per kilometre and other incentives. (Money Math) **(3)**
- schedule trip departure and arrival times after calculating trip durations. (Scheduling or Budgeting and Accounting Math) **(1)**
- prepare records of time and money expended during trips for presentation to the office along with time cards. (Scheduling or Budgeting and Accounting Math) **(2)**
- may calculate unit prices, total prices and net prices to identify lowest costs for goods and services. For example, they may calculate total travel costs for various routes considering items such as fuel, accommodations and permits to determine which route is the most cost effective. They calculate the total costs of trucks, tractors and equipment considering initial prices, interest and after service charges. (Scheduling or Budgeting and Accounting Math) **(3)**
- measure tire tread to establish that the tire treads are at a safe thickness. (Measurement and Calculation Math) **(1)**
- calculate fuel purchases for the reporting quarter for fuel tax reports. (Measurement and Calculation Math) **(1)**
- calculate route and trip distances. (Measurement and Calculation Math) **(2)**
- calculate gross weights of loads to ensure that they do not exceed load limits. (Measurement and Calculation Math) **(2)**
- measure air pressure build-up time expressed as the amount of time (less than 2 minutes) required for the pressure to reach an end value of 690 kPa (100 psi). (Measurement and Calculation Math) **(2)**
- calculate Hours of Service and determine remaining available hours. (Measurement and Calculation Math) **(2)**
- calculate actual and allowable axle weights. (Measurement and Calculation Math) **(2)**
- compare counts and readings to standards and specifications. For example, they compare temperatures and pressure readings to specifications in order to verify that systems are operating correctly. They compare fuel consumption to specifications (Data Analysis Math) **(1)**

Numerical Estimation

The Numerical Estimation Rating Scale ranges from Level 1 (least complex) to Level 4 (most complex). The numerical estimation tasks of Commercial Vehicle Operators are at Complexity Level 2.

Commercial Vehicle Operators:

- estimate the time needed to complete tasks. For example, they estimate the time needed to load and unload cargo. They depend on their experience with similar tasks and environmental conditions to estimate times. **(1)**
- estimate transit times. They consider factors such as driving conditions, times of day, routes, cargo, permit restrictions, personal well-being and transit times for similar routes. **(2)**
- estimate the size and weight of cartons and skids to determine if they will fit in the trailer and not exceed load limits. **(2)**
- estimate fuel consumption rates. **(2)**
- estimate how far the vehicle can travel on a particular quality of fuel. **(2)**

Math Skills Profile

a. Mathematical Foundations Used

Commercial Vehicle Operators	
Number Concepts	
Whole Numbers	read and write, count, round off, add or subtract, multiply or divide whole numbers. For example, recording how many litres of fuel are in each compartment and adding to get the total; calculating change for a delivery payment; recording and adding the number of hours driven; calculating distances; calculating gross weights.
Integers	read and write, add or subtract, multiply or divide integers. For example, using negative numbers to denote a shortage of freight at the destination; verifying temperatures of reefers.
Rational Numbers - Fractions	read and write, add or subtract fractions, multiply or divide by a fraction, multiply or divide fractions. For example, recording fractions of an hour in the log book; reading and writing fractions of inches on measuring instruments.
Rational Numbers - Decimals	read and write, round off, add or subtract decimals, multiply or divide by a decimal, multiply or divide decimals. Use decimals mainly to refer to dollars and cents. For example, adding the cost of repairs in dollars and cents; adding fuel purchases for fuel tax reports as dollars and cents; writing the length of a trailer as a decimal (e.g. 14.65 metres); reading and writing measurements in millimetres and centimetres; calculating weight loads and trailer capacities.
Rational Numbers - Percent	read and write percents, calculate the percent one number is of another, calculate a percent of a number. For example, calculating the actual weight of a load as a percentage of the total allowable load for the vehicle; calculating that the aggregate working load limit of tiedowns used for cargo securement equals at least 50% of the cargo weight; estimating the percentage of wear on tire treads.

Commercial Vehicle Operators

Number Concepts

Equivalent Rational Numbers convert between fractions and decimals or percentages, convert between decimals and percentages. For example, converting $\frac{3}{4}$ hr to .75 hr to multiply by their hourly rate; converting depths and distances from fractions of feet and inches to decimal equivalents.

