Basic job skills:

Forklift driver

**Tasks for the forklift driver:**

* perform daily checks of the forklift
* use a seatbelt and personal protective equipment
* consider methods and equipment
* handle goods and cargo in an safe manner
* know and comply with the ADR regulations for the use of forklifts
* know and comply with procedures for health, safety and the environment (HSE)
* use procedures in the event of accidents, damaged goods and personal injuries
* work as part of a team
* communicate with colleagues, customers, clients and the employer
* deal with enquiries and complaints

**Reading**

**On a daily basis the forklift driver will:**

* read forms for daily checks
* read orders and pick lists
* read work descriptions and instructions
* read instruments
* read labels
* read brief notes
* read lists of various tasks
* read signs and information posters regarding safety
* read product and shipping information

**Regularly the forklift driver will:**

* read equipment manuals
* read non-conformity reports
* read reports
* read shift plans
* read enquiries and complaints
* read messages and emails
* read procedures for accidents, damaged goods and personal injuries
* read HSE information
* read guidelines for handling special cargo
* read amendments to internal procedures
* read minutes of meetings
* read internal procedures and instructions
* read training material in connection with courses and other training

**Occasionally the forklift driver will:**

* read excerpts from laws and regulations
* read information relating to their own employment relationship
* read course and training plans
* read technical journals
* read employment contracts and forms relating to their employment relationship
* read and check underlying invoice documentation

**Writing**

**On a daily basis the forklift driver will:**

* fill in forms for daily checks
* write brief notes
* write work orders
* fill in pick lists
* fill in quality and non-conformity checklists
* write messages
* sign for, sign and verify forms
* document completed tasks

**Regularly the forklift driver will:**

* report breakage
* fill in and submit non-conformity report forms
* fill in timesheets
* make a note of incidents
* write comments in response to enquiries
* provide written information to the supervisor and colleagues
* write down the equipment needed for particular tasks
* write messages and emails

**Occasionally the forklift driver will:**

* write down new procedures
* propose new or amended work methods
* prepare underlying invoice documentation
* take notes from courses and training programmes
* respond to written questions
* confirm the completion of work in writing
* fill in forms relating to their own employment relationship

**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
* receive instructions and discuss the work with superiors
* respond to questions and communicate with colleagues and customers
* report on work status to the supervisor
* cooperate with other occupational groups
* explain the work being carried out
* plan the job in consultation with colleagues

**Regularly the forklift driver will:**

* talk to drivers in connection with loading or unloading
* propose changes
* receive training and instructions
* attend meetings
* listen to explanations provided by others
* take part in lunch and break conversations

**Occasionally the forklift driver will:**

* discuss problems with their work supervisor or other colleagues
* propose changes
* take part in training
* ask if anything is unclear
* inform new and temporary staff about work procedures
* communicate any need for help in performing the work
* discuss their own work tasks
* listen to input from others
* report emergencies or accidents
* conduct performance reviews with the supervisor

**Numeracy**

**On a daily basis the forklift driver will:**

* calculate 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
* compare and check product numbers
* read tables for load handling
* understand tables for inclination angles and stability
* estimate the time needed for a job

**Regularly the forklift driver will:**

* perform calculations relating to towing and transport
* estimate the weight of cargo in connection with loading and unloading
* check bills and invoices
* check their own payslip
* calculate the space required
* measure length, volume and weight
* assess and calculate lifting capacity with auxiliary equipment

**Occasionally the forklift driver will:**

* assess staff requirements on the basis of a progress schedule and the workload
* estimate the time needed for shipments
* check stocks
* calculate prices of shipments and costs for customers

**Digital skills**

**On a daily basis the forklift driver will:**

* keep track of their own activities
* log orders and pick-lists
* send and receive emails and messages
* write non-conformity reports
* keep timesheets

**Regularly the forklift driver will:**

* keep cargo lists
* fill in information about work carried out
* send emails with attachments
* find product information and safety data sheets online
* document work performed
* use various computer programs relating to the use of equipment
* use computerised inventory management systems
* make appointments with customers

**Occasionally the forklift driver will:**

* search for product information, laws and regulations
* enter and store contract information
* take photos to document accidents etc.
* find regulations on health, safety and the environment (HSE) online
* use suitable software for calculations
* check the internet for new or amended standards
* check the internet for waste management regulations and environmental requirements
* use various learning resources
* use standard office software
* use a smartphone and tablet with different apps relating to tasks
* use electronic payment systems in their work
* use various digital arenas for collaboration and communication