BASIC JOB SKILLS

Warehouse worker

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 warehouse worker:

- register and organize goods
- find ordered goods in the warehouse
- deal with enquiries and complaints from customers and transport operators

**Reading**

On a daily basis the warehouse worker will:
- read instructions on pick lists and shipments
- read safety instructions and symbols
- read information about goods and
- read posters and signs in the warehouse area
- read order form from customers

Regularly the warehouse worker will:
- read work instructions and procedures
- read tables regarding quality and productivity
- read routines and information on the handling of various goods
- read work schedules and vacation plans
- read material and messages written by management

Occasionally the warehouse worker will:
- read routines for waste disposal in connection with environmental hygiene
- read and sign internal rules
- read instructions on first aid, fire prevention and handling of hazardous goods
- read training material
- find information in a data sheet
- read minutes

**Writing**

On a daily basis the warehouse worker will:
- cross off and give receipts for pick lists
- write short messages to themselves or others
- write instructions for others
- fill in work logs

Regularly the warehouse worker will:
- fill in claim forms
- write leave applications
- report faults
- register information on damage to goods

Occasionally the warehouse worker will:
- write course notes and information meeting notes
- answer questions in connection with courses, certification and surveys
- apply for holidays and leaves of absence
- write assignments in courses
- give input for improvements to the working environment to the HSE officer
- fill out a self-certification of absence form
• complete warehouse documentation, both hard copy and digital form
• trace deliveries
• check inventory and marking of goods
• work as part of a team

**Oral skills**

**On a daily basis the warehouse worker will:**
• communicate with others to coordinate the work
• give and take messages and instructions
• obtain and convey information on goods and deliveries
• obtain information and give input for meetings
• inform own manager about damage and incidents
• talk with customers about delivery and discrepancies in relation to deliveries

**Regularly the warehouse worker will:**
• respond to complaints directly or by phone
• communicate with transport operator
• attend meetings and give input
• follow up and ask about ambiguities in contact with customers or others

**Occasionally the warehouse worker will:**
• participate in internal and external training,
• communicate with manager and HSE officer about own working conditions, working environment and training needs
• answer questions during tests and certification interviews
• brief new employees and temporary workers about work routines
• inform about sickness and absence
• suggest changes in tasks and working methods

**Numeracy**

**On a daily basis the warehouse worker will:**
• compare and check goods numbers
• locate and use numerical codes
• check order lists and invoices
• evaluate weight and forklift truck lifting capacity
• check size and weight of shipments

**Regularly the warehouse worker will:**
• check their pay slip
• check inventory of goods
• read the general drawings and maps to find the location of goods
• calculate space requirements
• measure length, volume and weight

**Occasionally the warehouse worker will:**
• complete and check numerical information on forms
• evaluate length of time needed to complete a job
• calculate rates for shipments and costs for customers
Practical applicability motivates adults to participate in training

**Digital skills**

**On a daily basis the warehouse worker will:**
- register goods and deliveries using a hand-held terminal
- go through and update electronically stored lists
- check that electronic orders or invoices are correct
- order goods digitally from remote warehouse or supplier
- check that the warehouse stock is correctly updated in the computerized accounts system
- maintain contact with customers or managers by email
- print out orders or deliveries using computerized systems
- store completed assignments in a digital archive

**Regularly the warehouse worker will:**
- calculate status of goods from different suppliers by checking databases
- check warehouse status of goods
- send orders by email
- complete timesheets electronically
- track delivery of goods electronically using Internet
- send and receive text messages

**Occasionally the warehouse worker will:**
- send enquiries about goods as email attachments
- use electronic calculation tools to make, change or evaluate price offers
- use Internet and databases to find product information
- look up the company’s HSE regulations
- compare prices of different suppliers using internet
- be able to use the computerized accounts system
- use a smartphone and tablet with different apps relating to tasks
- use electronic payment services

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.

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