

## Developing OALCF Apprenticeship Tasks for the Competency “Use Digital Tasks” (2014/2015)

### Task-based Activity Cover Sheet

**Task Title:** Automotive Service Technicians Communicate to Solve Problems

<b>Learner Name:</b>	
<b>Date Started:</b>	<b>Date Completed:</b>
<b>Successful Completion:</b> Yes ___ No ___	
<b>Goal Path:</b> Employment <input checked="" type="checkbox"/> Apprenticeship <input checked="" type="checkbox"/> Secondary School ___ Post Secondary ___ Independence ___	
<b>Task Description:</b> Automotive service technicians (AST) use digital technology to communicate with colleagues to solve problems. They may search manufacturer’s web sites or web sites built to answer questions by ASTs.	
<b>Competency:</b> A: Find and Use Information B: Communicate Ideas and Information D: Use Digital Technology	<b>Task Group(s):</b> A1: Read continuous text A2: Interpret documents B2: Write continuous text
<b>Level Indicators:</b> A1.2: Read texts to locate and connect ideas and information A2.2: Interpret simple documents to locate and connect information B2.1: Write brief texts to convey simple ideas and factual information D.2: Perform well-defined, multi-step digital tasks	
<b>Performance Descriptors:</b> see chart on last page	
<b>Materials Required:</b> <ul style="list-style-type: none"> <li>• Computer with a word processor</li> <li>• Internet access</li> <li>• Email account</li> </ul>	

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**Task Title:** Automotive Service Technicians Communicate to Solve Problems

Automotive service technicians communicate with others to find solutions to problems. They use digital technology to ask questions and search for solutions.

### **Learner Information and Tasks:**

An automotive service technician is working on a Ford. The customer has told the technician that the error code for coolant Ford thermostat comes on after the engine has warmed up.

**Task 1:** Click on the following link: <http://www.justanswer.com/ford/>

Scroll down the page to the section **Recent Articles in Ford**; select *All Ford Articles*. Find the Thermostat link and open the page. Navigate through the questions to find the one addressing this error code. Select and copy the answer.

**Task 2:** In a word processing program type your name and below that paste the question and answer from the web site into the document. Save the file as Thermostat Problem.

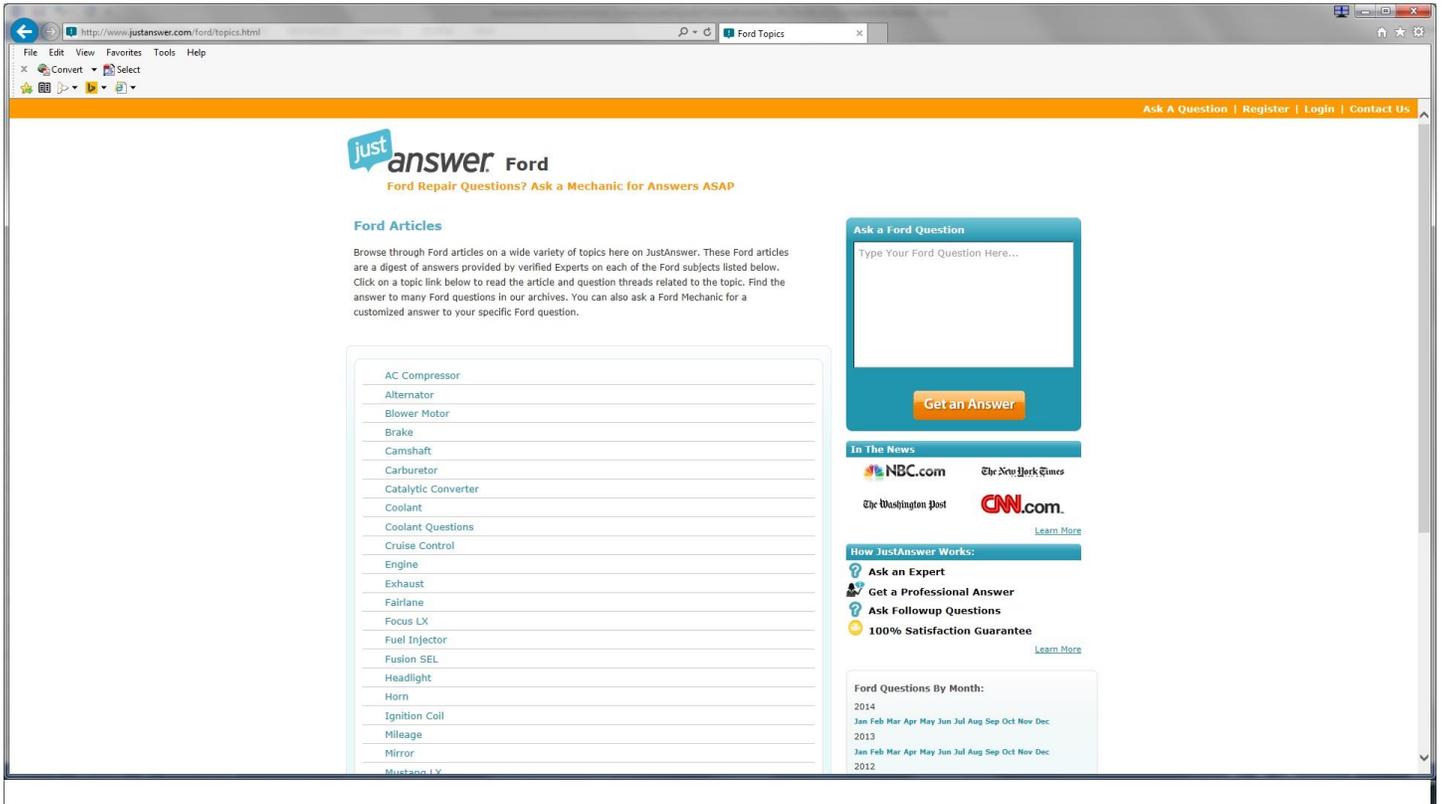
**Task 3:** Attach the file to an email to your instructor. Describe the problem in the email and note that solution is attached.

