



JOB PROFILE

(including literacy demands on the job)

WAREHOUSE WORKER

EXAMPLE AUSTRIA

Literacy and vocation

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PART I

Warehouse worker

Overview of tasks and fields of activity

Warehouse workers receive store and ship goods that are kept in warehouses. Manufactured goods are often stored in warehouses between the time they are produced and the time they reach retail stores or customers. Many **manufacturers, wholesalers, retailers and transportation companies**, as well as **federal, state, and local government agencies**, have their own private warehouses.

Warehouse workers track as well as unload goods and merchandise as they are received at the warehouse and load them when they are being shipped to customers. Generally handlers in the warehouse load and unload merchandise as it is received or when it is being shipped to customers. When goods arrive at the warehouse, they are unloaded from trucks, ships, or railroad sidings onto warehouse platforms. In some

Fields of activity:

Incoming goods

Storage

Outgoing goods

Safety in storage area

warehouses handlers load and unload goods manually; in others workers operate forklifts, which are small trucks used to hoist and carry merchandise stacked on wooden platforms and pallets. Automated material-handling equipment, conveyor belts, automated high stackers and guided vehicles help store and retrieve goods in larger warehouses. Groups of warehouse workers are supervised. These supervisors are generally in charge of all warehouse activities.

The exact duties of warehouse workers vary depending on the place of employment.

From: <http://careers.stateuniversity.com/pages/637/Warehouse-Worker.html>

I Incoming Goods

I a

Acceptance of delivered goods

- Control quality and quantity;
- Compare goods with delivery documents (delivery address, comparison with original order);
- Control quality and quantity of delivery;
- Note visible defects on delivery papers under company of delivery person/supplier;
- Document the delivered goods (product, quantity, quality);
- Use barcode readers;
- Operate computers with subject-specific software;
- Act responsibly;
- Check with superiors if there are uncertainties;

I b

Unloading goods

- Manuall unloading of trucks, palettes and containers;
- Use appropriate conveyor equipment;
- Professional unloading caring for one´s health (e.g. the back);
- Follow safety regulations;

I c

Preparing goods for storage

- Unpack and repack products;
- Fill out labels and place them on goods;
- Find a free place for storage (using the computer system or finding it visually);
- Document the storage;
- Act responsibly;

II Storage

II a Internal transport of goods

- Transport goods on site (between warehouses, building sites, production halls etc.);
- Secure goods safely for transport (using shrink films, metal and plastic tapes etc.);
- Check the load-bearing capacity of self-propelled industrial trucks and conveyors;
- Loading and securing goods on vehicles following safety regulations;

II b Professional handling of tools, machines and vehicles

- Professional use of tools (carpenter knife etc.);
- Professional use of cranes, forklift trucks and packaging machinery etc;
- Use vehicles and machines only when owning a driving licence and written permission of the company;
- Proper maintenance (controlling oil level, cooling water, lubrication, signs of ware etc);
- Follow legal regulations (e.g. dates for service);
- Follow safety regulations;

II c Storage of goods

- Manual (un)loading of shelves, pallets and containers;
- Repack goods;
- Document storage on stock lists (in written form or using IT-programmes);
- Store goods properly and safely;
- Check weight regulations of shelves;
- Secure against falling, slipping or rolling of goods;
- Know hazard and warning symbols;
- Care about restrictions of storing dangerous goods close to each other;

I d Inventory

- Perform an inventory;
- Record quantities of goods:
 - Count,
 - measure (carpets etc),
 - weigh (screws etc),
 - estimate;
- Count goods and document results (in written form or using IT-programmes);
- Use barcode readers;
- Operate computers with subject-specific software;
- Fill in stock lists and journals for documentation;

III Outgoing goods

III a

Independent order picking of goods

- Read delivery documents;
- Pick up goods from the ware house;
- Operate computers with subject-specific software;

III b

Prepare goods for release

- Read order forms;
- Pack goods properly;
- Label goods;
- Prepare goods for shipping;

III c

Distribute goods

- Document outgoing goods;
- Fill in delivery documents;
- Use barcode readers;
- Operate computers with subject-specific software;

