



# Student Internship Work Site APPLIED EDUCATION SUMMARY

As part of your Automotive YES internship, you will be required to write ONE Applied Education Summary each week. This summary consists of two sections: (1) a brief recap of what you've done on ONE vehicle service or repair, and (2) a short commentary on what you've learned by doing this service or repair.

Each Summary should focus on a different challenge you faced or a different skill that you've developed.

## PART 1. Service/Repair Recap

Using the information you recorded on one Work Journal Diagnostic Report, describe what you (and the technician) did to verify the concern, determine the cause, make the repair or complete the service, and verify the correction. Strive to make your comments complete but brief, clear, and accurate. Remember: When you are a working technician, customers will rely on your written comments to understand what was done. Additionally, the warranty administrator will rely on your explanation to prepare the warranty claim (if any).

**Customer Concern:**

**Concern Verification/Identification of Cause/Repair/Verification of Correction:**

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## PART 2. Skill Development

Referring to the lists on the bottom of the page, think about what you learned or what you achieved in making this repair or completing this service. Did you face any particular challenge (e.g., something broke, diagnosis or repair was harder than expected, etc.)? How did you handle it? What skills did you need to draw upon to do the work? What lesson did you learn? How do you expect that a similar job will go better next time? If you recognize that you are becoming more skilled in this repair/service, describe how.

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<p><b>Foundation Skills</b></p> <ul style="list-style-type: none"> <li>■ Reading, writing, arithmetic, listening, observing, speaking</li> <li>■ Creative thinking, decision-making, problem-solving, organization/planning</li> <li>■ Responsibility, honesty, pride, organization, open-mindedness, friendliness, customer-focus</li> <li>■ Following safe shop procedures</li> </ul>	<p><b>Competency Skills</b></p> <ul style="list-style-type: none"> <li>■ Utilization of time, materials, tools and facilities</li> <li>■ Ability to do research and interpret information</li> <li>■ Computer/keyboard skills</li> <li>■ Ability to work in a team, demonstrate leadership</li> <li>■ Understand warranty systems, parts department procedures, dealership/retail facility operations</li> <li>■ Ability to use diagnostic tools, manuals and bulletins; use of diagnostic tree</li> <li>■ Ability to describe how systems/components work</li> <li>■ Ability to follow approved procedures</li> </ul>
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