



LITERACY PROFILE:

# Automotive Refinisher

This literacy profile identifies the literacy tasks and skills used by automotive refinishers. These tasks and skills involve reading, writing, speaking and listening, numeracy, critical thinking and the use of information and communication technology.

## Reading tasks

*"Read" implies that the person reads and understands.*

### Read signs and short texts

- Paint numbers
- Part descriptions
- Sandpaper grades and grits
- Safety signs
- Vehicle identification numbers (VIN)

### Read charts, graphs and tables

- Paint recipes
- Colour sheets
- Tinter properties charts

### Read forms on job

- Job sheet
- Paint checklist
- Quality checklist

### Read notices and memos

- List of day's work on whiteboard in workshop
- Notices on notice board (e.g. staff meeting, social activity)
- Health and safety information

### Read instructions

- Spray booth operating instructions
- Paint mixing instructions
- Safety precaution instructions on paint containers
- Material Safety Data Sheets

### Read training materials

- Apprenticeship training materials (paper and computer based)
- MITO Record of Achievement Book
- MITO Training Manual
- Supplier training handouts
- I-CAR training information
- Power point presentations

### Read employment related material

- Leave forms
- Code of conduct / company rules
- Employment agreement
- Training agreement
- Induction checklist



## Reading skills

Interpret graphic symbols.

- Signs
- Colour coding

Recognise the features of a range of texts.

- Signs
- Codes
- Forms
- Drawings
- Procedures

Recognise number formats.

- Paint numbers
- Vehicle identification numbers (VIN)
- Vehicle registration numbers
- Phone numbers

Match numbers or identifiers across different texts.

Understand common and industry vocabulary.

Understand common and industry abbreviations.

Find out the meaning of unfamiliar words or phrases.

Follow written instructions (which may include diagrams).

Predict what will be contained in a text.

Identify the main points from a page of text.

Scan text or table or label to find specific piece of information.

Skim a text for "gist".

Read text thoroughly.

Make inferences based on what written material does not say.

Understand information in graphic material.

- Tables
- Graphs
- Diagrams
- Charts

Interpret material read.

- Summarise material read in own words
- Take notes from material read
- Report accurately on the information read



## Writing tasks

### Write short notes

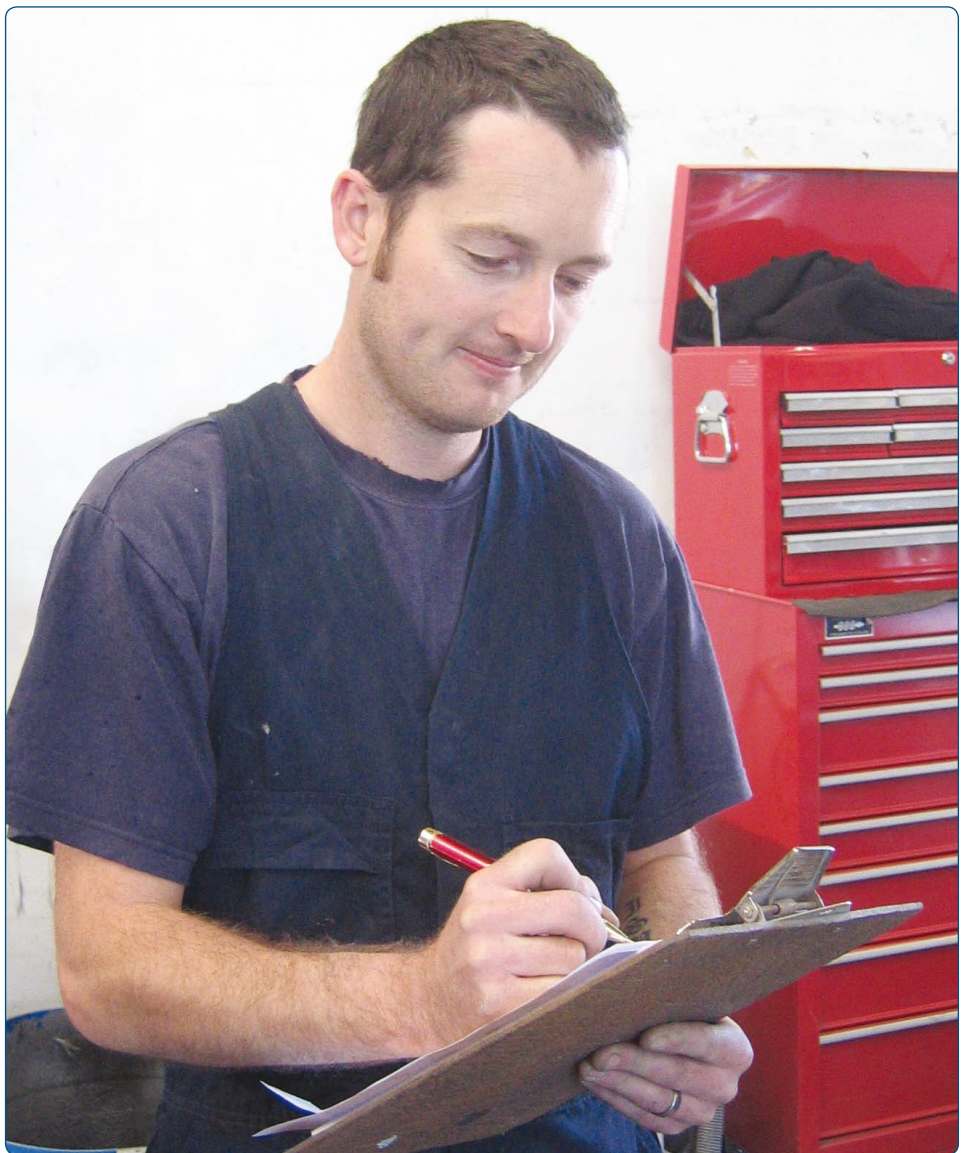
- Record paint tints to be reordered on whiteboard or in notebook
- Write down formula used when mixing customised paint tints

