



Commercial Transport Truck Operator –
OCCUPATIONAL LEVEL TRAINING
Practical Skills Inventory



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BACKGROUND

Trucking HR Canada (THRC) publishes a National Occupational Standard for Commercial Transport Truck Operators (NOS-O). The NOS-O defines the knowledge, skills, and abilities ("competencies") required for this occupation.

This document is a supplemental resource to the NOS-O. For the full suite of supplemental resources, visit **truckinghr.com**.

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PURPOSE OF THIS GUIDE

This document is based on the National Occupational Standard for Commercial Transport Truck Operator (NOS-O). It provides an inventory of the practical training content of **Occupational Level Training** (OLT) programs (also known as finishing or onboarding programs). Use this inventory to help build a new program or review a current one, to ensure drivers involved in your OLT acquire the skills they need to be safe and effective employees.

WHO SHOULD USE THIS GUIDE

This guide is intended for **training developers** and **training providers**. For readers interested in practical tools that have been developed based on this document, check out the following training guides:

- Tractor-Trailer Inspection: Provides details on what drivers need to know about — and how to complete — a vehicle inspection.
- Tractor-Trailer Coupling and Uncoupling: Provides details on the tasks performed to couple and uncouple tractor trailers.
- Tractor-Trailer Backing: Provides details on completing backing maneuvers with a tractor trailer.
- On-Road Driving: Provides details on methods for teaching on-road driving.

HOW TO USE THE GUIDE

Use this inventory to help build a new program or review a current one, to ensure drivers involved in your OLT acquire the skills they need to be safe and effective employees.

If you have questions or are interested in more information, contact THRC at info@truckinghr.com



INTRODUCTION

Occupational level training (OLT) programs across the trucking and logistics industry vary in scope, duration and structure to serve the unique needs of each workplace and the varying degrees of driver responsibility. Differences in operating demands, commodities, routes, company objectives, and availability of resources require each workplace to deliver OLT in a unique manner.

To ensure that all commercial transport truck operators have the knowledge, skills, and abilities they need in order to be competent in the occupation, Trucking HR Canada (THRC) has identified the competencies they need to acquire regardless of workplace.

There are just over 500 competencies that have been identified as required for the occupation of Commercial Transport Truck Operator. See *Appendix A for a full description of A Truck Driver's Training Stages*.

DOCUMENT'S STRUCTURE

As categorized in the NOS-O, the types of practical skills drivers should acquire has been broken into three types:

- **Supportive:** Interpersonal, workplace and other non-driving knowledge that is often described as soft skills.
- **Functional:** Non-driving job functions and equipment operations.
- **Driving:** The driving-specific knowledge which applies to a straight truck, tractor-trailer, or both.

This information has been further broken into 26 categories.



PRACTICAL CONTENT

1. SUPPORTIVE SKILLS

1.1 Internal and external interactions

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following:

- 1** Use techniques for social, verbal, and electronic interactions that positively impact the worker's success.
- 2** Practice honesty, respect, and integrity.
- 3** Demonstrate awareness that interactions involving spoken words include specific words as well as the accompanying tone of voice, context, gestures, and body language.
- 4** Avoid actions, behaviours or attitudes that can cause workplace conflict, including disrespect, disagreement, discrimination, harassment, racism, intolerance, being judgmental, being violent, being outspoken, being overbearing, showing favouritism, making ignorant statements, etc..
- 5** Practice teamwork in the workplace to support the success of the employer and workers.
- 6** Use techniques for approaching supervisors to help resolve difficulties and follow applicable processes if the difficulties are not resolved.
- 7** Use techniques to support a workplace in which everyone feels secure and free of unnecessary conflict.
- 8** Comply with workplace practices, procedures, and policies when dealing with internal contacts such as coworkers, supervisors, customers and suppliers, external contacts, motorists, officials, media, and the public.
- 9** Maintain personal appearance and behaviour to positively affect corporate image.
- 10** Act professionally during commercial vehicle inspections and cooperate and follow instructions when interacting with enforcement officials.

