



LITERACY ON THE JOB:

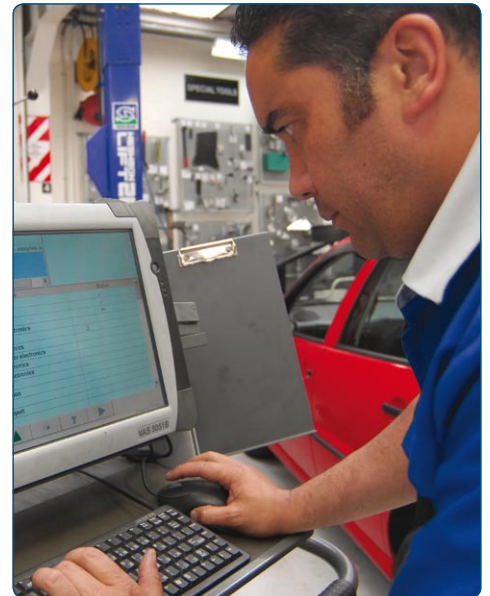
Automotive Engineer

Overview of tasks for automotive engineers

Automotive engineers service and repair light vehicles.

Automotive engineers:

- discuss vehicle faults with customers
- complete routine services on vehicles
- diagnose faults in the mechanical, electrical and electronic systems of vehicles
- test faults in the mechanical, electrical and electronic systems of vehicles
- repair and replace mechanical, electrical and electronic systems in vehicles
- work as part of a team.



Reading

Every day, automotive engineers read:

- job sheets
- service and maintenance checklists and instructions
- service stickers
- information found by searching manuals or technical information (automotive engineers have to have good search skills to help them find the specific information they need).

On a regular basis, automotive engineers read:

- vehicle component diagrams and specifications
- vehicle identification numbers (VIN)
- notices on company notice boards
- MITO Record of Achievement Book (during their apprenticeship)
- training material (during their apprenticeship).

Occasionally, automotive engineers read:

- information or updates from suppliers
- training materials provided by suppliers or Government agencies
- employment agreements and documents such as company rules
- parts catalogues.

Writing

Every day, automotive engineers:

- complete their time sheet
- fill in job sheets with
 - > a list of parts used
 - > records of the work they have done on the vehicle
 - > the time it took to do the work
- jot down a list of parts needed so someone else can order these.

On a regular basis, automotive engineers:

- fill out their MITO Record of Achievement Book (during their apprenticeship)
- make notes about specific jobs or new things they have learned in a personal notebook
- answer short questions, complete assignments and sit tests for their apprenticeship training.

Speaking and listening

Every day, automotive engineers:

- listen to verbal instructions from their workshop supervisor
- interact with their co-workers and work as a team
- discuss more complex jobs with the workshop supervisor or other experienced staff.

On a regular basis, automotive engineers:

- talk directly to customers about a job or explain what is happening with a job
- talk to supplier reps to order or enquire about parts
- attend meetings, listen to briefing information and ask questions
- make suggestions to co-workers to help them with their work
- talk to MITO field staff about their apprenticeship progress (during their apprenticeship).

Occasionally, automotive engineers:

- report a hazard or issue they have identified in the workshop
- attend an external training course, listen to presentations and ask questions
- answer oral assessment questions
- participate in block courses or night school classes.

Numeracy

Every day, automotive engineers:

- record how much time they spent on a job
- identify parts by their numbers
- measure liquids and fluids
- check numerical specifications in vehicle system manuals or service information.

On a regular basis, automotive engineers:

- interpret numerical outputs from fault scanners and other specialised measuring equipment
- record odometer readings, job numbers, registration numbers and phone numbers.

Critical thinking

Every day, automotive engineers:

- use fault finding methods to find the problem with vehicle systems and components
- decide on a solution to fix the vehicle
- check the solution is acceptable to the customer and the supervisor
- implement the solution.

On a regular basis, automotive engineers:

- ask others for help or ideas about how to fix a problem
- decide if the job sheet includes all the problems that need to be fixed on the vehicle
- recall other jobs they have completed that involved similar problems.

Occasionally, automotive engineers have to:

- deal with contingencies in the workshop e.g. oil spill, injury incident.

Information and Communication Technology

Automotive engineers:

- use electronic scanning and diagnostic tools to find faults in vehicle systems.

Some automotive engineers:

- consult manuals held in electronic form (CD ROM or web-based)
- look up parts information on supplier websites
- use computer-based training material.

NZ Motor Industry Training Organisation (Inc) (MITO) Level 10, Tourism and Travel House, 79 Boulcott Street, PO Box 10803, Wellington 6143. Phone: 04 494 0005 Fax: 04 494 0006 Freephone: 0800 88 21 21 www.mito.org.nz

Workbase: the New Zealand Centre for Workforce Literacy Development 2 Vermont St, Ponsonby, Auckland, PO Box 56571, Dominion Road, Auckland, New Zealand. Phone: 09 361 3800 Fax: 09 376 3700 www.workbase.org.nz