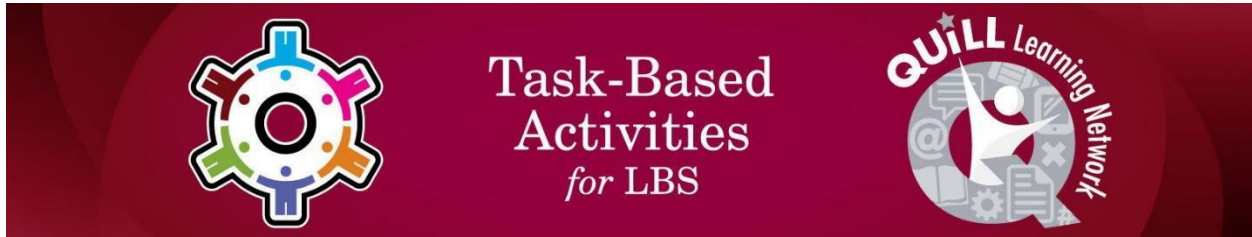


Task Title:
AutomotiveServiceTechniciansCommunicatetoSolveProblems_EA_A1.2_A2.2
_B2.1



Task Title: Automotive Service Technicians Communicate to Solve Problems

OALCF Cover Sheet – Practitioner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes No

Goal Path: Employment Apprenticeship

Secondary School Post Secondary Independence

Task Description: The learner will find information on a website that answers common questions about Ford vehicles and connects automotive technicians via live chat.

Main Competency/Task Group/Level Indicator:

- Find and Use Information/Read continuous text/A1.2
- Find and Use Information/Interpret documents/A2.2
- Communicate Ideas and Information/Write continuous text/B2.1

Materials Required:

- Pen/pencil and paper
- Computer or digital device

Task Title:

AutomotiveServiceTechniciansCommunicatetoSolveProblems_EA_A1.2_A2.2
_B2.1

Learner Information

Automotive service technicians may use online forums and chats to connect with colleagues who may have encountered similar problems.

Copy and paste the address for Just Answer Ford into the browser of the computer:

<https://www.justanswer.com/ford/>

Task Title:

AutomotiveServiceTechniciansCommunicatetoSolveProblems_EA_A1.2_A2.2_B2.1

Work Sheet

Task 1: Scroll down the page to "Got Ford problems?" and scan the information under this heading. How many questions do Ford specialists answer every day?

Answer:

Task 2: Scroll down the page to "Common Ford questions resolved on JustAnswer". List three things you are asked to have ready before asking a question?

Answer:

Task 3: Scroll to the bottom of the page. Under the menu "Using JustAnswer", click on "Ask a Question". What are the three steps that happen when you use a JustAnswer question forum?

Answer:

Task Title:

AutomotiveServiceTechniciansCommunicatetoSolveProblems_EA_A1.2_A2.2_B2.1

Answers

Task 1: Scroll down the page to “Got Ford problems?” and scan the information under this heading. How many questions do Ford specialists answer every day?

Answer: Ford specialists answer hundreds of questions every day.

Task 2: Scroll down the page to “Common Ford questions resolved on JustAnswer”. List three things you are asked to have ready before asking a question?

Answer:

- Year and model
- Specific description of symptoms and whether they’re getting worse
- What you’ve tried so far

Task 3: Scroll to the bottom of the page. Under the menu “Using JustAnswer”, click on “Ask a Question”. What are the three steps that happen when you use a JustAnswer question forum?

Answer:

1. Ask your question
2. Let us match you
3. Chat with an expert

Task Title:

AutomotiveServiceTechniciansCommunicatetoSolveProblems_EA_A1.2_A2.2_B2.1

Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.2	scans text to locate information			
	locates multiple pieces of information in simple texts			
	makes low-level inferences			
	obtains information from detailed reading			
	begins to identify sources and evaluate information			
A2.2	extracts information from tables and forms			
	uses layout to locate information			
	makes connections between parts of documents			
	makes low-level inferences			
	begins to identify sources and evaluate information			

Task Title:

AutomotiveServiceTechniciansCommunicatetoSolveProblems_EA_A1.2_A2.2_B2.1

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
B2.1	writes simple texts to request, remind or inform			
	conveys simple ideas and factual information			
	demonstrates a limited understanding if sequence			
	uses sentence structure, upper and lower case and basic punctuation			
	uses highly familiar vocabulary			

This task: Was successfully completed Needs to be tried again

Learner Comments:

Instructor (print):

Learner (print):

Task Title:

AutomotiveServiceTechniciansCommunicatetoSolveProblems_EA_A1.2_A2.2
_B2.1

URL's

<https://www.justanswer.com/ford/>