



LEVEL 1: ESSENTIALS COURSE OBJECTIVE

Upon successful completion of this course, participants will be able to safely and professionally perform entry-level towing and roadside service operations, including vehicle recovery, equipment use, and customer interaction, while identifying hazards, managing risk, and adhering to industry best practices and company procedures.

LEVEL 1: SECTION 1 – ORIENTATION

1.1 Critical Incidents & Stress

- Recognize signs of stress and critical incident impact
- Apply basic coping strategies and know when to seek support
- Maintain professionalism under high-pressure situations

1.2 Facility Orientation

- Identify key areas, resources, and safety features within the facility
- Follow site-specific policies and procedures
- Navigate the workspace efficiently and safely

1.3 Proper Penmanship & Language

- Complete documentation clearly, accurately, and professionally
- Use appropriate terminology for the towing industry
- Communicate effectively in written reports

1.4 Dispatching, Service Deliver, & Post Call Procedures

- Interpret dispatch information accurately

- Execute calls according to company procedures
- Complete post-call documentation and reporting requirements

1.5 Navigation & Drop Locations

- Use navigation tools to plan efficient routes
- Identify safe and appropriate drop locations
- Adjust routes based on traffic, hazards, or restrictions

1.6 Customer Service

- Demonstrate professional communication with customers
- Manage difficult interactions calmly and effectively
- Represent the company in a positive and professional manner

LEVEL 1: SECTION 2 – EQUIPMENT

2.1 Clothing & Readiness

- Select appropriate PPE for various environments
- Demonstrate proper personal readiness before calls
- Maintain compliance with safety standards

2.2 Parts of a Carrier

- Identify key components of a carrier
- Explain the function of each component
- Perform basic operational checks

2.3 Parts of a Wrecker

- Identify key components of a wrecker
- Understand basic operational functions
- Recognize equipment limitations

2.4 Winch Lines

- Inspect winch lines for wear and damage
- Operate winches safely
- Apply proper spooling techniques

2.5 Chains

- Identify types and ratings of chains
- Use chains appropriately for securement
- Inspect chains for defects

2.6 Hooks

- Select correct hooks for specific applications
- Apply hooks safely and correctly
- Identify damaged or unsafe hooks

2.7 Straps & Other Equipment

- Choose appropriate straps and tie-downs
- Apply proper securement techniques
- Inspect equipment for wear and compliance

2.8 Circle Check

- Perform a complete pre-trip inspection
- Identify defects and safety concerns
- Document and report findings properly

LEVEL 1: SECTION 3 – MANAGING DANGERS

3.1 Parking Lot

- Identify common hazards in parking lots
- Position equipment safely
- Maintain situational awareness

3.2 Storage Lot

- Navigate tight or congested areas safely
- Identify risks unique to storage facilities
- Apply safe movement and positioning practices

3.3 City Streets

- Manage traffic-related hazards
- Position vehicles for visibility and safety
- Follow municipal regulations

3.4 Rural Roads

- Recognize hazards such as limited visibility and terrain
- Adjust operations for low-traffic environments
- Maintain communication and safety awareness

3.5 Highway & Interstate

- Apply high-risk roadway safety procedures
- Use proper positioning and warning devices
- Maintain operator safety in high-speed environments

3.6 Risk Assessment

- Conduct dynamic risk assessments on every call
- Identify hazards and implement controls
- Make informed decisions to reduce risk

3.7 Incident Management

- Establish control of a scene safely
- Coordinate with emergency services when required
- Follow structured incident management practices

LEVEL 1: SECTION 4 – SCENE

4.1 SCENE

- Apply a structured approach to scene safety and control
- Secure the area to protect all parties
- Prioritize safety before operations

4.2 Proper Documentation

- Record accurate and detailed incident information
- Document vehicle condition and damages
- Complete required forms and reports

4.3 Clean Up

- Identify when cleanup is required
- Use proper methods to remove debris and hazards
- Restore the scene to a safe condition