1.2 Health and wellness

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

- 1** Demonstrate their understanding of the importance of, and practice techniques for remaining physically, mentally, and emotionally "fit for work".
- 2** Maintain a healthy lifestyle and diet to positively influence fatigue, performance, physical fitness, and agility.
- 3** Balance personal and work life to contribute to overall occupational success.

4	Prepare for types of driving that requires significant amounts of time away from home.
5	Deal with work-related and personal stress that can affect family relationships.
6	Maintain an emotional state that will positively affect their tolerance for dealing with stress, the decisions they make, and their ability to do a job properly.
7	Assess their emotional state before deciding they are ready to drive.
8	Demonstrate their understanding of the effects of alcohol, over-the-counter drugs, prescription drugs, or illegal drugs, during and after work, and consequences for using these substances.
9	Use personal strategies to recognize and alleviate the causes and symptoms of stress that may affect performance at work.
10	Use personal strategies to recognize and combat fatigue.
11	Plan and know where work breaks can be taken.
12	Use procedures and proactive techniques such as stretching and proper lifting methods to prevent workplace injuries.
13	Plan suitable sleep and other breaks to avoid fatigue while completing driving responsibilities.
14	Address occupational factors which contribute to health-related challenges such as obstructive sleep apnea, back strain, injuries caused by slips, trips, and falls, etc.
15	Use personal hygiene habits that positively affect workplace relationships.

1.3 Internal and external communication

Train and assess drivers to ensure they develop the skills and behaviors to successfully perform the following tasks and sub-tasks:

1	Receive, understand, and follow written and verbal instructions from supervisors, dispatchers, and other workplace staff.
2	Comply with workplace practices, procedures, and policies that may include methods that workers must adopt for effectively and professionally interacting with internal and external contacts including: coworkers, supervisors, customers, suppliers, enforcement officials, security personnel, the media, other motorists, and the public.
3	Seek clarification whenever uncertain about instructions, expectations, procedures and/or policies.
4	Adopt and consistently following standard workplace communication protocols.
5	Listen and speak clearly and professionally to internal and external contacts.
6	Receive and convey negative messages and/or complaints in a polite and professional manner.
7	Maintain confidentiality about operations (company and customer), vehicles, trips, routes, and cargo.
8	Communicate with police, enforcement officers, customs officials, and emergency responders when necessary.



1.4 Document use

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

- | | |
|----------|--|
| 1 | Follow company practices, procedures, policies, messages, bulletins, and other workplace communications and comply with the content. |
| 2 | Compose, complete and deliver all internal and external forms, messages, and documents as required. |
| 3 | Identify the purpose and status of documents carried with the vehicle. |
| 4 | Access information and reference tables on vehicle weights and dimensions, and cargo securement when necessary. |
| 5 | Record information on cargo related documents. |

1.5 Calculations

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

- | | |
|----------|--|
| 1 | Calculate route and trip distances. |
| 2 | Estimate fuel consumption rates and the distance a vehicle can travel with any given amount of fuel. |
| 3 | Determine vehicle dimension and axle spacing values and complete calculations when necessary. |
| 4 | Calculate and record information needed for fuel tax reports. |
| 5 | Calculate and record cargo weight when necessary. |
| 6 | Convert imperial and metric measurements using tables, mathematical formulas, or conversion programs when necessary. |

1.6 Computers and electronic device use

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

- | | |
|----------|---|
| 1 | Use electronic devices for communication, tracking and video event recording. |
| 2 | Complete basic data-entry, form-filling, and online search tasks. |



