



Annex **10**
(WP 03 - Del 12)

ProfDRV job/qualification profile “Professional driver (freight transport)”



Project title:

Professional driving – more than just driving!

Project number:

510074-2010-LLP-DE-LEONARDO-LMP

Grant agreement:

2010-3458

Sub-programme or KA:

Leonardo da Vinci/ DoI



EQF-compatible European core profile

Professional Driver (freight transport)

(developed in the framework of the European ProfDRV project)

	Deliverable:	12	Version:	final
	WP:	03	Last update:	August 2012
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	For further information on the project please consult:	www.project-profdrv.eu		
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"This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information contained therein."

Purpose of the profile

The European core profile “professional driver (freight transport)” intends to serve as a reference in order to facilitate comparability and transparency of professional driver qualifications implemented all over Europe based on the learning outcomes associated with these vocational education and training (VET) programmes. The learning outcomes approach enables a comparison of qualifications based on the outcomes of learning processes since the learning processes itself (such as length of study, contents and methods applied in VET programs) are hardly comparable across geographical or even institutional borders. The EQF with its 8 levels acts in this context as a translation device between VET programmes leading to different learning outcomes all over Europe.

The profile can be used as a reference in order to set up and implement new profiles, standards, qualifications and/or curricula for professional drivers based on the EQFs requirements. Please note that the task/ learning areas defined in this profile are not defined as qualification units in the framework of curricula or in terms of the European Credit System in Vocational Education and Training (ECVET). Further considerations and testing are necessary in order to propose such units based on this profile.

It is not the intention of this profile to express the Europe-wide mandatory initial qualification – the driver CPC – as defined in the framework of EU directive 2003/59 in terms of learning outcomes. This Europe wide initial qualification reflects a minimum qualification for professional drivers while the described core profile reflects professional drivers’ tasks in terms of an ideal qualification profile based on the occupations/ labour markets requirements.¹ The profile at hand is, therefore, more comprehensive than the requirements of the European directive with regard to initial qualification and as described in annex 1 of the directive.

However, the defined learning outcomes based core profile can facilitate transparency and comparability of the driver CPCs initial qualifications implemented all over Europe in different ways:

(1) It builds a common point of departure and reference in order to define the different national implementation approaches of the driver CPCs initial qualification but also elements of periodic training in terms of learning outcomes. Contrary to the currently applied input orientation, these learning outcome descriptions allow for a real comparability of professional drivers abilities after passing through one or another training scheme to obtain the driver CPC.

(2) Another option is the application of the learning outcomes approach already in the framework of the European directive and therefore the definition of a common minimum qualification level for professional drivers in terms of learning outcomes already from the European level. This approach offers best conditions in order to ensure real common basic qualification level of professional drivers.

Such an application of the learning outcomes approach additionally facilitates referencing of the driver CPC to the currently Europe wide developed National Qualifications Frameworks (NQFs) - that require the application of the learning outcomes approach - and therefore to the reputation/ image of the driver profession in Europe². In this way also comparability and transparency of additionally awarded professional driver certificates such as the formal VET programmes for professional drivers in the Netherlands, France, Germany or Austria can be ensured by comparing them to the driver CPC and similar certificates across borders based on the EQF/ NQF level they are referenced to.³

However, in both cases it is inevitable and essential to introduce a number of quality standards⁴ with regard to an effective implementation of such a learning outcomes approach and in order to avoid the dilution of the desired effect of comparability and transparency and/or a common minimum qualification level of professional drivers all over Europe.

¹ Please find further reflections on the comparison of this core profile and the initial professional driver qualification regulated by directive 2003/59/EC on the ProfDRV websites download section (will be available as of December 2012).

² See also the report “Vocational Education and Training Means to approach the Shortage of Professional Drivers in Europe” as well as the “Quality Standards” drafted in the framework of the ProfDRV project. Both can be downloaded from www.project-profdrv.eu.

³ The ProfDRV project results already provide basic information on this topic, please check the project websites download area.

⁴ See the ProfDRV EQF compatible quality standards on the implementation of professional drivers initial and periodic/continuous training available at www.project-profdrv.eu or www.eqf-support.eu for further information.

Profile development and structure

The enclosed core profile for the occupation “professional driver (freight transport)” has been developed in the framework of the European project ProfDRV “Professional driving - more than just driving!: qualification requirements and vocation training for professional drivers in Europe”. The profile is based on an analysis of the actual tasks a professional driver needs to perform in order to act competently on the workplace. This analysis was built on the results of a tasks analysis carried out by the Canadian Trucking Human Resources Council in Canada and a number of occupational profiles for professional drivers from Europe and abroad. The results have been further researched for the European context in a questionnaire survey involving about 140 drivers, trainers, employers and further transport stakeholders coming from the ProfDRV project countries as well as additional European countries.⁵

The analysis results have been transformed by the ProfDRV consortium together with subject matter experts into a profile that fulfils the requirements of the European Qualifications Framework. This means the profile is – in order to ensure cross-border transparency and comparability – based on a description of abilities a professional driver needs to have in order to implement his/her tasks competently. Those abilities are described in terms of the EQF categories “knowledge”, “skills” and “competences”:

- “Knowledge” means the outcome of the assimilation of information through learning. Knowledge is the body of facts, principles, theories and practices that is related to a field of work or study. In the context of the European Qualifications Framework, knowledge is described as theoretical and/or factual.
- “Skills” means the ability to apply knowledge and use know-how to complete tasks and solve problems. In the context of the European Qualifications Framework, skills are described as cognitive (involving the use of logical, intuitive and creative thinking) or practical (involving manual dexterity and the use of methods, materials, tools and instruments).
- “Competence” means the proven ability to use knowledge, skills and personal, social and/or methodological abilities, in work or study situations and in professional and personal development. In the context of the European Qualifications Framework, competence is described in terms of responsibility and autonomy. Sometimes it is pointed out to be the decisive factor in the process of referencing qualifications to a qualifications frameworks level.

The profile has been divided into different task and learning areas that resulted from the initial tasks analysis. These areas have been divided into subject-specific tasks representing the core work processes and cross-cutting tasks that appear across all specific tasks/ work processes. The following areas have been defined:

Subject-specific tasks/ core work processes

- (1) Driving and manoeuvring the vehicle
- (2) Performing pre-departure tasks
- (3) Loading and unloading
(incl. prior and subsequent tasks)
- (4) Planning driving times and routes
- (5) Maintenance of vehicle and vehicle combinations
- (6) Work documentation and paper work

Cross-cutting tasks/ processes

- (I) Cooperation with customers
- (II) Cooperation with supervisors, colleagues, controlling bodies and general public
- (III) Occupational health and safety and healthy lifestyle
- (IV) Continuous vocational education and training

Please note this profile is a core profile and limited to the task and therefore learning areas being essential for the majority of professional drivers (freight transport) in Europe. Further specifications of these tasks/ work-processes are strongly dependent on the kind of service accomplished by the driver and its embedding into the overall logistics chain. These specifications have not been further elaborated in the framework of this profile.

We thank all those who have been involved into the development of this profile
for their contributions and commitment!

⁵ Please find further information on the carried out analysis in the related research report that can be downloaded from http://www.project-profdrv.eu/fileadmin/Dateien/Downloads_front/ProfDRV_WP3_del11_analysisreport_12_01_27.pdf.

Summarising overview of core profile

This overview summarises the more detailed profile by defining the different areas knowledge, skills and competence in a less specified and therefore broader and more general way. They are supposed to provide an overview about the different task/learning areas only. Please use the detailed profile for further more elaborated information on the different areas.

