



Introduction

Learners will benefit from a learning style that is explicit, experiential, scaffolded, co-operative and reflective. They will benefit wherever we can unpack ‘whitefella ways’ to give them the tools they will need to see what is happening at the deeper level of western culture. Learners will benefit from being told the reason (beyond the obvious) why they are learning this content in this way and why they are required to talk or push themselves in ways that may be challenging. In short, they will benefit wherever we can share the purpose for learning.

Please refer to the **Overview Teacher Guide** for an introduction in how to approach the concept of “skill mastery” and provide you with definitions of mastery levels the videos present. This can be found in the introduction section of the *Skill Mastery website*.

Learning intentions

What do we want students to learn?

After viewing this video and working through activities students will gain an understanding of:

- ongoing learning in the workplace
- improving skills in the workplace
- the benefits of skill mastery i.e. improve employment prospects, career progression

Success criteria

After viewing this video and working through activities students will be able to identify how to grow expertise and distinguish the difference in skills between a:

- final year Apprentice Mechanic;
- Workshop Foreman; and
- Service Manager.



Before viewing the Automotive Skill Mastery video, get students to consider the three different roles in the automotive pathway context from their own perspective: Tapping into prior knowledge, start with the what the students know and make links wherever possible.

- What do the students already know about the automotive industry?
 - Do they know someone else who works in automotive and what stories have they heard?
 - What is the reason (beyond the obvious) they are learning this content?
 - What do they expect to find out?
 - What do the three levels outlined above mean to them in their industry?
- Build vocabulary: Use a Word List – either before starting a topic or as you go (refer to table below and glossary supplied)

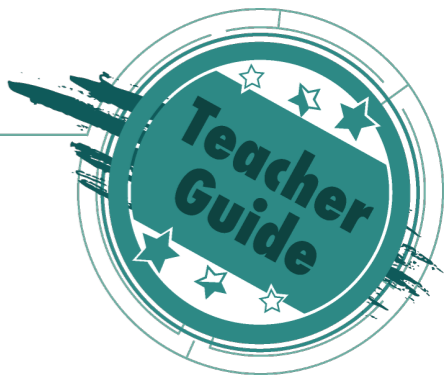


Prompting questions and general vocabulary to start:

Expertise Development and Career Progression	
General Automotive Questions	Vocabulary
what do they do / make / sell? Who is the beginner, intermediate, master? How can you tell? What are the levels called? Are there any words you don't know? Write them down.	



AUTOMOTIVE



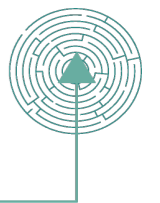
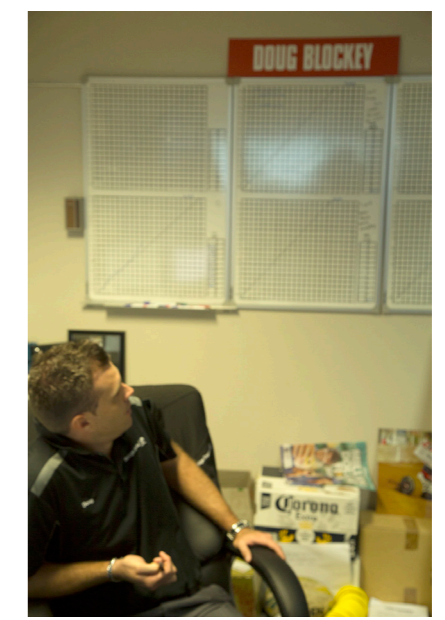
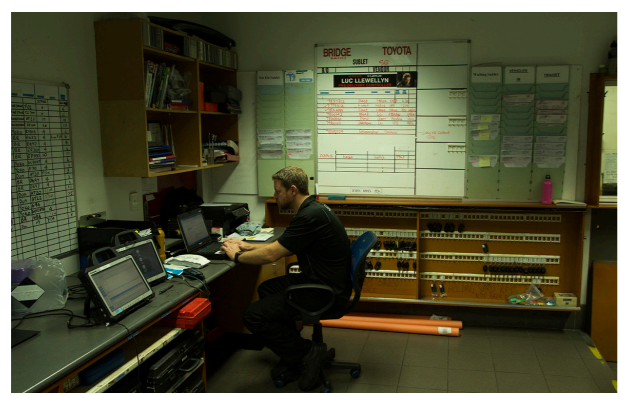
ACTIVITY - draw a line to match the screen captures of each person to their appropriate rank on the mastery scale below.