Patterns and Relations

Equations and Formulae solve problems by constructing and solving equations with one unknown, use formulae by inserting quantities for variables and solving, write, simplify and solve two variable algebraic problems, write simplify and solve quadratic equations. For example, using a formula to calculate cubic weight; using the 'Bridge Gross Weight Formula' where W = the maximum weight in pounds that can be carried on a group of two or more axles to the nearest 500 pounds; L = the distance in feet between the outer axles of any two or more consecutive axles; and N = the number of axles being considered.

$$w = 500 \left[\frac{12N + 36}{N-1} \right]$$

Use of Rate, Ratio and Proportion use a rate showing comparison between two quantities with different units, use a ratio showing comparison between two quantities with the same units, use a proportion showing comparison between two ratios or rates in order to solve problems. For example, calculating the amount of fuel additive to use for a certain amount of fuel in order to obtain a particular fuel to additive ratio, such as 4 to 1; verifying frequency of engine rotation as rpm (revolutions per minute); expressing air pressure build up time in psi (pounds per square inch); calculating average distances, speeds and fuel consumption; using proportional calculations to determine distances on road maps.

See Use of Documents for information on: - using scale drawings.

Shape and Spatial Sense

Measurement Conversions perform measurement conversions. For example, converting kilograms to pounds and litres to gallons when driving in the United States; converting metres to feet (e.g. 14.65 metres = 48 feet) when verifying compliance with size and weight restrictions.

Areas, Perimeters, Volumes calculate areas, calculate perimeters, calculate volumes. For example, calculating the volume of diesel when carrying tanker loads; or calculating the space taken up by a load in order to maintain a 95% full rate.

See Use of Documents for information on: - recognizing common angles.
 - using tables, schedules or other table-like text.
 - using graphical presentations.

b. How Calculations Are Performed

Commercial Vehicle Operators make calculations:

- in their head
- using a pen and paper
- using a calculator

c. Measurement Instruments Used

Commercial Vehicle Operators measure:

- Time. For example, using a clock or watch.
- Weight or mass. For example, using a weigh scale or truck scale.
- Distance or dimension. For example, using an odometer or measuring tape.
- Liquid volume. For example, using a graduated cylinder or fuel gauge.
- Temperature. For example, using a thermometer or truck temperature gauges.
- Pressure. For example, using oil pressure, air pressure, and air brake gauges.
- Specific gravity. For example, using a hydrometer.

They use:

- the metric measurement system.
- the imperial measurement system.

E Oral Communication

The typical oral communication tasks of Commercial Vehicle Operators are at Complexity Levels 1 to 2. Their most complex oral communication tasks are at Complexity Level 3.

Commercial Vehicle Operators:

- communicate with office staff when bringing in time sheets and expense claims. **(1)**
- may interact with terminal or depot managers to discuss upcoming business. **(2)**
- discuss work with co-workers and colleagues. For example, they receive updates from dispatchers about road conditions, delivery schedules and other work related matters. They coordinate tasks with dock workers as they load and unload cargo. They discuss driving schedules, loading and tie down tasks with co-drivers. They exchange ideas and suggestions for handling a range of situations and events. They discuss equipment failures and repair requirements with mechanics. They may discuss changes to office procedures and documents with office staff. **(2)**
- may participate in meetings about safety, routes and vehicle operations and problems. **(2)**
- give directions to co-workers and discuss job tasks with them. For example, they review the steps for unloading and loading bulk cargo in unusual locations not serviced by ordinary cargo handling equipment, such as from and to rail cars and ships. **(2)**
- may discuss products, prices, delivery dates and other matters with clients. For example, they check with clients to verify delivery dates and receive instructions for unloading cargo. They may explain charges on bills to clients. They may inform clients about damages to property and discuss options for repair and repayment. **(2)**
- may interact with terminal or depot managers and other supervisors. For example, they discuss loading and unloading procedures and upcoming business with terminal managers. They may discuss trip routes, receive special instructions and coordinate moves with supervisors. **(2)**
- communicate with supervisors and dispatchers to receive orders and discuss problems. For example, they discuss reasons for delays with dispatchers and negotiate new delivery schedules. They discuss problems such as damage to property during loading and unloading of cargo. **(2)**
- discuss a range of matters with officials from government departments. For example, they discuss load restrictions and other compliance issues with staff at weigh scales. They discuss permits and receive instructions about alternative routes from staff at permit offices. They discuss events such as accidents, spills and movement of over dimensional cargo with officials such as police officers. **(3)**

Modes of Communication Used

Commercial Vehicle Operators communicate:

- in person.
- using a telephone.
- using a two-way radio or other such means.
- using specialized communications signals

Environmental Factors Affecting Communication

The sound of the truck engine can impede communication when travelling with a partner. Communication on loading docks may be hindered by noise from heavy equipment such as forklifts or cranes.