Knowledge	Skills	Competences
(1) Driving and manoeuvring the vehicle		
<p>The professional driver knows basic principles of driving physics and technical systems in the context of safe and eco-driving in different situations as well as related legal regulations with regard to road traffic.</p> <p>He/She knows his/her role and the related responsibility within road traffic. He/She knows different kinds of emergency or accident situations and the related risks and measures in order to handle such situations.</p>	<p>The professional driver can apply his/her theoretical knowledge practically in order to ensure road safety as well as resource efficiency of driving in different contexts.</p> <p>He/She shows a defensive driving style and demonstrates situational awareness as well as competent management of different situations.</p>	<p>The professional driver steers a lorry/ lorry combination autonomously and self-dependently within road traffic. He/She shows environmental awareness, resource efficient, economic and thoughtful driving as well as a driving style adapted to different contexts and situations. He/She acts in line with valid legal regulations as well as company-internal regulations. His/Her driving style is characterized by defensive and safe driving. He/She decides based on his/her professional knowledge and under special consideration of his/her responsibility within road traffic.</p>
(2) Performing pre-departure tasks		
<p>The professional driver knows all parts of the vehicle that need to be checked prior to departure as well as the related minimum standards for these parts. He/She knows necessary occupational health and safety measures to be applied during pre-departure checks.</p> <p>He/She knows the parts of the vehicle to be checked at take-over of a vehicle as well as the related minimum standards.</p> <p>He/She knows legal regulations for the application of navigation, toll and ICT tools and the risks that result from usage of these tools while driving.</p>	<p>The professional driver can implement pre-departure checks under application of the necessary occupational health and safety measures. He/She identifies defects and failures, removes them and/or arranges necessary steps for the removal/repair.</p> <p>He/She can check a vehicle at take-over and document the take-over properly.</p> <p>He/She uses ICT technology responsibly and shows a high level of situational awareness.</p>	<p>The professional driver implements autonomously and self-dependently pre-departure checks as well as checks at take-over of a vehicle, in order to ensure traffic and transport safety of the vehicle/ vehicle combination. If applicable, he/she works together with involved persons. He/She checks especially the roadworthiness and, if applicable, the load security especially in terms of traffic and transport safety. If necessary he/she initiates necessary corrections and/or implements them him/herself.</p> <p>He/She decides under special consideration of his/her responsibility in road traffic and shows a professional attitude and behaviour and integrity.</p>
(3) Loading and unloading (incl. prior and subsequent tasks)		
<p>The professional driver knows legal regulations, physical basics as well as necessary calculations for driving with load and load security. He/She knows relevant kinds of load security and related tools as well as the requirements on load security and transport of different kinds of goods.</p> <p>He/She knows different kinds of documentation papers for cargo and legal regulations related to dimension and weight restrictions of the vehicle.</p> <p>He/She knows dangerous situations that can occur during loading and unloading and measures in order to prevent and handle them.</p>	<p>The professional driver is able to load and unload goods safely for traffic and transport under consideration of eligible sizes and weights. He/She can apply and check relevant load security measures and tools and can apply occupational health and safety measures during loading and unloading.</p> <p>He/She can prepare and read loading instructions and transport documents as well as take relevant information from possibly necessary permission and accompanying documents.</p>	<p>The professional driver is able to load and unload the vehicle self-dependently and autonomously. He/She uses and applies relevant tools and equipment and pays special attention to safe, damage-free, economical and legal as well as company-internal regulations conform loading and securing of transported goods. If applicable, he/she supervises, oversees and/or checks loading and load security by others. He/She plans and documents loading and unloading self-dependently and autonomously, if applicable, under consultation with supervisors and clients.</p> <p>He/She treats transported goods with care and takes care of a professional transport. He/She is able to decide self-dependently (if necessary, under consultation with supervisors or clients) about the appropriate load security measures for a particular good. He/She checks furthermore self-dependently the serviceability of the load security tools and initiates, if applicable, necessary steps in order to replace or obtain them. He/She decides under special consideration of his/her responsibility within road transport and shows a professional behaviour and attitude and integrity.</p> <p>He/She implements preventive measures for ensuring safety during loading and unloading self-dependently and autonomously.</p>

Knowledge**Skills****Competences****(4) Planning driving times and routes**

The professional driver knows legal regulations related to driving and rest times. Furthermore he/she knows factors influencing efficient planning of routes and different kinds of relevant permission papers for special routes.

The professional driver is able to plan his/her driving routes with road maps and other tools. He/she can compare routes based on relevant parameters and check them regarding their applicability. He/She can plan his/her driving and rest times under considerations of influencing parameters and legal regulations.

In this context he/she is able to solve problems, take decisions and, if application, to justify decisions.

The professional driver plans self-dependently and autonomously, if applicable, under consultation with supervisors and/or clients his/her driving route and driving and rest times under consideration of economical, resource efficiency, environmental and legal aspects as well as in terms of the individual transport order.

He/She applies during planning and driving the related legal regulations consistently and decides under special consideration of his/her responsibility within road traffic. He/She shows a professional attitude and behavior and integrity in his/her decision.

(5) Maintenance of vehicle and vehicle combinations

The professional driver knows fundamentals of vehicle technique. He/She knows what kind of maintenance tasks he/she can implement him/herself and which ones need to be taken care of by a service centre/ garage. In this context he/she knows necessary information that needs to be provided to the service centre/ garage.

He/She knows the different kinds of fuel appropriate for the vehicle and different kinds of fuelling systems. He/She knows relevant cleaning supplies and washing installations as well as the usage of the different supplies and facilities.

In this context he/she knows measures to ensure safety and environmental protection relevant for the different kinds of work.

The professional driver can implement minor maintenance tasks him/herself and can work with measuring instruments and on-board computers relevant in this context. He/She can decide if a repair needs to be taken care of by a service centre/ garage. In this case he/she can prepare a record of defects.

He/She can use cleaning facilities and fuel-systems professionally.

In these contexts he/she can implement measures for safety and environmental protection.

The professional driver implements self-dependently and autonomously regular technical checks on the vehicle/ vehicle combination. He/She checks different maintenance areas, identifies deficits, defects and damages. He/She implements possible repairs him/herself and/or introduces necessary steps. He acts under special consideration of his/her responsibility within road traffic and shows integrity in his/her attitude and behaviour.

He/She carries out cleaning and fuelling of the vehicle competently, self-dependently and autonomously (if application, under consultation with supervisors) and/or introduces necessary steps.

He/She considers necessary occupational health and safety as well as environment protecting measures.

(6) Work documentation and paper work

The professional driver knows different kinds of papers necessary for load, vehicle, company and him/herself. He/She knows possibilities to document his/her driving and rest times as well as the relevant safekeeping periods.

He/She know possibilities for the documentation of his/her work and other relevant data. He/She knows different kinds of payment and its documentation.

The professional driver can read transport documents and, if necessary, prepare them and check their appropriateness. He/she can read accompanying papers, transport permissions and personal papers and extract the relevant information for his/her transport order. He/She is able to check the correctness of data on papers with the load.

He/she can document driving and rest times manually and by using appropriate documentation tools. He/she can document his/her work by hand and/or by using ICT-facilities.

He/she can carry out financial transactions with cash and cash less means and is able to document these transactions properly.

The professional driver checks his/her papers relevant for the transport in terms of correctness and completeness self-dependently and autonomously. He/she takes self-dependently and autonomously care of correct documentation and, if application, forwarding of:

- _ his/her driving and rest times,
- _ transport papers,
- _ his/her daily work,
- _ financial transactions and
- _ further operations that require documentation.

(I) Cooperation with customers

The professional driver knows communication methods, rules and processes as well as effects of his/her appearance in public on the

The professional driver can work together with the client and its employees professionally and competently. This includes his/her way

The professional driver shows at the clients a professional and competent behaviour. He/she acts self-dependently and autonomously within the framework of his/her leeway in decision-making and scope of action. Dependent on the

Knowledge

cooperation with clients. He/She knows major reasons for conflicts and complaints as well as its indicators. Furthermore he/she knows possibilities for dealing with conflicts and complaints and for the improvement of customer satisfaction.

He/she knows legal regulations for his/her work at the clients as well as related occupational health and safety norms for working at the clients.

Skills

of communicating, the handling of conflicts and complaints, the work in teams with employees of the client or their supervision, his/her general appearance at the clients and the improvement of customer satisfaction.

He/she is able to solve problems and to explain technical and transport specific facts competently. Furthermore he/she can support the client for instance in the preparation of transport (accompanying) papers.

Competences

company-internal regulations he/she consults with supervisors or other internal decision makers.

(II) Cooperation with supervisors, colleagues, enforcement bodies and general public

The Professional driver knows fundamentals of communication and his/her specialised terminology for the vocation. He/She knows relevant legal regulations for working in a company and for handling stop-and-search operations.

He/She knows effects of road traffic on the environment and his/her responsibility with regard to road safety.

He/She knows risks of violence and crime in his/her occupation and possible strategies for self protection.

The professional driver can communicate effectively in the language of his/her employment country, justify his/her decisions, handle criticism and explain facts from his/her field of work professionally and competently.

He/she can supervise the work of colleagues as well as work in teams with colleagues. He/She can apply occupational health and safety measures in such work situations.

He/she can estimate the risk of violence and crime and handle such situations under application of self protection measures.

The professional drivers works self-dependently and autonomously with colleagues, supervisors and enforcement bodies/officers under consideration of legal regulations, company-internal regulations and decision making powers and takes care of smooth processes.

