

## CDX Tasksheet Number: MHTS040

### Student/Intern information

Name \_\_\_\_\_ Date \_\_\_\_\_ Class \_\_\_\_\_

### Vehicle, Customer, and Service Information

Vehicle used for this activity:

Year \_\_\_\_\_ Make \_\_\_\_\_ Model \_\_\_\_\_

Odometer \_\_\_\_\_ VIN \_\_\_\_\_

### Materials Required

- Appropriate textbooks and company/employee handbooks

### Task-Specific Safety Considerations

- Comply with personal and environmental safety practices associated with clothing; eye protection; hand tools; power equipment; proper ventilation; and the handling, storage, and disposal of chemicals/materials in accordance with federal, state, and local regulations.
- Make sure you understand and observe all legislative and personal safety procedures when carrying out practical assignments. If you are unsure of what these are, ask your supervisor/instructor.

**► TASK** Analyzes and resolves problems that arise in completing assigned tasks.

**MTST**  
ESWH09

**Student Instructions:** Read through the entire procedure prior to starting. Prepare your workspace and any tools or parts that may be needed to complete the task. When directed by your supervisor/instructor, begin the procedure to complete the task and check the box as each step is finished. Track your time on this procedure for later comparison to the standard completion time (i.e., "flat rate" or customer pay time).

Time off \_\_\_\_\_

Time on \_\_\_\_\_

Total time \_\_\_\_\_

Procedure:	Step Completed
1. Discuss the following topics as they relate to workplace problems:	
a. Ability to identify the issue causing the problem.	<input type="checkbox"/>
b. Ability to understand the interests of those involved in the problem.	<input type="checkbox"/>

c. The importance of identifying and listing the possible solutions.	<input type="checkbox"/>
d. The importance of evaluating the options and selecting a course of action.	<input type="checkbox"/>
2. Discuss the findings with the instructor.	<input type="checkbox"/>

Non-Task-Specific Evaluations:	Step Completed
1. Tools and equipment were used as directed and returned in good working order.	<input type="checkbox"/>
2. Complied with all general and task-specific safety standards, including proper use of any personal protective equipment.	<input type="checkbox"/>
3. Completed the task in an appropriate time frame (recommendation: 1.5 or 2 times flat rate).	<input type="checkbox"/>
4. Left the workspace clean and orderly.	<input type="checkbox"/>
5. Cared for customer property and returned it undamaged.	<input type="checkbox"/>

Student signature \_\_\_\_\_ Date \_\_\_\_\_

**Comments:**

Have your supervisor/instructor verify satisfactory completion of this procedure, any observations found, and any necessary action(s) recommended.

**Evaluation Instructions:** The scoring box below is intended to act as a guide for both student and instructor. Each criterion listed will help students to understand what is expected of them and help supervisors/instructors articulate the level of success at a particular task. The scoring is set up to allow a second attempt at each task (see the Test and Retest columns). Scoring is also designed only to award students points for task criteria that were completed correctly. Points are lost for failure to complete the employability requirements (see Non-Task-Specific Evaluation criteria). When all criteria are evaluated, tally the points for a total at the bottom of each column.

## Tasksheet Scoring

	Test		Retest	
Evaluation Items	Pass	Fail	Pass	Fail
Task-Specific Evaluation	(1 pt)	(0 pts)	(1 pt)	(0 pts)
Student was able to state the importance of being able to identify the issue causing the workplace problem.				
Student identified the importance of understanding the interests of those involved in the problem.				
Student was able to state the importance of identifying and listing possible solutions to workplace problems.				
Student identified the importance of evaluating the options and selecting a course of action when addressing workplace problems.				
Non-Task-Specific Evaluation	(0 pts)	(-1 pt)	(0 pts)	(-1 pt)
Student successfully completed at least three of the non-task-specific steps.				
Student successfully completed all five of the non-task-specific steps.				
<b>Total Score:</b> <total # of points/4 = %>				

### Supervisor:

Supervisor/instructor signature \_\_\_\_\_ Date \_\_\_\_\_

### Comments:

Retest supervisor/instructor signature \_\_\_\_\_ Date \_\_\_\_\_

### Comments:

