



EQF compatible core profile:

Professional Driver (freight transport) Draft (06/04/12)

Structure of this core profile:

The following task and learning areas¹ have been defined for this profile based on the tasks a professional driver (freight transport) performs in his/her daily work. They have been specified in the EQF categories knowledge, skills and competences:

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| (Area 1) Handling the vehicle on the road | (Area 7) Work documentation and paper work |
| (Area 2) Maneuvring | (Area 8) Cooperation with customers |
| (Area 3) Performing pre-departure checks | (Area 9) Cooperation with supervisors, colleagues, controlling bodies and general public |
| (Area 4) Loading and unloading (incl. prior and subsequent tasks) | (Area 10) Occupational health and safety and healthy lifestyle |
| (Area 5) Planning driving times and routes | (Area 11) Updating vocational knowledge, skills and competences |
| (Area 6) Maintenance on vehicle and vehicle combinations | |

Furthermore this profile contains an overview about possible further specialisations possibilities related to this core profile for professional drivers.

Development of this profile:

This profile has been developed in the framework of the European project ProfDRV (www.project-profdrv.eu) under the coordination of DEKRA Akademie GmbH and the University of Erfurt (both DE). It is based on the results of a tasks analysis on the occupation professional driver (freight transport) that has been implemented by the University of Erfurt. This task analysis considered different already existing profiles for professional driving in Europe and Canada (see task analysis report at www.project-profdrv.eu).

¹ Please note: The areas defined within this profile have not been defined and tested with regard to the application within ECVET!



Task/ Learning area 1: Handling the vehicle on the road

(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

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

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.

<ul style="list-style-type: none"> • interrelation between different load conditions and road, traffic and weather situations 	<p>his/her lorries load</p> <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 loads		
<p>The professional driver knows:</p> <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 	<p>The professional driver can:</p> <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 	<p>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.</p>
1.4 Dealing with other road users on the road		
<p>The professional driver knows:</p> <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 driving principles 	<p>The professional driver can:</p> <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 	<p>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.</p>
1.5 Behaviour after/ during accidents and emergency situations on the road		
<p>The professional driver knows:</p> <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 situations on road safety as well as economical effects • first Aid in emergency and accident situations on the road 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • evaluate emergency and accident situations and implement necessary steps • coordinate and becalm involved and concerned people • anticipate dangerous situations and take preventive measures • keep a professional attitude and behaviour also in difficult and stressfull situations • document accident situations, if necessary, for insurance 	<p>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 measures.</p>

<ul style="list-style-type: none"> • 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 	<p>and further purposes</p> <ul style="list-style-type: none"> • solve problems and make decisions 	<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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Task/ Learning area 2: Manoeuvring

2.1 Implementing different kind of driving manoeuvres

The professional driver knows:

- different kind of driving manoeuvres and how to implement them correctly
- risk potential during driving manoeuvres
- safety measures that are possible and/or necessary for different kind of driving manoeuvres
- working steps for different kind of driving manoeuvres
- effects of driving manoeuvres on vehicle and vehicle combination
- 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

The professional driver can:

- drive different kind of driving manoeuvres competently and single handed
- anticipate effects of and dangerous situations within driving manoeuvres
- implement the different driving manoeuvres working steps under implementation of the necessary occupational health and safety measures
- 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

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.

If necessary (as e.g. on ferries), he/ he works together with other people such as flagmen.



Task/ Learning area 3: Performing pre-departure checks

3.1 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 the vehicles safety.

3.2 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 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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3.3 Use of gps, toll and other kinds of documentation devices before departure

<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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Task/ Learning area 4: Loading and unloading (incl. prior and subsequent tasks)

4.1 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
- (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

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.

4.2 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 mats, corner protectors, etc., their characteristics, specification, limitations and application as well as equipment to protect load
- existing standards on load security tools
- formulas and calculation of necessary load security

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 and without damages
- secure different kinds of loads for transport on the loading compartment

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 clients) to decide autonomously about the necessary load security for a certain good.

Furthermore he/ she checks autonomously the capability

<p>measures for different circumstances and tools</p> <ul style="list-style-type: none"> • purpose and specification of a load distribution plan • measurement and calculation maths 	<ul style="list-style-type: none"> • repair a load security plan • read vehicle documents in order to receive information on axel loads and further vehicle specifications • demonstrate thoroughness and attention to detail and work methodically • exercise initiative and resourcefulness • solve problems and make decisions 	<p>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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4.3 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 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 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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4.4 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 • steps to be implemented after accidents • occupational health and safety regulations during loading and unloading 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • use personal protective equipment properly • implement procedures and measures to prevent dangerous situations • implement first aid measures • supervise and work together with other people 	<p>The professional driver implements preventive health and safety measures during loading and unloading autonomously and self-dependently. He/ She pays 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</p>
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<ul style="list-style-type: none"> • about the use of personal protective equipment during loading and unloading • first aid measures during accidents related to loading and unloading 		danger during loading or unloading.
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4.5 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 • 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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4.6 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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Task/ Learning area 5: Planning driving times and routes

5.1 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 country 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.

5.2 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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Task/ Learning area 6: Maintenance on vehicle and vehicle combinations

6.1 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.