The professional driver is due to his work in dept to general public. His/her professional behaviour is therefore oriented on ensuring safety within road traffic and protecting the environment as well as the traffic infrastructure. He/she orients his/her professional behaviour on relevant legal regulations and ethical norms and considers his/her responsibility towards supervisors, employer, customers and other persons as part of his/ her professionalism.

He/she acts defensively in violent situations caused by others such as violent persons, robberies or hijackings. He/she pays special attention to the own safety and initiates necessary steps

(III) Occupational health and safety and healthy lifestyle

The professional drivers knows factors influencing his/her fitness to drive and knows medical treatment possibilities during his/her trip.

He/She knows risks of an unhealthy diet and a lack of physical exercise on his/her health and fitness to work. He/she knows possibilities to work against these risks.

He/She knows requirements and regulations on occupational health and safety at work, relevant risks of injuries and necessary preventive measures as well as handling of risky situations.

The professional driver can recognise signals of lacking fitness to drive and can, if applicable, initiate/ implement necessary measures in order to show a responsible behaviour.

He/she can implement measures for his/her physical fitness and healthy diet in his/her everyday (work) life. He/she can critically estimate his/her fitness and diet and recognise the necessity of a check ups based on legal regulations and/or a self-evaluation.

The professional driver is able to estimate his/her physical and psychical conditions and initiates in case of impairments and/or restrictions self-dependently and autonomously applicable measures. In this context he/she shows a self-critical behaviour, own initiative and creativity when initiating and implementing appropriate measures. He/she acts under special consideration of his/her responsibility within road traffic and shows a professional behaviour and integrity.

He/she recognises self-dependently and autonomously situations in which (special) occupational health and safety measures are necessary. He/she applies/ initiates self-dependently appropriate measures and points out deficits and noticeable problems.

(IV) Continuous vocational education and training

The professional driver knows legal requirements on his/her continuous vocational training as well as its necessity and purposes.

He/she knows strategies for self-regulated learning and possibilities for learning at the workplace.

The professional driver can estimate his/her training needs for carrying out his/her tasks as professional driver.

He/she is able to differentiate and compare different learning opportunities and choose a learning opportunity fitting his/her preferences and needs. He/she is able to initiate steps in order to receive necessary continuous/ periodic training certificates.

The professional driver renews his/her vocational knowledge, skills and competences based on legal requirements and in terms of changes and innovations in and related to his/her area of work self-dependently and autonomously.



EQF compatible core profile:

Professional Driver (freight transport)

(final version as of August 2012)

Subject-specific tasks/ Work processes

- (1) Driving and manoeuvring the vehicle
- (2) Performing pre-departure tasks
- (3) Loading and unloading (incl. prior and subsequent tasks)
- (4) Planning driving times and routes
- (5) Maintenance of vehicle and vehicle combinations
- (6) Work documentation and paper work

Cross-cutting tasks

- (I) Cooperation with customers
- (II) Cooperation with supervisors, colleagues, controlling bodies and general public
- (III) Occupational health and safety and healthy lifestyle
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Subject-specific task/ learning area 1: Driving and manoeuvring the vehicle

(The following learning outcomes are partially complementary to knowledge, skills and competences developed during relevant driving license training. They extend and engross the learning outcomes assessed in the framework of the driving license testing.)

1.1 Driving a lorry and a lorry combination on the road

The professional driver knows:

- national legal regulations with regard to road traffic
- eco-driving principles
- defensive and safe driving principles
- basic principles of driving physics
- professional drivers special responsibility within road traffic

The professional driver can:

- use safety assistance systems
- drive defensively and safely in different situations
- drive in an economical and resource saving way under different circumstances
- adapt his/her driving to different road situations in order to drive safely and demonstrate situational awareness
- operate telemetrical devices such as on-board vehicle computers and interpret telemetrical and further data in terms of his/her own driving style and adapt driving accordingly

The professional driver steers a lorry and/or a lorry-combination autonomously and self-dependent. He shows environmental awareness as well as a resource saving and economical driving style that reflects his/ her special responsibility within road traffic. He drives considering valid national laws as well as company-internal regulations. His/ Her driving style is characterised by defensive and safe driving.

He/ She regularly controls his/ her lorries telemetric and further relevant data and adapts his/ her driving style, if necessary autonomously with regard to an economical and resource saving driving style.

1.2 Adapting driving to different kinds of wheather, road and traffic situations

The professional driver knows:

- characteristics and evidence of different road, weather and traffic situations
- effects of different road, weather and traffic situations on driving and possible consequences of wrong behaviour in such situations
- physical basics that apply in different road, weather and traffic situations such as centrifugal forces, brake force, accelerating force, friction, their mode of action and effects
- interrelation between different load conditions and road,

The professional driver can:

- adapt his/her driving to different kinds of road, weather and traffic situations
- assess risks in different kind of wheather, road and traffic situations based on his/her theoretical physical knowledge
- anticipate dangerous situations that result from different wheather, road and traffic situations early enough in order to implement counteractive measures
- adapt his/her behaviour according to the characteristics of his/her lorries load

The professional driver adapts his/ her driving style under consideration of different surrounding situations with regard to road, weather and traffic situations autonomously and self-dependent.

He/ She decides based on the own professional abilities and under special consideration of his/ her responsibility in road traffic.

traffic and weather situations	<ul style="list-style-type: none"> • demonstrate situational awareness 	
1.3 Safe driving of the lorry and of a lorry-combination with regard to the safe transport of different kinds of loads¹		
The professional driver knows: <ul style="list-style-type: none"> • characteristics of different kinds of loads and their effects on the vehicle • effects of loads with different kinds of points of gravity on drivability of the vehicle combination • drivability of different kinds of vehicle combinations 	The professional driver can: <ul style="list-style-type: none"> • drive safely with different kinds of vehicle combinations under different conditions • drive safely with different kinds of loads under different conditions • use the different mirrors professionally during driving • demonstrate situational awareness 	The professional driver adapts his/ her driving self-dependent and autonomously to different kinds of vehicle combinations and transported goods. He applies his/ her knowledge and skills in the area of driving physics and safe driving.
1.4 Dealing with other road users on the road		
The professional driver knows: <ul style="list-style-type: none"> • different kinds of driving styles, their characteristics, risks and evidence as well as their effects on road safety • anticipatory and defensive driving principles 	The professional driver can: <ul style="list-style-type: none"> • anticipate driving styles from drivers behaviours and adjust his/ her own driving accordingly • drive anticipated • anticipate dangerous situations with other people and adjust his/ her driving accordingly • demonstrate situational awareness 	The professional driver behaves towards other road users thoughtfully and his/ her driving style is characterised by defensive driving. He/ She drives anticipatory and adapts his/ her driving, if necessary, autonomously to the behaviour of other road users in order to ensure road safety.
1.5 Behaviour after/ during accidents and emergency situations on the road		
The professional driver knows: <ul style="list-style-type: none"> • different kinds of accident and emergency situations, their risk potential as well as their characteristic and appropriate behaviour within such situations • legal requirements on steps and measures within accident and emergency situations • effects of different kinds of accident and emergency 	The professional driver can: <ul style="list-style-type: none"> • evaluate emergency and accident situations and implement necessary steps • coordinate and be calm involved and concerned people • anticipate dangerous situations and take preventive measures • keep a professional attitude and behaviour also in difficult 	The professional driver initiates autonomously and self-dependent necessary steps in order to deal with accident and emergency situations on the road. He considers a safety and economical perspective and ensures his/ her own safety. This includes among others calling the police and, if applicable, further rescue workers, giving first aid, safeguarding the place of accident/ emergency and the initiation of damage reducing

¹ See also area 3 with regard to „Loading and Unloading“

<p>situations on road safety as well as economical effects</p> <ul style="list-style-type: none"> • first Aid in emergency and accident situations on the road • basic principles for safeguarding accident/ emergency areas • basic principles for own safety in accident and emergency situations • necessity and possibilities of damage reducing measures • deescalation and becalming strategies • dangerous situations that result from accidents and emergency situations and appropriate preventive measures • necessary information that needs to be forwarded to professional helpers at their arrival • necessary information and documentation for insurances and other bodies • documentation duties and relevant background information 	<p>and stressfull situations</p> <ul style="list-style-type: none"> • document accident situations, if necessary, for insurance and further purposes • solve problems and make decisions 	<p>measures.</p> <p>The professional driver takes on a coordinating role and leads, if applicable, other involved people until arrival of further rescue workers and/or police.</p>
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1.6 Use of safety equipment

