



Canadian  
Supply Chain  
Sector Council

Conseil canadien  
sectoriel de la chaîne  
d'approvisionnement

## OCCUPATIONAL STANDARD

(For use in the development of supply chain related job descriptions, performance evaluations, career development plans, etc.)

<b>Material Handler Position:</b>	<p><b>MOBILE AERIAL WORK PLATFORM OPERATOR</b></p> <ul style="list-style-type: none"> <li>• Portable Work Platform Operator</li> <li>• Self-propelled Elevating Work Platform Operator (e.g. Scissor Lift Operator)</li> <li>• Self-propelled Boom-supported Elevating Work Platforms (Boom Lift Operator)</li> <li>• Mast-climbing Work Platform Operator</li> </ul> <p><i>*Note<sup>1</sup>: The scope of the Mobile Aerial Work Platform Operator Occupational Standard does not include Vehicle Mounted Aerial Device Operators (e.g. Vehicle Mounted Aerial Lift Basket Operators).</i></p> <p><i>**Note<sup>2</sup>: A Mobile Aerial Work Platform is a personnel elevating device, however, it may also be utilized for material handling purposes, and as such is addressed in this capacity in the Occupational Standard.</i></p>
<b>Description of Position (As defined by the CSCSC Stakeholder Community)</b>	<i>Mobile Aerial Work Platform Operators drive, operate, and configure the mobile aerial work platform to best position personnel, associated tools and materials required to complete tasks at elevated work locations.</i>
<b>Position Development</b>	Progression to supervisory and management positions is possible through experience, additional training and associated supervisory certifications.
<b>Required Qualifications:</b>	<b>(Education, Training, Related Work Experience)</b>
<b>Education</b>	A high school diploma is considered an asset.
<b>Specific Training for Mobile Aerial Work Platform Operators</b>	<b>(Certification, Training Composition, and Additional Safety Training)</b>
<b>ST.1 – Certification</b>	<ul style="list-style-type: none"> <li>• Mobile Aerial Work Platform Operators require an operator's certificate for use of a mobile aerial work platform from a CSCSC accredited training course or program.</li> <li>• Additional training requirements may include retraining certification,</li> </ul>

**\*Note the OS for Mobile Aerial Work Platform Operators may be of interest to Warehouse Staff, Storage Workers – Material Handling, Automated Storage & Retrieval System Operators, Bulk Material Unloaders, etc.**

	<p>need of which is determined by the equipment being utilized, task(s) being performed, operator performance issues, environment in which the equipment is being operated, operator period of inactivity, and/or the original date of the operator's certification. Retraining frequency consistent with the timelines recommended in applicable standards and regulations.</p>
<b>ST.2 – Training Composition</b>	<ul style="list-style-type: none"> <li>• The Operator will have received training in both theory and practical use of the mobile aerial work platform.</li> </ul>
<b>ST.3 – Additional Safety Training</b>	<ul style="list-style-type: none"> <li>• Mobile Aerial Work Platform Operators may require fall protection training (e.g. inspection, fit testing, maintenance, use of, etc.).</li> <li>• Training on fire extinguisher use and maintenance specific to the extinguisher type provided with the mobile aerial work platform, if the platform is so equipped.</li> <li>• In the event that the equipment is electric battery powered, the operator may require training on battery handling.</li> </ul>
<b>General Training for Material Handlers</b>	<p>In general, Material Handlers need anywhere from a few weeks to one year of working with experienced employees. The length of training will depend on the complexity of the material handling operations and types of material handling equipment. Training in Workplace Hazardous Materials Information System (WHMIS) and First Aid and Cardiopulmonary Resuscitation (CPR) is considered an asset.</p>
<b>Related Work Experience</b>	<p>A Mobile Aerial Work Platform Operator may require previous work-related skill, knowledge, and experience. The amount of skill, knowledge and experience would be dependant upon the level of the position to be filled (entry-level, experienced, and supervisory).</p>
<b>General Material Handling Tasks:</b>	
<b>Material Handlers, including Mobile Aerial Work Platform Operators, perform some or all of the following general tasks</b>	<ul style="list-style-type: none"> <li>• Operate, navigate, or drive mechanized equipment</li> <li>• Inspect mechanized equipment, structures, or materials to identify problems or defects</li> <li>• Install and/or inspect protective devices</li> <li>• Perform general physical activities by hand or using mechanized equipment</li> <li>• Perform tasks in varying work environments (e.g. multi-temperature, wet, etc.)</li> <li>• Read work orders or receive oral instructions for work assignments</li> <li>• Complete daily production sheets or work tickets</li> <li>• Provide on the job training to new/junior staff</li> <li>• Contribute to the completion of incident reports in relation to health and safety issues or material spills</li> </ul>