### Complete workplace forms

- Paint checklist
- Time sheet
- Leave form

### Write for training purposes

- Record notes about new learning in personal notebook
- Complete MITO Record of Achievement Book
- Write answers to assessment questions
- Write answers to test papers
- Write assignments for apprenticeship training



## Writing skills

Understand that different writing styles are used for different types of writing.

- Note
- List
- Checklist
- Form
- Assignments (training)
- Assessments (training)

Complete forms using numbers, single words, or short sentences.

- Handwriting must be legible
- Abbreviations can be used
- Spelling must be understandable, but correct spelling is not essential
- Grammar and punctuation must be understandable

Take notes from material read (training).

Write short answers to assessment questions (training).

- Handwriting must be legible
- Abbreviations can be used
- Spelling must be understandable, but correct spelling is not essential
- Grammar and punctuation must be understandable

Write assignments (training).

- Plan assignment writing (beginning, middle and end)
- Write sentences and paragraphs
- Use diagrams and sketches to help make a point
- Spelling should be correct
- Grammar and punctuation should be mostly correct
- Use editing skills

## Speaking and listening tasks

- Listen to oral instructions from workshop supervisor
- Listen and respond to requests for assistance from co-workers
- Listen to verbal explanations and training
- Listen during team meetings or briefings

- Ask questions to ensure you have understood what another person said
- Report work progress to workshop supervisor
- Report issues or potential hazards to supervisor

- Ask for assistance when needed
- Make suggestions to help other automotive refinishers with their work
- Communicate with co-workers (teamwork) during day-to-day work situation
- Talk politely and appropriately to customers (e.g. when picking up or dropping off the customer or the vehicle)
- Communicate in noisy environment using hand signals and gestures
- Answer oral questions during unit standard assessments
- Discuss progress of training with MITO field staff
- Participate in technical training sessions with paint company representatives



*Note: Apprentices rarely speak to customers or insurance assessors about the details of a paint job. The estimator or a senior person carries out this task. Apprentices are most likely to have customer contact when dropping customers off or picking them up.*

## Speaking and listening skills

*Note: Speaking and listening includes non-verbal communication*

Speak clearly.

Discuss topics which are appropriate in work context.

Use words, pronunciation, and tone appropriate to situation and audience.

Open and close conversations appropriately.

Give information in a sensible order.

Understand that communication is a two way process.

Use active listening skills.

- Repeat message back to sender
- Summarise instructions in own words
- Use following techniques e.g. say "aha" or "okay" as you follow what someone is saying

Present and defend a viewpoint.

Read information out loud.

Use hand signals and gestures to communicate in noisy environment.

Use questioning techniques including using open and closed questions to gain information, check understanding and encourage further discussion.

Summarise to check or clarify details.

Use suitable body language.

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.

Present a positive, enthusiastic image to others.

Use assertive communication techniques.

## Numeracy tasks

- Use vehicle identification number (VIN) to find information about paint tint on vehicle
- Use electronic scales
- Identify paint tints by alpha numeric codes
- Mix paint to specified ratios
- Measure paint using grams and millilitres
- Follow colour tinting graph
- Monitor temperature of bake oven
- Monitor time in bake oven
- Accurately record the time taken to complete a job (may involve fractions of an hour)
- Estimate or calculate how much paint will be needed to cover the surface area, based on paint coverage properties (some paint mixing software does these calculations automatically)

## Numeracy skills

Recognise numbers as part of a code.

Use numbers.

- Whole numbers
- Decimals
- Fractions
- Percentages
- Ratios

Do number problems.

- Addition
- Subtraction
- Multiplication
- Division

Understand place value.

Estimate quantities.

- Volume
- Area

Measure accurately.

- Weight
- Volume
- Time
- Temperature

Use 12 or 24hr clock.