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • available special equipment such as snow chains, when it is needed and how it is operated • (legal) regulations to be applied when using safety equipment 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • operate special equipment effectively and safely • evaluate if special equipment needs to be used 	<p>The professional driver decides autonomously and self-dependently, if applicable under consultation with supervisors, if special equipment is necessary for carrying out the transport order. He can instal and use the special equipment autonomously and self-depentently, if applicable under use of adequate tools.</p>
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1.7 Implementing different kind of driving maneuvres

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • different kind of driving maneuvres and how to implement them correctly • risk potential during driving maneuvres • safety measures that are possible and/or necessary for different kind of driving maneuvres • working steps for different kind of driving maneuvres • effects of driving maneuvres on vehicle and vehicle 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • drive different kind of driving maneuvres competently and single handed • anticipate effects of and dangerous situations within driving maneuvres • implement the different driving maneuvres working steps under implementation of the necessary occupational health and safety measures 	<p>The professional driver implements different kinds of driving manoeuvres such as backing the vehicle against a platform, shunting, coupling/ uncoupling of different trailers and semi-trailers, parking autonomously, backing up swap-bodies confident and under consideration of relevant safety measures.</p> <p>If necessary (as e.g. on ferries), he/ he works together with other people such as flagmen.</p>
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<p>combination</p> <ul style="list-style-type: none"> • about the importance of cooperating with support people (such as flagmen) when conducting driving manoeuvres • most important hand signals when working with a flagman • different kind of signal installation on platforms • if necessary, about usage of personal safety equipment during manoeuvres • traffic rules and regulations 	<ul style="list-style-type: none"> • cooperate and communicate with other people • make efficient use of the vehicles support utilities such as mirrors and cameras during in yard manoeuvring • demonstrate situational awareness 	
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Subject-specific task/ learning area 2: Performing pre-departure tasks

2.1 Implementation of departure checks

The professional driver knows:

- the parts of the vehicles that should be checked prior to a departure
- how to conduct the different checks
- how the results should be to be acceptable
- when corrections have to made
- what measures need to be implemented for different kind of necessary corrections
- occupational health and safety measures that need to be complied with during departure check
- about usage of personal safety equipment during departure check

The professional driver can:

- implement a complete departure check on different vehicles and vehicale combinations
- evaluate the checks results and introduce possibly necessary correction measures²
- implement necessary occupational health and safety measures during departure check and, if applicable, correction measures
- demonstrate thoroughness and attention to detail and work methodically
- exercise initiative and resourcefulness
- solve problems and make decisions

The professional driver implements autonomously and self-dependent regular departure checks on his/ her vehicle/ -combination in order to ensure vehicle, transport and road safety.

2.2 Take-over of a vehicle or a vehicle combination

The professional driver knows:

- what needs to be checked when taking over a vehicle or a vehicle combination
- in which conditions a vehicle/ - combination needs to be in order to be safe
- what he/ she can do him-/ herself in order to assure safety
- whom to inform about what kind of difficulties, if necessary

The professional driver can:

- implement all necessary checks and evaluate the results
- communicate defects to the appropriate contact person
- document the take over of a vehicle or a vehicle combination
- effectively communicate and cooperate with colleagues involved in the take-over

The professional driver implements autonomously and self-dependent, if applicable, together with another person involved in the take-over. He checks especially the vehicles safety and, if applicable, load security in order to ensure vehicle, transport and road safety.

If necessary, he/ she initiates necessary finishing work, maintenance activities or other necessary steps or

² See task/ learning area 6

<ul style="list-style-type: none"> • how to document the take over of a vehicle or a vehicle combination • what information needs to be received and or handed over during take-over of a vehicle/ vehicle combination • about usage of personal safety equipment during take-over and take-over checks 	<ul style="list-style-type: none"> • demonstrate thoroughness and attention to detail and work methodically • exercise initiative and resourcefulness • solve problems and make decisions 	<p>implements them him-/herself. He/ She decides under special consideration of professional drivers responsibility within road traffic, shows a professional behaviour and integrity.</p>
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2.3 Work with gps, toll and other kinds of documentation devices

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • legal regulations with regard to the application of gps, toll devices, tachographs and other ICT devices inside the vehicle (such as prohibition of mobile use during driving) • the available ICT devices on board and how to use them efficiently for his/ her work • how to operate gps, toll devices, tachographs and other ICT devices inside the vehicle • what devices are needed in different situations and the related (legal) regulations • risks that result from the usage of different kinds of ICT devices during driving • possible errors of different kinds of ICT devices and how to handle them 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • use common ICT devices (gps, toll device, on-board computer, etc.) properly and, if applicable, handle related errors • demonstrate thoroughness and attention to detail and work methodically • exercise initiative and resourcefulness 	<p>The professional driver operates autonomously and self-dependently available and necessary ICT technology such as gps and toll devices and tachographs. He/ She applies relevant legal regulations and implements them practically.</p>
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Subject-specific task/ learning area 3: Loading and unloading (incl. prior and subsequent tasks)

3.1 Loading and unloading of different kinds of transported goods

The professional driver knows:

- physical essentials for driving with load
- purpose and specification of a load plan
- (legal) regulations/ provisions with regard to loading and unloading in general and with regard to related responsibilities
- (legal) regulations/ provisions with regard to the use of different devices used during loading and unloading
- common labellings/ markings and their meaning on transported goods and/or where to receive (further) relevant information about goods
- basic communication rules with regard to supervising other people
- ADR labelling of goods and relevant expected quantity
- rules/ prohibitions on mixed loading

The professional driver can:

- arrange different kinds of goods roadworthy and secured for transport on the vehicle under consideration of axle load limits and gross vehicle weight
- spread and, if necessary, calculate a load plan
- use different utilities such as fork-lifters, hand-lifter, etc.
- check and assess loading done by others
- work with and supervise others during loading and unloading
- solve problems and make decisions

The professional driver can carry out loading and unloading autonomously and self-dependently. He uses and applies necessary tools and utilities such as fork lifter, hand lifters, etc. for this purpose. He takes care for a transport that is safe and damage free and fulfils economical, legal and company specific requirements with regard to loading and unloading of goods.

If applicable, he/ she supervises further workers during loading and unloading the own vehicle.

3.2 Load security

The professional driver knows:

- physical essentials for driving with load
- common load security methods, their physical basis and their application
- major load security tools and devices such as webbings, friction pats, corner protectors, etc., their characteristics, specification, limitations and application as well as

The professional driver can:

- assess/check the usability of load security tools and devices
- assess/check, if load can be secured with available tools and utilities for transport
- assess/ check what kind of tools and devices are necessary in order to secure different kinds of load safely

The professional driver is able to secure different kinds of cargo autonomously and self-dependently under consideration of related physical essentials, legal requirements and overall transport safety.

He/ She applies/ uses different kinds of utilities and tools such as tension belts, non-slip mats, paletts and is able (if applicable, coordination with supervisors and/or

<p>equipment to protect load</p> <ul style="list-style-type: none"> • existing standards on load security tools • legal requirements and responsibilities with regard to load security • formulas and calculation of necessary load security measures for different circumstances and tools • purpose and specification of a load distribution plan • measurement and calculation maths 	<p>and without damages</p> <ul style="list-style-type: none"> • secure different kinds of loads for transport on the loading compartment • repare a load security plan • read vehicle documents in order to receive information on axel loads and further vehicle specifications • demonstrate thoroughness, consciousness of law and attention to detail and work methodically • exercise initiative and resourcefulness • solve problems and make decisions 	<p>clients) to decide autonomously about the necessary load security for a certain good.</p> <p>Furthermore he/ she checks autonomously the capability of the available load security tools and utilities and initiates, if necessary, steps in order to replace or supply them.</p> <p>He/ She decides under special consideration of his/ her responsibility within road traffic and shows a professional behaviour as well as integrity.</p>
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3.3 Preparation and documentation of loading and unloading

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • the different kinds of load documents and what criteria they have to fulfil/ what information they need to carry • related legal regulations • the criteria a vehicle has to meet before loading different kinds of goods • numerical estimation 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • read and interpret loading instructions/ transport documents with regard to loading and unloading order, times, kind and weight of goods, adr expected quantities and plan loading and unloading accordingly • measure different kinds of goods in terms of quantity and judge the correctness of information provided on transport documents • handle possible procedures with regard to damages on the load (incl. information of appropriate people, documentation) • prepare a vehicle for loading different kinds of goods • demonstrate thoroughness, consciousness of law and attention to detail and work methodically • exercise initiative and resourcefulness 	<p>The professional driver plans and documents loading and unloading self-dependently and autonomously and, if applicable, in cooperation with supervisors and clients.</p> <p>He/ She pays special attention to completeness and correctness of goods and papers, restrictions with regard to combinations of goods, general transport restrictions, loading and unloading sequence and he/ she documents possible damages and special characteristics.</p> <p>He/ she prepares the vehicle self-dependent and autonomously for loading and unloading and ensures that the vehicle is ready for carrying out the transport.</p>
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3.4 Safety during loading and unloading