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## Answer Key

### Task 1:

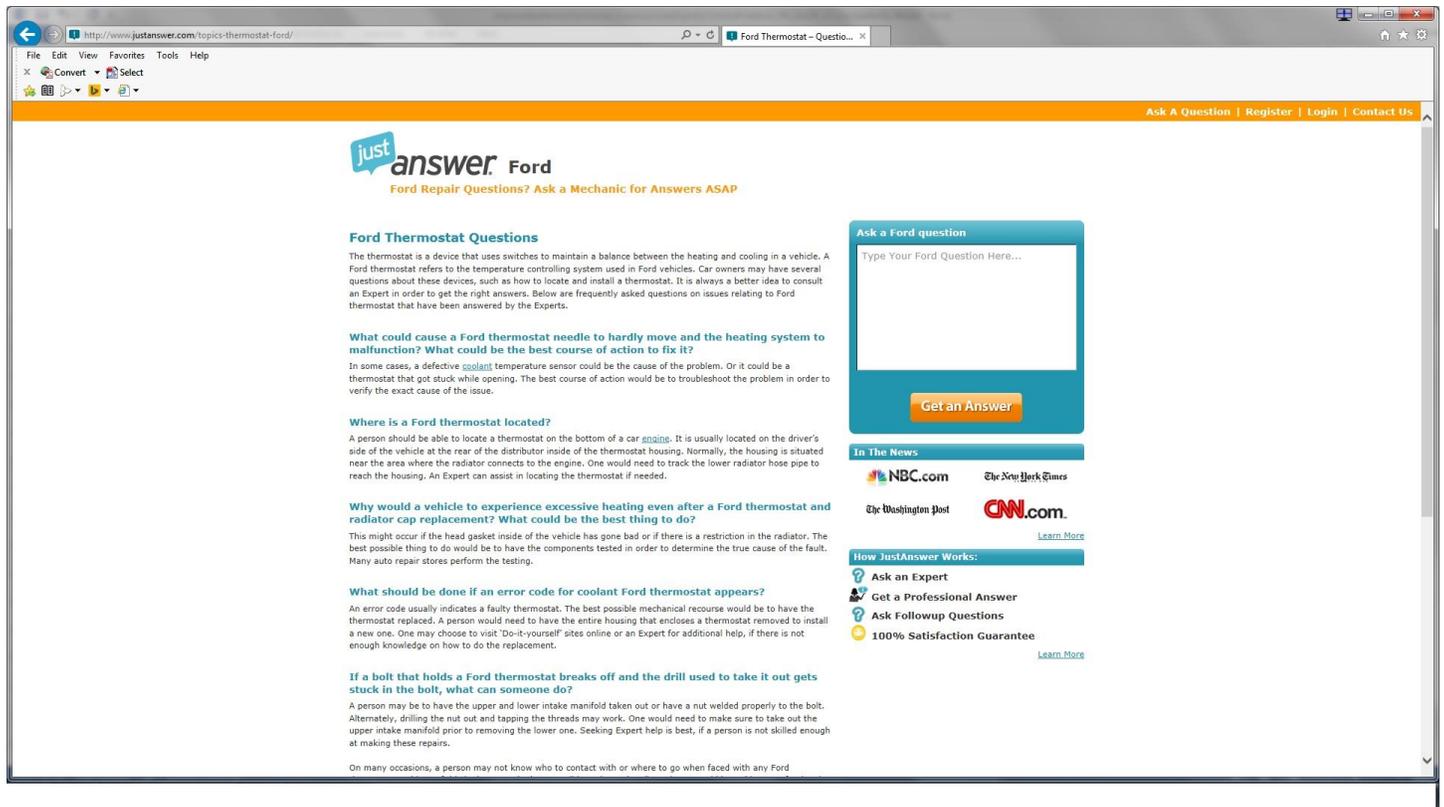


The screenshot shows a web browser window displaying the 'Ford Topics' page on JustAnswer. The page features a navigation bar with links for 'Ask A Question', 'Register', 'Login', and 'Contact Us'. The main content area is titled 'Ford Articles' and includes a list of automotive topics such as AC Compressor, Alternator, Blower Motor, Brake, Camshaft, Carburetor, Catalytic Converter, Coolant, Coolant Questions, Cruise Control, Engine, Exhaust, Fairlane, Focus LX, Fuel Injector, Fusion SEL, Headlight, Horn, Ignition Coil, Mileage, Mirror, and Mustang LX. To the right, there is a 'Ask a Ford Question' form with a text input field and a 'Get an Answer' button. Below the form, there are sections for 'In The News' (listing NBC.com, The New York Times, The Washington Post, and CNN.com) and 'How JustAnswer Works:' (listing 'Ask an Expert', 'Get a Professional Answer', 'Ask Followup Questions', and '100% Satisfaction Guarantee'). At the bottom right, there is a 'Ford Questions By Month:' section with a table showing the number of questions for each month from 2012 to 2014.

Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014												
2013												
2012												

Site valid as of May 2015

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The screenshot shows a web browser window displaying the JustAnswer website. The page title is "Ford Thermostat - Questions". The main content area features the "just answer Ford" logo and the tagline "Ford Repair Questions? Ask a Mechanic for Answers ASAP". Below this, there is a section titled "Ford Thermostat Questions" with a detailed explanation of what a thermostat is and its function. To the right of the text is a form titled "Ask a Ford question" with a text input field and a "Get an Answer" button. Below the form, there is a "In The News" section with logos for NBC.com, The New York Times, The Washington Post, and CNN.com. At the bottom of the page, there is a "How JustAnswer Works:" section with icons and text describing the service: "Ask an Expert", "Get a Professional Answer", "Ask Followup Questions", and "100% Satisfaction Guarantee".

Site valid as of May 2015

## Task 2:

Student

### What should be done if an error code for coolant Ford thermostat appears?

An error code usually indicates a faulty thermostat. The best possible mechanical recourse would be to have the thermostat replaced. A person would need to have the entire housing that encloses a thermostat removed to install a new one. One may choose to visit 'Do-it-yourself' sites online or an Expert for additional help, if there is not enough knowledge on how to do the replacement.