2. FUNCTIONAL SKILLS

2.1 Work-plans

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

1	Identify available routes, facilities, considerations, and preferences before travelling to a new destination.
2	Access reliable information about suitable routes for the work-plan.
3	Address special requirements relating to the vehicle, load, routing or commodity.
4	Access reliable information about weather and road conditions.
5	Adjust trip plans when encountering unanticipated changes.
6	Identify, locate, and access rest areas and emergency refuge locations when necessary.
7	Use basic hand tools as/if required by the workplace.
8	Carry required emergency equipment on or inside the vehicle and using the equipment when necessary.
9	Wear proper clothing and Personal Protective Equipment when necessary.
10	Carry first aid supplies and administer first aid if qualified and when necessary.
11	Locate emergency contact information.
12	Operate cargo access doors in a safe manner and protect against potential falling and shifting cargo when opening doors.
13	Proceed safely through construction zones, detours, and Emergency Detour Routes (EDRs).
14	Identify and prepare for problems and challenges by carrying items such as survival gear, clothing, and equipment when necessary.
15	Address cargo handling or specialized equipment needed for the cargo being transported.
16	Confirm that cargo matches related documents during each trip and identify any areas requiring clarification, adjustment or planning when necessary.
17	Track cargo and related documents during each trip, identifying discrepancies between cargo documents and the cargo being transported when necessary.
18	Calculate changes in cargo weight and verify compliance with vehicle weight regulations when necessary.
19	Assist another driver, motorist, or member of the public when necessary.
20	Use towing, recovery, police, and emergency services when necessary for a vehicle that is disabled or immobilized.
21	Deal with a build-up of snow or ice on their vehicle(s).

2.2 Personal, cargo, and facility protection

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

- | | |
|----------|---|
| 1 | Access internal and external workplace, shipper, and customer facilities. |
| 2 | Load and unload cargo safely and with care. |
| 3 | Maintain confidentiality about operations (company and customer), vehicles, trips, routes, and cargo. |
| 4 | Wear proper clothing and Personal Protective Equipment when necessary. |
| 5 | Use cargo seals, pin locks, and similar vehicle security devices. |
| 6 | Operate cargo handling equipment safely and only when fully trained and authorized. |

2.3 Vehicle care

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

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|-----------|--|
| 1 | Inspect the condition of vehicles and operating components. |
| 2 | Use required Personal Protective Equipment when necessary. |
| 3 | Confirm that every vehicle being operated displays valid evidence that required inspections have been conducted. |
| 4 | Check level of operating fluids and refill when necessary. |
| 5 | Check basic vehicle components such as lights, drive belts, hoses, tires, wipers, and mirrors. |
| 6 | Complete minor vehicle repair such as minor electrical connection problem, replacing lamp, glad hand seal or wiper blade, resetting circuit breaker. |
| 7 | Facilitate vehicle repairs that take place away from company facilities when necessary. |
| 8 | Practice necessary engine warm-up and cool-down procedures. |
| 9 | Identify sounds and other signs that a vehicle is operating in an abnormal manner. |
| 10 | Identify and report defective conditions and damage. |
| 11 | Maintain vehicle condition, cleanliness, and corporate image. |



2.4 Vehicle inspection

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

- 1 Conduct daily inspections.
- 2 Conduct regular en-route and post-trip vehicle inspections.
- 3 Identify each minor and major defect.
- 4 Complete, sign, and carry written or electronic daily inspection reports that declare the vehicle's condition.
- 5 Monitor vehicle condition while driving or otherwise being responsible for the vehicle and update the inspection reports as required.
- 6 Record and reports every minor and major defect.
- 7 Stop operation of the vehicle when a major defect is present.

2.5 Duty status

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

- 1 Maintain compliance with on-duty and off-duty requirements whenever operating commercial vehicles.
- 2 Complete and maintain a legible and accurate driver's daily log (in a written or electronic format) or maintain a record of duty status.
- 3 Carry daily logs that apply to the preceding 14 days when necessary.
- 4 Retain and submit daily logs as required.

2.6 Air brake operation

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

- 1 Operate air brake systems.
- 2 Identify the visual characteristics, external components, and basic functions of brake system components.
- 3 Identify air brake system components and defects.
- 4 Check and test the air brake system.
- 5 Check brake pushrod stroke of s-cam brakes.



