“Who am I?” game

Lesson plan guide

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| Title | Who am I?  |
| Aims | For learners to understand the variety of opportunities available within the retails automotive sector.  |
| Outcome | For each learner to be able to choose the right career based on individual skills, interests and desires.  |
| Resources | Profile card for each learner |
| Time required | 40mins |
| Introduction | 5mins | Introduce sessions and outline what learners will go away with.Ask learners to identify ground rules for the session. |
| Activity 1 | 20mins | * Divide the room into groups of 3 or 4
* Hand out the profiles 1 for each student
* The groups then take it in turns to ask each other questions that can only be with a yes or no answer.
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| Activity 2 | 10mins | * Students need to look at the job roles and listen to the short 4 min video of the person taking about their job role [www.autoity.org.uk/world-of-work](http://www.autoity.org.uk/world-of-work)
* Take the Find my Dream Job quiz on Autocity to see what career may suit them [www.autoity.org.uk/world-of-work](http://www.autoity.org.uk/world-of-work)
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| Conclusion | 5mins | Group discussion on what they have found out or learnt about the different career options. Ask learners if they have any questions and check their understanding. |

Profile 1

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| --- | --- |
| Role | Master Technician |
| Sub Sector | Motorcycle |
| What I do in my working day | Motorcycle master technicians are responsible for diagnosing and resolving the most challenging and time-sensitive problems.Duties may vary slightly from employer to employer but tend to include:* Examining bikes to determine malfunctions using appropriate automotive technology and diagnostic equipment
* Assisting other technicians in developing their skills and competencies by providing technical support and coaching
* Liaison with customers
* Testing and adjusting repaired systems to manufacturers’ standards
* Developing investigative strategies
* Disseminating technical information
* Providing technical support to manufacturers’ technical departments
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| Skills | As a master technician you will need to demonstrate:* Excellent practical skills
* The ability to work quickly with attention to detail
* The ability to work without supervision and guide other team members
* Excellent communication skills
* The ability to write technical reports
* A reasonable level of fitness and normal colour vision
* A high level of technical knowledge and skills
* Good time management
* Good leadership skills
* An ability to solve problems
* Good liaison skills (resolving technical issues with technical departments
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| [http://www.autocity.org.uk/](http://www.autocity.org.uk/world-of-work?job=106#tab2)  |

Profile 2

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| --- | --- |
| Role | Sales Manager |
| Sub Sector | Independent Garage  |
| What I do in my working day | Vehicle sales managers are responsible for organising a team of sales people and devising strategies for the team to use to maximise sales and customer loyalty. Duties may vary from employer to employer but they will commonly include:* Recruiting and training a team of sales representatives
* Devising a marketing plan and setting sales targets for the team
* Monitoring the work of the team and encouraging them to meet their set targets
* Advising the team on any problems identified and keeping them motivated
* Setting up incentives and bonus schemes
* Compiling and analysing sales figures
* Collecting customer feedback and compiling market research information
* Organising sales conferences to introduce new products to the sales advisor
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| Skills | As a sales manager you will need to demonstrate:* Excellent communication skills both written and verbal
* Good organisational skills
* The ability to work calmly under pressure and prioritise workloads
* The ability to lead a team
* Enthusiasm, ambition and self-motivation
* A good understanding of accounts and report writing
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| [http://www.autocity.org.uk/](http://www.autocity.org.uk/world-of-work?job=60#tab2) |

Profile 3

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| --- | --- |
| Role | Glazing Technician |
| Sub Sector | Mobile / Specialist  |
| What I do in my working day | Glazing technicians are also known as windscreen technicians: they replace and repair windscreens as well as rear and side windows. They may work on a variety of vehicles and are usually mobile though you may find them at garages or specialist centres. Their work typically involves:* Removing moulds and trims from around the windows
* Disconnecting any electrical components
* Removing damaged glass
* Selecting the right sized windscreen to be fitted
* Replacing the glass according to the vehicle manufacturing specifications
* Refitting the removed components
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| Skills | As a glazing technician you will need to express:* A good general knowledge of motor vehicles
* The ability to follow written instructions
* The ability to work under minimal supervision
* Good communication skills
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| [http://www.autocity.org.uk/](http://www.autocity.org.uk/world-of-work?job=89#tab2) |

Profile 4

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| --- | --- |
| Role | Fleet controller |
| Sub Sector | Vehicle renting / leasing  |
| What I do in my working day | Fleet controllers are responsible for the strategic planning and distribution of fleet operations to maximise fleet availability.Duties may include:* Ensuring sufficient time has been allocated for maintenance of the vehicles to maintain safety and quality standards
* Communicating fleet availability
* Maintaining inventories of all used vehicles
* Dealing with fleet related queries
* Contacting area dealers to obtain bids for new vehicles
* Ensuring the security of the fleet when vehicles are not in use
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| Skills | As a fleet controller you will need to demonstrate:* Strong communication skills
* The ability to maintain good working relationships
* The ability to remain calm under pressure
* Self-motivation
* Good team working skills
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| [http://www.autocity.org.uk/](http://www.autocity.org.uk/world-of-work?job=78#tab2) |