

# SkillsUSA Tennessee PS Virtual Interview Contest

## Collision Repair Technican

SkillsUSA is focused on preparing students for career success. With the changes in our world, it is now more important than ever that you know not only how to interview for your future career, but how to do it in a virtual format.

Starting in summer 2020, SkillsUSA Tennessee Postsecondary is hosting statewide Virtual Interview Contests in all industry sectors!

### Virtual Interview Contest Process:

**Step #1:** All chapters will receive “*How to Prepare for Virtual Interviews*” training packet created by the SkillsUSA Tennessee PS State Director

**Step #2:** Students practice virtual interviewing skills with their instructor. Create a professional resume geared towards the job description included. Participate in a virtual in-class competition to determine top 3 overall students in their program area.

**Step #3** The top 3 students from each program submit their recorded virtual skills demonstration interviews and their professional resumes to the state director to be judged by industry professionals.

*\*Scenarios and detailed instructions are included in this packet*

**Step #4** The Top 10 finalists from each sector will be notified of their scheduled time to interview in using *Microsoft Teams* with a panel of industry professionals from their sector. Interviews will be recorded, and once all are scored the overall winners will be awarded Gold, Silver, and Bronze medals.



# Automotive Collision Repairers

## Job Summary and Responsibilities:

Vehicle technicians inspect, test and maintain vehicles, motorcycles, engine tune-ups and tire replacements. They repair engine failures, lube replacements. Vehicle technicians replace vehicle components and evaluate warranty options.

## Required Competencies:

### Occupational Competencies

- **Automotive diagnostic equipment:** Use diagnostic equipment to perform test on motor vehicles, components and systems to detect defects.
- **Road testing:** Perform road tests with vehicles; ensure that all functions are working safely and correctly; test vehicle in extreme weather and road conditions.
- **Traditional toolbox tools:** Use tools found in a traditional toolbox, such as hammer, plier, screwdriver, and wrench. Observe safety precautions while operating these instruments.
- **Vehicle tests:** Test, inspect and maintain vehicles; refresh oil and change tires; balance wheels and replace filters.
- **Health and safety standards:** Adhere to standards of hygiene and safety established by respective authorities.
- **Manual work autonomously:** Show the ability to pursue basic manual tasks without the help or assistance of others, not needing supervision or guidance, and taking responsibility for one's actions.
- **Automotive diagnostic equipment:** Familiarity with the equipment used to examine automotive systems and components.
- **Car controls:** Knowledge of the functioning of specific car equipment such as how to operate and handle the clutch, throttle, lighting, instrumentation, transmission and the brakes.
- **Emission standards:** Experience with know the legal limitations of the amount of pollutants that can be emitted into the environment.
- **Vehicle electrical systems:** Familiarity with vehicle electrical systems, including components such as the battery, starter, and alternator. The battery provides energy to the starter. The alternator provides the battery the energy it requires to power the vehicle. Understand the interplay of these components to resolve malfunctions.
- **Types of vehicles:** Knowledge of field of information which distinguishes rental agency classification systems, containing types and classes of vehicles and their functioning and components.
- **Mechanical requirements for vehicles in urban areas:** Experience with legal requirements that vehicles must meet in order to operate in urban areas. Inspect and maintain components of vehicle subsystems; ensure safety of vehicle, reliability, and driving comfort.
- **Principles of mechanical engineering:** Familiarity with understand principles of mechanical engineering, physics, and materials science.
- **Mechanical components of vehicles:** Knowledge of know the mechanical components used in vehicles and identify and resolve potential malfunctions.
- **Health and safety measures in transportation:** Experience with the body of rules, procedures and regulations related to health and safety measures intended to prevent accidents or incidents in transportation.

- **Teamwork principles:** Familiarity with the cooperation between people characterized by a unified commitment to achieving a given goal, participating equally, maintaining open communication, facilitating effective usage of ideas etc.
- **Components of air conditioning systems:** Knowledge of know the different components that constitute air conditioning systems such as condensers, compressors, evaporators and sensors. Identify and repair/replace malfunctioning components.
- **Mechanics:** Experience with theoretical and practical applications of the science studying the action of displacements and forces on physical bodies to the development of machinery and mechanical devices.

### Foundational Competencies

- **Repairing:** Repairing machines or systems using the needed tools.
- **Troubleshooting:** Determining causes of operating errors and deciding what to do about it.
- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Monitoring:** Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Operation Monitoring:** Watching gauges, dials, or other indicators to make sure a machine is working properly.

