

1 Reading a manual



2 Listening to a supervisor



3 Observing fellow staff



4 Reading charts and measures



5 Using hand tools



6 Interviewing a manager



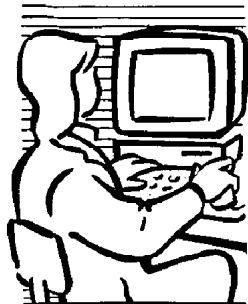
7 Attending meetings



8 Using machinery and equipment



9 Working in the bodyshop



10 Using a computer

NAME \_\_\_\_\_

FORM \_\_\_\_\_

PLACEMENT \_\_\_\_\_

# Work Experience

## IN GARAGES AND VEHICLE MAINTENANCE



Supported by



Work Experience Learning Framework for Pre-16 Students

## Questions to ask

### 1 *Background to the business*

- a. What is the history of the business?
- b. What are the basic facts and figures about the business?
- c. What are the main patterns of employment e.g. full-time/part-time?
- d. How many people are employed at this site?

### 2 *Employment in garages*

- a. What trends are there in jobs in garages and vehicle maintenance?
- b. What different types of jobs are there?
- c. What career and training opportunities are there?
- d. What qualifications and skills are required?

### 3 *Rights and responsibilities*

- a. What rights and responsibilities do employees have?
- b. What rights and responsibilities does the employer have?
- c. How are disagreements resolved?
- d. Is there a trade union or staff association?

### 4 *Working conditions*

- a. What are working conditions like for employees?
- b. What facilities are available for the use of staff?
- c. How have working conditions changed over the years?
- d. How are working conditions likely to change in the future?

### 5 *Business organisation*

- a. What are the different work roles in the business?
- b. How do the different people work together?
- c. How are work tasks allocated to individuals?
- d. What happens when an employee is sick?

### 6 *Layout*

- a. How is the garage or site laid out?
- b. What are the advantages of the current layout?
- c. What are the problems with the current layout?
- d. How could the layout of the site be improved?

### 7 *Health and safety*

- a. What health and safety rules do employees have to follow?
- b. What are the most common accidents?
- c. What happens when there is an accident?
- d. What is the role of the health and safety representative?

### 8 *Stock control*

- a. What is stock control and why is it important?
- b. How does the stock control system work?
- c. What procedures are used for taking delivery of goods?
- d. How are computers used in stock control?

### 9 *Customer service*

- a. What customer service procedures are there?
- b. How are customer complaints handled?
- c. What is good customer service?
- d. What methods are used to monitor customer satisfaction?

### 10 *Quality assurance*

- a. What is quality assurance?
- b. What are the quality standards of the business?
- c. What procedures are there to maintain quality?
- d. Who is responsible for maintaining the quality standards?