2.7 Secure cargo

Train and assess drivers to ensure they develop the skills and behaviours for successfully performing the following tasks and sub-tasks:

1	Identify cargo and any material, commodities, equipment, or other loose article carried on the vehicle that must be secured, including dunnage, blocking, tarps, tools, equipment and spare materials.
2	Properly distribute and arrange cargo.
3	Secure cargo using tie downs, blocking, bracing and other devices or materials to prevent it from falling off the vehicle, being lost, or shifting.
4	Ensure securing method or device meets working load limit ratings, is the proper type, and is properly used, strong enough, in good condition and used according to the manufacturer instructions.
5	Determine the strength and placement of tiedowns according to size, shape, and weight of cargo when necessary.
6	Load and transport cargo in such a way that it does not interfere with the driver's ability to drive the vehicle safely.
7	Calculate aggregate working load limit.
8	Maintain the aggregate working load limit of tiedowns used to secure cargo at least 50% of the cargo weight when necessary.
9	Secure the cargo within a vehicle structure using blocking, bracing, or devices when necessary.
10	Confirm that cargo is properly unitized when necessary.
11	Inspect the security of the cargo, methods used to secure the cargo, and the condition and integrity of tiedown devices before driving and at specific intervals during the trip to confirm everything is properly secured and in good condition.
12	Adjust and tighten cargo tiedowns or other methods used to secure the cargo when necessary.

2.8 Vehicle systems operation

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

1	Locate fuel tanks, filler caps, and fuel when necessary.
2	Identify single, tandem, tridem, and other multi-axle configurations.
3	Operate a differential lock or inter-axle differential lock.
4	Operate engine brake or retarders to control vehicle speed.
5	Operate vehicle heating, defrosting and air-conditioning systems.
6	Operate vehicle lamps and accessories.
7	Operate windshield wiper and washer systems.

8	Carry, secure, store, use or operate required emergency equipment when necessary.
9	Operate portable or on-board cargo heating equipment when necessary.
10	Identify and operate different types of trailer coupling devices.
11	Adjust the position of a fifth wheel to alter vehicle dimensions or distribute vehicle and/or cargo weight.
12	Reposition trailer axles to alter vehicle dimensions, or to distribute vehicle and/or cargo weight.
13	Adjust rear-view mirrors to maximize the view and minimize blind spots.
14	Operate collision avoidance systems when required and if equipped.
15	Refer to vehicle owner and operator manuals when necessary.

2.9 Situational awareness

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

1	Review and understand documented job task analyses and hazard assessments.
2	Follow procedures to manage hazards and risks.
3	Recognize and respond to changing workplace hazards and risks.
4	Complete a hazard assessment whenever encountering changed workplace hazards or risks.
5	Monitor other motorists, pedestrians, cyclists, and slow-moving vehicles.
6	Watch for wildlife or livestock which can enter the space around a vehicle.
7	Monitor and adhere to highway speed advisories.
8	Monitor anticipated weather and road conditions before and during each trip.
9	Conduct regular self-checks of alertness and judgment.
10	Monitor instruments, gauges, and exterior conditions at regular intervals.
11	Recognize visual cues and other signs of potentially hazardous situations.
12	React to instruments, gauges, and exterior conditions when necessary.
13	React in ways that avoid causing anger, hostility, or confrontation.
14	Exit the vehicle to inspect clearances and identify potential obstructions when necessary.
15	Secure a vehicle properly before leaving the driver's seat.