## Task 3:

The email should include the document and brief explanation of the problem and that the solution is attached.

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Performance Descriptors		Needs Work	Completes task with support from practitioner	Completes task independently
<b>A1.2</b>	<ul style="list-style-type: none"> <li>scans text to locate information</li> </ul>			
	<ul style="list-style-type: none"> <li>locates multiple pieces of information in simple texts</li> </ul>			
	<ul style="list-style-type: none"> <li>makes low-level inferences</li> </ul>			
	<ul style="list-style-type: none"> <li>reads more complex texts to locate a single piece of information</li> </ul>			
	<ul style="list-style-type: none"> <li>follows the main events of descriptive, narrative and informational texts</li> </ul>			
	<ul style="list-style-type: none"> <li>obtains information from detailed reading</li> </ul>			
<b>A2.2</b>	<ul style="list-style-type: none"> <li>performs limited searches using one or two search criteria</li> </ul>			
	<ul style="list-style-type: none"> <li>uses layout to locate information</li> </ul>			
	<ul style="list-style-type: none"> <li>makes connections between parts of documents</li> </ul>			
	<ul style="list-style-type: none"> <li>makes low-level inferences</li> </ul>			
<b>B2.1</b>	<ul style="list-style-type: none"> <li>writes simple texts to request, remind or inform</li> </ul>			
	<ul style="list-style-type: none"> <li>conveys simple ideas and factual information</li> </ul>			
	<ul style="list-style-type: none"> <li>uses sentence structure, upper and lower case and basic punctuation</li> </ul>			
	<ul style="list-style-type: none"> <li>uses highly familiar vocabulary</li> </ul>			
	<ul style="list-style-type: none"> <li>begins to select words and tone appropriate to the task</li> </ul>			
<b>D.2</b>	<ul style="list-style-type: none"> <li>begins to organize writing to communicate effectively</li> </ul>			

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	<ul style="list-style-type: none"> <li>selects and follows appropriate steps to complete tasks</li> </ul>			
	<ul style="list-style-type: none"> <li>locates and recognizes functions and commands</li> </ul>			
	<ul style="list-style-type: none"> <li>makes low-level inferences to interpret icons and text</li> </ul>			

**This task:** was successfully completed \_\_\_ needs to be tried again \_\_\_

### Learner Comments

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**Instructor (print)**

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**Learner Signature**