### Preferred Competencies:

### Occupational Competencies

- **Operation of different engines:** Know the characteristics, maintenance requirements and operating procedures of various kinds of engines such as gas, diesel, electrical, and engines with steam propulsion plants.
- **Types of vehicle engines:** Types of car engines in road and racing cars, including those with emerging technologies like Hybrids and electric motors, and how they work.
- **Electrical wiring plans:** Pictorial representation of an electrical circuit. It shows the components of the circuit as simplified shapes, and the power and signal connections between the devices. It gives information about the relative position and arrangement of devices and terminals on the devices, to help in building or servicing the device. A wiring diagram is often used to troubleshoot problems and to make sure that all the connections have been made and that everything is present.
- **Engine components:** Know the different engine components, and their operation and maintenance. Understand when repairs and replacement should be undertaken.

### Foundational Competencies

- **Quality Control Analysis:** Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- **Speaking:** Talking to others to convey information effectively.
- **Time Management:** Managing one's own time and the time of others.

- **Active Learning:** Understanding the implications of new information for both current and future problem-solving and decision-making.

**Example Activities:**

- File, grind, sand, and smooth filled or repaired surfaces, using power tools and hand tools.
- Inspect repaired vehicles for proper functioning, completion of work, dimensional accuracy, and overall appearance of paint job, and test-drive vehicles to ensure proper alignment and handling.
- Fit and weld replacement parts into place, using wrenches and welding equipment, and grind down welds to smooth them, using power grinders and other tools.
- Prime and paint repaired surfaces, using paint spray guns and motorized sanders.
- Follow supervisors' instructions as to which parts to restore or replace and how much time the job should take.
- Sand body areas to be painted and cover bumpers, windows, and trim with masking tape or paper to protect them from the paint.
- Chain or clamp frames and sections to alignment machines that use hydraulic pressure to align damaged components.
- Position dolly blocks against surfaces of dented areas and beat opposite surfaces to remove dents, using hammers.

## **Pre-Recorded Skills Demonstration Scenario**

### **Automotive Collision Technician**

For this portion of the virtual interview contest, you are to record yourself responding to the following scenario. You may choose to use props, but they are not required. You will be scored on your ability to communicate the process clearly, and to demonstrate your knowledge of the technical skill.

#### **Scenario:**

You work for a SprayBrite Collision Repair as a technician. You have a customer, Gabe, who owns a 1998 Chevrolet K-1500 truck that has been in wreck. He has sustained significant damage to his front end. Talk through the intake process with Gabe, and then how you will identify the repairs needed, and the cost associated with completing those repairs. If you determine the truck is totaled, explain how you determined that it is totaled and how you will share the information with Gabe who “loves” his truck and really wants to keep it.

*\*You may choose what damage/repairs are needed and explain the costs based on the damages you identify*



<b>Skills Demonstration Scenario</b>	<b>Possible Points</b>	<b>Points Earned</b>	<b>Notes</b>
Professional Appearance/Grooming	5		
Virtual Setting: Backdrop, Lighting, Audio, Technical Quality, No Distractions	5		
Eye Contact/Body Language	5		
Demonstration of technical skill/knowledge	15		
Verbal communication skills/clarity	10		
Overall Impression	10		
Total	50		
<b>Virtual Interview</b>	<b>Possible Points</b>	<b>Points Earned</b>	<b>Notes</b>
Greeting and Introduction	5		
Professional Appearance/Grooming	5		
Eye Contact/Body Language	5		
Demonstration of knowledge of the position and technical skills required for the job	10		
Verbal Communication Skills/Clarity	5		
Presentation: Self-Confidence, Persuasiveness	5		
Preparation: Knowledge of Position Applied for and Personal History	5		
Overall Impression	10		
Total	50		
<b>Resume</b>	<b>Possible Points</b>	<b>Points Earned</b>	<b>Notes</b>
<b>Personal Information:</b> Name, address, phone & email	1		
<b>Skills:</b>	2		
<b>Education:</b> Include program of study/Major	2		
<b>Employment:</b> And/or volunteer work or list NA	1		
<b>Activities, Awards and Honors:</b> Should include SkillsUSA membership/activities	2		
<b>References:</b> Or references available upon request	1		
<b>Spelling, Punctuation &amp; Grammar</b>	1		
Total	10		
<b>More than One Page (-1pt)</b>			