“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. |
| 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) |
| 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 |
| 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 |
| [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 |
| 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 |
| [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 |
| 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 |
| [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 |
| 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 |
| [http://www.autocity.org.uk/](http://www.autocity.org.uk/world-of-work?job=78#tab2) | |