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • dangerous situations during loading and unloading • measures to prevent dangerous situations 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • use personal protective equipment properly • implement procedures and measures to prevent dangerous 	<p>The professional driver implements preventive health and safety measures during loading and unloading autonomously and self-dependently. He/ She pays</p>
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<ul style="list-style-type: none"> • steps to be implemented after accidents • occupational health and safety regulations during loading and unloading • about the use of personal protective equipment during loading and unloading • first aid measures during accidents related to loading and unloading 	<p>situations</p> <ul style="list-style-type: none"> • implement first aid measures • supervise and work together with other people 	<p>special attention to his/ her own safety.</p> <p>He/ She initiates necessary measures and/ or contributes to smooth safety measures in case of an accident or danger during loading or unloading.</p>
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3.5 Handling of weight and dimensional restrictions and related requirements on vehicle and load

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • general legal regulations and restrictions with regard to weight and dimensional restrictions • weight and dimensional specifications that require special permits and markings • adr expected quantities • numerical estimation and measurement/ calculation maths 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • check weight and dimension restrictions of his/ her vehicle also with regard to legal regulations • communicate efficiently with supervisors • understand and compare transport documents and authorisations with the own vehicle/ -combination • read and understand legal and official papers and texts • solve problems and make decisions 	<p>The professional driver checks, if load complies with weight and dimensional restrictions of the own vehicle/ if the vehicle/ -combination fulfils the requirements of the load. He consults with supervisors, if necessary, and checks the availability, completeness and correctness of necessary transport papers.</p> <p>He/ She decides about the compliance of his/her vehicle with the loads requirements under special consideration of his/ her responsibility within road traffic and shows a professional behaviour as well as integrity.</p>
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3.6 Treatment of transported goods during transport

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • different kinds of transported goods and, if applicable, their special demands during the transport process • possible measures that can be taken in order to protect for instance especially valuable goods • common labellings and markings and their meaning on transported goods and/or where to receive (further) relevant information for the treatment of goods during the transport process • how to communicate and cooperate with other people effectively 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • identify goods with special demands • implement necessary measures in order to professionally transport goods with special demands • properly hand over relevant information to other people, if necessary 	<p>The professional drivers treats the transported goods carefully during the overall transport and ensures its professional transportation. If applicable, he works in this context together supervisors and clients in order to ensure the necessary transport measures.</p>
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Subject-specific task/ learning area 4: Planning driving times and routes

4.1 Planning of routes under consideration of economical and environmental aspects as well as the specifications of the transport order

The professional driver knows:

- the different possible authorisations (customs and transport law) and where they are needed
- effects of route planning on economical, environmental and safety aspects as well as on use of resources
- factors to be considered within route planning and cases in which transports require special routes (incl. legal restrictions and safety considerations)
- special requirements on routes (such as custom controls)
- effects of topography, traffic density and other aspects on use of resources
- major road network in the own and neighboring countries incl. urban areas, rush hours, topography, weak spots in the road network, major restrictions
- location of major towns and routes between major industrial areas
- numerical estimation and measurement/ calculation maths

The professional driver can:

- read maps
- plan routes and drive based on maps
- use route planning technology within route planning
- plan and compare routes based on economical, environmental and safety (load and own safety) aspects and under consideration of the transport order
- estimate and/or calculate distances and driving times
- check the availability of all necessary papers and authorisations for different routes
- read route specifications from special authorisations
- argue his/ her planning/ decision towards supervisors
- read legal and official documents and texts
- solve problems and make decisions

The professional driver plans self-dependent and autonomously, if applicable under consultation with supervisors and/ or clients, his/ her transport route under consideration of economical, environmental and legal aspects as well as the transports special requirements.

He/ She checks the availability of necessary papers and authorisations for the chosen route and the transport order and adjusts the route, if necessary, under consultation with supervisors accordingly.

4.2 Planning of and compliance with driving time and rest periods based on relevant legal regulations and on the specifications of the transport order

The professional driver knows:

- legal regulations for driving times and rest periods
- driving times and major driving bans for major routes and necessary time reserves
- major road network in the own country incl. urban areas,

The professional driver can:

- plan driving times, sequences and rest periods under consideration of influencing aspects such as rush hours, opening hours at clients', following transport orders, assigned time windows

The professional driver plans self-dependently and autonomously, if applicable, under consultation with supervisors and/ or clients the timely implementation of the transport order. He/ She considers the legal requirements on driving times and rest periods, possible driving bans, the requirements of the transport order and

<p>rush hours, topography, weak spots in the road network, major restrictions</p> <ul style="list-style-type: none"> • cases in which transports require special driving hours (incl. legal restrictions) • scheduling and measurement/ calculation maths 	<ul style="list-style-type: none"> • practically apply legal regulations for driving times and rest periods • estimate/ calculate regular driving time from any starting point to any destination in the own country • compare routes based on needed driving time • can read restrictions on driving hours from special authorisations • communicate with supervisors and clients about time needs • explain his/ her planning/ decision towards supervisors • manage time • solve problems and make decisions 	<p>the specifications of the route.</p> <p>He/ She applies the relevant legal regulations during the tour consequently. He/ She decides under special consideration of her/ his responsibility within road traffic and shows a professional behaviour as well as integrity.</p> <p>Furthermore he/ she check the availability of all necessary transport documents and authorisations and, if necessary, adapts the time planning under consultation with supervisors.</p>
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Subject-specific task/ learning area 5: Maintenance of vehicle and vehicle combinations

5.1 Regular checks of the vehicle/ -combination and identification of defects

The professional driver knows:

- the normal vehicle parameters and wear limitations
- maintenance tasks he/ she may perform him-/herself
- maintenance tasks that need to be taken care of by the garage
- technical essentials about the vehicle/ -combination
- technical essentials for the implementation of maintenance activities implemented by him-/ herself
- technical details that need to be communicated to the garage, if applicable
- necessary measuring instruments and their use
- tasks and the organizational structure of the business and internal processes
- basics on pneumatics and hydraulics, electrics and electronics in the vehicle, operation of used vehicles, vehicle parts and accessories, structure and operation of motor vehicle engines and chassis, bodywork, steering systems, braking systems and other safety equipment
- tasks and the organizational structure of the business and internal processes

The professional driver can:

- implement small repairs on the vehicle
- read relevant data from the on-board computer
- work with measuring instruments and understand results
- compare check results and normal parameters and take decisions for possibly necessary repairs/ steps
- communicate effectively and completely defects, necessary corrections or maintenance activities to the garage
- decide if a repair by the garage is necessary or not
- estimate possible causes and symptoms for defects and communicate his/ her estimation to the garage
- decide what maintenance activities can be performed by him-/herself and which ones need to be taken care of by the garage
- demonstrate thoroughness and attention to detail and work methodically
- exercise initiative and resourcefulness
- work methodically
- solve problems and make decisions

The professional driver implements autonomously and self-dependently regular technical vehicle checks. He/ She checks the vehicles major areas of maintenance, identifies defects and damages. He fixes defects and/or initiates further steps for the correction of defects.

He/ She acts under special consideration of his/ her responsibility within road traffic and shows integrity.

5.2 Communication with garage, damage reports, etc.

The professional driver knows:

- different kinds of defects and damages that require support

The professional driver can:

- decide if a repair by the garage is necessary or not

The professional driver provides the garage, if applicable, via supervisors self-dependently and

<p>from the garage</p> <ul style="list-style-type: none"> • professional terminology and technical background to professionally and efficiently communicate defects and damages to the garage • necessary information that needs to be reported to the garage • basics on pneumatics and hydraulics and on electrics and electronics in the vehicle, operation of used vehicles, vehicle parts and accessories, structure and operation of motor vehicle engines and chassis, bodywork, steering systems, braking systems and other safety equipment • tasks and the organizational structure of the business and internal processes 	<ul style="list-style-type: none"> • estimate possible causes and symptoms for defects and communicate his/ her estimation to the garage • prepare a record of defects and damages for the garage incl. all relevant and necessary information • demonstrate thoroughness and attention to detail and work methodically • exercise initiative and resourcefulness • write in a clear and concise manner 	<p>autonomously with detailed and complete information about the vehicles overall condition, existing defects/ damages and about possibly necessary repairs, checks and/or maintenance work.</p>
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5.3 Implementing maintenance tasks