LEVEL 1: SECTION 5 – SERVICE CALLS

5.1 Boosts

- Perform safe battery boost procedures

- Identify potential electrical risks
- Use proper equipment and sequence

5.2 Tire Changes

- Safely lift and secure vehicles
- Remove and install tires correctly
- Identify unsafe conditions (e.g., damaged rims, seized lug nuts)

5.3 Fuel Calls

- Handle and dispense fuel safely
- Prevent contamination and spills
- Follow environmental and safety guidelines

5.4 Lock Outs

- Use lockout tools without damaging vehicles
- Identify appropriate entry methods
- Maintain customer property protection

LEVEL 1: SECTION 6 – LIGHT-DUTY HOOKUP

6.1 Tow Capacity

- Understand vehicle and equipment weight ratings
- Match equipment to the load safely
- Avoid overloading situations

6.2 Setting the Standard

- Apply consistent setup procedures
- Follow best practices for safety and efficiency
- Maintain professional work standards

6.3 Loading & Unloading

- Load vehicles safely onto equipment
- Use proper winching and positioning techniques
- Unload vehicles without causing damage

6.4 Light-Duty Hookup

- Perform correct hookup procedures
- Select appropriate attachment points
- Ensure stability before transport

6.5 Securing the Casualty

- Apply proper tie-down methods
- Verify securement meets safety standards
- Prevent movement during transport

6.6 Executing the Tow

- Operate the tow vehicle safely in transit
- Adjust driving based on load conditions
- Monitor the casualty throughout transport

LEVEL 1: SECTION 7 – LIGHT-DUTY SKILLS

7.1 Dollies

- Install and use dollies correctly
- Identify when dollies are required
- Secure vehicles safely using dollies

7.2 Skates

- Use skates for vehicle movement in tight spaces
- Position and control vehicles safely
- Minimize risk of damage

7.3 Sling Tow

- Perform sling towing where appropriate
- Understand limitations and risks
- Protect vehicle components during towing

7.4 Driving Skills

- Demonstrate safe driving techniques with a load
- Adjust for weather, traffic, and road conditions
- Maintain control and awareness at all times

7.5 Damage Claims

- Identify pre-existing damage
- Document vehicle condition accurately
- Follow procedures for reporting claims

LEVEL 1: SECTION 8 – UNCOMMON CALLS

8.1 Broken Ball Joint/ Missing Wheel

- Assess structural damage safely
- Choose appropriate recovery methods
- Prevent further damage during loading and transport

8.2 Locked Wheels

- Identify causes of wheel lock
- Apply techniques to move or load the vehicle
- Use appropriate tools and equipment

8.3 Parking Spot

- Maneuver in confined or obstructed spaces
- Safely extract vehicles with limited access
- Minimize risk to surrounding vehicles and property

8.4 No Keys

- Handle vehicles without keys safely
- Use proper procedures for loading and securement
- Prevent vehicle damage or unintended movement

LEVEL 1: SECTION 9 – UNIQUE CIRCUMSTANCES

9.1 Two Cars on a Carrier

- Load and balance multiple vehicles safely
- Ensure proper weight distribution
- Secure both vehicles according to standards

9.2 Vehicle & Trailer

- Assess combined loads
- Safely tow vehicles with attached trailers
- Apply proper securement techniques

9.3 Securement of Cargo

- Identify loose or unsecured cargo risks
- Apply proper cargo securement methods
- Ensure compliance with safety regulations

LEVEL 1: SECTION 10 – SPECIALTY VEHICLES

10.1 Towing Luxury Vehicles

- Identify risks associated with high-value vehicles
- Use non-intrusive towing techniques
- Prevent cosmetic and mechanical damage

10.2 Towing Hybrid Vehicles

- Recognize hybrid system components and risks
- Follow manufacturer-specific towing procedures
- Avoid damage to electrical and regenerative systems