3. DRIVING SKILLS

3.1 Preparation

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

- | | |
|-----------|---|
| 1 | Conduct regular self-checks of alertness and judgment. |
| 2 | Enter and exit the cab or vehicle cargo area maintaining 3-point contact, and avoiding the risks of improperly climbing onto or jumping from equipment. |
| 3 | Confirm all required vehicle and cargo documents are valid and correct. |
| 4 | Confirm that all cargo handling equipment and devices have been returned to their proper place before moving the vehicle. |
| 5 | Check or remove vehicle restraints and other loading dock devices when necessary. |
| 6 | Check and/or adjust air suspension controls, axle spacing, and fifth wheel position. |
| 7 | Adjust the driver's seat to the correct position. |
| 8 | Adjust and wear seatbelts. |
| 9 | Follow required engine starting, warm-up and idling procedures. |
| 10 | Read all controls and instruments before driving. |
| 11 | Start the engine while monitoring the instrument panel and indicator lamps, listening for normal vehicle sounds. |
| 12 | Secure a vehicle properly before leaving the driver's seat. |

3.2 Motion, speed, and space

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

- | | |
|----------|--|
| 1 | Operate one or more of the following types of transmissions: <ul style="list-style-type: none">• Manual transmission and clutch according to the manufacturer-recommended procedures.• Automated manual transmission according to the manufacturer-recommended procedures.• Automatic transmission according to the manufacturer-recommended procedures. |
| 2 | Keep a vehicle from rolling backward when starting to drive uphill and know how to engage and disengage a hill assist feature. |
| 3 | Operate the engine in its optimal speed range. |
| 4 | Look ahead and maintain adequate space around the vehicle; adjust space management techniques when traffic is congested. |

5	Anticipate the need to brake or stop, modulate brake pressure to make smooth and gradual stops, and use all service brakes.
6	Anticipate the need to down-shift when approaching grades and rolling terrain and select the appropriate gear, engine speed range and vehicle speed for these conditions.
7	Adjust speed as appropriate in response to speed advisories, traffic, railway crossing and road conditions.
8	Adjust vehicle speed before entering a curve or turn and avoid using brakes during a curve or turn.
9	Use a compression-style engine brake or driveline retarder to hold back or slow a vehicle; avoid use of these devices in slippery conditions.
10	Cross intersections with sufficient time to comply with traffic control signals.
11	Respond defensively to increased risk of collisions within traffic intersections and traffic circles.
12	Maintain speed that is at or below posted speed advisories and is appropriate for vehicle weight, center of gravity, and type of cargo.
13	Monitor a merging or overtaking vehicle, and provide additional space when necessary.
14	Use highway acceleration and deceleration lanes to safely integrate with traffic.
15	Select the appropriate gear, engine speed range, and vehicle speed for traveling up and down grades.
16	Use cruise control safely and effectively.
17	Apply an effective method to get a vehicle moving on a slippery surface, using the power divider and/or differential-lock when necessary.
18	Anticipate conditions that make it harder to control vehicle speed due to reduced traction; effectively adjust driving techniques when necessary.
19	Increase following distance, reducing speed and be more attentive in difficult and adverse conditions when necessary.
20	Modify braking techniques in difficult conditions when necessary.
21	Operate only when road conditions are safe and avoid hazardous situations.

3.3 Directional control

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

1	Maintain a secure grip on the steering wheel, using two properly positioned hands as much as possible.
2	Select appropriate lanes on multi-lane highways, and on highways having both express and collector lanes.
3	Maintain a consistent vehicle position, generally in the right-most driving lane, normally near the centre or slightly right of centre in the lane.
4	Steer smoothly and avoiding jerky and unnecessary steering correction.
5	Maintain mirror adjustments to minimize blind spots.