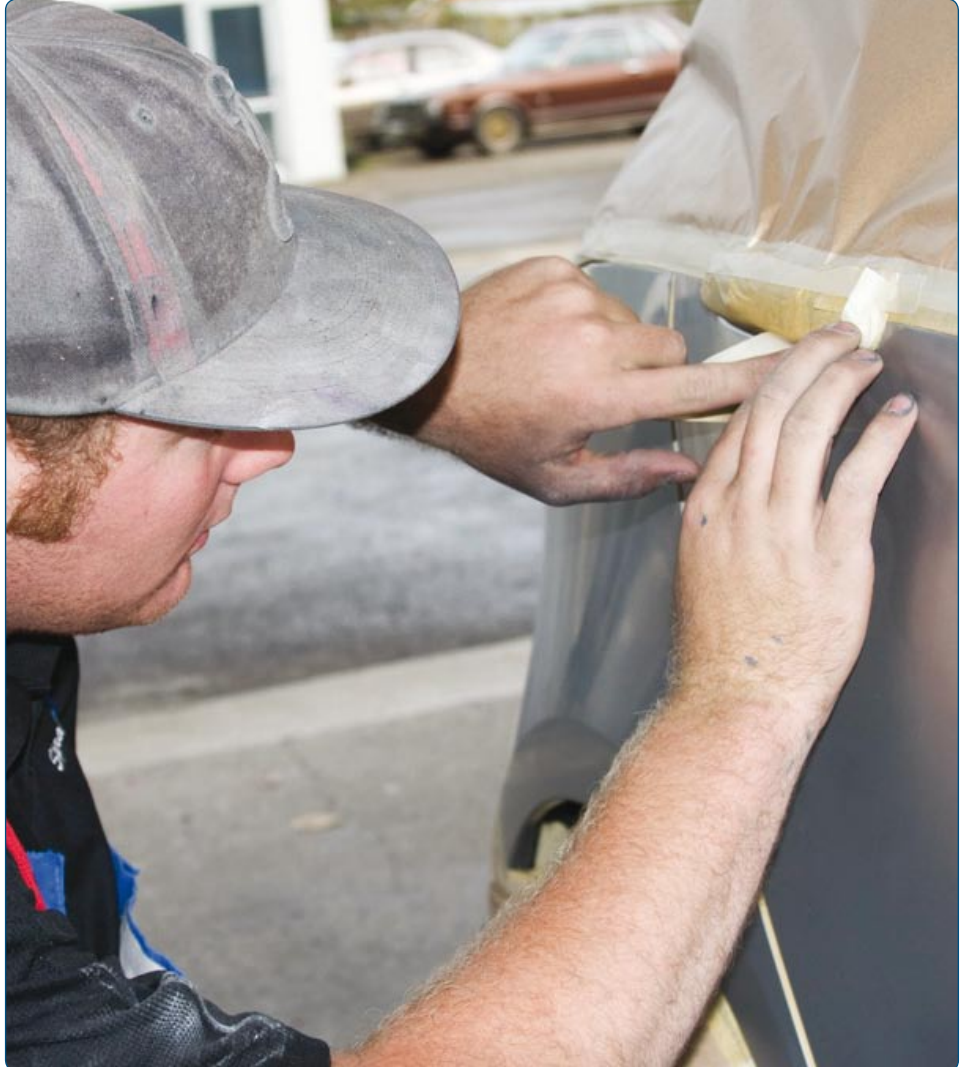


## Critical thinking tasks

- Prepare surface to ensure the quality of finished paint work
- Apply masking that will protect any areas that should not be spray painted
- Discern minor differences in colour and shade
- Apply knowledge of colour theory to adjust colour tints to match the vehicle perfectly
- Follow manufacturers' instructions when applying paint to vehicle
- Apply paint to vehicle in a logical progression that will avoid rework
- Assess completed work to determine if finish is up to the required standard
- Deal with contingencies e.g.
  - health and safety incident
  - paint and solvent spills
  - dangerous goods issue
  - injury
- Identify any other areas of the vehicle that need touching up that are not on the work sheet
- Get workshop supervisor's approval before completing work not listed on the work sheet

- Ask for help when needed
- Identify when paint gun needs to be maintained and carry out the maintenance

- Identify if other equipment needs maintenance or repair and take action



## Critical thinking skills

Develop a schema of colours, tints, nuances and variations to draw on when matching paint.

Apply knowledge of good preparation practice to work carried out.

Apply knowledge of safety requirements and principles to work practice.

Apply knowledge of the features of a good finished product to work carried out.

Plan a step by step process to complete work.

Identify if you have enough knowledge and skill to take action on own.

Identify when you need assistance from others.

Recall and follow specified procedures to deal with contingencies.

## Information and Communication Technology Tasks

### *Automotive refinishers*

- Use computer based systems to mix paint tints

### *Some automotive refinishers*

- Use computer based systems to clock on and off specific jobs
- Consult manuals or find specifications held on CD-ROM or the internet
- Take and upload digital photographs of the progress of their work
- Use colour spectrometer to assess colour and search for colour formulas
- Use computer based training materials



## Information and Communication Technology Skills

Operate a computer or ICT based device

- start the computer or device
- log-in if needed
- start appropriate application
- exit appropriate application
- turn off computer or device.

Identify elements of computer applications and the function of the element (e.g. menus and menu options, command buttons, icons, toolbars).

Identify appropriate computer application for task (e.g. spreadsheet, word processor, e-mail, web browser, drawing, company systems).

Operate computer application(s).

Enter or update data using a computer (using keyboard, mouse or other input devices).

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