



## Course Objectives

This course aims to provide comprehensive training for tow truck operators, focusing on both theoretical knowledge and practical skills necessary for safe and effective towing operations. The objectives include familiarizing participants with key towing terms, licensing requirements, and the types of vehicles suitable for light-duty towing. It emphasizes the importance of workplace safety, addressing hazards, biohazards, and injuries, along with the significance of self-care for tow operators. The course covers essential transportation legislation, regulations, and policies, including documentation, weight ratings, and securement regulations. Participants will learn on-scene protocols and safety measures, coordination with emergency services, and the application of safe towing, winching, and extraction techniques. Additionally, the course highlights roadside services, professionalism, customer service, and safe driving practices. Practical training in a yard setting culminates in a final evaluation to ensure adherence to the Ontario Tow Truck Driver Training Standard.

## Learning Outcomes

### SECTION 1: Introduction to Tow Industry Vehicles

#### 1.1. Tow truck Driving Terms: Learning Outcomes

Upon completing this lesson, learners will be able to understand and accurately use industry-specific terminology related to tow truck driving. Learners will also be able to identify and describe common phrases and jargon used in towing and recovery operations.

#### 1.2. Licensing Requirements & Compatibility of a Light-Duty Towing Vehicle: Learning Outcomes

Upon completing this module, learners will be able to understand and use industry-specific towing terminology, recognize vehicles suitable for light-duty towing and recovery, and identify the key components of tow truck

carriers and wreckers. They will also gain knowledge of the licensing requirements for tow truck drivers and demonstrate an understanding of the necessary certifications and regulations. Additionally, learners will be able to explain the process and appropriate use of sling towing, including safety considerations and potential risks.

## **SECTION 2: Safe Working Environment Health & Safety**

### **2.1. Workplace Safety, Regulations, and Practices: Learning Outcomes**

Upon completing this module, learners will be able to understand employers' responsibilities in maintaining workplace health and safety, develop and implement effective employer policies, and recognize the impact of drugs and alcohol on workplace safety. They will also be able to identify strategies to address substance abuse issues and apply risk management principles to minimize workplace hazards and create safer working environments.

### **2.2. Hazards of Working in Towing Situations: Learning Outcomes**

Upon completing this module, learners will be able to identify and assess common hazards associated with towing operations and understand the potential risks specific to various towing scenarios. Additionally, they will be able to develop and implement a comprehensive workplace safety plan tailored to towing activities, demonstrating knowledge of safety protocols and procedures to mitigate risks and ensure personnel safety.

### **2.3. Biohazards & Injuries: Learning Outcomes**

Upon completing this module, learners will acquire the ability to identify and respond to biohazards and workplace injuries effectively. They will understand the hierarchy of controls and its application in hazard reduction, enabling them to implement strategies to minimize risks. Additionally, learners will recognize the significance of appropriate clothing and personal protective equipment (PPE) in ensuring workplace safety, and they will be proficient in selecting and using PPE and safety clothing to mitigate specific hazards effectively.

### **2.4. Work Related Trauma & Self Care: Learning Outcomes**

Upon completing this module, learners will possess the skills to recognize and respond to work-related trauma, including identifying signs and symptoms and understanding its impact on mental health. Additionally, learners will understand the significance of boundary-setting and seeking professional assistance when necessary, promoting resilience and ensuring optimal self-care and support.

## **SECTION 3: Transportation Legislation, Regulations, & Policies**

### **3.1. Required Documentation & CVOR: Learning Outcomes**

Upon completing this module, learners will gain a thorough understanding of the necessary documentation and regulations, particularly focusing on the Commercial Vehicle Operator's Registration (CVOR) system and its significance in ensuring road safety and regulatory compliance for commercial vehicle operations. Additionally, learners will grasp the process for obtaining service exemptions when needed, recognizing situations where exemptions may apply and understanding the associated regulations governing commercial vehicle operations.

### **3.2. GVWR, GCWR, & Tow Capacity: Learning Outcomes**

Upon completing this module, learners will develop a comprehensive understanding of vehicle weight ratings, including GVWR, GCWR, and tow capacity, and their significance in determining safe vehicle operation and towing capacity. You will recognize the risks associated with exceeding these ratings and learn strategies to avoid such situations. Additionally, learners will understand the purpose and application process for Disabled Vehicle Certificates and gain proficiency in calculating the Gross Combination Weight Rating (GCWR) for vehicles, applying this knowledge to practical scenarios.

