

# Vehicle valeting



The profiles show how reading, writing, numeracy, digital and oral skills are included in the tasks of different professions. They are therefore a good tool for planning and adapting training for adults, and for identifying training needs in various job situations.

The profiles can also be used to work on the basic skills in vocational education and training.

## **The profiles can be used to**

- Give relevant training in basic skills in the SkillsPluss programme
- Make language teaching work-oriented
- Give a vocational aspect to the common core subjects in the VET (vocational education and training)

## Tasks for vehicle valeter

- find ordered goods in the warehouse
- sell vehicle valeting products and equipment

### Reading

Every day the vehicle valeter will

- read information when ordering and receiving goods
- read and check the labelling and contents of shelves
- read orders for goods from customers or other departments
- read work orders
- understand information in technical reference material, operating manuals etc.
- read and understand written messages from colleagues and supervisors

Regularly the vehicle valeter will

- read shift plans
- check stocks, waiting and ordering times for goods and parts
- read messages posted on the information board
- read messages and emails
- read product descriptions

Occasionally the vehicle valeter will

- read information from management concerning plans
- read procedures and rules for handling non-conformities
- read information about health, safety and the environment (HSE)
- read social media posts to stay up to date on new trends
- read user manuals for new products
- read information relating to their own employment relationship

### Writing

Every day the vehicle valeter will

- write a log from their own shift
- write messages and reminders to themselves and others, for example about ordering new goods and parts
- sign for and register goods received

Regularly the vehicle valeter will

- write down enquiries from customers, supervisors and colleagues
- fill in forms for non-conformities and incidents
- provide written information to colleagues and supervisor
- write messages and emails
- fill in timesheets

Occasionally the vehicle valeter will

- fill in and sign packing slips and requisitions
- write down new procedures
- take notes and write assignments in connection with courses
- fill in forms and applications relating to the work
- write social media posts about products and services
- prepare underlying invoice documentation
- fill in order lists

- maintain contact with customers and suppliers
- assess the equipment, material and time required to carry out a job

## Oral skills

Every day the vehicle valet will

- make customers feel welcome
- receive and respond to inquiries
- communicate knowledge and solutions to customers and colleagues
- discuss HSE matters
- give oral reports on incidents that occurred during their own shift
- have conversations with the supervisor and colleagues to coordinate the work
- explain procedures for further maintenance

Regularly the vehicle valet will

- discuss different solutions with colleagues and supervisors
- discuss working hours and shifts arrangements
- process oral information from the supervisor and colleagues
- talk to different suppliers about goods and prices
- take part in lunch and break conversations

Occasionally the vehicle valet will

- receive information about new systems, procedures and products
- participate in training
- receive guidance in correct work postures and techniques
- discuss their own working conditions and training needs with the supervisor
- discuss and provide input to safety and employee representatives
- inform customers about various loyalty programmes
- receive and deal with complaints and defect claims
- conduct performance reviews with the supervisor

## Numeracy

Every day the vehicle valet will

- check that the number of items matches the orders received
- calculate the amount of equipment and material needed for a particular job
- calculate the time required to carry out a job
- calculate the costs of a job
- take readings from various measuring instruments

Regularly the vehicle valet will

- assess and check quantities when ordering goods
- prepare cost estimates for customers
- compare prices from different suppliers
- prepare underlying invoice documentation

Occasionally the vehicle valet will

- check inventories, e.g. in connection with stocktaking
- prepare package deals for customers
- check their own payslip

## Digital skills

Every day the vehicle valet will

- print reports and work orders
- use a scanner
- register and organise goods
- operate a payment terminal
- register working hours
- use standard office software

Regularly the vehicle valet will

- search for various information about goods
- send and receive messages and emails
- order goods
- register goods received
- use a smartphone or tablet with different apps relating to tasks

Occasionally the vehicle valet will

- document incidents and non-conformities
- use suppliers' electronic services in connection with purchase orders
- update their knowledge of HSE
- check the internet to read about harmful effects or harmful content in materials and the disposal of hazardous waste
- use different programs for training

- stay up to date on ISO approvals
- use social media to stay up to date and advertise their own business
- use video services to find tips and procedures relating to their own work
- use QR codes and barcodes as needed
- use various digital arenas for interaction and communication

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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:

- reading
  - writing
  - oral skills
  - numeracy
  - digital skills
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