

SURVIVAL SKILLS in the Workplace

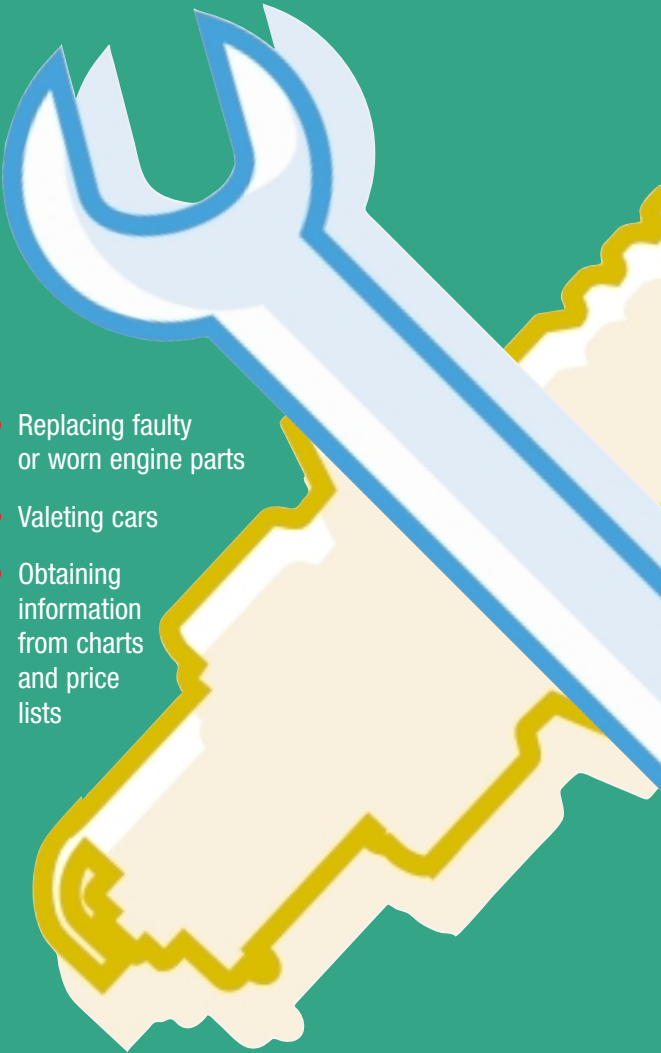


MOTOR VEHICLE SERVICING



Everyday tasks for motor vehicle servicing employees

- Taking telephone messages
- Following schedules on job card
- Servicing and repairing vehicles
- Using diagnostic and testing equipment
- Scheduling and timing jobs
- Informing Service Manager of parts required from stores
- Tuning engines, changing tyres and balancing wheels

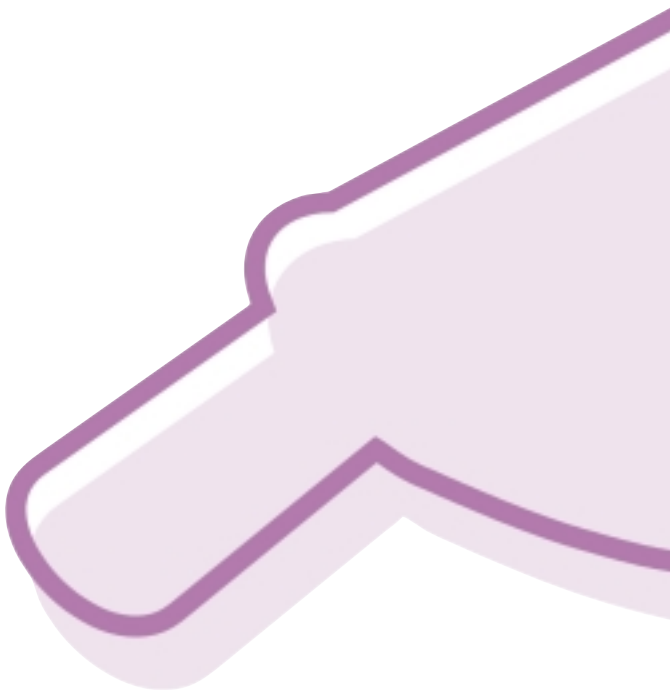


- Replacing faulty or worn engine parts
- Valeting cars
- Obtaining information from charts and price lists

WHAT SKILLS?

