

Literacy profile:

Removalist

This profile represents the literacy and numeracy tasks and skills required for a Removalist in the Relocations Operations Industry. The majority of tasks are generic; however there are some tasks which are specific to industry drivers. The driver specific tasks are coded in **orange**.



Reading

Reading is the ability to recognise and understand symbols, signs, and text written in charts and tables, sentences and paragraphs. People with strong reading skills are able to learn, understand, and find information quickly and easily.

Reading tasks

Read signs and short texts

- location and condition symbols
- labels on cartons and furniture

Driver/supervisor

- Road signs
- Destinations
- Safety signs

Read charts, graphs and tables

- Driver/supervisor
- Road Maps
- Load plans
- GPS

Read forms on the job

- Hazard Id
- Near Miss
- Despatch instructions
- Repairs and maintenance
- Consignment slips
- Order forms
- Way bills
- Account docket
- Inventory
- Improvement ideas
- Quality and non-conformance

Driver/supervisor

- Transport forms
- Vehicle checklists

Read Instructions

- Client to office instructions
- Job sheets
- Removals documentation

Driver/supervisor

- Delivery instructions

Read employment related documents

- Induction sheet
- Payslips
- Performance agreements

Read training material

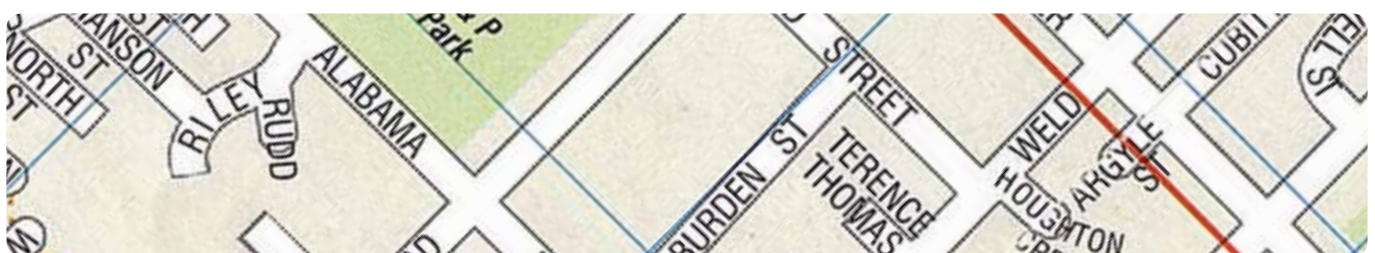
- Packing manual
- Do's and don'ts
- Company guidelines

Driver/supervisor

- Licensing
- First aid
- Dangerous goods

Read and understand complex documents

- Driver/supervisor
- Vehicle manuals
- NZTA information

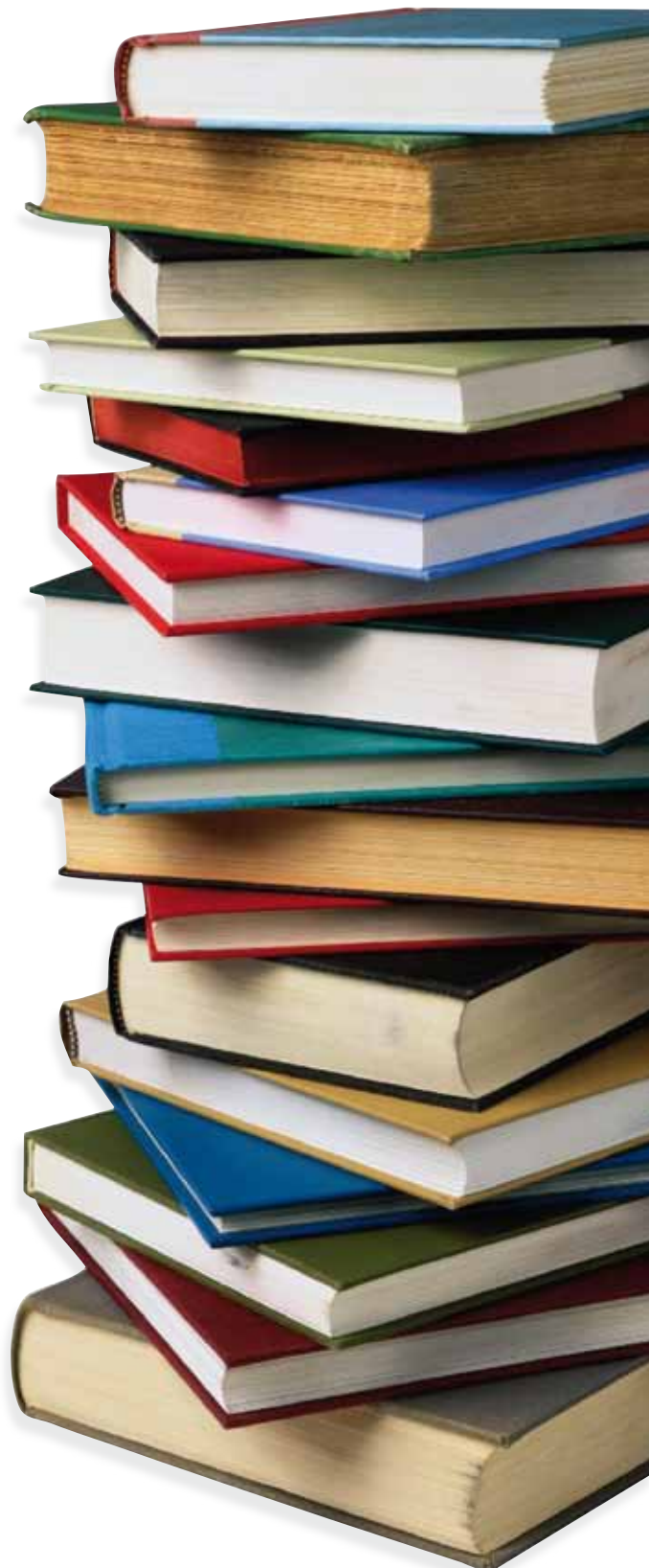


Reading skills

- Obtain information from pictures, symbols and sketches
- Recognise numbers in figure and word form (linked to numeracy)
- Understand industry abbreviations and codes
- Recognise the features of a range of texts eg, labels, despatch documentation, manuals etc
- Scan text to find specific information
- Skim text for "gist"