6	Drive inside marked lanes; change only when permitted and safe to do so.
7	Watch traffic flow continuously and identify the need to change lanes or merge with adequate time to do so.
8	Check before beginning a lane change or merge, signal every lane change in advance, then smoothly and deliberately change lanes only after confirming the space is clear.
9	Ensure a suitable amount of space is available whenever making a lane change or merge, leave neither too much space or intrude on other vehicles, and adjust space as necessary to deal with traffic congestion.
10	Change one lane at a time and cancel the turn signal immediately after completing a lane change.
14	Anticipate situations that might intimidate another driver or cause another driver to take evasive action and respond appropriately.
15	Negotiate traffic circles or roundabouts.
16	Anticipate conditions that make it harder to control vehicle direction due to reduced lateral stability, and effectively adjust driving techniques whenever a vehicle is likely to react differently.
17	Reduce speed as needed before entering curves, ramps, and turns accounting for surface conditions, vehicle weight, centre of gravity, and cargo.
18	Account for vehicle overhang, off-tracking, and lane encroachment during turns.

3.4 Completing turns

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

1	Adjust overall vehicle length, fifth wheel position, and axle positions when necessary.
2	Plan how to approach a turn and take a different route when necessary.
3	Select the correct lane for beginning and completing each turn.
4	Begin a turn only when space, traffic, and traffic control signals allow the turn to be completed safely.
5	Proceed slowly through each left-hand and right-hand turn, maintain appropriate speed while tracking the rear of the vehicle.
6	Steer to get clearance for the vehicle.
7	Drive over lane markings (swinging to the right or left of a marked lane) only after assessing all hazards, and only when necessary.
8	Keep vehicle clear of curbs and obstructions during turns.
9	Monitor pedestrians, cyclists, and other nearby vehicles during turns.
10	Turn safely on all city, urban, rural, industrial streets, highways, and private property.



3.5 Fuel conservation

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

1	Accelerate at a smooth and gradual rate.
2	Anticipate necessary changes in speed, gear selection, and surrounding space.
3	Operate the engine and transmission in the most fuel-efficient speed range whenever possible.
4	Shift progressively and select the engine speed range and gear that are most suitable for the vehicle speed and load when driving a vehicle with manual transmission.
5	Control shifting through proper use of throttle and avoid unnecessary manual gear selection, when driving a vehicle with an automated-manual transmission.
6	Anticipate the need to change speed, and gradually change speed when necessary.
7	Use cruise control whenever possible and appropriate for driving conditions.
8	Maximize use of auxiliary power units and shore power.
9	Idle the engine as little as possible.
10	Minimize the gap between tractor and trailer when possible.
11	Follow fueling policies.

3.6 Defensive driving

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

1	Recognize and avoid sources of distraction.
2	Maintain appropriate speed.
3	Maintain appropriate following distances.
4	Drive in a manner that is appropriate for the vehicle configuration, cargo weight, and centre of gravity.
5	Scan mirrors, instruments, and gauges at regular intervals.
6	Recognize potentially hazardous driving situations.
7	Respond to potentially hazardous driving situations.
8	Yield to other motorists, cyclists, pedestrians, and slow-moving vehicles when necessary.
9	Recognize and take steps to avoid situations that cause anger, hostility, or danger.

3.7 Commercial vehicle requirements

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

1	Read signs with messages that apply to commercial vehicles.
2	Maintain awareness of the height of their vehicle.
3	Maintain awareness of the empty and loaded weight of their vehicle.
4	Maintain awareness of standard highway height and weight restrictions.
5	Adhere to restrictions for routes that prohibit commercial vehicles.
6	Cross railway tracks safely.
7	Enter a vehicle inspection facility and pull off the roadway, when instructed by an officer or highway sign.
8	Watch for potential hazards of unmarked overhead obstructions.
9	Watch for snow build-up, debris, or road construction that can change vehicle height, weight, or clearances.
10	Read signs indicating the weight capacity of roadways or bridges -- including seasonal weight restrictions.
11	Comply with specific requirements for using toll routes, bridges and/or ferries.
12	Maintain awareness of the location and proper use of truck emergency runaway lanes.
13	Comply with the times, days and/or weeks when vehicle operations are restricted in certain urban areas.
14	Carry and use emergency equipment when necessary.
15	Recognize and respond to an unexpected situation related to vehicle weight or height.
16	Comply with local bylaws restricting vehicle loading and unloading activities, parking, and idling.