### **3.3. Securement Regulations: Learning Outcomes**

Upon completing this module, learners will acquire the knowledge and skills necessary to understand and comply with load securement regulations relevant to their industry. They will grasp the essential components of these regulations, including specific requirements for various types of cargo and vehicles. Additionally, learners will demonstrate proficiency in properly securing loads according to regulatory standards, ensuring safe transportation and adherence to legal requirements.

### **3.4. Lighting Systems & Regulations: Learning Outcomes**

Upon completing this module, you will gain a comprehensive understanding of lighting systems and regulations pertaining to tow trucks. Learn to interpret and apply relevant lighting regulations specific to tow trucks in their jurisdiction, identifying essential components such as headlights, taillights, brake lights, turn signals, and emergency lights.

### **3.5. Towing & Storage Safety & Enforcement Act (TSSEA): Learning Outcomes**

Upon completing this module, you will acquire a thorough understanding of the Towing & Storage Safety & Enforcement Act (TSSEA) and its implications for towing and storage operations. You will be able to interpret and adhere to

the regulatory requirements outlined in the TSSEA, ensuring compliance in their business practices. Developing proficiency in safely transporting vehicles and effectively communicating essential information to customers regarding towing processes, fees, and storage policies in accordance with TSSEA regulations. Additionally, you will implement proper invoicing procedures and secure payment methods compliant with TSSEA requirements to facilitate prompt and lawful transactions, thus promoting transparency and accountability in their operations.

## **SECTION 4: On-Scene Protocols**

### **4.1. The Tow Operator's Role & Emergency Response Teams: Learning Outcomes**

Upon completing this module, you will possess the skills and knowledge necessary to fulfill the tow operator's role effectively in emergency response scenarios. Understanding the importance of collaboration with emergency response teams, particularly firefighters, and will be able to communicate and coordinate efficiently to ensure a safe and coordinated response. You will also develop proficiency in arriving at the scene of an incident safely, including assessing the situation, establishing traffic control measures, and positioning the tow vehicle strategically.

### **4.2. Temporary Condition Requirements: Learning Outcomes**

Upon completing this lesson, you will gain comprehensive skills and knowledge in managing temporary conditions during traffic incidents. Understanding the regulatory requirements and best practices for implementing temporary traffic control measures, including signage and traffic direction, to ensure safe navigation around incident scenes. Additionally, you will develop proficiency in efficiently clearing incident scenes while minimizing disruption to traffic flow and prioritizing the safety of all involved. Understanding the importance of proper staging and coordination in managing traffic incidents effectively, including establishing staging areas and coordinating resources to facilitate a swift and organized response. Implementing traffic incident management strategies to mitigate congestion, minimize secondary incidents, and restore normal traffic flow promptly.

## **SECTION 5: On-Scene Safety Measures & Management**

### **5.1. Coordination with Emergency Services & Dispatch: Learning Outcomes**

Upon completing this lesson, you will develop the necessary competencies to effectively coordinate with emergency services and dispatch in response

to workplace incidents. Acquiring skills in safely arriving at incident scenes, assessing situations, and positioning themselves for optimal safety and access. You will also be adept at identifying safety hazards in workplace scenarios, conducting hazard assessments, and implementing appropriate mitigation measures. Additionally, understanding how to request assistance when needed and communicate effectively with additional resources or personnel to ensure a coordinated response.

**5.2. Planning Ahead & Anticipating Problems: Learning Outcomes**

Upon completing this lesson, you will develop the skills necessary to effectively plan ahead and anticipate potential challenges during tow truck operations. Learning proactive strategies for preparation and risk mitigation to ensure a smooth response to incidents upon arrival at the scene. Learn to demonstrate proficiency in assessing scene conditions, including traffic flow, environmental factors, and vehicle positioning, upon arrival. Prioritizing situational awareness and hazard identification to ensure the safety of all involved.

**5.3. Safe Practices: Learning Outcomes**

Upon completing this lesson, learners will develop the skills and awareness necessary to prioritize safety during tow truck operations. Demonstrating adherence to safe practices, including proper equipment usage and load securing, to minimize risks and ensure the safety of all involved. Cultivating heightened awareness of their surroundings, including traffic conditions and bystander presence, to effectively mitigate potential hazards. Understanding the potential for damage to casualties during towing operations and implement measures to minimize risks, such as employing proper vehicle handling techniques.

## **SECTION 6: Towing, Winching, & Extraction Techniques**

**6.1. Securement: Learning Outcomes**

Upon completing this lesson, you will develop proficiency in the securement and loading of vehicles onto tow truck carriers, ensuring safe transportation. Ability to demonstrate the ability to properly secure vehicles and cargo using appropriate tie-down methods and equipment to maintain stability during transport. Additionally, you will understand and implement safe practices for loading vehicles onto carriers, including assessing weight distribution and securing to prevent shifting or damage.

