



LITERACY PROFILE:

# Collision Repair Technician

This literacy profile identifies the literacy tasks and skills used by collision repair technicians. 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

- Part numbers
- Part descriptions
- Safety signs
- Vehicle identification numbers (VIN)

### Read charts, graphs and tables

- Chassis straightening measurement charts
- Tables and charts of specifications provided by vehicle manufacturers

### Read forms on job

- Job sheets (include instructions about fault or work required on vehicle)
- Job checklists
- Quality checklists

### 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

- Body repair manuals
- Specific instructions for how to complete repairs provided by vehicle manufacturers
- Container labels and product mixing instructions

### Read training materials

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

### Read employment related material

- Leave forms
- Code of conduct or 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
- Manuals

Recognise number formats.

- Serial numbers
- Part 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.

Use manuals as a reference source.

Follow written instructions (which may include diagrams).

Predict what will be contained in a text.

Use a guide to document contents.

- Index
- Table of contents
- Key
- Legend

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.

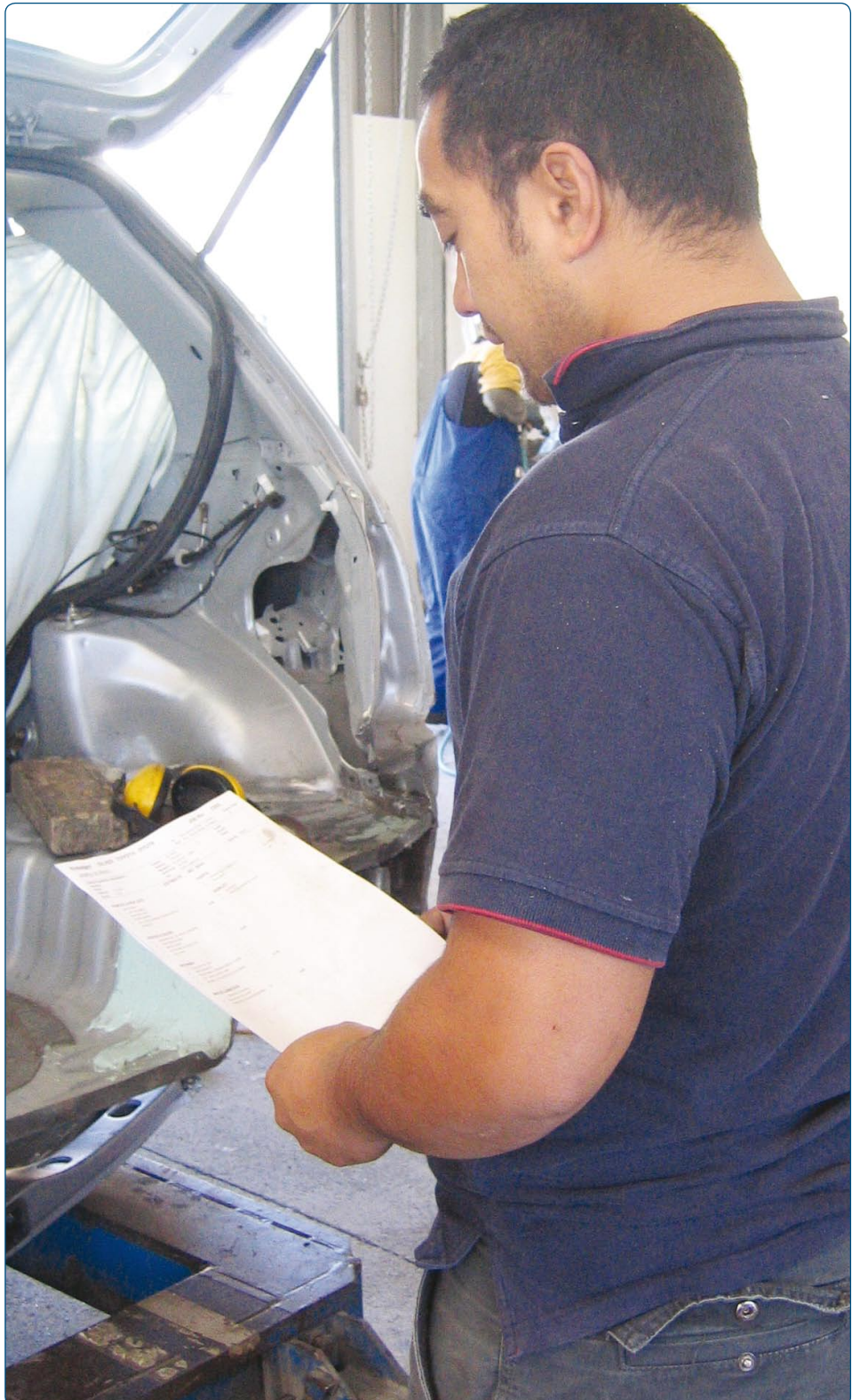
Make inferences based on what written material does not say.

