The profiles for basic job skills describe how reading, writing, numeracy, oral and digital skills are part of the work tasks in various occupations. The profile shows which basic skills the employee should have.

The profiles can be used to give:

- Relevant training in basic skills in the SkillsPlus programme
- Make language teaching work-oriented
- Give a vocational aspect to the common core subjects in the VET (vocational education and training)
Tasks for the forklift driver:

- perform daily checks of the forklift
- use seatbelts and personal protective equipment
- assess methods and equipment
- handle goods and cargo in an appropriate manner
- know and comply with the ADR regulations for the use of forklifts

**Reading**

On a daily basis the forklift driver will
- read forms for daily checks
- read orders and delivery lists
- read work descriptions and instructions
- read gauges
- read labels
- read brief memos
- read lists of various job assignments
- read safety signs and announcements
- read product and shipment information

Regularly the forklift driver will
- read equipment manuals
- read fault reports
- read reports
- read work schedules
- read enquiries and complaints
- read procedures for accidents and damage to goods and personal injuries
- read HSE information
- read guidelines for handling of special cargo
- read amendments to internal routines
- read minutes from meetings
- read internal routines and instructions
- read training material related to training courses and skills upgrading

Occasionally the forklift driver will
- read excerpts from laws and regulations
- read information and forms related to his/her employment
- read plans for training courses and skills upgrading
- read technical journals
- read employment contracts and forms related to his/her employment
- read and check invoice documents

**Writing**

On a daily basis the forklift driver will
- fill in forms for daily checks
- write brief notes on forms
- write work orders
- fill in picking lists
- fill in checklists for quality and discrepancies
- write messages
- confirm receipt, sign and verify forms
- document completion of job assignments

Regularly the forklift driver will
- report breakage of goods
- fill in and submit fault reporting forms
- fill in timesheets
- make notes of incidents
- write comments in response to enquiries
- provide written information to colleagues and managers
- make notes of equipment needed for particular job assignments

Occasionally the forklift driver will
- make notes of new routines
- suggest new or amended working methods
- write notes from training courses or skills upgrading programmes
- respond to questions in writing
- confirm completion of work in writing
- write invoice documents
- fill out a self-certification of absence form when ill
• know and comply with HSE routines
• use procedures for accidents and damage to goods and personal injuries
• work as part of a team
• communicate with colleagues, customers, clients and employers process

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**Oral skills**

On a daily basis the forklift driver will
• greet customers and colleagues in a friendly manner
• talk to others to coordinate the work to be undertaken
• receive instructions and discuss the work with superiors
• respond to questions and communicate with colleagues and customers
• report the work status to managers
• cooperate with other occupational groups
• explain the work being undertaken
• plan the job in consultation with users

Regularly the forklift driver will
• talk to drivers when loading or unloading
• suggest amendments
• receive training and instructions
• participate in meetings
• listen to explanations provided by others

Occasionally the forklift driver will
• discuss problems with foreman or other colleagues
• suggest amendments
• participate in training sessions
• notify if something is not clear
• familiarize new and temporary employees with work routines
• communicate needs for help in performing the job assignment
• discuss their own job tasks
• listen to input provided by others
• alert others to emergencies or accidents

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**Numeracy**

On a daily basis the forklift driver will
• calculate the point of gravity and stability
• calculate the forklift’s stability triangle
• calculate the forklift’s nominal and maximum permitted load capacity
• understand the forklift’s load diagram
• read maintenance tables
• read tables for handling of loads
• understand tables for gradients and stability
• estimate the time needed for a job
• compare and check product numbers

Regularly the forklift driver will
• make calculations related to haulage and transport
• estimate the weight of cargo when load and unloading
• check bills and invoices
• check their own paycheck
• assess and calculate lifting capacity with supplementary equipment
• calculate space required
• measure length, volume and weight

Occasionally the forklift driver will
• assess the need for manpower in light of work plans and volume
• estimate the time needed for shipments
• check inventories
• calculate prices of shipments and costs for customers
Practical applicability motivates adults to participate in training

**Digital skills**

On a daily basis the forklift driver will
- keep records of their own activities
- log orders and delivery lists
- communicate with their employer through email, text messages and similar
- write electronic fault reports
- keep electronic timesheets

Regularly the forklift driver will
- keep electronic cargo lists
- fill in information on completed assignments
- send emails with attachments
- find product information and data sheets on the web
- document completion of jobs electronically and save/submit the information
- use various computer programs relating to the use of equipment
- make appointments with customers electronically
- send and receive text messages
- use computer-based inventory management systems

Occasionally the forklift driver will
- search for product information, laws and regulations
- write contracts and store them electronically
- use digital images to document accidents etc.
- find HSE regulations on the web
- use suitable software for calculations
- check the Internet for new or amended standards
- check the internet for rules on waste management and environmental requirements
- check the Internet for new environmental regulations
- use digital learning resources
- use standard office software
- use a smartphone and tablet with different apps relating to tasks
- use electronic payment systems in their work

The Knowledge Promotion Reform from 2006 has defined five skills that form the basic prerequisites for learning and development in school, work and community life.

The five basic skills are:
- Digital skills
- Oral skills
- Reading
- Writing
- Numeracy

At [skillsnorway.no](http://skillsnorway.no) you will find more resources aimed at working with adults and basic skills.