**6.2. Calculating Towing Loads: Learning Outcomes**

Upon completing this lesson, you will gain the skills needed to accurately calculate towing loads. They will understand the key factors involved in

these calculations, such as vehicle weight, towing capacity, and road conditions, ensuring safe towing operations. You will also be able to demonstrate proficiency in performing towing load calculations efficiently and precisely.

**6.3. Towing Vehicle Equipment: Learning Outcomes**

Upon completing this lesson, you will gain comprehensive knowledge and proficiency in various aspects of towing vehicle equipment and operation. They will be able to identify and describe different types of towing equipment, including winching systems, wheel lifts, and dollies, understanding their functions and applications in towing operations. Additionally, you will demonstrate proficiency in operating winching systems safely and effectively, including understanding design factors and safety precautions. Understanding the design factors and safe operation of wheel lift and dolly systems, including proper attachment methods and positioning, safety measures for using under-lift systems, appropriate straps, anchor points, and tiedowns for securing vehicles, as well as differences between wire rope and synthetic winch lines, will also be covered.

**6.4. Safe Hooking Techniques: Learning Outcomes**

Upon completing this lesson, you will develop proficiency in safe hooking techniques for towing operations, ensuring secure and stable attachment of vehicles to tow trucks. You will also be able to understand the different types of hooks used in towing, their specific applications, and the appropriate placement of hooks on various vehicle types, and ability to identify and mitigate potential hazards associated with improper hooking techniques to prevent damage and ensure safety, complying with industry safety standards.

**6.5. Car Carrier Loading Techniques: Learning Outcomes**

Upon completing this lesson, you will be proficient in the correct techniques for loading vehicles onto car carriers, ensuring safety and stability during transport. It is important to understand and apply best practices for weight distribution, securing vehicles, and preventing damage during the loading process. Additionally, you will be able to identify potential hazards and implement measures to mitigate risks associated with loading vehicles onto car carriers.

**6.6. Loading Techniques of Motorcycles & Trikes: Learning Outcomes**

Upon completing this lesson, you will be able to develop proficiency in safely loading motorcycles and trikes onto tow trucks or carriers. Understanding and apply best practices for securing these vehicles to prevent movement and damage during transport. Additionally, you will be

able to identify specific considerations and potential hazards unique to motorcycles and trikes, implementing measures to mitigate these risks effectively during the loading and transport process.

#### **6.7. Hostile Terrain & Resistance Factors: Learning Outcomes**

Upon completing this lesson, you will acquire the skills to navigate and overcome challenges presented by hostile terrain and resistance factors during tow truck operations, identify and assess various factors such as rugged terrain, adverse weather conditions, and vehicle obstructions that may impede towing tasks. You will also be able to develop strategies to navigate through such terrain effectively, ensuring the safe and efficient completion of towing operations.

### **SECTION 7: Roadside Services**

#### **7.1. Non-Towing Services: Learning Outcomes**

Upon completing this lesson, you will be able to develop proficiency in providing various non-towing services essential for roadside assistance, understand and apply proper procedures and safety protocols for tire changes, fire response and extinguishing, and vehicle boosting, ensuring effective assistance to customers in diverse roadside situations. You will also be able to identify situations requiring tire changes, implement appropriate techniques for safely changing tires on vehicles of different sizes and types, and recognize and respond to vehicle fires effectively, selecting and using appropriate fire extinguishers.

#### **7.2. Professionalism: Learning Outcomes**

Upon completing this lesson, you will learn to embody a high standard of professionalism in tow truck operations. With a focus on communication, maintaining a respectful and courteous demeanor with clients and colleagues, and adherence to ethical practices and industry standards. You will ensure reliability, integrity, and accountability in their work, manage time effectively, and handle stressful situations with composure, providing efficient and professional service delivery.

#### **7.3. Customer Service & Documentation: Learning Outcomes**

In this lesson, you will learn to accurately complete all necessary documentation related to tow truck operations, including service records, invoices, and receipts, ensuring compliance with legal and regulatory requirements. This lesson also includes a focus on customer service best practices.

## **SECTION 8: Safe Driving Practices: Co-Operative & Safe Towing Operation**

### **8.1. Equipment Capacities & Maintenance: Learning Outcomes**

Upon completing this lesson, you will acquire comprehensive knowledge and skills related to equipment capacities, maintenance, and communication measures in tow truck operations. Learn to understand the capacities of various tow truck equipment and the importance of staying within these limits to ensure safe operations, as well as demonstrate proficiency in performing regular maintenance tasks to maintain optimal functionality and longevity of equipment. Learn to apply principles of load capacity to prevent overloading and recognize the consequences of exceeding equipment limits, taking proactive measures to avoid such scenarios.