Understand information in graphic material.

- Tables
- Graphs
- Diagrams
- Charts
- Drawings and specifications

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

- List of parts required
- Customer name and details for estimator to contact

### Complete workplace forms

- Job sheets
- Repair checklists
- Time sheets

### 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 help from co-workers
- Listen to verbal explanations and training
- Listen during team meetings / 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 collision repair technicians fix a vehicle
- Talk politely and appropriately to customers
- Communicate with co-workers (teamwork) during day to day work situations

- Communicate in noisy environment using hand signals and gestures
- Answer oral questions during unit standard assessments
- Discuss progress of training with MITO field staff

*Note: apprentices only rarely speak to customers or insurance assessors about the details of a vehicle repair. The estimator or a senior collision repair technician 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

- Identify parts by alpha numeric codes
- Count and tally numbers of parts
- Use parts, fastenings and tools that are the correct size for the job
- Take accurate measurements to establish if chassis is out of alignment
- Set welder to correct temperature and settings to complete a weld
- Accurately record the time taken to complete a job (may involve fractions of an hour)
- Mix materials following instructions on the container (includes using ratios and measuring specific quantities)
- Measure distances on vehicle using ruler, measuring tape, callipers and other measuring equipment

## Numeracy skills

Recognise numbers as part of a code.

Use numbers.

- Whole numbers
- Decimals
- Fractions
- Percentages
- Ratios
- Negative numbers

Do number problems (convert from imperial to decimal or back).

- Addition
- Subtraction
- Multiplication
- Division

Understand place value.

Estimate quantities.

- Length
- Time
- Number

Measure accurately.

- Length
- Time
- Number
- Temperature
- Volume

Understand difference between imperial and metric measurements.

Use 12 or 24hr clock.



## Critical thinking tasks

- Assess what damage was caused by the collision
- Recall similar damage situations from past experience to help decide how to complete the repair
- Identify correct method of repair (e.g. weld, rivet or glue)
- Plan a step by step process to complete the work
- Work in a logical order (up from the chassis)
- Determine the correct settings and temperature to weld different materials
- Deal with contingencies e.g.
  - health and safety incident
  - dangerous goods issue
  - injury
- Identify any other things that need to be repaired that are not on the work sheet
- Get workshop supervisor's approval before completing work not listed on the job sheet
- Ask for help when needed



## Critical thinking skills

Use problem solving methodology e.g.

- identify issue
- identify possible solutions
- determine best outcome
- decide on plan of action
- carry out plan.

Develop a schema of common and unusual repairs and how these were satisfactorily fixed.

Apply knowledge of professional trade practice to work carried out.

Apply knowledge of safety requirements and principles to work practice.

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

Some collision repair technicians

- Use computer based systems to clock on and off specific jobs
- Consult body repair manuals or find specifications held on CD-ROM or the internet
- Take and upload digital photographs of the progress of their work
- Use specialist computer based chassis alignment systems
- Access and 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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