III d

Upload vehicles

- Transport goods on site (between warehouses, building sites, production halls etc.);
- Secure goods safely for transport (using shrink films, metal and plastic tapes etc.);
- Check the load-bearing capacity of self-propelled industrial trucks and conveyors;
- Loading and securing goods on vehicles following safety regulations;
- Manuel unloading of trucks, palettes and containers;
- Use appropriate conveyor equipment;
- Professional unloading caring for one´s health (e.g. the back);

IV Safety in storage area

IV a Protective Equipment

- Follow safety rules to protect oneself and others;
- Wear protective equipment (eg. gloves, helmet, boots, goggles, masks etc.);
- Know that insurance only covers accidents when all safety regulations have been followed;

IV b Maintenance of tools, equipment and machines

- Maintenance of tools, equipment and machines if producer allows it;
- Carrying out maintenance work according to instructions;
- Daily control of safety devices (brakes, lights, horns etc);
- Visual inspection of lubrications (chains);
- Follow legal regulations (dates for service);
- Follow safety regulations;

IV c Important basics to follow statutory obligations

- Know statutory obligations:
 - workplace hygiene,
 - fire safety regulations,
 - hazardous goods regulations,
 - food safety regulations;

IV d Establishment and maintenance of orderliness and cleanliness in work and site areas

- Waste separation;
- Daily cleaning of working area;
- Keep up a good appearance of the company;
- Life-extension of goods and equipment through cleanliness;
- Minimise danger of accidents through cleanliness;

IV e Safe behaviour dealing with vehicles

- Following specific regulations on site;
- Following road traffic regulations;
- Crossing streets of public transport only if necessary;
- Parking vehicles where they do not affect doors, exits and roads etc.;
- Maintenance and repair works can only be done by persons with specialist knowledge;

PART II

The European profile WAREHOUSE WORKER

The basic skills for warehouse workers are based on a variety of developed vocational profiles developed by institutions in Europe:

- **Berufsförderungsinstitut BFI OÖ** is an Upper Austrian vocational training institution founded by the Austrian Federation of Trade Unions and the Upper Austrian Chamber of Labour in 1960. It became a market leader in all forms of re-entry onto the job market, second-chance education and vocational qualification in health, social and other service jobs. www.bfi-ooe.at
- The **Austrian Economic Chambers** supports Austrian companies with expert knowledge through educational facilities – WIFI, universities of applied sciences – and contributes to improving the competitive ability of Austrian companies. www.wko.at
- **The Institute for Research on Qualifications and Training of the Austrian Economy** ibw conducts research and development at the interfaces between education, business and qualifications. At the centre of all ibw projects there are application-oriented themes with relevance for the economy as well as issues to be treated on an interdisciplinary basis. ibw was founded in 1975 by the Austrian Federal Economic Chamber (WKO) and the Federation of Austrian Industry (IV). www.ibw.at
Ibw's **career guidance tool** (BerufsInformationsComputer) provides comprehensive online job information and career guidance. The BIC was developed by ibw and is regularly updated and extended. ibw also uses its know-how for career information platforms in other countries. www.bic.at
- The **Austrian Public Employment Service** (AMS) is Austria's leading provider of labour-market related services. It matches candidates with job

openings and assists jobseekers and companies by offering advice, information, qualification opportunities and financial assistance. Commissioned by the Federal Ministry of Labour, Social Affairs and Consumer protection, the AMS assumes its role as an enterprise under public law in close cooperation with labour and employers' organisations. www.ams.at

- The Spanish **National Catalogue of Professional Qualifications** (CNCP) is an instrument of the National System for Qualifications and Vocational Education and Training (SNCFP), which lists the professional qualifications according to the appropriate competences for the professional exercise. Some of the main objectives of the CNCP are to integrate the existing programmes on vocational education and training in order to adapt them to the characteristics and demands of the Spanish productive system. The National Institute of Qualifications (INCUAL) is responsible for defining, drawing up and updating the National Catalogue of Professional Qualifications (CNCP) and the corresponding Modular Catalogue of Vocational Education and Training. http://www.educacion.gob.es/educa/incual/ice_catalogoWeb_ing.html
- Safety regulations defined for warehouses by the **Allgemeine Unfallversicherungsanstalt - the Austrian Workers' Compensation Board** (AUVA) - which is the Austrian social insurance for occupational risks. One of its legal duties is the prevention of occupational accidents and diseases. www.auva.at
- Job requirements defined in Job adverts from German speaking countries.