6.2 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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6.3 Implementing maintenance tasks

<p>The professional driver knows:</p> <ul style="list-style-type: none"> • 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) • professional terminology and technical background in order to work with others with specialised abilities • tasks and the organizational structure of the business and internal processes 	<p>The professional driver can:</p> <ul style="list-style-type: none"> • implement possible maintenance activities 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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6.4 Vehicle cleaning and care

The professional driver knows:

- 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

The professional driver can:

- 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

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.

6.5 Fueling a vehicle

The professional driver knows:

- 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

The professional driver can:

- 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

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.



Task/ Learning area 7: Work documentation and paper work

7.1 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.

7.2 Handling vehicle papers and personal documents

The professional driver knows:

- what papers for the vehical, 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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7.3 Documentation of driving times and rest periods

The professional driver knows: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • use recording devices/ tachographs for documentation of driving times and rest periods • manually document his/ her working time and rest periods 	<p>The professional driver autonomously and self-dependently takes care of the correct documentation of his/ her driving times and rest periods within the timeframes given by law. He/ She uses for this purpose the available recording devices in the vehicle.</p> <p>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.</p>
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7.4 Documentation of the daily work and record keeping

The professional driver knows: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • work with provided templates manually or by using an ICT device (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 	<p>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.</p> <p>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.</p>
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<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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7.5 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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7.6 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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Task/ Learning area 8: Cooperation with customers

8.1 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 important 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.

8.2 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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8.3 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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8.4 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 		and contributes to the development of possible measures to increase customer satisfaction.
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8.5 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 importants 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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Task/ Learning area 9: Cooperation with supervisors, colleagues, enforcement bodies and general public

9.1 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.

9.2 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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9.3 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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9.4 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"> • communicate effectively 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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9.5 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.



Task/ Learning area 10: Occupational health and safety and healthy lifestyle

10.1 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.

10.2 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 evaluate the own nutrition and fitness and, if applicable, initiate preventive and/or countermeasures
- recognise timely when medical checks are necessary based on legal requirements and a self-critical self-evaluation

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		
<ul style="list-style-type: none"> • reasons, possibilities and regulations for medical checks 		
10.3 Compliance with occupational health and safety measures³		
<p>The professional driver knows:</p> <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 	<p>The professional driver can:</p> <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 	<p>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.</p>

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



Task/ Learning area 11: Updating vocational knowledge, skills and competences

11.1 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

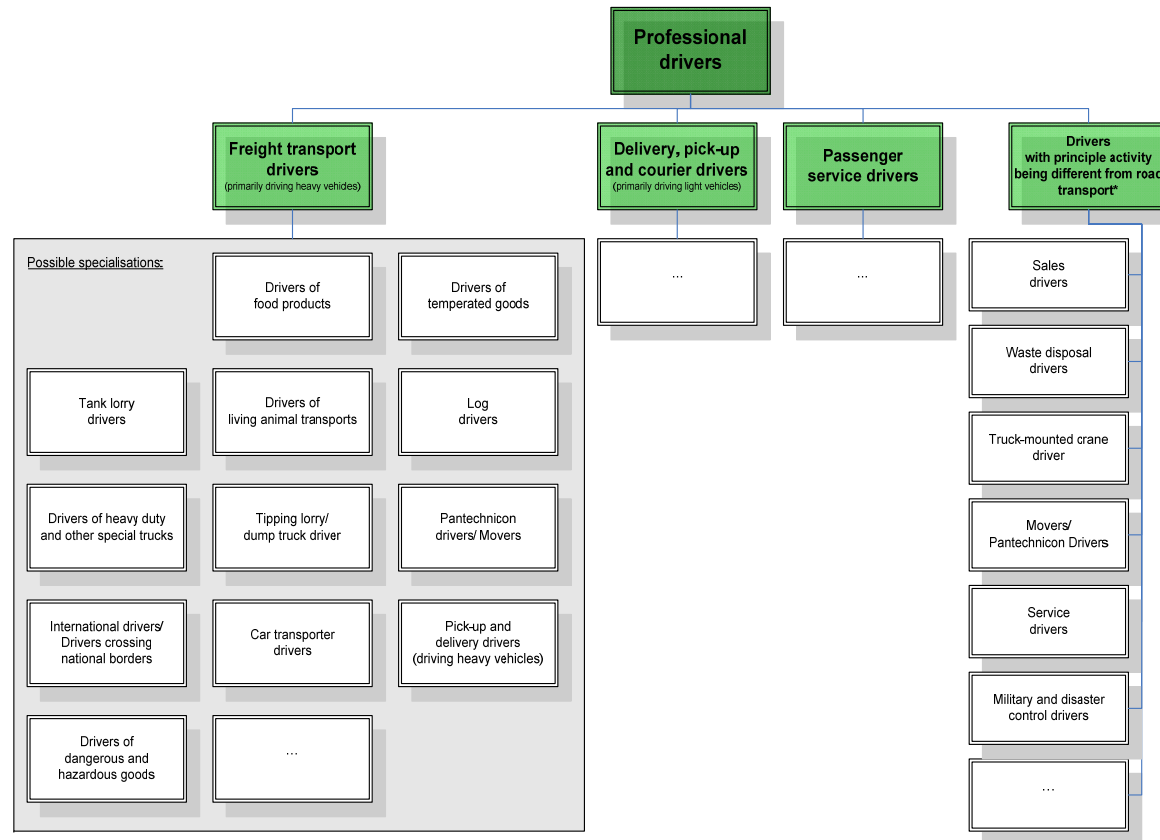
The professional driver can:

- determine necessary continuous vocational education and training need 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.