**\*Note the OS for Mobile Aerial Work Platform Operators may be of interest to Warehouse Staff, Storage Workers – Material Handling, Automated Storage & Retrieval System Operators, Bulk Material Unloaders, etc.**

<b>Tools and Technology:</b>	
	<ul style="list-style-type: none"> <li>• Mechanized Equipment – Mobile Aerial Work Platforms (including any associated accessories and auxiliary equipment used in maintenance of equipment)</li> <li>• Computer Hardware and Associated Software (e.g. data entry, machine control, inventory tracking, spreadsheet, electronic mail)</li> <li>• Communication Devices</li> <li>• Scanning Equipment (e.g. bar code scanning equipment)</li> <li>• Packaging Tools (e.g. staplers, tape guns, strapping machines)</li> <li>• Measurement Tools (e.g. scale, measuring tape, thermometer, temperature gauge, air pressure gauge)</li> </ul>
<b>Required Competencies:</b>	<b>(Knowledge, Skills, Personal Attributes)</b>
<b>Specific Knowledge for Mobile Aerial Work Platform Operators</b>	<p><b>(Legislative Requirements, Equipment Design and Stability, Pre-Operational Safety, Operational Safety, Maintenance, Inspection and Repair, Power Source, and Attachments)</b></p> <p>Based on CSA B354.1, CSA B354.2, CSA B354.4, CSA B354.5, ANSI A92.3, ANSI A92.6, and ANSI A92.5 - Available at <a href="http://www.shopcsa.ca">http://www.shopcsa.ca</a> &amp; <a href="http://webstore.ansi.org">http://webstore.ansi.org</a></p>
<b>SK.1 - Legislative Requirements</b>	<ul style="list-style-type: none"> <li>• Knowledge of where to locate and the content of applicable legislation, standards and guidelines</li> <li>• Aware of the legal responsibilities of a Mobile Aerial Work Platform Operator</li> </ul>
<b>SK.2 – Equipment Design and Stability</b>	<ul style="list-style-type: none"> <li>• Aware of the parameters for intended use, rated work load, equipment operating limitations, and acceptable work environments</li> <li>• Aware of causes of equipment related accidents and associated preventative measures</li> <li>• Familiar with the manufacturer’s criteria for equipment modifications</li> <li>• Knowledgeable of equipment stability including: <ul style="list-style-type: none"> <li>✓ general stability requirements</li> <li>✓ unsafe conditions that may impact platform stability</li> <li>✓ extendible platforms, stabilizers, pot-hole protection, or other devices</li> <li>✓ special operating conditions</li> </ul> </li> </ul>
<b>SK.3 – Pre-Operational Safety</b>	<ul style="list-style-type: none"> <li>• Knowledge of need and how to complete an equipment log book</li> <li>• Knowledge of applicable reporting procedures and how to conduct a pre-operational safety and maintenance inspection in accordance with the manufacturer’s specifications, including:</li> </ul>

**\*Note the OS for Mobile Aerial Work Platform Operators may be of interest to Warehouse Staff, Storage Workers – Material Handling, Automated Storage & Retrieval System Operators, Bulk Material Unloaders, etc.**

	<ul style="list-style-type: none"> <li>✓ a visual load test</li> <li>✓ inspection of the chassis, base, elevating assembly, platform, brakes, etc.</li> <li>✓ inspection of the guardrail system, including toeboards</li> <li>✓ review of any applicable safety bulletins made available to employees (e.g. posted on health and safety boards, notice attached to pay stubs, etc.)</li> <li>• Aware of the personal protective equipment required for safe operation of the mobile aerial work platform and completion of tasks (e.g. personal fall protection equipment, rubber soled steel toed safety boots, hard hat, safety gloves, etc.)</li> <li>• Familiarity with equipment directional controls, safety devices, and procedures for safely entering and exiting the equipment</li> </ul>
<p><b>SK.4 – Operational Safety</b></p>	<ul style="list-style-type: none"> <li>• Aware of the responsibilities of operators when operating equipment</li> <li>• Familiar with the environmental limitations in which the mobile aerial work platform can be operated (e.g. slopes, uneven surfaces, overhead electrical wires, etc.)</li> <li>• Knowledgeable of how to identify, report, and take corrective action in order to address job, equipment, and workplace hazards (e.g. stability, overhead hazards, asphyxiation hazards, hazards from enclosed working environments, etc.)</li> <li>• Knowledge of how to calculate approximate load weights and load centre</li> <li>• Knowledge of the organizations fall protection plan and/or applicable safety procedures for equipment that lift personnel</li> <li>• Knowledge of the practical essentials for the selection, use, and care of personal protective equipment including fall protection equipment</li> <li>• Knowledgeable of the use and maintenance of the mobile aerial work platform dedicated fire extinguisher, if the platform is so equipped</li> <li>• Familiar with hand signals (both use and interpretation)</li> <li>• Basic knowledge of hydraulics and pressure</li> <li>• Knowledge of general safety for operating the mobile aerial work platform and conducting associated work activities, including:             <ul style="list-style-type: none"> <li>✓ observance of company emergency and accident reporting procedures</li> <li>✓ familiarity with placards, warnings and control markings</li> <li>✓ safe driving practices and pedestrian safety awareness</li> <li>✓ recognition of different brands of mobile aerial work platforms and manufacturer specific operation and safety features such</li> </ul> </li> </ul>

**\*Note the OS for Mobile Aerial Work Platform Operators may be of interest to Warehouse Staff, Storage Workers – Material Handling, Automated Storage & Retrieval System Operators, Bulk Material Unloaders, etc.**

	as emergency stop devices, emergency lowering devices, slope warnings, etc.
<b>SK.5 - Maintenance, Inspection and Repair</b>	<ul style="list-style-type: none"> <li>• Aware of maintenance safety precautions and shutdown procedures to be taken prior to maintenance</li> <li>• Application of basic equipment inspection techniques, including the frequency of inspection</li> <li>• Able to identify when specialized personnel are required for maintenance, inspection, and/or repair activities</li> <li>• Familiarity with the manufacturer recommended inspection and planned maintenance program</li> </ul>
<b>SK.6 – Power Source</b>	<ul style="list-style-type: none"> <li>• Knowledge of the equipment power source start up and shutdown procedures</li> <li>• Awareness of the potential damage and/or maintenance issues that may arise with refueling and/or battery recharging equipment, and associated safety procedures (e.g. lockout tagout procedures, spill clean-up procedures, etc.) to address identified issues</li> <li>• Familiarity with material safety data sheets (MSDS) applicable to the power source, including information on potential hazards, and on the use, storage and handling and emergency procedures related to the power source hazards</li> <li>• For mobile aerial work platforms that are internal combustion engine powered, familiarity with: <ul style="list-style-type: none"> <li>✓ general refueling procedures</li> <li>✓ workplace safety protocols for refueling (e.g. ventilation, equipment heat management, etc.), and emergency/accident procedures, etc.</li> <li>✓ potential need for trained personnel to use refueling equipment</li> <li>✓ personal protective equipment required when conducting refueling activities</li> </ul> </li> <li>• For mobile aerial work platforms that are battery powered, familiarity with: <ul style="list-style-type: none"> <li>✓ battery charging and/or replacement process, and emergency/accident procedures, etc.</li> <li>✓ workplace safety protocols for battery recharging/replacement</li> <li>✓ required personal protective equipment</li> </ul> </li> </ul>
<b>SK.7 - Attachments</b>	<ul style="list-style-type: none"> <li>• Familiar with available application specific attachments and specialized equipment features (e.g. extension platforms, extension bridges, carrying frames, electrical outlets, compressed air connectors, etc.) and knowledge of installation, safe operation, maintenance, and if applicable, removal, of the attachments and specialized features</li> </ul>

