



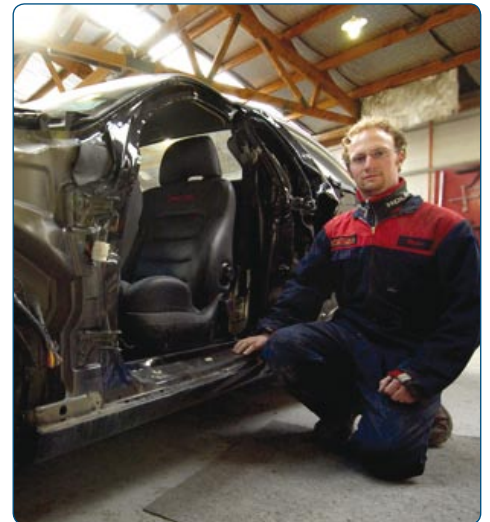
LITERACY ON THE JOB:

Collision Repair Technician

Overview of tasks for collision repair technicians

Collision repair technicians repair rust and accident damage to vehicles. They will:

- discuss repairs with customers
- work out how to repair dents, rust, and damage to vehicles
- straighten bent chassis
- repair vehicles by hammering out dents, replacing or repairing panels and applying body filler
- sand and smooth finished repairs to prepare for re-painting
- work as part of a team.



Reading

Every day, collision repair technicians read:

- job sheets
- job checklists.

On a regular basis, collision repair technicians read:

- manufacturers' vehicle body repair specifications
- chassis alignment charts
- vehicle identification numbers (VIN)
- notices on company notice boards
- MITO Record of Achievement Book (during their apprenticeship)
- training materials (during their apprenticeship).

Occasionally, collision repair technicians read:

- employment agreements and documents such as company rules.

Writing

Every day, collision repair technicians:

- complete their time sheet
- check off items on job sheets and checklists and note if parts are missing.

On a regular basis, collision repair technicians:

- 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, collision repair technicians:

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

On a regular basis, collision repair technicians:

- ask office staff or estimators where ordered parts are
- attend meetings, listen to briefing information and ask questions
- make suggestions to co-workers to help them with their work
- talk to customers (e.g. when picking up or dropping off the customer's vehicle)
- talk to MITO field staff about their apprenticeship progress (during their apprenticeship).

Occasionally, collision repair technicians:

- talk directly to customers about a job or explain what is happening with a job
- 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
- talk to tutors at block courses.

Numeracy

Every day, collision repair technicians:

- record how much time they spent on a job
- count and tally the number of parts or fastenings they have used on a job.

On a regular basis, collision repair technicians:

- take detailed measurements to determine the alignment of vehicle chassis
- set welders to correct temperature and settings.

Critical thinking

Every day, collision repair technicians have to:

- carefully consider how damage can be fixed
- decide on a solution to fix the vehicle
- implement the solution.

On a regular basis, collision repair technicians 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, collision repair technicians have to:

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

Information and Communication Technology

Some collision repair technicians:

- use computer based systems to measure the chassis alignment of vehicles
- use computer based time recording systems
- take and upload digital photos of their work
- consult manuals or vehicle information 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