



Trucking Human Resource Sector Council Atlantic



Dispatcher Certification

PROGRAM OUTLINE



Why Dispatcher Certification?

The role of the dispatcher is critical to the success of any organization. In consultation with dispatchers, we learned that a recognition program would be valued among dispatchers in the trucking industry. Recognition that celebrates their years of experience, as well a program which provides training for less experienced dispatchers.

This program was developed with dispatchers for dispatchers in the sector. Every component of the program was vetted by a group of dispatchers dedicated to developing a program of excellence.

It is time to recognize this key group within our sector ... our Dispatchers.

Pathways to Certification

There are three pathways to receiving your Dispatcher Certification. Depending on experience, some may achieve their certification sooner than others. The main objective is to recognize that there are varying levels of experience in this field. Each level is designed to make Certification accessible to all.



Certification Pathways

Pathway 1

Experienced

- Application
- Competency Assessments
 - Essential Skills Online
 - Competency interview
 - References

Certification Cost:
\$750 + HST

Pathway 2

Less than one (1)
year experience

- Application
- Competency Assessments
 - Essential Skills Online
 - Competency interview
 - References
- Upgrading Plan
(if necessary)

Certification Cost:
\$750 + HST
PLUS the cost of upgrades

Pathway 3

No experience

- Application
- Full Online Dispatcher
Training Program
(reduced Industry rate)
- Competency Assessments
 - Essential Skills Online
 - Competency interview
 - References
- Upgrading Plan
(if necessary)

Certification Cost:
\$750 + HST
PLUS the cost of upgrades

Successful candidates receive a certificate and pin, acknowledging certification.

Dispatcher Training Program (Online)

The Online Dispatcher Training program is meant for those who have no experience, those who have limited experience or those who need to enhance their skills. The components in the program were created in consultation with Industry Dispatchers to ensure the training received is adequate.

The following are a list of components covered in the training program:

- Demonstrate Communication & Interpersonal Skills for Dispatchers
- Comply with Laws, Regulations, Policies and Standards for Dispatchers
- Managing Human Resources for Dispatchers
- Manage Information for Dispatchers
- Manage Material Resources for Dispatchers
- Demonstrate Personal Skills for Dispatchers
- Trip Planning for Dispatchers
- Customer Service for Dispatchers

The total cost of the program is \$2400.00 plus HST. If you would rather only take a few components, there is a cost associated with each component.



If you have any questions about the
process for Dispatcher Certification,
please contact us.

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