



00:08⇒ Scott League:

Hi I'm Scott League, I come from Messy High School and I'm interested in a career in the automotive industry. I will be looking at jobs from entry-level to top dog.

00:17⇒ Speaker:

And Scott's first experience in the automotive industry will be as an **automotive technician** with Continental car services specializing in the world's most prestigious brands. Scott will have no shortage of choice when it comes to tinkering with the top shelf.

00:31⇒ Scott League & Nikki:

- Hello I'm Scott.
- Hi Scott, I'm Nikki, welcome to Continental cars.
- Thank you.
- We've got some really nice top-of-the-line cars and also some top-of-the-line service facilities. Continial Cars is a subgroup of Sime Darby motor group here in New Zealand. Continental Cars has been in business for about 40 years here in Auckland and it's known as a luxurious European **dealership**.
- So what roles do you guys have here?
- Hum, everything from an **apprentice technician** all the way through to **service advisor** so...automotive technician, **workshop supervisor** and service advisor.
- All right.
- So shall we pop you into a uniform and get over to Porsche where you can spend some time with Robert, a technician.
- Sure.
- Hey Robert, this is Scott. Scott this is Robert.
- Yeah, how do you do?
- Good, thank you.
- He's one of our star automotive technicians and he's going to be looking after you while you're in the Porsche workshop.

01:22⇒ Robert:

- As an automotive technician, there's basically two sides of it. We **service cars** and we also **fix faults with cars**. So we have **preventative maintenance** where a customer comes in and gets the service done, make sure we **change the oil, plugs** and whatnot, so the car doesn't break down, runs nicely for them. There's also the more **diagnostic** side of it where a customer comes in with maybe a knock or a rattle and... and we have to fix it and make sure it all runs nice and smooth for them.

01:47⇒ Robert & customer:

- Good afternoon sir. Just a normal service on your car today?
- Yes please and the **right rear indicator** is flashing really fast as well.
- Okay, we'll look at that as well.

01:57⇒ Speaker:

When dealing with a customer's half-a-million-dollar pride and joy care is critical, as is attention to detail.

02:04⇒ Scott:

- All right so, what do we do first?

02:08⇒ Speaker:

- So, before starting the comprehensive warranty checks, Scott takes a moment to fix the **number plate** and then gets behind the wheel.

02:13⇒ Robert & Scott:

- Start of left-hand indicators... okay. Right hand indicators... There's our problem the **bulb** is not working, okay? So it takes like a minute or two to fix, so we might as well do it now before we do the rest of the inspection. Just pull the light out it just, clips out and get your hand in behind there, a bit harder. Come on, here we go, cool. There's a little clip there and then you pull that black hole black bit off... okay. Sometimes you need a **screwdriver**. It's all right, you get the hang of it after a while... here we go. People look in there the little yellow thing that's the bulb that's what we want yep, easy to get out, you just pull it out you see, that one looks pretty good usually if a bulb blows you'll see it's may be burnt and whatnot okay, so I'd say judging by this is probably a **dirty electrical contact**.

02:58⇒ Speaker:

As an apprentice automotive technician, jobs like this will become commonplace.

03:03⇒ Robert & Scott:

- How is it going? It's good yeah, it looks like it's working, so you've done the job.
- Yep, that's good, that was pretty simple.

03:09⇒ Speaker:

- But as your **skills** grow so will the complexity of your **tasks**.

03:12⇒ Robert & Scott:

- But as automotive technician it can get a lot more complex in there, especially with these newer cars with the amount of technology that's packed into them. So it's very advisable for us to do a **computer search** on it, make sure there's no silly little faults still in the computer that could become worse later on.

Now this is the Start screen and here you've got a list of all your different computers that are inside the car and as you can see there's quite a big list, amount of technology that's in there nowadays, you really need this to be able to **diagnose** the cars.

- Yeah I can see that, even though you're on the screen oh, it's just so many different things there.

- No it's not... a lot a lot of different roles. A lot of technology packed in. I mean these cars alone have 40 different computers in them to control various items so yeah it gets pretty hard.