**\*Note the OS for Mobile Aerial Work Platform Operators may be of interest to Warehouse Staff, Storage Workers – Material Handling, Automated Storage & Retrieval System Operators, Bulk Material Unloaders, etc.**

	<ul style="list-style-type: none"> <li>• Aware of defects and hazards associated with equipment that has attachments and specialized features (e.g. impact to stability, alternative load ratings, shock and explosion hazards, etc.)</li> </ul>
<b>General Material Handling Knowledge</b>	Knowledge of health and safety procedures, standards and regulations, public safety and security, customer service, basic mathematics, English language, and other languages as required.
<b>Specific Skills for Mobile Aerial Work Platform Operators</b>	<p><b>(Safety, Equipment Operation, and Equipment Care)</b></p> <p>Based on CSA B354.1, CSA B354.2, CSA B354.4, CSA B354.5, ANSI A92.3, ANSI A92.6, and ANSI A92.5 - Available at <a href="http://www.shopcsa.ca">http://www.shopcsa.ca</a> &amp; <a href="http://webstore.ansi.org">http://webstore.ansi.org</a></p>
<b>SS.1 - Safety</b>	<ul style="list-style-type: none"> <li>• Able to conduct pre-operational safety and maintenance inspections, including inspections of all critical equipment components, emergency devices (e.g. stop, lowering, etc.), warning devices (e.g. tilt alarm), power sources, etc.</li> <li>• Able to complete a mobile aerial work platform log book</li> <li>• Able to identify, avoid, and correct hazards related to the task, equipment, and/or work environment in which the equipment is being used</li> <li>• Apply general safety practices and follow mobile aerial work platform rules during the operation of the equipment</li> <li>• Able to apply safe anchorage techniques with personal fall prevention equipment (e.g. harness, lanyard) as applicable</li> <li>• Able to communicate using hand signals (both use and interpretation) or other means of two way communication</li> <li>• Able to use and maintain the mobile aerial work platform dedicated fire extinguisher, if the platform is so equipped</li> </ul>
<b>SS.2 – Equipment Operation</b>	<ul style="list-style-type: none"> <li>• Operate, maintain, and practice good housekeeping and safe storage of the equipment to ensure functionality and safety of the mobile aerial work platform</li> <li>• Operate equipment responsibly given the equipment limitations</li> <li>• Able to calculate approximate load weights and load centre</li> <li>• Implement extra care procedures based on the environment (e.g., overhead obstructions, energized power lines, slopes, changes in grades, etc.) and weather conditions in which the equipment is used</li> <li>• Utilize directional controls to safely drive and configure the mobile aerial work platform, and employ emergency stop or lowering devices as required</li> <li>• Able to recognize and act as appropriate in case of platform catching on an obstacle</li> <li>• Apply proper start-up and shutdown procedures as appropriate</li> </ul>

**\*Note the OS for Mobile Aerial Work Platform Operators may be of interest to Warehouse Staff, Storage Workers – Material Handling, Automated Storage & Retrieval System Operators, Bulk Material Unloaders, etc.**