PART III

Warehouse worker

Overview Literacy on the job

Literacy on the job: READING

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
supplier delivery documents	short notes and instructions detailed informations such as supporting and accompanying documents working plans time plans working schedules	accident reports instruction manuals texts that contain more detailed instructions or information that can be complex to read e.g. <ul style="list-style-type: none"> ▪ health and safety information sheets ▪ detailed job specifications company health and safety manuals employment related information e.g. leave forms, employment agreement, pay slips apprenticeship training materials when going through training training materials when they attend courses on first aid, health and safety, regulations and standards

Literacy on the job: WRITING

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>sign delivery documents</p> <p>note existing deficiencies on delivery documents</p>	<p>fill out delivery documents</p> <p>take additional notes on delivery documents</p> <p>short notes about delivered goods (e.g. if broken, wrong quantity)</p> <p>fill in stock lists</p> <p>note working hours</p>	<p>short notes to inform suppliers and colleagues</p> <p>employment related information e.g. leave forms, employment agreement, pay slips</p> <p>write brief reports e.g. accident report</p> <p>fill out timesheets and leave forms</p> <p>notes when going through training</p>

Literacy on the job: SPEAKING AND LISTENING

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>talk to other colleagues to co-ordinate the work</p> <p>communicate on work issues to co-workers</p> <p>listen and respond to verbal instructions and explanations from the supervisor</p> <p>ask clarifying questions to check the information given</p> <p>report the progress made on the work</p> <p>communicate respectfully with suppliers and clients</p> <p>consult supervisors and suppliers</p>	<p>participate in team meetings</p> <p>report to manager about anything affecting the work process</p> <p>request assistance from others</p> <p>give information to co-workers</p>	<p>order supplies or equipment from suppliers (face-to-face and over the phone)</p> <p>discuss issues with supervisor if there are problems with the job</p> <p>answer calls</p> <p>answer verbal questions during training assessments</p> <p>listen to verbal explanations from people giving training or updates</p>

Literacy on the job: NUMERACY

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
understand work plans, time plans and working schedules count supplies and products compare quantities with lists and note correct quantities follow maximum loads of vehicles and storage devices calculate weights to load vehicles and storage devices follow rules to use and load vehicles identify problems and develop solutions	fill in stock- and inventory lists identify if changes need to be referred to co-workers and supervisors deal with changes to work plans	discuss and agree on changes to the plan record how much time was spent on specific jobs

Literacy on the job: CRITICAL THINKING

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>decide on the safest way to un-/upload goods on vehicles</p> <p>decide if to do a job by yourself or if help needed from others</p> <p>identify the correct method to do a task most efficiently</p> <p>take care of one selves safety (protective equipment, safety regulations...)</p> <p>deal responsibly with hazardous goods</p> <p>protect oneself and others</p> <p>pack goods safely</p> <p>work in a costumer-oriented manner</p> <p>serve the best interests of the company</p>	<p>identify if changes need to be referred to co-workers and supervisors</p> <p>identify problems and develop solutions</p> <p>identify dangerous situations and avoid them</p> <p>deal with contingencies e.g. problems with tools or equipment, injury or accident</p> <p>check if your work meets with the standards</p>	<p>discuss and agree on changes to the plan</p>

Literacy on the job: INFORMATION COMMUNICATION TECHNOLOGY

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>use scanners, barcode readers and touch screens</p> <p>operate in-house IT-programs</p> <p>use data bases</p>	<p>operate computers with subject-specific software</p> <p>fill data in data bases</p> <p>print out labels</p> <p>use mobile phones</p> <p>operate internal mail system</p>	<p>--</p>

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Further information:

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