

Instructions for Completing the APPLIED EDUCATION SUMMARY

GENERAL INSTRUCTIONS	
Fill out one <i>Summary</i> each week	Select one of your <i>Work Journal Diagnostic Reports</i> completed during the week. You will use this <i>Report</i> to complete the <i>Applied Education Summary</i> .
Skill Areas Utilized	<p>Which skill areas are you focusing on in this <i>Summary</i>? Consider all the skill areas you utilized during the vehicle service, discussions, and record keeping.</p> <ul style="list-style-type: none"> ▪ Consider the different <u>Automotive Skill Areas</u> (A1-A8.) You will be address skills in different areas in order to perform a single repair. ▪ Consider the <u>Foundation Skills</u> listed at the bottom of the <i>Applied Education Summary</i> form. These are not technical skills but they are very important to your success on the job. ▪ Consider the specific <u>Competency Skills</u> listed at the bottom of the <i>Applied Education Summary</i> form. These are the technical skills that you used in all of the Automotive Skill areas. <p>In deciding which skill areas to focus on, try to address a different area that what you've written up in a previous <i>Applied Education Summary</i>.</p>
Turn the completed <i>Applied Education Summary</i> into your instructor or: _____	Attach a copy of the appropriate <i>Work Journal Diagnostic Report</i> to the <i>Applied Education Summary</i> .

PURPOSE	
Objectives	<ul style="list-style-type: none"> ▪ Enables the student, mentor, and instructor to see where exposure is greatest or least. ▪ Helps the mentor to evaluate a student's progress (important for completing the <i>AYES Career Passport</i>.) ▪ Provides opportunities for the student to practice and polish their writing skills.



Student Internship Work Site APPLIED EDUCATION SUMMARY

Week of July 10, 20XX Name Joe Student

As part of your AYES internship, you will be required to write ONE *Applied Education Summary* each week. This *Summary* consists of two sections: (1) a brief recap of what you've done on ONE vehicle service or repair, and (2) a short commentary on what you've learned by doing this service or repair.

Each *Summary* should focus on a different challenge you faced or a different skill you developed.

PART 1: Service/Repair Recap

Using the information you recorded on one *Work Journal Diagnostic Report*, describe what you (and the technician) did to verify the complaint, determine the cause, make the repair or complete the service and verify the correction. Strive to make your comments complete but brief, clear and accurate. Remember: when you are a working technician, customers will rely on your written comments to understand what was done. Additionally, the warranty administrator will rely on your explanation to prepare the warranty claim (if any.)

Customer Concern: Convertible top can not be raised from the retracted position.

Concern Verification / Identification of Cause/Repair / Verification of Correction:

I checked electrical and found that the fuse for that circuit had blown. I replaced the fuse and tried to raise the top. I could hear the electric motor trying to engage but the top didn't move. I inspected the electric motor and found it was binding on the gear track. The track was damaged due to lack of lubrication.

PART 2: Skill Development

Referring to the lists on the bottom of the page, think about what you've learned or what you achieved in making this repair or completing this service. Did you face any particular challenge (e.g. something broke, diagnosis or repair was harder than expected, etc.?) How did you handle it? What skills did you need to draw upon to do the work? What lesson did you learn? How do you expect that a similar job will go better next time? If you recognize that you are becoming more skilled in this repair/service, describe how.

Parts had to be ordered to complete the repair on this vehicle. The parts were not due to arrive for two days. The vehicle needed to be moved outside until the repairs could be done, but the convertible top couldn't be raised to cover the interior. I asked the Parts Department to pick up some plastic sheeting from the hardware store so I could shield the car from the weather while it was stored outside. I received the plastic and covered the car, securing the plastic with tape to the underbody. The next day, before the parts arrived, it rained, but the car's interior stayed dry.

Foundation Skills	Competency Skills
<ul style="list-style-type: none"> ▪ Reading, writing, arithmetic, listening, observing, speaking ▪ <u>Creative thinking, decision making, problem solving, organization/ planning</u> ▪ Responsibility, honesty, pride, organization, open-mindedness, friendliness, <u>customer focus</u> ▪ Following safe shop procedures 	<ul style="list-style-type: none"> ▪ Utilization of time, materials, tools and facilities ▪ Ability to do research and interpret information ▪ Computer/keyboard skills ▪ Ability to work in a team, <u>demonstrate leadership</u> ▪ <u>Understand warranty systems, parts department procedures, dealership/retail facility operations</u> ▪ Ability to use diagnostic tools, manuals and bulletins; use of diagnostic tree ▪ Ability to describe how systems/components work ▪ Ability to follow approved procedures



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Customer Concern: _____

Concern Verification / Identification of Cause/Repair / Verification of Correction:

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