<b>SS.3 – Equipment Care</b>	<ul style="list-style-type: none"> <li>• Apply all shutdown procedures for safe maintenance, inspection, adjustment, repair, and refueling or recharging of the equipment (stopping power source, applying brakes, lowering platform, releasing hydraulic oil pressure or pneumatic pressure, and installing safety props or latches as required)</li> <li>• Able, if trained, to safely use refueling and/or recharging equipment</li> <li>• Conduct safety and maintenance inspections of refueling or recharging equipment</li> <li>• Recognize when maintenance is necessary, and how to apply basic preventative maintenance techniques</li> </ul>
<b>General Material Handling Skills</b>	A Material Handler should have the following skill sets: active listening, reading comprehension, instructing, coordination, and time management.
<b>Personal Attributes</b>	<b>(Abilities, Work Values, Work Styles)</b>
<b>Abilities</b>	The following abilities are important to the role of a Mobile Aerial Work Platform Operator: strength, multi-limb coordination, oral expression and comprehension, written comprehension, control precision, manual dexterity, and arm-hand steadiness.
<b>Work Values</b>	Individuals who will succeed in this position value providing service to others, working with co-workers in a friendly environment, and contributing to a safety conscious working environment.
<b>Work Styles</b>	The following work styles are attributable to a Mobile Aerial Work Platform Operator: attention to detail, accuracy, dependability, integrity, cooperation, self control, confidence, stress tolerance, adaptability/flexibility, initiative, creative problem solver, and social orientation.
<b>Essential Skills Profile:</b>	Essential Skills are the skills needed for work, learning and life. They provide the foundation for learning all other skills and enable people to evolve with their jobs and adapt to workplace change. For more detailed essential skills profiles please refer to the ESDC website: <a href="http://www.esdc.gc.ca/eng/jobs/les/index.shtml">http://www.esdc.gc.ca/eng/jobs/les/index.shtml</a>
<b>Reading Text</b>	<ul style="list-style-type: none"> <li>• Frequently read equipment manuals, supervisor instructions, standard operating procedures, safety bulletins, health and safety policies and procedures, placards, warnings, and signs</li> </ul>
<b>Document Use</b>	<ul style="list-style-type: none"> <li>• Utilize, complete and/or read labels, warning signs, direction signs, work order forms, work schedules, assembly drawings, schematic drawings, etc.</li> </ul>
<b>Writing Skills</b>	<ul style="list-style-type: none"> <li>• Write notes to supervisors</li> <li>• Write reports (e.g. incident, accident, inspection, maintenance, etc.)</li> </ul>

**\*Note the OS for Mobile Aerial Work Platform Operators may be of interest to Warehouse Staff, Storage Workers – Material Handling, Automated Storage & Retrieval System Operators, Bulk Material Unloaders, etc.**

	<ul style="list-style-type: none"> <li>• Complete activity logs to record tasks completed</li> </ul>
<b>Numeracy</b>	<ul style="list-style-type: none"> <li>• Apply scheduling, budgeting and accounting math</li> <li>• Apply measurement and calculation math</li> <li>• Utilize numerical estimation</li> </ul>
<b>Oral Communication</b>	<ul style="list-style-type: none"> <li>• Discuss and co-ordinate tasks with coworkers</li> <li>• Interact with supervisors to get direction and to problem solve</li> <li>• Speak with other specialized staff regarding equipment repairs</li> </ul>
<b>Thinking Skills</b>	<b>(Problem Solving, Decision Making, Job Task Planning and Organizing, Significant Use of Memory, Finding Information)</b>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• Find creative solutions to spatial challenges</li> <li>• Find creative solutions to address work load challenges</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• Participate in decision making on how to position and configure the mobile aerial work platform</li> </ul>
<b>Job Task Planning and Organizing</b>	Mobile Aerial Work Platform Operators receive assignments from supervisors and plan how best to sequence tasks to meet deadlines. They may have to adjust these plans to address unanticipated events, but most activities are routine and follow established procedures. Some liaison with co-workers may be needed.
<b>Significant Use of Memory</b>	<ul style="list-style-type: none"> <li>• Remember safe operating procedures</li> <li>• Remember legal responsibilities of the operator</li> <li>• Remember hand signals and traffic rules</li> <li>• Remember different types of fuels and fueling procedures</li> <li>• Remember applicable legislation and standards</li> </ul>
<b>Finding Information</b>	<ul style="list-style-type: none"> <li>• May consult co-workers, supervisors and suppliers when seeking information</li> <li>• May review manufacturers manuals for information on inspections, maintenance, refueling, adjustments, part replacement, and equipment repair</li> </ul>
<b>Working with Others</b>	Mobile Aerial Work Platform Operators are generally self-directed. Partnering is important when procedures and safety considerations demand it.
<b>Continuous Learning</b>	Mobile Aerial Work Platform Operators gain experience on the job, however operator refresher training is recommended. In addition, Mobile Aerial Work Platform Operators may receive training in first aid, pedestrian safety, hazard identification, fall protection programs and equipment, etc. Annual health and safety training is strongly recommended for the reduction in the numbers of workplace injuries.
<b>Additional Information</b>	<b>(Physical Aspects, Attitudes)</b>