Driver/supervisor

- Compare information presented in different forms
- Use keys to find graphic material on maps



Writing

Writing is the ability to get an idea across by arranging words, numbers and symbols, whether on paper or a computer screen. People with strong writing skills use the appropriate words and phrases to communicate clearly.

Writing tasks

Complete simple documentation

- personal details on forms
- accident report forms
- time sheets and work-related documentation
- removals documentation at the end of job
- compile load plans

.....
Write short notes

- Boxes labeled
- symbols used correctly
- items number inventory updated

Driver/supervisor

- filling in logbook
- Incident report
- Accident report
- timesheets

Writing skills

- Sign name on forms to indicate understanding and acceptance
- Use industry abbreviations and codes
- Complete forms using numbers, single words, abbreviations, or short sentences



Speaking and listening

Speaking is the ability to use speech to share thoughts and information appropriate to the context. Listening is the ability to understand, recall, and respond to verbal and non-verbal communication. People with strong speaking and listening skills are able to communicate in a clear, relevant, and appropriate manner.

Speaking and listening tasks

Communication is mainly face to face

Listens to procedures and instructions given orally and responds accordingly

- Briefing information from manager/supervisor
- Discuss work-related problems or issues in detail
- Liaise with suppliers, service providers e.g house cleaners etc pet transport providers

Driver/supervisor

- Interact with garage and forecourt attendant
- Report issues with load
- Explain faults to mechanic or service person
- Train and supervise staff
- NZTA staff
- Interacts with police

.....

Actively manages communication with others:

- Greet colleagues and customers using appropriate and polite language
- Liaise with administration staff
- Give oral instructions or information to colleagues
- Interacts with potential clients and members of the public whilst in uniform/ company vehicles
- Interact with neighbours enforcing the Privacy Act (can't tell neighbours where clients going)
- Reports malfunctions or damage to supervisor
- Reports the need for repairs as they become evident
- Reports safety and fire hazards to supervisor.

Speaking and listening skills

- Speak clearly
- Explain simple facts
- Follow simple oral instructions.
- Ask questions
- Understand short messages and communicate the information to others.
- Listen to others without interrupting.
- Use appropriate body language especially making eye contact.
- Use strategies to check the listener has understood, or that they have been understood. Repeat message back to sender, summarise instructions in own words.
- Read body language of person speaking, or being spoken to, and respond appropriately.
- Understand that there are barriers to communication, especially in a cross-cultural situation and/or high stress situations.



Numeracy

Numeracy is the ability to use and understand numbers. It includes using numbers, measuring and interpreting space, and gathering and interpreting data. People with strong numeracy skills are able to select and apply appropriate strategies and techniques to solve number problems.

Numeracy tasks

Calculate

- time and plan the use of time effectively
- Parking and deciding whether there is space for overtaking
- amount of packing materials required, carton counts, pack tape
- over all meterage
- volume

Driver/supervisor

- Fuel requirements
- Log books

Estimate

- Moving furniture through awkward spaces such as door frames
- What shapes will fit into what boxes when packing
- Estimating 'best fit' for furniture and packages when stowing truck
- Volume of items when packing and stowing.

Read

- Number codes

Driver/supervisor

- Odometers
- maps

Numeracy skills

- Recognize and understand alphanumeric codes
- Use basic mathematical operations (add, subtract, divide)

Driver/supervisor

- Read and understand grid references and legends in map books

Estimate

- Best routes
- Time

Using spatial reasoning:

- height
- width
- depth
- volume



Critical thinking

Critical thinking is the ability to think through a situation and make a sensible decision on how to act. People with strong critical thinking skills are able to act independently and make wise decisions that they can justify.

Critical thinking tasks

Health and safety

- Identify hazards
- Identify safe access routes on premises
- Apply knowledge of safety requirements and principles to work practice.

Driver/supervisor

- Identify safe driving routes
- Deal with contingencies – vehicle breakdown, health and safety issues, traffic accidents
- Apply knowledge of regulations and safe driving practice.

Workplace practice

- Undertake pre-job planning – correct equipment, time, resources
- negotiate with client – client needs, crew requirements, walk through requirements
- items not for packing identified, separated, labeled
- Identify items that need more than one person for lifting
- Differences between removals documentation and actual job identified and issues resolved.

Driver/supervisor

- Plan and use the most efficient route

Load assessment

- Check containers and assess loads (International) - loads and conditions are reassessed as each tier is loaded
- Loads assessed for stowage (light over heavy, awkward shapes etc.)

Driver/supervisor

- Decide whether to accept goods for loading on to a truck (documentation missing, badly packed.)
- Load truck so weights are balanced or spread over each axle, goods can be unloaded efficiently, load is safe and secure.

Critical thinking skills

- Identify what action should be taken to resolve workplace challenges in a given situation
- Use problem solving methods
- Identify when action cannot be taken independently and seek assistance