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • routine maintenance tasks (such as described in user handbooks) • safety and environmental protection requirements to be complied with during maintenance work • work steps in order to fix defects • spare parts and other material to be used for maintenance work • technical essentials about the vehicle/ -combination and for the implementation of maintenance activities implemented by him-/ herself (such as basics on pneumatics and hydraulics and on electrics and electronics in the vehicle, operation of used vehicles, vehicle parts and accessories, structure and operation of motor vehicle engines and chassis, bodywork, steering systems, braking systems and other safety equipment) • relevant basic subject related terminology and technical background in order to work with others with specialised 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • implement routine maintenance activities (such as described in users handbooks) under consideration of safety and environmental protection requirements • decide what maintenance activities can be performed by him-/ herself and which ones need to be taken care of by the garage • decide when specialised abilities are required in order to continue the started maintenance work • communicate with garage or service in order to fix problems him-/ herself • work independently and under instruction by others • demonstrate thoroughness and attention to detail and work methodically • exercise initiative and resourcefulness • solve problems and make decisions 	<p>The professional driver carries out possible maintenance work self-dependently and autonomously, if applicable, under consultation with supervisors.</p> <p>He/ She considers necessary safety measures and environmental aspects and initiates, if applicable, further necessary maintenance and repair work in order to fix defects.</p>
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abilities		
<ul style="list-style-type: none"> • tasks and the organizational structure of the business and internal processes 		

5.4 Vehicle cleaning and care

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • common cleaning supplies for vehicle cleaning and different vehicle areas • different cleaning facilities such as pressure washer, truck wash, brushes, brooms, etc. • quality standards with regard to cleaning facilities • effects of different kinds of cleaning supplies on different vehicle elements and on the environment • basic standards on vehicle cleanliness • related safety and environmental protection requirements 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • decide about the usage of appropriate cleaning supplies for different areas of the vehicle • handle different cleaning facilities professionally and with care • clean different areas of the vehicle dependent on its specific demands • depollute residues appropriately 	<p>The professional driver takes autonomously and self-dependently care of the vehicles/ -combinations cleanliness. He/ She carries out usual cleaning work on the vehicle and initiates, if applicable, under consultation with supervisors further necessary cleaning measures. He/ She pays special attention to environmental aspects.</p>
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5.5 Fueling a vehicle

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • different kinds of fuel and alternative sources of energy, their specifications, how they are used and what effects they have in terms of economical and ecological considerations • safety measures during fueling • about usage of personal safety equipment during fueling • branch specific and company internal regulations regarding fueling • vehicles different tanks and how they are used 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • correctly fuel his/ her vehicle under safety, ecological and economical considerations • choose the correct fuel and/ or alternative source of energy for his/ her vehicle and the correct tank 	<p>The professional driver fuels the vehicle and, if applicable, the trailer autonomously and self-dependently, if necessary, under consultation with supervisors and under consideration of company specific regulations. He/ She pays attention to economical and environmental aspects.</p>
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Subject-specific task/ learning area 6: Work documentation and paper work

6.1 Handling and forwarding of load papers

The professional driver knows:

- papers that are necessary for different kinds of loads
- information that needs to be included into load papers
- who receives what part of the load papers
- measurement and calculation and numeric estimation maths
- tasks and the organisational structure of the business and internal processes

The professional driver can:

- prepare load papers him-/herself, if necessary
- read and understand relevant information in load papers
- recognise and obtain missing information by appropriate means of communication
- check load papers in terms of completeness and correctness
- compare information on load papers with goods received for transport
- demonstrate thoroughness and attention to detail and work methodically
- exercise initiative and resourcefulness
- write in a clear and concise manner

The professional driver checks self-dependently and autonomously completeness and correctness of transport papers and forwards them to the appropriate contact person.

6.2 Handling vehicle papers and personal documents

The professional driver knows:

- what papers for the vehicle, for the company and or him-/ herself are necessary
- where personal papers can be obtained under what requirements
- how the papers need to be issued and what information they have to bear
- necessary special authorisation for transports

The professional driver can:

- read and understand the different papers and extract relevant information from them
- decide which information needs to be forwarded to supervisors
- recognise missing and/or wrong information on the papers
- evaluate what authorisations are necessary for a transport order and if they are available in the necessary quality
- apply for personal papers at appropriate authorities and

The professional driver checks the availability of all necessary official papers and authorisations for the vehicle, the company and him-/ herself. He/ She informs supervisors on time about missing of expiring papers and initiates necessary steps for the renewal of personal papers on time.

	bodies <ul style="list-style-type: none"> • demonstrate thoroughness and attention to detail and work methodically • exercise initiative and resourcefulness 	
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6.3 Documentation of driving times and rest periods

The professional driver knows:

- electrical and manual means (tachographs) of documenting/ recording driving times and rest periods
- procedures in case of errors on electronic recording devices
- legal regulations with regard to documentation duties and periods
- legal regulations with regard to handling errors on recording devices
- handling of different kinds of recording devices
- handling of special situations with the recording device
- additional documentation means such as certificates about free days
- measurement and calculation maths

The professional driver can:

- use recording devices/ tachographs for documentation of driving times and rest periods
- manually document his/ her working time and rest periods

The professional driver autonomously and self-dependently takes care of the correct documentation of his/ her driving times and rest periods within the timesframes given by law. He/ She uses for this purpose the available recording devices in the vehicle.

In case of errors on the recording device, he/ she informs supervisors and takes care of an appropriate alternative documentation of his/ her driving times and rest periods.

6.4 Documentation of the daily work and record keeping

The professional driver knows:

- the parameters commonly documented for work documentation within professional driving
- commonly used templates and tables for work documentation
- commonly used software for work documentation
- different kinds of records usually used by professional drivers (accident records, pallet notes, vehicle take-over records, etc.) and their usual content and data
- organisational structures and internal processes with regard to the different records

The professional driver can:

- work with provided templates manually or by using an ICT device such as on-board computer or notebook
- work with necessary software for work documentation
- work with forwarding software in order to forward electronic work documentation to supervisors and others
- calculate different parameters such as working hours, working days, driven kilometres, etc.
- write/ prepare different kinds of records/ documentations
- read, understand and check different kinds of records/ documentations

The professional driver documents self-dependently and autonomously his/ her daily work. He/ She uses possibly available templates and/or ICT devices for this purpose and forwards the documentation on time to the appropriate persons within his/ her company.

Furthermore the professional driver prepares self-dependently and autonomously necessary records such as accident records, pallet notes and forwards them together with the necessary information to supervisors.

<ul style="list-style-type: none"> • the meaning and purpose of different kinds of records/ documentation • measurement and calculation maths 	<ul style="list-style-type: none"> • demonstrate thoroughness and attention to detail and work methodically • exercise initiative and resourcefulness • write in a clear and concise manner 	
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6.5 Keeping an on-board cash box and dealing with means of cashless payment

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • different payment methods and when they are applied • the mode of actions of different kinds of cashless payment means • documentation demands of bookkeeping for financial transaction • commonly used templates and table for financial administration • tasks and the organizational structure of the business and internal processes • money maths 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • handle cash and calculate remaining cash and cash spend • properly document financial transactions with cash and cashless payment means • settle the on-board cash box and other means of payment with appropriate persons in the own company • demonstrate thoroughness and attention to detail and work methodically • exercise initiative and resourcefulness 	<p>The professional driver keeps self-dependently and autonomously a possibly available on-board cash box and further means of cashless payment provided by his/ her company. He/ She documents all taken transaction, if applicable, by using provided (electronical) templates and with appropriate proofs. He/ She works with different kinds of currencies and/ or means of cashless payment.</p>
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6.6 Handling customs

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • different customs papers necessary for different kinds of transports • contents of customs papers, their meanings and purpose • consequences of missing customs papers • organisational structures and internal processes with regard to handling of customs 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • deal with customs declaration (offices) at customs borders • check if there are customs papers and/or individual information missing for customs declaration • work together with supervisors in order to complete custom papers • demonstrate thoroughness and attention to detail and work methodically • exercise initiative and resourcefulness 	<p>The professional driver checks possibly necessary customs papers in terms of completeness and correctness and informs supervisors about missing documents in order to initiate necessary steps.</p> <p>He/ She implements necessary customs declarations on customs borders autonomously and self-dependently.</p>
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Cross-cutting task/ learning area I: Cooperation with customers

I.1 Communication and behaviour at the customers'

The professional driver knows:

- communication standards
- communication models and processes
- standards of outward appearance for professional drivers
- effects and importance of outward appearance on overall cooperation with customers
- professional terminology and concepts
- organisational structures, internal processes, the own role and decision making framework between customer and own company

The professional driver can:

- communicate effectively in national language and speak in a clear and concise manner
- express him-/ herself in a professional manner and under usage of his/ her professional expertise
- assess the own appearance and adapt it accordingly, if necessary
- distinguish between confidential and regular information
- apply communication models and processes such as active listening
- explain technical and transport specific aspects and discuss and explain options with regard to his/ her tasks within the transport process competently
- provide answers to questions with regard to his/ her tasks within the transport process competently
- recognise sales opportunities
- solve problems and make decisions

The professional driver shows a professional and competent behaviour at the customers. He/ She acts autonomously and self-dependently within his/ her given decision making framework. In coherence with company specific regulations he/ she consults, if necessary, with supervisors.