\*Note the OS for Mobile Aerial Work Platform Operators may be of interest to Warehouse Staff, Storage Workers – Material Handling, Automated Storage & Retrieval System Operators, Bulk Material Unloaders, etc.



<b>Physical Aspects</b>	Mobile Aerial Work Platform Operators may need to adapt to multi-temperature work environments. Mobile Aerial Work Platform Operators need to stand and walk to carry out their tasks. They may also bend, stoop, kneel and crouch to complete their tasks.
<b>Attitudes</b>	Mobile Aerial Work Platform Operators should be safety conscious, well organized, have a positive attitude, be customer service oriented, patient, confident working at varying heights, and industrious.
<b>Future Trends Affecting Essential Skills:</b>	As the focus on safety in the workplace increases, Mobile Aerial Work Platform Operators will be required to learn more about safety regulations. In addition, Mobile Aerial Work Platform Operators should be aware of technological advancements in relation to equipment power sources (e.g. hybrid power source, alternative fuel cells, etc.).

<b>Government of Canada Defined - Related NOC Code &amp; Description</b>	<b>7452 Material Handlers</b> This unit group includes workers who handle, move, load and unload materials by hand or using a variety of material handling equipment. They are employed by transportation, storage and moving companies, and by a variety of manufacturing and processing companies and retail and wholesale warehouses.
--	---

<b>Document Management:</b>				
Activity #	Activity Type*	Replaces	New Version Name	Responsible Individual
1	Document Created	Not Applicable	January 16, 2009	C. Sellar (CSA)
2	Document Modified	Jan 16, 2009	February 4, 2009	C. Sellar (CSA)
3	Document Modified	Feb 4, 2009	February 27, 1009	C. Sellar (CSA)
4	Document Updated	Feb 27, 2009	June 15, 2009	M. Hébert (CSA)
5	Document Modified	June 15, 2009	June 17, 2009	C. Sellar (CSA)
6	Document Modified	June 17, 2009	June 29, 2009	C. Sellar (CSA)
7	Document Modified	June 29, 2009	August 12, 2009	C. Sellar (CSA)
8	Document Updated	August 12, 2009	September 22, 2009	C. Sellar (CSA)
9	Document Modified	Sept 22, 2009	October 6, 2009	C. Sellar (CSA)
10	Document Modified	October 6, 2009	June 19, 2014	I. Vasileski (CSA)

**\*Activity Types:**

- ✓ Document Created
- ✓ Document Modified (Minor Corrections & Editorial Changes)
- ✓ Document Updated (Complete Review)
- ✓ Document Finalized
- ✓ Document Retired

**\*Note the OS for Mobile Aerial Work Platform Operators may be of interest to Warehouse Staff, Storage Workers – Material Handling, Automated Storage & Retrieval System Operators, Bulk Material Unloaders, etc.**