

**2008 NATEF ACADEMIC STANDARDS CORRELATIONS  
APPLIED COMMUNICATION SKILLS**

<b>NATEF Applied Communication Skills</b>	<b>Student Edition Vols. 1 &amp; 2</b>	<b>Academic Applications</b>
<p><b>AC-1</b> <i>Reading</i> The technician adapts a reading strategy for all written materials, e.g., customer's notes, service information, and computer/data feed readouts, to help identify the solution to the problem.</p>	<p>BR-118, BR-156, BR-178, BR-204, EL-306, EP-446, EP-484, SS-548, SS-592, ER-248, AT-420, AT-444, AT-552</p>	<p>Pages 277-278, 280, 281, 283, 299, 301, 321, 333, 336, 341</p>
<p><b>AC-2</b> <i>Information--Written</i> The technician can comprehend and apply the available written information needed to diagnose, analyze, and solve problems.</p>	<p>BR-156, BR-204, EL-306, EP-414, EP-484, SS-592, ER-248, HA-398, AT-444</p>	<p>Pages 280, 281, 283, 284, 288, 299, 300, 301, 302, 307, 321, 330, 331-332, 336</p>
<p><b>AC-3</b> <i>Abbreviations/Acronyms</i> The technician identifies and uses written abbreviations and acronyms in diagnosing and solving problems.</p>	<p>EP-434, SS-528, AT-484</p>	<p>Pages 174, 273-274, 277-278, 280, 281, 284, 285, 299, 300, 301, 304, 330, 338</p>
<p><b>AC-4</b> <i>Information--Written</i> The technician evaluates the usefulness of available written information clearly and thoroughly when analyzing a problem.</p>	<p>BR-178, EP-484, SS-528, ER-232, AT-444</p>	<p>Pages 281, 283, 320, 336</p>
<p><b>AC-5</b> <i>Information--Written</i> The technician makes logical inferences and recommendations based on the information provided on the repair order.</p>	<p>EL-328, SS-528</p>	<p>Pages 289-290</p>
<p><b>AC-6</b> <i>Charts/Tables/Graphs</i> The technician consults charts, tables, and graphs to determine the manufacturer's specifications to identify out-of-tolerance system components.</p>	<p>BR-178, ER-216</p>	<p>Pages 75-76, 92, 95-96, 99-100, 281, 295-296, 319</p>

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<b>AC-7</b> <i>Sequence</i> The technician consults service information to determine the appropriate sequence of procedures required for solving a specific problem.	EL-306, SS-528, ER-188, HA-398	Pages 314, 331-332
<b>AC-8</b> <i>Dictionary</i> The technician refers to a dictionary to check spelling and define unfamiliar terms.	SS-574	Pages 272, 299
<b>AC-9</b> <i>Text Resources</i> The technician uses glossaries, indexes, database menus, and tables of contents to gather the information needed for diagnosis and repair.	BR-204, EL-250, EL-306, EP-434, EP-446, EP-502, SS-528, SS-592, ER-248, ER-268, HA-374	Pages 271, 273-274, 276, 280, 281, 283, 284, 285, 297, 300, 302, 305, 306, 307, 321, 322, 329
<b>AC-10</b> <i>Databases</i> The technician uses databases to obtain system information.	EP-468, ER-268	Pages 322
<b>AC-11</b> <i>Operator's Manual</i> The technician comprehends and applies information from accompanying manuals in order to use and maintain automotive tools and equipment.	BR-204, EP-502, SS-528, SS-592, AT-552	Page 284
<b>AC-12</b> <i>Service (Shop) Manual</i> The technician uses service information in both database and print formats to identify potential malfunctions.	EL-306, EP-446, EP-468, SS-548, SS-592, ER-248	Pages 288, 302, 305, 306, 308, 321
<b>AC-13</b> <i>Skimming/Scanning</i> The technician reviews service information to identify problems and applies that information to appropriate repair procedures.	BR-156, BR-204, EP-446, EP-484, EP-502, SS-592, ER-216, ER-232, HA-292, HA-352, MD-578	Pages 277-278, 281, 283, 300, 302, 303, 304, 305, 319, 320, 323-324, 325, 328, 330, 343