He/ She applies branch specific communication standards and pays attention to a neat outward appearance according to his work and to a friendly behaviour.

Furthermore he/ she pays the necessary confidentiality with regard to handling information about and from the client and his/ her own company.

I.2 Handling complaints and conflicts with customers

The professional driver knows:

- major reasons for complaints and conflicts with clients, how they come up and how to react to them
- first signs of possible conflicts
- communication and behaviour rules as well as de-

The professional driver can:

- react competently and professionally in cases of conflicts or complaints
- remain friendly and calm in cases of conflict
- facilitate de-escalation of conflicts, if necessary

The professional driver acts competently, solution-oriented and customer friendly within conflict and complaint situation. He/ She acts based on his/ her professional competence as skilled transport worker.

He/ She contributes actively to conflict management,

<p>escalation strategies in case of conflicts and complaints</p> <ul style="list-style-type: none"> • organisational structures, internal processes and the own role and decision making framework between customer and own company • problem solving strategies • tasks and the organizational structure of the business and internal processes 	<ul style="list-style-type: none"> • contribute to conflict and complain management in a result-oriented manner • efficiently and professionally communicate with customers • decide what kind of information about conflicts and complaints needs to be forwarded to supervisors • contribute actively to problem solving • communicate effectively in national language of employer • practice active listening • demonstrate people skills, negotiate and persuade • solve problems and make decisions 	<p>resolution and/ or deescalation with his/ her behaviour and implementend steps. If necessary, he/ she consults with supervisors in order to solve the situations.</p>
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I.3 Cooperation with the customer

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • legal regulations about work performed at the customers' • occupational health and safety regulations with regard to working with customers • problem solving strategies 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • supervise other people, work under supervision and in a team with other people and provide support under supervision • efficiently communicate with others in language of country employed in • explain tasks and strategies to others • organise his/ her own and others work • work with different kinds of equipment usually used by customers and/ or has the ability to use technical equipment after short briefings • apply occupational health and safety regulations • work with different kinds of necessary transport papers and instruct others in preparing them • contribute actively to problem solving 	<p>The professional driver works self-dependently and autonomously with clients for instance during loading and unloading, load security or necessary administrative tasks related to the transport order. He/ She instructs the client, if needed, and/or he/ she provides support and works carefully with equipment provided by the customer.</p>
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I.4 Contributing to customer satisfaction in the framework of company specific measures

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • possible customer satisfaction measures • parameters of customer satisfaction 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • develop ideas how to increase customer satisfaction • understand and implement customer requirements 	<p>The professional driver contributes actively to company specific customer satisfaction measures. He/ She implements the necessary measures within his/ her work</p>
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<ul style="list-style-type: none"> • tasks and the organizational structure of the business and internal processes 		<p>and contributes to the development of possible measures to increase customer satisfaction.</p>
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I.5 Appearance of the professional driver in public as representative of his/ her company and the overall occupation professional driver

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • communication standards • communication models and processes • standards of outward appearance for professional drivers and his/ her vehicle in public • effects and important of outward appearance on the professions image • professional terminology and concepts • effects of negative appearance in public • general parameter of the transport and logistics branch 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • express him-/ herself in a professional and friendly manner and under usage of his/ her professional expertise • assess the own appearance and adapt it accordingly, if necessary • apply communication models and processes • explain technical and transport specific aspects 	<p>The professional driver acts in public competently and professional as skilled transport worker. He/ She understands him-/ herself as representative of his/ her company and professional driving. He/ She contributes in this way actively to the image of his/ her company and of the professional driver image in public.</p>
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Cross-cutting task/ learning area II: Cooperation with supervisors, colleagues, enforcement bodies and general public

II.1 Cooperation with colleagues

The professional driver knows:

- basic communication principles
- professional terminology
- different areas of necessary confidentiality
- tasks and the organizational structure of the business and internal processes
- necessary areas of confidentiality and sales opportunities for own company

The professional driver can:

- efficiently communicate with others in language of country employed in
- speak in a clear and concise manner and explain tasks and strategies to others
- show respect towards colleagues
- supervise, work under supervision and in a team with other people and provide support under supervision
- organise his/ her own and others work
- apply occupational health and safety regulations
- maintain confidentiality
- see sales options for own company

The professional driver works self-dependently and autonomously with colleagues in situations such as loading and unloading, load security or during vehicle take-overs. He/ She supervises colleagues in such situations, works as a team and/ or provides support under supervision.

II.2 Cooperation with supervisors/ employers

The professional driver knows:

- professional terminology and transport related concepts
- legal regulations related to transport and professional driving
- major aspects of employment law
- organisational structures and processes in transport companies
- problem solving strategies
- strategies to communicate criticism
- tasks and the organizational structure of the business and

The professional driver can:

- communicate effectively in national language
- speak in a clear and concise manner
- discuss decisions professionally with supervisors
- argue and discuss his/ her decisions towards supervisors/ employers
- explain facts objectively and professionally
- decide what information needs to be provided to supervisors/ employers and when
- argue the own point of view self-confidently and

The professional driver works hand in hand with supervisors when implementing his/ her work tasks. He/ She implements self-dependently and autonomously legal regulations as well as company specific regulations and habits. He/ she points out to the supervisor missing materials, documents and further relevant aspects that require clarification by supervisors.

Furthermore he/ she forwards relevant information besides those relating to the transport order to supervisors.

internal processes	professionally <ul style="list-style-type: none"> • contribute actively to problem solving • efficiently communicate criticism and suggestions • solve problems and make decisions 	
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II.3 Responsibility and behaviour of the professional driver towards general public

The professional driver knows: <ul style="list-style-type: none"> • effect of road transport on environment • relevant legal regulations • ethical considerations and norms • importance of his/ her work for road safety • effects of failures within his/ her work for road safety • trends with regard to transport and energy 	The professional driver can: <ul style="list-style-type: none"> • reflect his/ her own behaviour based on his/ her awareness for his/ her role within society, economy and environment and integrate this attitude and responsibility (see competence box) into his/ her daily work 	<p>The professional driver is due to his work in dept to general public. His/ Her professional behaviour is therefore oriented on ensuring safety within road traffic and protecting the environment as well as the traffic infrastructure.</p> <p>He/ She orients his/ her professional behaviour on relevant legal regulations and ethical norms and considers his/ her responsibility towards supervisors, employer, customers and other persons as part of his/ her professionalism.</p>
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II.4 Behaviour during stop-and-search operations by police or other enforcement bodies and cooperation with inspectors

The professional driver knows: <ul style="list-style-type: none"> • legal regulations with regard to stop-and-search operations • necessary documents and checks for/ within stop-and-search operations • legal regulations with regard to road freight transport • professional terminology and concepts • general parameters of the transport and logistics branch • communication standards, models and processes • problem solving and conflict management strategies • effects and important of outward appearance on social interaction 	The professional driver can: <ul style="list-style-type: none"> • basically communicate in language of country employed in • discuss papers and criticism professionally, self-confidently and courteously with inspectors • explain the own point of view self-confidently, courteously and professionally and politely communicate suggestions • explain facts objectively and professionally • contribute actively to problem solving • accept failure and related criticism professionally • demonstrate understanding of legislation and compliance • solve problems 	<p>The professional driver works hand in hand with different kinds of inspectors. He/ She supports the implementation of checks and further operations and shows a professional and friendly attitude and behaviour.</p>
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II.5 Behaviour in violent situations caused by others

The professional driver knows:

- risks of violence related to professional driving
- emergency contacts, necessary steps in emergencies and information to be provided
- de-escalation strategies
- routes and areas of high risk
- loads that require special attention with regard to security
- self-protection strategies
- preventive measures against violence

The professional driver can:

- apply self-protection strategies when confronted with violent persons and situations
- apply de-escalation strategies
- estimate the risk potential of unknown situations and places
- apply preventive measures against violence
- cope professionally and under special consideration of self-protective measures in violent situations
- make decisions and show situative awareness

The professional driver acts defensively in violent situations caused by others such as violent persons, robberies or hijackings. He/ She pays special attention to the own safety and initiates necessary steps to call the police and other relevant persons.