Oral Communication Profile

Purpose for Oral Communication

Type	To provide/receive information, explanation, direction	To seek, obtain information	To co-ordinate work with that of others	To discuss (exchange information, opinions)	To instruct, instill understanding, knowledge	To negotiate, resolve conflict
Interact with co-workers	✓	✓	✓			
Interact with supervisor/manager	✓	✓		✓		✓
Interact with customers/clients/public	✓	✓		✓	✓	✓
Interact with suppliers, servicers	✓	✓		✓	✓	✓
Participate in group discussion	✓	✓		✓	✓	
Present information to a small group	✓	✓		✓		

F Thinking Skills

1. Problem Solving: Involves problems that require solutions; most problems concern mechanical challenges, people or situations.

The Problem Solving Complexity Rating Scale ranges from Level 1 (least complex) to Level 4 (most complex). The typical problem solving tasks of Commercial Vehicle Operators are at Complexity Levels 1 and 2. Their most complex problem solving tasks are at Complexity Levels 2 and 3.

Commercial Vehicle Operators:

- encounter construction, heavy traffic, bad weather or closed streets on routes causing delays. They find alternate routes around affected areas by speaking to other drivers, dispatchers and officials and by listening to the radio. In the event of extended delays, they may contact dispatchers to make alternate delivery arrangements. **(1)**
- may find that loads do not fit in the truck. They call dispatchers to explain the problem and to request a replacement vehicle or to arrange to share the load with a co-worker. **(1)**
- may find that no forklifts are available to receive the load at the destination or there is no space to unload. They attempt to call customers to discover what preparations they have made for the delivery. **(2)**
- encounter unexpected situations and conditions. For example, they encounter low overhead bridges and sharp turns that prevent them from continuing on routes. They determine where to turn around and to locate alternative routes on maps and through talking to dispatchers and other drivers **(2)**
- may find they are involved in incidents such as shifting of cargo and malfunctioning equipment. For example, they may encounter failure and malfunctioning of equipment such as refrigeration systems when transporting temperature sensitive products. They inform the dispatcher and gather data about temperature specifications for the products and cooling capacities of trailers. They work with their co-workers, colleagues and clients to arrange repairs of equipment and alternative storage if required. **(2)**
- suspect that there is a discrepancy between orders and the load. They double check all of the relevant documentation to verify that a discrepancy does in fact exist and coordinate with the shipper to solve the problem, keeping the dispatcher informed as necessary. **(2)**
- are the first to arrive at accident scenes with people in need of immediate emergency assistance. They may be required to physically remove injured people from pending dangers that may cause further harm and provide first aid until emergency officials arrive. **(3)**

2. Decision Making: Refers to making a choice among options.

The Decision Making Complexity Rating Scale ranges from Level 1 (least complex) to Level 4 (most complex). The typical decision making tasks of Commercial Vehicle Operators are at Complexity Levels 1 and 2. Their most complex decision making tasks are at Complexity Levels 2 and 3.

Commercial Vehicle Operators:

- decide if the vehicle is safe to operate. **(1)**
- choose routes. They consider factors such as distances, restrictions for dimension and weights, travel costs such as those for tolls, permits and types of roadways, times of day travelling, construction and other road conditions. They may be required to seek approval from dispatchers and supervisors before revising routes. **(2)**
- may choose the placement of cargo order in which to load cargo. When loading cargo, they consider the quantity, type, size and shape of cargo. **(2)**
- choose steering and breaking techniques considering the steepness of hills, road conditions and type and amount of load, type of trailer and road and traffic conditions. **(2)**
- decide whether the load has been properly positioned so that items will not shift in transit. **(2)**
- decide how to divide a load which must be delivered in two different trucks. **(2)**
- choose what maintenance tasks have to be completed. They consider the amount of wear on equipment and parts, safety requirements, route distances, the type of freight and cargo, ease of access to parts once loaded and access to mechanics once on route. They may seek supervisors' approval for maintenance activities. **(2)**
- decide whether to continue driving while en route. They consider driving conditions, restrictions on permits, their driving experiences and alertness. **(3)**

3. Critical Thinking: Refers to the process of evaluating ideas or information, using a rational, logical thought process, and referring to objective criteria, to reach a rational judgment about value, or to identify strengths and weaknesses.

