

Get on the right track!

CHART OF COMPETENCY

Professional Mover/Van Foreman Driver Specialty

National Occupational Standards describe the skills and knowledge needed to perform competently in the workplace. The Canadian Trucking Human Resources Council develops a Chart of Competency and Task Analysis for various occupations in the trucking industry. These tools help the trucking industry define and achieve the following goals:

- *recruit, develop and maintain a skilled workforce*
- *ensure that occupational requirements are equitable*
- *identify and communicate human resources and training needs*
- *create instructional programs*
- *evaluate and upgrade employee skills*
- *design assessment and evaluation guidelines for hiring*
- *develop accreditation/certification processes for training programs*
- *increase understanding of career opportunities and paths*

Although National Occupational Standards are voluntary, their introduction to the workplace will greatly benefit both employers and employees of the trucking industry.

National Occupational Standards



Our Industry. Your Council!



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Introduction to Occupation

Professional Mover/Van Foreman Drivers operate Class 1/A vehicles and are engaged in managing the hands-on end of household and corporate moves. The Mover/Van Foreman Drivers have a number of other responsibilities: customer relations, inventory and condition appraisal of furniture and effects, hiring, supervision and training of pack and load crews. Movers/Van Foremen include company drivers and owner/operators, and also include individuals involved in local, long-distance and international moves.

Standards for the Professional Mover/Van Foreman Driver

The following checklists describe the competencies required by Professional Mover/Van Foreman Drivers.

A Professional Mover/Van Foreman Driver must be able to ...

A. Drive Vehicle

1. Operate tractor-trailer combinations
2. Operate a tractor bobtailing
3. Operate straight trucks
4. Execute vehicle manoeuvres
5. Adapt driving to operating requirements
6. Operate specialized equipment
7. Manage emergency/unexpected situations

B. Plan Trips

1. Confirm cargo and logistics
2. Plan/revise routes
3. Finalise trip plan
4. Secure / obtain required documents and equipment

C. Handle Cargo

1. Plan cargo loading
2. Inventory cargo
3. Pack cargo
4. Load cargo
5. Secure cargo
6. Unload cargo

D. Service Customers

1. Ensure customer satisfaction
2. Handle complaints
3. Participate in improving customer service
4. Participate in creating sales opportunities

E. Ensure Vehicle Maintenance

1. Practise preventative maintenance
2. Perform pre-trip inspection
3. Perform post-trip inspection and tasks
4. Maintain accessory equipment

F. Perform Administrative Duties

1. Maintain daily log
2. Administer bills of lading
3. Prepare/submit inspection reports
4. Prepare/submit documents and requests

G. Comply With Laws, Regulations, Policies and Standards

1. Comply with hours of service requirements
2. Comply with highway safety codes and related regulations
3. Comply with occupational health and safety requirements
4. Comply with carriage of goods requirements
5. Comply with governing drug and alcohol regulations and policies
6. Comply with weights and dimensions requirements
7. Comply with labour code requirements
8. Comply with human rights requirements
9. Comply with environmental requirements
10. Comply with customs and immigration requirements
11. Comply with tax requirements
12. Comply with company contracts and agreements
13. Comply with company policies, procedures and standards

H. Perform Business Administration Duties

(*Tasks only performed by owner-operators)

1. Develop business plan*
2. Utilize professional services*
3. Find a carrier partner*
4. Spec vehicles
5. Select vehicle financing option*
6. Manage finances
7. Manage information
8. Manage employees*
9. Manage casual labour

And to accomplish the previously described professional competencies, a Professional Mover/Van Foreman Driver must be able to ...

I. Demonstrate Communication and Interpersonal Skills

1. Practise active listening
2. Speak in a clear and concise manner
3. Write in a clear and concise manner
4. Demonstrate people skills
5. Work as a team member
6. Negotiate
7. Persuade
8. Exercise leadership
9. Select medium of communication

J. Demonstrate Personal Skills

1. Demonstrate professionalism and integrity
2. Demonstrate thoroughness and attention to detail
3. Work methodically
4. Manage time
5. Solve problems
6. Make decisions
7. Exercise initiative and resourcefulness
8. Manage fatigue and stress
9. Demonstrate situational awareness
10. Adapt to change
11. Pursue continuous learning activities
12. Balance family and work commitments

Essential Skills Chart

While the Occupational Analysis outlines the technical skills requirements for the occupation of Professional Mover/Van Foreman Driver, the Essential Skills Profile outlines the foundation skills that enable job incumbents to perform job-related technical skills.

Essential Skills...

- help people perform the tasks required by their occupation;
- provide workers with a foundation to learn skills that are more occupation-specific; and
- enhance people's ability to adapt to workplace change.

Essential Skills	Complexity				
	1	2	3	4	5
1. Reading Text	1	2	3	4	5
2. Document Use	1	2	3	4	5
3. Writing	1	2	3	4	5
4. Numeracy: Money Math	1	2	3	4	5
5. Numeracy: Scheduling or Budgeting and Accounting Math	1	2	3	4	5
6. Numeracy: Measurement and Calculation Math	1	2	3	4	5
7. Numeracy: Data Analysis Math	1	2	3	4	5
8. Numeracy: Numerical Estimation	1	2	3	4	5
9. Oral Communication	1	2	3	4	
10. Thinking Skills: Problem Solving	1	2	3	4	
11. Thinking Skills: Decision Making	1	2	3	4	
12. Thinking Skills: Critical Thinking	1	2	3	4	
13. Thinking Skills: Job Task Planning and Organizing	1	2	3	4	
14. Thinking Skills: Significant Use of Memory	No Rating Scale				
15. Thinking Skills: Finding Information	1	2	3	4	
16. Working with Others	1	2	3	4	
17. Computer Use	1	2	3	4	5
18. Continuous Learning	1	2	3	4	