3.8 Emergencies

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

1	Maintain situational awareness.
2	Report incidents to employers, police, and other reporting agencies when necessary.
3	Follow required procedures for reporting collisions, close calls, injuries, or other similar incidents.
4	Administer first aid if qualified and when necessary.
5	Behave appropriately in an emergency when dealing with police, media, other motorists, and the public.
6	Follow required procedures for engaging emergency support when necessary.
7	Use warning devices and other emergency equipment when necessary.

3.9 Tractor-trailer coupling

Train and assess drivers to ensure they develop the skills and behaviors for successfully performing the following tasks and sub-tasks:

- 1 Inspect tractor couplers and connectors before coupling.
- 2 Overcome challenges involving ground surface conditions, traction, clearances, obstructions, and access.
- 3 Align the tractor with the kingpin.
- 4 Reverse the tractor until the fifth wheel is just ahead of trailer, touching the trailer or slightly under, but not blocking the kingpin.
- 5 Exit the tractor and inspect trailer couplers and connectors.
- 6 Adjust coupling height when necessary, using the trailer landing gear so the trailer upper coupler contacts the fifth wheel lower coupler behind the pivot.
- 7 Dump the tractor air suspension when necessary.
- 8 Reverse the tractor to engage the fifth wheel while monitoring the trailer's position.
- 9 Confirm proper fifth wheel coupling by attempting to move the tractor forward (tug test).
- 10 Exit the tractor to visually confirm the fifth wheel is properly engaged, check for proper fifth wheel contact, release handle position and that the coupling mechanism is locked.
- 11 Connect air and electrical lines.
- 12 Raise the trailer landing gear and stow its handle.
- 13 Adjust trailer air suspension when necessary.

3.10 Tractor-trailer uncoupling

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

- 1 Park and secure in a suitable and safe location.
- 2 Place wheel chocks, blocks, support material, or engaging locks as required.
- 3 Disconnect and stow the trailer system connectors.
- 4 Release the fifth wheel.
- 5 Adjust trailer air suspension systems when necessary.
- 6 Lower the trailer landing gear until it just touches the ground but does not raise the trailer from the fifth wheel.
- 7 Drive the tractor forward slowly until the fifth wheel lower coupler is fully out from under the trailer, but the trailer is still above the tractor's frame.

8	Drop the tractor's air suspension to facilitate uncoupling when necessary.
9	Exit the tractor to check that the trailer is stable.
10	Slowly drive forward until the tractor is clear of the trailer.
11	Restore the tractor's air suspension to its normal setting when necessary.
12	Secure the trailer when necessary.

3.11 Backing, docking and parking

Train and assess drivers to ensure they develop the skills and behaviours to successfully perform the following tasks and sub-tasks:

1	Develop backing plans to ensure the manoeuvres are always done safely.
2	Minimize backing activity by driving forward, driving around the block, or finding a different approach when necessary.
3	Verify mirror set up before backing.
4	Approach backing manoeuvres in the safest and most efficient manner.
5	Exit the vehicle and check the intended path for clearances, obstructions, and hazards as often as necessary, before and during backing.
6	Open cargo doors before backing when necessary.
7	Recheck the path whenever delays could have allowed conditions to change.
8	Open both windows, silence entertainment and communication systems, use warning flashers, and briefly sound the horn whenever backing.
9	Warn anyone nearby of the intention to back up; use warning lamps to improve vehicle visibility while backing.
10	Engage and follow directions from a competent signaler when necessary.
11	Observe signals and other warning devices around loading docks when necessary.
12	Align with loading docks.
13	Complete required backing and parking manoeuvres, including offset backing, straight dock, alley dock, angled dock, parallel parking, from left side and/or right side.



APPENDIX A – COMMERCIAL TRANSPORT TRUCK OPERATOR - TRAINING STAGES

Success in the truck driver occupation requires a person to acquire a unique set of competencies. Drivers acquire these competencies in two major stages.

