**Youth Explore Trades Skills Automotive Service Technician**

# Fill in a Work Order

## Description

All vehicle maintenance and repairs require a “paper trail.” A work order is used to ensure all required work is done accurately and as requested. There are as many different work orders in use as there are businesses that use them. The primary objective of this Activity Plan is to

have students understand the importance of work orders and how to fill them out accurately and completely.

## Lesson Outcomes

The student will be able to:

* Successfully, completely and accurately fill in all the required information on a shop work order
* Locate primary and important required information on most vehicles
* Locate information online that might be needed to complete a work order
* Appreciate why accuracy and legibility are considerable importance on a work order
* Possibly extend this Activity Plan to vehicle repair estimates after the work order is completed

## Assumptions

Students have little or no prior knowledge of work orders or “paper trails” that are required to be completed in most businesses.

## Estimated Time

30 minutes per lesson depending on how in depth the teacher chooses to proceed

## Recommended Number of Students

20, based on the *BC Technology Educators’ Best Practice Guide*

## Facilities

This Activity Plan may be completed in any regular classroom, with access to vehicles at some point during the class if the teacher decides to have students gather real-life information.



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## Materials

* Writing instrument
* Blank work orders
* Clipboards
* Texts (shop manuals, if required)
* Owner’s manuals from vehicles

## Resources

* Several computer stations with Internet access—vehicle data should be available to enable students to cross-reference vehicle information.
* If possible, photocopies of vehicle registrations to obtain vehicle details
* Several vehicles should be made available to copy actual VIN numbers for realism.
* Access to vehicle information resources such as All-data, Mitchell on Demand, Chilton, vehicle owner’s paper

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# Activity

Have students work in pairs or individually to fill out a work order using the information from a specific vehicle.

Vehicle information can be given ahead of time or left for students to locate as a search.

Work order information can be transferred from the student’s “shop copy” to an electronic version to provide a printed customer copy.

The reverse side of the work order can be used to list and record parts. Any supplies used and the cost of those items used should be listed.

Fictitious repairs could be requested and a work order filled out. An estimate can then be produced indicating repair times and costs.

Students can also be given a blank ICBC vehicle purchase form (vehicle ownership transfer form) or a photocopy of the front page and learn how it is filled out properly as another exercise.

## Evaluation Guidelines

Work orders can be handed in and marked for legibility and accuracy.

Research assignments based on needed repairs can also be used to grade ability and accuracy of a search and estimate cost. This assignment can also be used to determine a student’s knowledge of what is involved in the actual repairs that are required.

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