

WTCS Repository

32-404-2 Automotive Technician

Performance Assessment Tasks

32-404-2 Automotive Technician WTCS TSA Scoring Guide 2018

Development Notes

Updated TSA to reflect revisions to TSA Program outcomes statewide. Also captures change to ASE Assessment Exam (name change from NATEF, effective January 2018).

Directions

TSA Program Outcomes will be assessed via Third Party Assessment through ASE Student Certification (f/k/a NATEF). Colleges will identify one of the 2 options available to students:

- 1 comprehensive exam (addresses all 8 TSA Outcomes)
- 8 focused exams, each aligning with a stated TSA Program Outcome

Target Program Outcomes

1. Demonstrate professionalism appropriate for the auto service industry
2. Perform diagnosis, service, and repair of automotive internal combustion engines
3. Perform diagnosis, service, and repair of automotive automatic transmission/transaxle systems
4. Perform diagnosis, service, and repair of automotive manual drive train and axles systems
5. Perform diagnosis, service, and repair of automotive steering and suspension systems
6. Perform diagnosis, service, and repair of automotive brake systems
7. Perform diagnosis, service, and repair of automotive electrical & electronic systems
8. Perform diagnosis, service, and repair of automotive heating and air conditioning systems
9. Perform diagnosis, service, and repair of automotive engine performance systems

Rating Scale

Value	Description
Met	Fully or adequately met expectations
Not Met	Partially met or failed to meet expectations

Scoring Guide

	Criteria	Ratings
1.	Demonstrate professionalism appropriate for the auto service industry	Met Not Met
2.	Comply with all safety precautions	Met Not Met
3.	Follow local, state, and federal environmental laws	Met Not Met
4.	Wear appropriate automotive shop attire	Met Not Met
5.	Demonstrate initiative and efficiency in your work	Met Not Met
6.	Demonstrate proper use of tools	Met Not Met
7.	Use service information appropriately	Met Not Met
8.	Demonstrate proper use of vehicle protection equipment	Met Not Met
9.	Maintain a clean and organized work area	Met Not Met
10.	Complete work order to include customer information, vehicle identifying information, customer concern, related service history, cause, and correction.	Met Not Met
11.	Perform diagnosis, service, and repair of automotive internal combustion engines	Met Not Met
12.	Use hand/power tools and equipment safely	Met Not Met
13.	Use service manuals and other service and repair information	Met Not Met
14.	Perform diagnosis according to established procedures	Met Not Met
15.	Explain and justify diagnosis and repair strategy	Met Not Met
16.	Perform service and repair according to industry standards	Met Not Met
17.	Confirm diagnosis	Met Not Met
18.	Verify repair	Met Not Met
19.	Demonstrate customer service skills according to established guidelines	Met Not Met
20.	Demonstrate professional attitudes and behaviors according to established guidelines	Met Not Met
21.	Communicate effectively to customers according to established guidelines	Met Not Met
22.	Passing Grade on ASE End of Program Exam	Met Not Met
23.	Perform diagnosis, service, and repair of automotive automatic transmission/transaxle systems	Met Not Met
24.	Use hand/power tools and equipment safely	Met Not Met
25.	Use service manuals and other service and repair information	Met Not Met
26.	Perform diagnosis according to established procedures	Met Not Met
27.	Explain and justify diagnosis and repair strategy	Met Not Met
28.	Perform service and repair according to industry standards	Met Not Met
29.	Confirm diagnosis	Met Not Met
30.	Verify repair	Met Not Met
31.	Demonstrate customer service skills according to established guidelines	Met Not Met
32.	Demonstrate professional attitudes and behaviors according to established guidelines	Met Not Met
33.	Communicate effectively to customers according to established guidelines	Met Not Met
34.	Passing Grade on ASE End of Program Exam	Met Not Met
35.	Perform diagnosis, service, and repair of automotive manual drive train and axles systems	Met Not Met
36.	Use hand/power tools and equipment safely	Met Not Met
37.	Use service manuals and other service and repair information	Met Not Met
38.	Perform diagnosis according to established procedures	Met Not Met
39.	Explain and justify diagnosis and repair strategy	Met Not Met
40.	Perform service and repair according to industry standards	Met Not Met
41.	Confirm diagnosis	Met Not Met
42.	Verify repair	Met Not Met
43.	Demonstrate customer service skills according to established guidelines	Met Not Met
44.	Demonstrate professional attitudes and behaviors according to established guidelines	Met Not Met
45.	Communicate effectively to customers according to established guidelines	Met Not Met
46.	Passing Grade on ASE End of Program Exam	Met Not Met
47.	Perform diagnosis, service, and repair of automotive steering and suspension systems	Met Not Met
48.	Use hand/power tools and equipment safely	Met Not Met
49.	Use service manuals and other service and repair information	Met Not Met