MASTERY SCALE

★ Apprentice Mechanic

★ Workshop Foreman

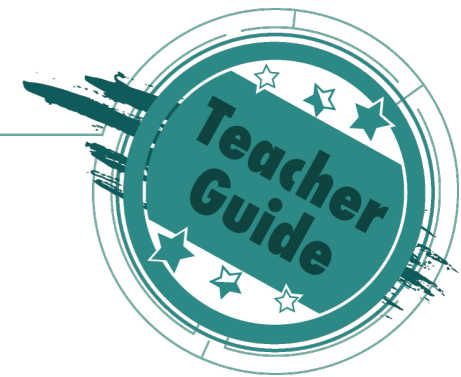
★ Service Manager





VIEW - watch sections of the video and ask question before, during or after

AUTOMOTIVE

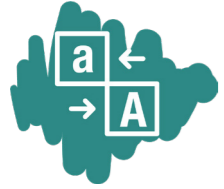


<p>Section</p> 			
<p>Questions</p> 	<ul style="list-style-type: none"> • What does a third year apprentice need to do for daily responsibilities? Workshop Foreman? Technical Adviser? Apprentice Master? Service Manager? • What's the most important responsibility in an automotive service? • What is a KPI? • What is an example of a 'guest issue?' • What is a tool box meeting? • What is an 'open door policy?' How is it helpful? • What is the chain of command at this workplace? • What would you need to be good at to complete the job allocation board each day? • Would you like to do Doug's job? Why or why not? 	<ul style="list-style-type: none"> • What is the chain of command at this workplace? • What do you think about all the different roles? Why do you think they need these roles? • What about being "a service for the customers" affects average working hours? • What does this do to employees' daily scheduled duties? • What do you think about working on a Saturday? What shift would you like to work? Earlier or later? • How do you feel about the structure of the day in this workplace? (breaks, lunchtimes, work scheduled duties?) • What is a batch? Job card? How do you know you're doing a good job? 	<ul style="list-style-type: none"> • What kind of industry standards would they need to keep up with? How do they find out about those? • What is the Service Managers' key work skill? • What does the Workshop Foreman mean by 'streamline the way things are done?' • What helps create a good learning and work culture in this workplace? • What can be considered a 'good work ethic'? • What is the GTNT? How do they help?
<p>Section</p> 			
<p>Questions</p> 	<ul style="list-style-type: none"> • What qualifications would you need to work safely in this workplace? • What's the most critical skill for safety at work? • What PPE and equipment is required? Why? • Why would an OH&S Committee be required here? • What would you need to consider when driving and servicing other people's cars in service bays? • Why are the hoists at different levels in the clip? • What tickets do you need in this workplace? 	<ul style="list-style-type: none"> • What starting qualification is required to work as an apprentice? • What foundations can it provide? • What other training opportunities can you take advantage of? • What other help can you gain from others? • What new skills are required as the industry changes? Can you see how the industry might change during your career and how could it? What could you do to adapt? • What might you need to think about if there are a number of jobs waiting in the dealership for parts and you need to work on them intermittently? 	<ul style="list-style-type: none"> • How would you work towards a Management role in this industry? What range of skills would make a good: Manager? Master Technician? Service Manager? • What value is supervision to completing an apprenticeship? How is it helpful to the apprentice during and after the qualification? • What are the alternatives to working in a dealership? • What else could you do with a start in this industry? • What got Tim from his first repaired car to his position now?

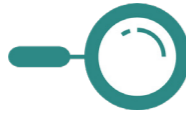


AUTOMOTIVE

GLOSSARY



VOCABULARY



look up industry words.

apprentice	a person who is learning a trade from a skilled employer, having agreed to work for a fixed period at low wages
admin	short for administration. the process or activity of running a business, organization, etc.
aspirations	a hope or ambition of achieving something.
bottom line profit	how much the company makes after all their expenses have been paid for. These expenses include interest charges paid on loans, general and administrative costs and income taxes.
constructive feedback	a more supportive communication tool than praise and criticism. It is based on factual observations, not personal feelings, and addresses specific issues or concerns.
dealership	an establishment authorized to buy and sell specific goods, especially motor vehicles. In this case Bridge Toyota has the authorization to sell Toyotas on behalf of Toyota, in Darwin.
detailer	an entry-level position at a car wash, car dealership or specialized detail car shop. At minimum, their job is to wash the exterior and interior of a vehicle according to the customer's wishes.
diagnose	identify the nature of a problem by examination of the symptoms
foreman	a general term used to describe someone who supervises and directs other workers
industry	a term used to describe a specific area of the workforce. In this case the industry is automotive
KPI	short for key performance indicator . This is a list of things that need to be completed before a certain time, in order to move on to the next thing. "by setting KPIs the company enables the team to make smart business decisions about the direction of all current projects"
mitigate	make (something bad) less severe, serious, or painful.
o,h&s committee	occupational health and safety group of people appointed for a specific function by a larger group and typically consisting of members of that group
signed off	approved for completion by a Supervisor
supervisor	a person who directs and oversees the work of a person or an activity
technician	a person employed to look after technical equipment or do practical work in a laboratory. In the automotive industry the mechanic is the technician
technology	technology such as the number of computers and software used in modern technician's work. In modern automotive workshops, the technician/mechanic uses computers etc to analyse electronic problems
warranty	a written guarantee, issued to the purchaser of an article by its manufacturer, promising to repair or replace it if necessary within a specified period of time



SKILL MASTERY







AUTOMOTIVE

Teacher Guide



ADDITIONAL MATERIAL

	<p>What job in this list appeals to you? https://www.seek.com.au/automotive-jobs</p> <p>According to this webpage what are the average salaries of automotive technicians? Can you find other careers you could branch off into as a mechanic? https://www.kangan.edu.au/students/blog/career-opportunities-in-the-automotive-industry</p> <p>What can you imagine doing in your career after reading this? http://jalopnik.com/5928245/the-ten-best-jobs-in-the-automotive-universe/</p>
	<p>Check out this set of lessons in PreVET all about Mechanics http://resources.prevet.net.au/m6a/m6a-magazine/</p>
	<p>Where in this document can you find reference to new technologies? What about the employability skills they were mentioning? Can you find them referenced in the Certificate Documentation? What can you find that they didn't mention? Can you find reference to something you think is a good work skill? https://training.gov.au/TrainingComponentFiles/AUR05/AUR30405_R2.pdf</p>
	<p>A lot of people in the NT like to 4WD. How might the automotive industry specialize in serving these clients? Can you find some information here that you could add to or correct? http://www.outbackcrossing.com.au/FourWheelDrive/4WD_Trip_Preparation.shtml https://coopertiresaus.wordpress.com/2013/11/17/4wd-checklist-how-to-do-a-quick-vehicle-inspection/</p>