- That's intense.

03:45⇒ Speaker:

- And Thomas Larson knows just how intense that apprenticeship can be. After experiencing the role of the technician on just the job three years ago he gained an apprenticeship at Continental special workshop and is loving every moment.

04:00⇒ Thomas Larson:

I've found that most about the job would just be the exposure to all the different things to learn. There's so much to learn each day. I watch as there's always a lot of support and many questions regarding public or the learning side of things they've always been quick to help out.

04:00⇒ Brian Messer, Advisor:

- Coming on board with MITO you've got the whole of MITO to back you. Basically by talking with you if you require more assistance we can find it for you. Okay, that's what we're there for we're there to help you succeed.

04:32⇒ Speaker:

- In the workshop Robert and Scott are making good progress through the **warranty inspection**.

03:12⇒ Robert & Scott:

- Well let's put it right up in the air we'll **check** underneath, make sure all the **suspension** and the **engine** is fine. Check every single **tire** you wanted to spin it the whole way around so you can check for any nails or stones that might be in the tread... seems alright.

04:48⇒ Speaker:

- With a car this well maintained little is likely to be wrong but Robert takes no chances and follows a very specific checklist, examining every **component** with care.

04:58⇒ Robert & Scott:

- Now this is the business end of a Porsche, the engine is right at the back. So, we're looking for generally **oil leaks** or any **cracks** anywhere, suspension is very important looking for cracks and **wear** or **unusual rubbing** and whatnot. You're also checking for any play in the **bushes** so usually get the leaf under there, just check there's no **splits** in the rubber and looking at **the exhaust** make sure there's no **exhaust leaks**, no black glow, we can tell the exhaust leak is there'll be like black, black soot there it's like a wetness black.

05:28⇒ Speaker:

- With the full warranty checklist inspection successfully completed, it's time for the test that Scott's been waiting for.

05:41⇒ Robert & Scott:

- What other jobs do you guys work on?
- You know, anything from doing a basic service and **oil change service** right up to doing **engine rebuilds**. So take an engine out of a car and just completely rebuild it and that's where my favorite part about it is, the engine rebuilds nice and mechanical technological and whatnot. But it's just a very broad range and also with them, the brand new sort of work on these brand new cars you've got lots of technology involved you're using lots of computers. We can also use the same sort of knowledge which you get from your moto course on cars that are right down to like 50 years old so you can work on old cars from the 50s and 60s and whatnot and that's a lot of fun so it's a good experience... the whole things.
- So where can you go from here?
- Mechanizing is a really good thing because you can go pretty much anywhere in the world. It's the same, it's the same everywhere so my plan is to go overseas with it you can travel anywhere and be a Mechanic and in any... in Europe or America wherever you want to go. You can also move up within your company or within the country you can move up towards more managerial roles they can go up to a service advisors and then from there you can go even further to become a service manager. That's where you can go from there so as you've got lots of options so the traveling over the world or moving up managerial wise, I think it's a great industry to be in.

06:52⇒ Scott:

- I really enjoyed being automotive technician. It was good fun. Going under the car, seeing how everything works and then maybe even get him to fix it myself. The best part would probably have to be **the road test** getting to see how the car actually runs on the road. I could definitely see myself trying to get into this for the future.

07:08⇒ Speaker:

- To become a qualified automotive technician you can complete an **apprenticeship** and attain a national certificate in motor industry, automotive electrical and mechanical engineering, level 3 and 4 with strand in Light Vehicle. There is no minimum requirements to begin your apprenticeship but good grades in maths, English and science are recommended. Training is supplied on the job allowing you to earn while you learn with support from the Enzian motor industry training organisation. We also run a startup program for secondary school students wanting a head start in the industry. As an automotive technician, you'll gain qualifications and skills recognized around the world allowing you to work in any environment from the small workshop floor to large specialized brands. Demand for qualified automotive technicians is high and with experience and further training you can advance your career into a multitude of roles.

08:01⇒The end