

LITERACY ON THE JOB:

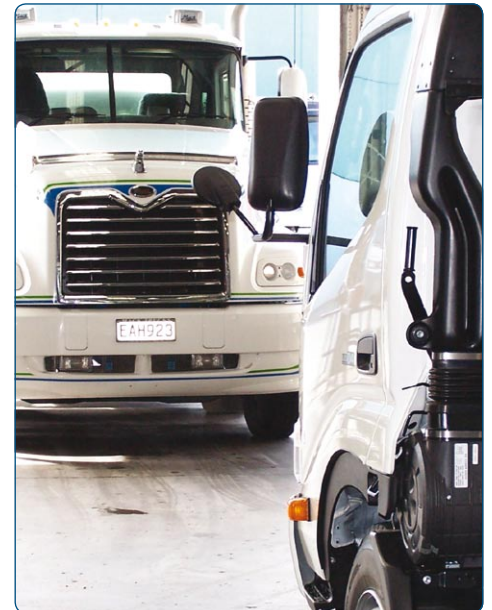
Automotive Heavy Engineer (Road Transport)

Overview of tasks for automotive heavy engineers

Automotive heavy engineers service and repair heavy transport vehicles and equipment.

Automotive heavy engineers:

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



Reading

Every day, automotive heavy engineers read:

- job sheets
- variety of service and maintenance schedules
- service stickers and certificate of fitness (CoF) stickers
- notes on whiteboard
- information found by searching manuals (auto heavy engineers have to have good search skills to help them find the specific information they need).

On a regular basis, automotive heavy engineers read:

- vehicle component diagrams
- notices on company notice boards
- MITO Record of Achievement Book (during their apprenticeship)
- training materials (during their apprenticeship).

Occasionally, automotive heavy engineers read:

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

Writing

Every day, automotive heavy engineers:

- complete their time sheet
- fill in job sheets with
 - > a list of parts used
 - > a record of the work they have done on the vehicle
 - > the time it took to do the work.

On a regular basis, automotive heavy 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.

Occasionally, automotive heavy engineers:

- jot down a list of parts needed so someone else can order these.

Speaking and listening

Every day, automotive heavy engineers:

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

On a regular basis, automotive heavy engineers:

- talk directly to customers about a job or explain what is happening with a job
- 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 heavy 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 heavy 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.

On a regular basis, automotive heavy engineers:

- interpret numerical outputs from fault scanners and other specialised measuring equipment
- record odometer or hour meter readings, job numbers, vehicle identification codes, hubometer readings and model numbers of vehicles.

Critical thinking

Every day, automotive heavy engineers have to:

- use fault finding methods to find the problem with vehicle systems
- decide on a solution to fix the vehicle
- implement the solution.

On a regular basis, automotive heavy engineers have to:

- 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 heavy engineers have to deal with contingencies in the workshop
e.g. oil spill, injury incident.

Information and Communication Technology

Automotive heavy engineers:

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

Some automotive heavy 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