The Critical Thinking Complexity Rating Scale ranges from Level 1 (least complex) to Level 4 (most complex). The typical critical thinking tasks of Commercial Vehicle Operators are at Complexity Levels 1 to 2. Their most complex critical thinking tasks are at Complexity Level 3.

Commercial Vehicle Operators:

- assess the safety and appropriateness of load positions and securement. They consider the dimensions and weight distribution and tie down and securement locations on cargo. They review transport regulations, permit restrictions and unloading schedules. **(2)**
- judge the severity of worksite hazards and driving conditions. For example, they assess the risks of injury to individuals and damage to property and equipment while loading, securing and unloading cargo. They complete visual inspections to assess the potential risks presented by such things as low hanging wires, slippery surfaces, damaged and worn equipment and shifting of cargo during transit. When assessing driving conditions, they consider risk factors such as visibility, traffic volume, ice and snow, their experience and alertness and type of cargo. They also assess comments and warnings from other drivers and dispatchers and announcements from radio stations and weather offices. **(2)**
- judge the suitability of routes. They consider costs, travel times and potential driving complications and delays. They examine maps, permits, road schedules, transportation regulations. They speak to dispatchers and other drivers and review websites for information about road construction and features such as low bridges, sharp and limited turns and other potential obstructions and complications. **(3)**

4 Job Task Planning and Organizing: Refers to the extent to which Commercial Vehicle Operators plan and organize their own tasks.

The Job Task Planning and Organizing Rating Scale ranges from Level 1 (least complex) to Level 4 (most complex). Commercial Vehicle Operators plan and organize their job tasks at Complexity Level 2.

Description:

Job task planning and organizing is very important in the day-to-day work of Commercial Vehicle Operators. While dispatchers often assign priorities for loads, deadlines and routes, drivers are responsible for ensuring they have required documents and that routes are appropriate for their tractor/trailers, cargo and associated restrictions. They are often required to revise routes when complications or obstructions occur. As part of their daily activities they plan tasks such as fuel and rest stops, delivery schedules and routes.

While the task of driving itself is repetitive, Commercial Vehicle Operators must stay alert and prepared to respond to new information and unforeseen circumstances (e.g., emergencies, adverse weather conditions and obstructions such as low bridges and wires). The work of Commercial Vehicle Operators requires some coordination with the work plan of others; for example, when cargo is being loaded and unloaded.

5 Significant Use of Memory

Commercial Vehicle Operators:

- remember routes to loading docks in many cities.
- recall verbal instructions; for example, do not arrive at the customer's loading dock before 6:00 pm and the order to load cargo.
- remember phone numbers of often called contact persons at various destinations.
- remember placards for different dangerous goods cargo to speed up the placement of the placards when needed.
- remember routes through large cities, including details such as low underpasses and narrow turns.

6 Finding Information

Commercial Vehicle Operators perform tasks that involve finding information at Complexity Levels 1 to 3.

Commercial Vehicle Operators:

- find information about current road conditions and weather forecasts. They listen to announcements on radio stations and weather channels and receive updates from dispatchers and other drivers. **(1)**
- read bills of lading or contact customers to gain information about the contents of a load. **(1)**
- find information about routes, including restrictions and details such as bridge heights and widths, scheduled construction and potential hazards and obstructions. They consult with dispatchers and other drivers and search maps, databases, road condition tables and construction schedules. **(2)**
- look up information on classifications of dangerous goods and their labels in dangerous goods manuals and charts. **(2)**
- find information about changes to ground transport rules and regulations by consulting co-workers and searching government websites, memoranda and notices. **(3)**

G Working with Others

The Working with Others Complexity Rating Scale ranges from Level 1 (least complex) to Level 4 (most complex). Commercial Vehicle Operators work with others at Complexity Level 3.