### **8.2. Safely Removing Hazardous Materials & Debris: Learning Outcomes**

Upon completing this lesson, you will learn to develop the skills and knowledge necessary to safely remove hazardous materials and debris encountered during tow truck operations. There is a focus on identifying common hazardous materials and debris, understanding their associated risks and proper handling procedures. Demonstrating proficiency in safely removing such materials from incident scenes or vehicles, prioritizing environmental protection and the safety of all involved.

### **8.3. Keeping Up with the Trends: Learning Outcomes**

Upon completing this lesson, you will learn about the skills to stay abreast of current trends, advancements, and innovations within the tow truck industry. By staying informed about industry trends, learners will be able to enhance operational efficiency, improve service quality, and meet evolving customer needs and expectations effectively.

## **Course Assessment, Process, & Policy**

The course assessment is designed to ensure that participants have thoroughly understood and can apply the knowledge and skills imparted throughout the training. Each section concludes with a quiz to evaluate comprehension of key concepts and practical applications. The assessment process includes multiple-choice questions. Participants must successfully complete each section's quiz to progress to the next module. After the online portion of the course (Sections 1-8) have been completed, each student will be prompted to enroll in the Section 9: In-



Yard Practical Training. This is where participants demonstrate their proficiency in real-world towing scenarios, adhering to the Ontario Tow Truck Driver Training Standard. After the In-Yard training has been completed, you are invited to take the final evaluation.

The course policy mandates active participation, completion of all quizzes and practical assessments, and adherence to safety and operational guidelines throughout the training. This rigorous assessment process guarantees that graduates are well-prepared for professional towing operations, ensuring safety and compliance with industry standards.

## **Privacy & Legal Policies**

All participant information is handled with the utmost confidentiality and in compliance with relevant privacy laws. Personal data collected during the registration and throughout the course will be used solely for administrative purposes, such as enrollment, assessment, certification, and communication. This data will not be shared with third parties without explicit consent, except as required by law. The course also emphasizes adherence to legal requirements related to towing operations, including licensing, securement regulations, and the Towing & Storage Safety & Enforcement Act (TSSEA). Participants are educated on the importance of maintaining accurate documentation, understanding transportation legislation, and complying with workplace safety regulations. By upholding these privacy and legal policies, the course aims to foster a trustworthy learning environment while ensuring participants are fully informed of their legal obligations within the towing industry.

## **Course Structure**

### **SECTION 1: Introduction to Tow Industry Vehicles**

#### **1.1. Tow truck Driving Terms: Learning Outcomes**

Tow Truck Driving Terms

#### **1.2. Licensing Requirements & Compatibility of a Light-Duty Towing Vehicle: Learning Outcomes**

Types of Vehicles Appropriate for Light-Duty Towing & Recovery

Parts of a Carrier

Parts of a Wrecker

Licensing Requirements  
Sling Tows

SECTION 1: QUIZ

**SECTION 2: Safe Working Environment Health & Safety**

- 2.1. Workplace Safety, Regulations, and Practices: Learning Outcomes**  
Workplace Safety, Regulations, and Practices
- 2.2. Hazards of Working in Towing Situations: Learning Outcomes**  
Hazards of Working in Towing Situations  
Workplace Safety Plan
- 2.3. Biohazards & Injuries: Learning Outcomes**  
Biohazards & Injuries  
Hierarchy of Controls  
Clothing, Safety, & PPE
- 2.4. Work Related Trauma & Self Care: Learning Outcomes**  
Work Related Trauma & Self Care

SECTION 2: QUIZ

**SECTION 3: Transportation Legislation, Regulations, & Policies**

- 3.1. Required Documentation & CVOR: Learning Outcomes**  
Required Documentation & CVOR  
What is CVOR?  
Maintenance, Inspection, & Reporting Schedule  
Service Exemptions
- 3.2. GVWR, GCWR, & Tow Capacity: Learning Outcomes**  
GVWR, GCWR, & Tow Capacity  
GVWR & GCWR  
Exceeding Ratings  
Disabled Vehicle Certificates  
Calculating the Gross Combination Weight Rating (GCWR)  
GCWR Worksheet & Scenarios  
Overload
- 3.3. Securement Regulations: Learning Outcomes**  
Securement Regulations
- 3.4. Lighting Systems & Regulations: Learning Outcomes**  
Lighting Systems & Regulations
- 3.5. Towing & Storage Safety & Enforcement Act (TSSEA): Learning Outcomes**  
Towing & Storage Safety & Enforcement Act (TSSEA)  
TSSEA Requirements