Speaking and Listening

- Listen carefully to instructions face-to-face and on the telephone, e.g. from supervisor, customers, colleagues
- Explain requirements accurately, e.g. for spare parts to Service Manager or store person, to colleagues for assistance with jobs
- Speak clearly and loudly enough to be heard in a noisy garage, e.g. for warnings, instructions



Reading

- Obtain information from tables and charts, e.g. price lists, conversion charts, safety signs, tyre pressures
- Follow written instructions, e.g. for operating equipment, health and safety regulations, job cards
- Read straightforward information, e.g. notes from colleagues, trade journals, catalogues, promotional material and notices

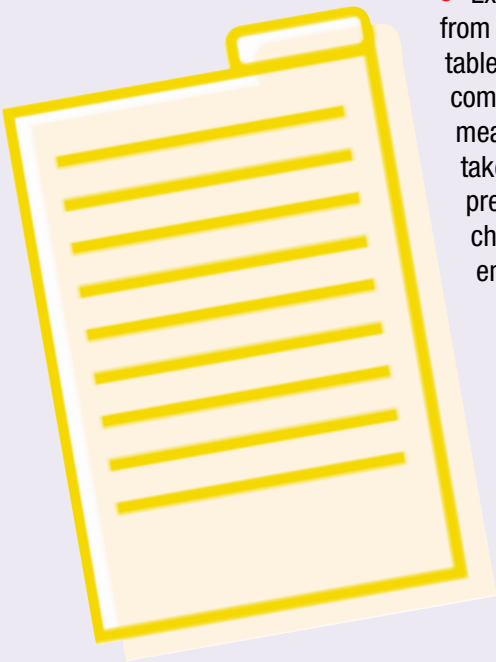


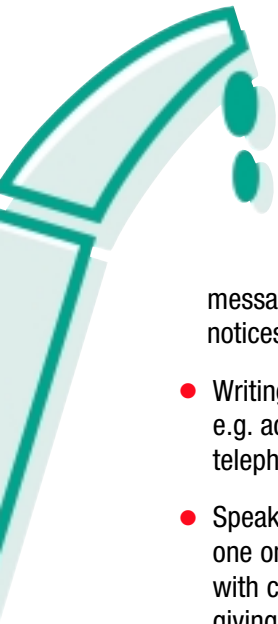
Writing

- Write clearly and accurately on simple forms and records, e.g. accident book, job cards, order forms, vehicle service records
- Note messages from telephone calls, e.g. from colleagues, customers and suppliers

Number Skills

- Write numbers clearly to avoid mistakes, e.g. telephone numbers, quantities of stock, cost of parts, part numbers, tachometer readings, chassis numbers
- Estimate and count numbers, e.g. brake shoes, parts, tools, nuts and bolts
- Estimate and measure liquid volume, e.g. water, oil, anti-freeze
- Estimate and measure time, e.g. to schedule jobs, to provide information for labour costs on bills
- Measure pressure for inflating tyres
- Extract information from charts and tables in order to compare with measurements taken, e.g. tyre pressure, battery charge, exhaust emissions





Communication skills needed to work in a garage

- Reading – understanding straightforward written and graphical information, e.g. job cards, notes and messages, catalogues, health and safety notices
- Writing – simple forms and messages, e.g. accident book, service records, telephone messages
- Speaking and Listening – talking one-to-one on the telephone and face-to-face with customers, colleagues, supervisor, giving and receiving instructions in the garage

Numeracy skills needed to work in a garage

- Numbers – recording numbers and understanding charts and tables, e.g. telephone numbers, stock, chassis numbers, tachometer readings, tyre pressure charts
- Measurement – straightforward estimates and measurement of liquid volume and air pressure
- Time – estimate and measure time, e.g. to schedule jobs, to charge for labour costs

To start work or undertake an NVQ in motor vehicle servicing, the basic skills levels needed are:

- communication at Entry 3 (reading at Level 1);
- numeracy at Level 1.



For further information contact:

The Basic Skills Agency,
Commonwealth House,
1–19 New Oxford Street,
London WC1A 1NU

Tel: 020 7405 4017

Fax: 020 7440 7770

email: [walesenquiries@](mailto:walesenquiries@basic-skills.co.uk)

basic-skills.co.uk

www.basic-skills-wales.org

