



Presentation to CAM



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About the CTHRC



Ottawa based since 1994

Five full time staff plus consultants and contractors

Funded by federal government (HRSDC) with additional contributions made by industry

Representatives from

- Industry Associations
- Organized Labour
- Insurance Companies
- Driver Training Schools

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CTHRC Mission



“to assist the Canadian trucking industry to recruit, train and retain the human resources needed to meet current and long-term requirements”

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New Recruiting and Awareness Raising Website



TruckingCareers.ca

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This Project's Objective



To develop occupational profiles and standards for the Moving, Bulk Liquid, and Heavy Haul 'specialties' within the Professional Driver Occupation

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Issue to Resolve



Which tasks or activities make the 'Moving' specialty different from the rest of the trucking industry ??

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Focus Group Meeting of Highly Experienced Drivers



Focus groups in Halifax and Ottawa

Participants reviewed the National Occupational Standard for Professional Driverthen brain stormed to identify what makes 'Moving' unique

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National Occupational Standards



Describe the COMPLETE range of tasks performed by workers in an occupation

Describe what people need to be able to DO

May contain specialties like 'Moving'

The DACUM Process



Brainstorming
Blocks, Tasks, Subtasks
Knowledge/Skills/Attributes
Performance Criteria



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Essential Skills



Foundation skills required for all types of work

NOT technical skills

ARE the skills people need to acquire knowledge and complete workplace tasks and daily activities

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Results

- One new **BLOCK** (supervising moving crews)
 - Will THREE to FOUR related tasks
 - Will address the hiring and supervision of local casual labour
 - Will address the supervision of labour supplied through agents/agencies
 - Will address training new entrants to the industry



Results

- ***FOUR*** new ***TASKS***
 - Packing and Loading
 - Inventory Items
 - Load and Unload Goods
 - Deliver and Unpack

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Results

- **Additional detail, subtasks, specialized skills in SIX Tasks**
 - Mostly related to Customer Service and Satisfaction
 - Handling complaints
 - Dealing with claims
 - Also
 - Driving in residential areas
 - Loading



▮ Next Steps

- **Industry survey**
 - Distributed through CAM
 - Email/fax/mail
 - As many comments as possible

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Profiles

- NOS is the “mother document”
- Contains all occupational skills
- The moving industry specialty will contain ONLY those skills related to this specialty
- ***NOTE: some of the specialized skills can also be applied to people who don't drive.***

Next... What Can the Industry Do With This?

- Hiring
- Training
- Recognition
- Career path
- Other?



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Questions...



For more information contact

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