Transportation & Informing the Customer  
Invoicing, Payment, & Policies

SECTION 3: QUIZ

## **SECTION 4: On-Scene Protocols**

### **4.1. The Tow Operator's Role & Emergency Response Teams: Learning Outcomes**

The Tow Operator's Role & Emergency Response Teams  
Fire Fighters & Emergency Response  
Arriving on Scene

### **4.2. Temporary Condition Requirements: Learning Outcomes**

Temporary Condition Requirements  
Signage & Directing Traffic  
Clearing the Scene  
Staging & Traffic Incident Management

SECTION 4: QUIZ

## **SECTION 5: On-Scene Safety Measures & Management**

### **5.1. Coordination with Emergency Services & Dispatch: Learning Outcomes**

Coordination with Emergency Services & Dispatch  
Arriving on Scene  
Identifying Safety Hazards  
Request for Assistance  
Workplace Scenarios

### **5.2. Planning Ahead & Anticipating Problems: Learning Outcomes**

Planning Ahead & Anticipating Problems  
When Arriving on Scene  
Scene Conditions

### **5.3. Safe Practices: Learning Outcomes**

Safe Practices  
Awareness of Your Surroundings  
Potential Damage to Casualties  
Drive Train Scenarios

SECTION 5: QUIZ

## **SECTION 6: Towing, Winching, & Extraction Techniques**

### **6.1. Securement: Learning Outcomes**

Securement

Carrier Loading: Safe Practices

Safe Loading Practices: Scenarios

**6.2. Calculating Towing Loads: Learning Outcomes**

Calculating Towing Loads

**6.3. Towing Vehicle Equipment: Learning Outcomes**

Towing Vehicle Equipment

Loading Up Your Equipment

Winching

Wheel Lift

Dollies

Design Factor & Ratings

Under-Lift Safety

Straps

Anchor Points & Tiedowns

Wire Rope

Synthetic Winch Line Rope

Chain

Snatch Blocks

Additional Equipment Safety Measures

**6.4. Safe Hooking Techniques: Learning Outcomes**

Safe Hooking Techniques

Hooks & Placement

**6.5. Car Carrier Loading Techniques: Learning Outcomes**

Car Carrier Loading Techniques

**6.6. Loading Techniques of Motorcycles & Trikes: Learning Outcomes**

**6.7. Hostile Terrain & Resistance Factors: Learning Outcomes**

Hostile Terrain & Resistance Factors

SECTION 6: QUIZ

## **SECTION 7: Roadside Services**

**7.1. Non-Towing Services: Learning Outcomes**

Non-Towing Services

Tire Changes

Fires & Extinguishers

Boosting Vehicles

**7.2. Professionalism: Learning Outcomes**

Professionalism

**7.3. Customer Service & Documentation: Learning Outcomes**

Customer Service & Documentation

SECTION 7: QUIZ

## **SECTION 8: Safe Driving Practices: Co-Operative & Safe Towing Operation**

### **8.1. Equipment Capacities & Maintenance: Learning Outcomes**

Equipment Capacities & Maintenance

Staying within Capacity

Maintaining Your Equipment

Communication Measures

Scenarios: Overhang, Inspection, & Lighting

### **8.2. Safely Removing Hazardous Materials & Debris: Learning Outcomes**

Safely Removing Hazardous Materials & Debris

### **8.3. Keeping Up with the Trends: Learning Outcomes**

Keeping Up with the Trends

SECTION 8: QUIZ

## **SECTION 9: In Yard Practical Training**

## **FINAL EVALUATION: Ontario Tow Truck Driver Training Standard**

## **Final Grade Breakdown**

Course participants are required to complete the training in the following order:

- **The Online Course:**
  - Sections 1-8, passing each section quiz with an 80% or higher to progress to the next section.
- **Section 9: In-Yard Training:**
  - Active participation in hands-on and practical skills assessments
- **Final Multiple-Choice Evaluation:**
  - 100-question multiple-choice evaluation.
  - A grade of 80% or higher is needed to pass.
  - Upon completion of the final evaluation, students will be notified of their grade as well as any incorrect answers.

- In the event of a failed grade, students must wait 24 hours before they can attempt to retake the final evaluation. We encourage you to review the missed questions and revisit the online course.

## **Requesting Help**

Should you require assistance during the assessment or at anytime throughout the course or registration, please refer to the FAQ page to contact support or use the site's chat function in the lower right corner. We will be happy to assist you.