Description:

Commercial Vehicle Operators work independently to complete tasks such as driving and loading and unloading cargo. They may coordinate and integrate job tasks with colleagues and co-workers, which may include dispatchers and loading dock workers.

While on the road, Commercial Vehicle Operators remain connected to dispatchers, fellow drivers and their supervisors through telecommunications and computer technology.

Participation in Supervisory or Leadership Activities

Commercial Vehicle Operators:

- participate in formal discussions about work processes or product improvement.
- have opportunities to make suggestions on improving work processes.
- monitor the work performance of others.
- inform other workers or demonstrate to them how tasks are performed.
- orient new employees.

H Digital Technology

The Digital Technology Rating Scale ranges from Level 1 (least complex) to Level 5 (most complex). The Digital Technology tasks of Commercial Vehicle Operators are at Complexity Levels 1 and 2.

Commercial Vehicle Operators:

- may use bookkeeping, billing and accounting software. For example, may enter predefined codes into the computer to call up bills of lading and customer account information. **(2)**
- use communications software. For example, they send and receive email and attachments to customers, co-workers and colleagues. They may also receive information about regulations and links to government websites. **(2)**
- use the Internet. For example, they may access websites to review acts, regulations and procedures, to download forms and to organize services such as repairs and hotel reservations. **(2)**
- use customer-specific data entry devices when transporting cargo to ensure traceability. **(2)**
- use on-board tracking and video event recording devices during trips. **(2)**
- use other computer and software applications. For example, they use function keys and codes in loading and unloading systems to generate bills and printouts of load information. They use route optimization software such as PC Miler to review different road maps and identify distances and times in trip. Some drivers may use them to plan and customize travel itineraries. **(2)**

I Continuous Learning

The Continuous Learning Complexity Rating Scale ranges from Level 1 (least complex) to Level 4 (most complex). Commercial Vehicle Operators perform Continuous Learning tasks at Level 3.

Description:

Commercial Vehicle Operators are expected to stay abreast of industry trends and changes to government rules and regulations. Continuous learning typically relates to: driving skills; compliance/safety; company policies and procedures; and new technology. They learn through completion of their daily tasks and interactions with dispatchers, supervisors and other drivers and by reading trade publications, e-magazines and government legislation, memoranda and notices. Their organizations may provide training and training materials on changes to policies and procedures such as the implementation of specialized routing software.

New drivers enhance their driving skills by: talking with supervisors and other drivers; attending safety meetings; and, participating in classroom training. Driving as a team with a second driver and serving as a coach or mentor is often an available option. Experienced drivers also are involved in professional development to keep up with new equipment technology. Many carriers make driver training videos and resources available. Industry magazines are an important source of information and are widely read by drivers.

How the Learning Occurs

Learning may be acquired:

- as part of regular work activity.
- from co-workers.
- through training offered in the workplace.
- through off-site training:
 - during working hours at no cost to the worker.
 - partially subsidized.



Other Information

In addition to collecting information for this Essential Skills Profile, our interviews with job incumbents also asked about the following topics

1. Physical Aspects

Commercial Vehicle Operators sit to drive, read and complete documents. They walk, bend and climb to inspect tractors and trailers and to load, secure, transport, unload and deliver cargo. They use hand-eye coordination and upper limb coordination to drive trucks and to operate equipment. Multiple limb coordination is required for climbing onboard tractors, trailers and equipment. They use heavy strength to move equipment and goods.

2. Attitudes

Commercial Vehicle Operators should be patient, alert, organized and able to handle the stress of heavy traffic and tight deadlines while working in isolation. They must be able to manage time, stress and fatigue. They should have a positive attitude and the ability to work alone for considerable periods of time. Self-awareness is important as a means to maintain physical and mental wellness and support healthy eating habits while on the road for extended periods of time. Balancing family and work priorities is seen as helpful to deal with loneliness while on the road.

3. Future Trends Affecting Essential Skills

In the future, Commercial Vehicle Operators will need enhanced essential skills to manage advancements in computer technology, changes to legislation and stricter environmental and safety standards. Carrier companies' adoption of computers to manage routing, cargo and communications will require advanced digital technology skills and continuous learning. Changes to regulations and stricter transportation, safety and environmental standards will increase the requirement for reading, writing and document use skills.