

Task Title: Automotive Service Technicians Communicate to Solve Problems

# OALCF Cover Sheet – Practitioner Copy

**Learner Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Started: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |
| --- | --- | --- |
| **Goal Path:** | Employment | Apprenticeship |
| Secondary School | Post Secondary | Independence |

**Successful Completion:**  Yes No

**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

# 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/>

# 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:

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# 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

# 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 |  |  |  |
| 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):

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

# URL’s

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