During **Stage 1**, drivers work to obtain all the competencies outlined in the National Occupational Standards (NOS).

During this stage, they acquire these competencies in two phases:

- **Entry-Level Training (MELT/ ELT) Phase:** In this phase, an individual begins acquiring enough of the NOS-O competencies to obtain a commercial driver licence (CDL) and begin working as a commercial transport truck operator.
- **Occupational Level Training (OLT) Phase:** In this phase, an individual applies NOS-O competencies in real-life situations as a commercial transport truck operator to fully acquire those competencies. This phase of competency development is often referred to as “driver finishing” and takes place after the ELT phase.

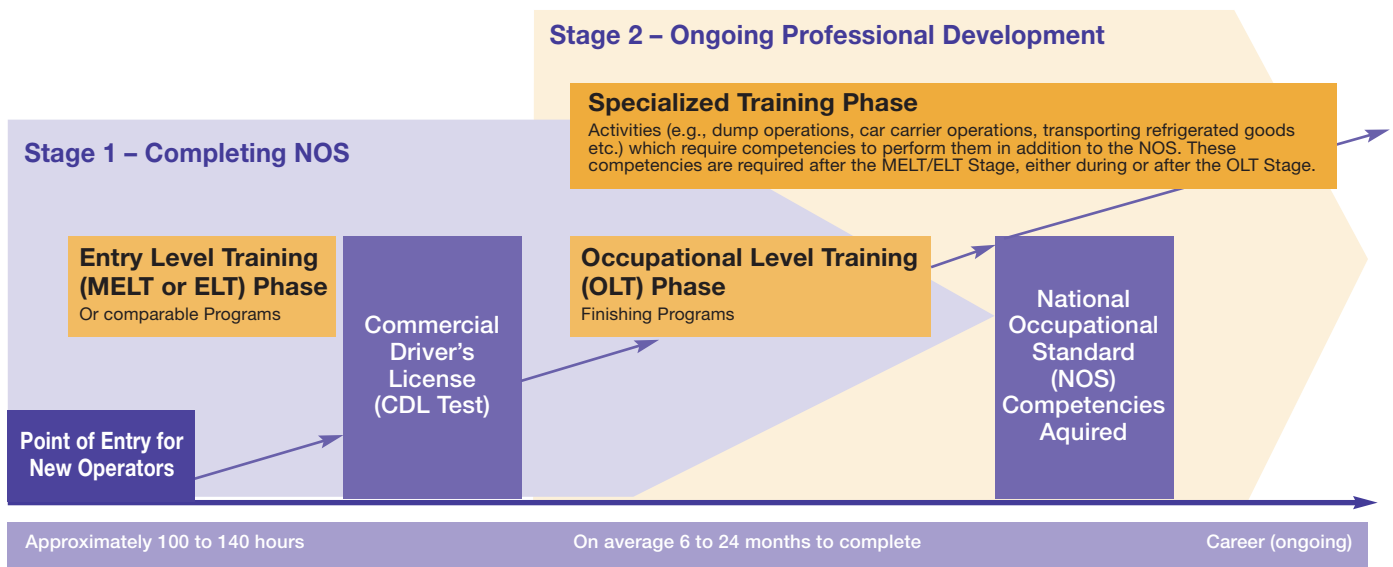
These two phases are generally detached from one another, but in some jurisdictions the training is combined and administered through a single program. Where the phases are separate, traditional truck driving schools almost exclusively deliver the first phase, while workplaces offer the second.

Stage 2 extends through the entire length of a commercial transport truck operator's career. During this stage, operators develop professionally above and beyond the competencies outlined in the NOS-O and often acquire supplementary knowledge relating to various commodities, operation settings, routes, etc.

See Graph #1 – Commercial Transport Truck Operator – Training Stages.



GRAPH #1 - Commercial Transport Truck Operator – Training Stages





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