Furthermore he/ she contributes to the prevention of such situations by for instance showing a cautious choice of parking spaces or other preventive measures.



Cross-cutting task/ learning area III: Occupational health and safety and healthy lifestyle

III.1 Evaluation of the (current) mental/ psychological condition and initiation of appropriate measures

The professional driver knows:

- symptoms of fatigue and stress and their effects
- measures for dealing with fatigue and stress
- measures to physically and psychologically prepare for the tour
- rules and regulations with regard to drugs and alcohol
- effects of drug and alcohol on health and driving ability
- effects of medicine and illness on ability to drive
- possibilities for medical treatment that are accessible for professional drivers on tour
- necessary elements and use of an on-board first aid kit/ medical box
- tasks and the organizational structure of the business and internal processes

The professional driver can:

- recognise indicators for fatigue and stress
- deal with fatigue and stress and/ or initiate necessary measures
- prepare him/ herself mentally and physically for the tour
- take decisions based on his/her knowledge and evaluation of the current situation and review his/ her decision based on changed situations
- estimate the effects of medicine and illness on the own ability to drive
- use an on-board pharmacy for first treatments with responsibility
- communicate health issues to supervisors
- solve problems and make decisions

The professional driver is able to evaluate his/ her physical and psychological condition and implements autonomously and self-dependently necessary measures in case of a impairments or restrictions. He/ She informs and consults with supervisors about impairments or restrictions.

He/ She decides based on his/ her special responsibility within road traffic and shows a professional behaviour and integrity.

III.2 Preventive measures to ensure physical and psychological fitness in the job

The professional driver knows:

- risks that result from deficient exercising and wrong nutrition especially with regard to professional driving
- measures for physical fitness that can also be implemented under professional drivers work conditions
- basics of a healthy nutrition and implementation possibilities under to jobs work conditions
- reasons for and possibilities to ensure a good work-life-

The professional driver can:

- creatively implement measures for physical fitness and for a healthy nutrition besides his/ her daily work
- critically monitor the own nutrition and fitness, if applicable under consultation of the appropriate competent persons, and, if applicable, initiate preventive and/or countermeasures
- recognise timely when medical checks are necessary

The professional driver is able to implement self-dependently and autonomously measures in order to prevent physical impairments that result from for instance from wrong nutrition or deficient exercises.

He/ She shows a self-critical behaviour in this regard and shows own initiative and creativity when implementing appropriate measures.

balance • reasons, possibilities and regulations for medical checks	based on legal requirements and a self-critical self-evaluation	
III.3 Compliance with occupational health and safety measures³		
The professional driver knows: <ul style="list-style-type: none"> • requirements and regulations on occupational health and safety with regard to his/ her job • elements of personal protective equipment and its use • dangerous situations within his/ her job and their risk potential • possible risks of injuries and damages • measures to prevent risks • first aid measures 	The professional driver can: <ul style="list-style-type: none"> • apply measures to prevent risks • apply first aid measures • recognise dangerous situations • use personal protective equipment correctly • recognise deficits with regard to occupational health and safety • solve problems and make decisions 	The professional driver recognises autonomously situations that require occupational health and safety measures and implements appropriate measures self-dependently and/or raises awareness for deficits and/ or conspicuous features.

³ See also the occupational health and safety components in the previous elements of this profile.



Cross-cutting task/ learning area IV: Continuous vocational education and training

IV.1 Updating vocational knowledge, skills and competences

The professional driver knows:

- legal requirements on continuous and further vocational education and training on professional drivers and related necessary proofs and certificates
- necessity and purpose of continuous and further vocational education and training for professional drivers
- formal continuous vocational education and training opportunities for professional drivers
- non-formal continuous vocational education and training opportunities for professional drivers
- strategies for self-regulated learning
- learning possibilities on the workplace

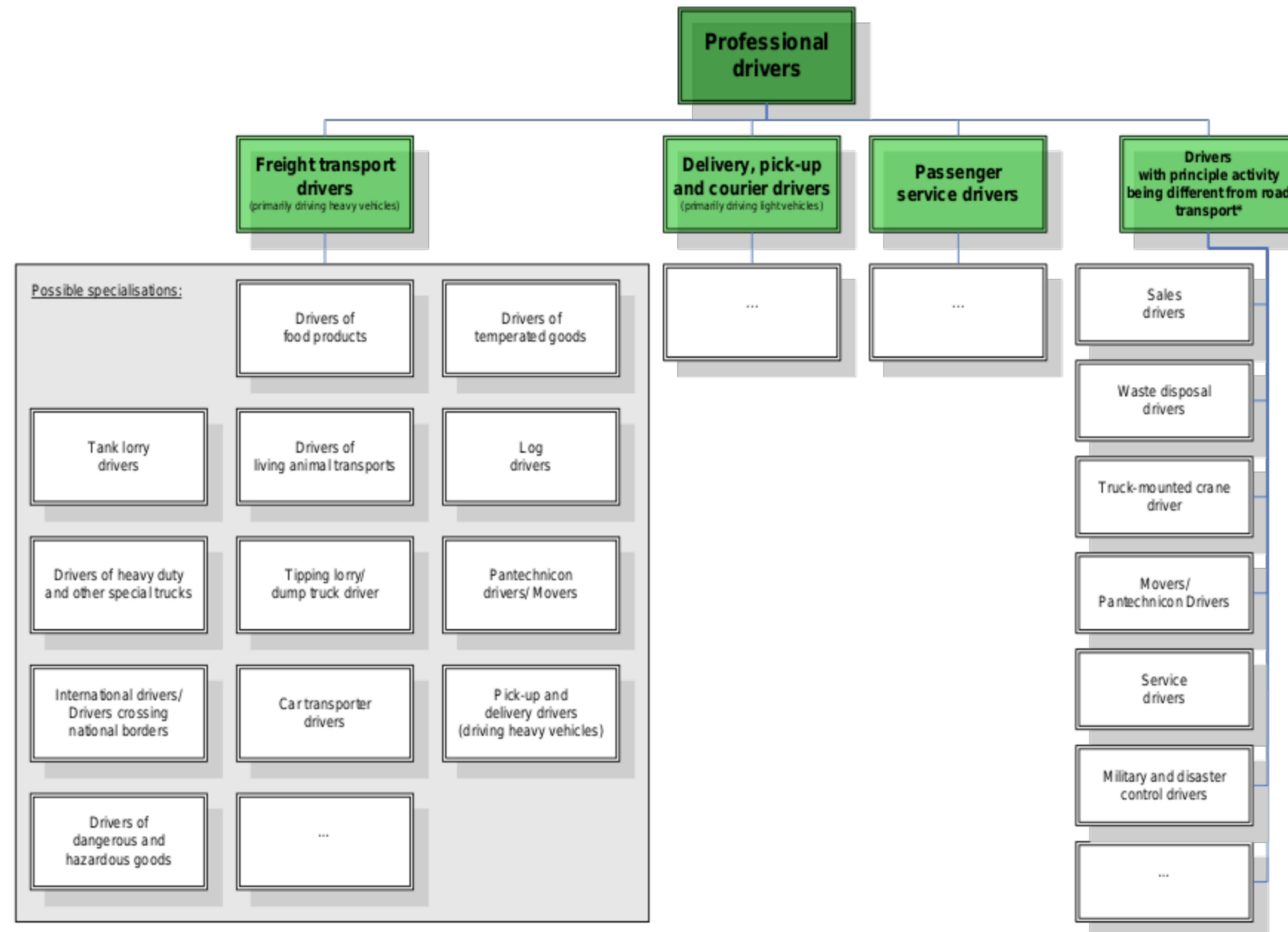
The professional driver can:

- determine necessary continuous vocational education and training needs and requirements for the implementation of his/ her tasks
- differentiate and compare different kinds of learning opportunities and choose the appropriate one
- recognise and make use of non-formal learning opportunities and learning possibilities on the workplace
- apply strategies for self-regulated learning in the framework of different kinds of learning opportunities
- implement necessary steps to proof legally required continuous training proofs and certificates

The professional driver autonomously and self-dependently takes care of updating his/ her vocational knowledge, skills and competences based on legal requirements and with regard to changes and innovations in and related to his/ her area of work.



Overview about possible specialisations for professional drivers (freight transport) possibly based on this core profile⁴



* allocation may vary from the one used within article 2g of directive 2003/59/EC

⁴ To be further explored and specified. Please find further information on this overview in the project ProfDRV project paper „Professional driving a heterogeneous field” available at www.project-profdrv.eu.