



COURSE SYLLABUS

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