50.	Perform diagnosis according to established procedures	Met	Not Met
51.	Explain and justify diagnosis and repair strategy	Met	Not Met
52.	Perform service and repair according to industry standards	Met	Not Met
53.	Confirm diagnosis	Met	Not Met
54.	Verify repair	Met	Not Met
55.	Demonstrate customer service skills according to established guidelines	Met	Not Met
56.	Demonstrate professional attitudes and behaviors according to established guidelines	Met	Not Met
57.	Communicate effectively to customers according to established guidelines	Met	Not Met
58.	Passing Grade on ASE End of Program Exam	Met	Not Met
59.	Perform diagnosis, service, and repair of automotive brake systems	Met	Not Met
60.	Use hand/power tools and equipment safely	Met	Not Met
61.	Use service manuals and other service and repair information	Met	Not Met
62.	Perform diagnosis according to established procedures	Met	Not Met
63.	Explain and justify diagnosis and repair strategy	Met	Not Met
64.	Perform service and repair according to industry standards	Met	Not Met
65.	Confirm diagnosis	Met	Not Met
66.	Verify repair	Met	Not Met
67.	Demonstrate customer service skills according to established guidelines	Met	Not Met
68.	Demonstrate professional attitudes and behaviors according to established guidelines	Met	Not Met
69.	Communicate effectively to customers according to established guidelines	Met	Not Met
70.	Passing Grade on ASE End of Program Exam	Met	Not Met
71.	Perform diagnosis, service, and repair of automotive electrical & electronic systems	Met	Not Met
72.	Use hand/power tools and equipment safely	Met	Not Met
73.	Use service manuals and other service and repair information	Met	Not Met
74.	Perform diagnosis according to established procedures	Met	Not Met
75.	Explain and justify diagnosis and repair strategy	Met	Not Met
76.	Perform service and repair according to industry standards	Met	Not Met
77.	Confirm diagnosis	Met	Not Met
78.	Verify repair	Met	Not Met
79.	Demonstrate customer service skills according to established guidelines	Met	Not Met
80.	Demonstrate professional attitudes and behaviors according to established guidelines	Met	Not Met
81.	Communicate effectively to customers according to established guidelines	Met	Not Met
82.	Passing Grade on ASE End of Program Exam	Met	Not Met
83.	Perform diagnosis, service, and repair of automotive heating and air conditioning systems	Met	Not Met
84.	Use hand/power tools and equipment safely	Met	Not Met
85.	Use service manuals and other service and repair information	Met	Not Met
86.	Perform diagnosis according to established procedures	Met	Not Met
87.	Explain and justify diagnosis and repair strategy	Met	Not Met
88.	Perform service and repair according to industry standards	Met	Not Met
89.	Confirm diagnosis	Met	Not Met
90.	Verify repair	Met	Not Met
91.	Demonstrate customer service skills according to established guidelines	Met	Not Met
92.	Demonstrate professional attitudes and behaviors according to established guidelines	Met	Not Met
93.	Communicate effectively to customers according to established guidelines	Met	Not Met
94.	Passing Grade on ASE End of Program Exam	Met	Not Met
95.	Perform diagnosis, service, and repair of automotive engine performance systems	Met	Not Met
96.	Use hand/power tools and equipment safely	Met	Not Met
97.	Use service manuals and other service and repair information	Met	Not Met
98.	Perform diagnosis according to established procedures	Met	Not Met
99.	Explain and justify diagnosis and repair strategy	Met	Not Met
100.	Perform service and repair according to industry standards	Met	Not Met
101.	Confirm diagnosis	Met	Not Met
102.	Verify repair	Met	Not Met

103.	Demonstrate customer service skills according to established guidelines	Met	Not Met
104.	Demonstrate professional attitudes and behaviors according to established guidelines	Met	Not Met
105.	Communicate effectively to customers according to established guidelines	Met	Not Met
106.	Passing Grade on ASE End of Program Exam	Met	Not Met