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<p><b>AC-14</b> <i>Directions/Task</i> The technician follows all written and oral directions that relate to the applicable task or system.</p>	<p>BR-204, SS-528, SS-592, ER-188, ER-216, ER-248</p>	<p>Pages 269-270, 283, 286, 314, 317-318, 319, 321</p>
<p><b>AC-15</b> <i>Listening/Reading/Speaking/Writing</i> The technician identifies and uses effective strategies for listening, reading, speaking, and writing when dealing with customers, co-workers, and supervisors.</p>	<p>BR-118, BR-136, BR-190, BR-224, EL-286, EP-368, ER-126, MD-692</p>	<p>Pages 64, 277-278, 279, 282, 284, 287, 289-290, 293-294, 297, 334, 348</p>
<p><b>AC-16</b> <i>Study Habits/Methods</i> The technician uses proven research methods when consulting the manufacturer’s service information (e.g., shop manuals, service bulletins, and computer databases).</p>	<p>BR-118, BR-156, BR-204, EP-368, SS-548, SS-592, ER-126, ER-216, ER-232, AT-420, AT-444, AT-484</p>	<p>Pages 277-278, 280, 281, 283, 293-294, 300, 302, 305, 306, 307, 308, 330</p>
<p><b>AC-17</b> <i>Prior Knowledge</i> The technician uses prior knowledge of similar situations to determine the specific cause(s) of problems.</p>	<p>BR-136, EL-286, EL-328, ER-170, AT-420</p>	<p>Pages 279, 287, 289-290</p>
<p><b>AC-18</b> <i>Cause/Effect Relationships</i> The technician comprehends and uses cause-and-effect relationships presented in service manual problem-solving trees.</p>	<p>EL-328, EP-386</p>	<p>Pages 289-290, 295-296</p>
<p><b>AC-19</b> <i>Definitions</i> The technician applies industry definitions to solve problems in automotive components and systems.</p>	<p>EL-306, EP-502, SS-592, AT-504</p>	<p>Pages 284, 285, 288, 297, 299, 300, 301, 304, 330</p>
<p><b>AC-20</b> <i>Summaries</i> The technician uses appropriate grammar and sentence structure when summarizing problems in reports.</p>	<p>EL-270, EP-502</p>	<p>Pages 268, 286, 297, 306</p>

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<p><b>AC-21 Sentences</b> The technician uses conventional sentence structure, spelling, capitalization, and punctuation when composing sentences for warranty reports.</p>	EP-502, AT-552	Page 268
<p><b>AC-22 Writing</b> The technician adapts a writing strategy that is most appropriate for the intended audience (e.g., customers, supervisors, and fellow employees) when documenting repairs.</p>	EL-270, EP-368, ER-126, ER-152, MD-646	Pages 268, 272, 277-278, 282, 286, 291-292, 293-294, 297, 303, 334, 335, 346
<p><b>AC-23 Repair Orders</b> The technician writes a repair order containing customer vehicle information, customer complaints, parts and materials used w/prices, services performed, labor hours, and suggested repairs/maintenance.</p>	HB-44, HB-48	Pages 351-352
<p><b>AC-24 Purpose</b> The technician adapts speaking and/or writing styles that are consistent with the purpose of the communication.</p>	EL-270, EP-368, EP-484, AT-528, MD-622, MD-646	Pages 64, 279, 287, 293-294, 297, 303, 334, 335, 340, 345, 346
<p><b>AC-25 Notes</b> The technician makes notes regarding symptoms, possible causes, and other data that will aid in diagnosing and solving the problem.</p>	BR-118, BR-190, EL-250, SS-528, AT-504, MD-646	Pages 268, 277-278, 282, 306, 339, 346
<p><b>AC-26 Paragraphs</b> The technician composes complete paragraphs, with appropriate details, presenting accurate information regarding symptoms, diagnosis, and results when preparing warranty claims and work orders.</p>	BR-204, EL-270, EP-414, EP-502, SS-528, MD-598	Pages 268, 286, 303, 344
<p><b>AC-27 Diction/Structure</b> The technician adapts diction and structure to the context of all verbal and written communication based on the audience, purpose, and specific situation.</p>	EL-270, EP-368, EP-484, ER-126, AT-528, MD-622	Pages 64, 277-278, 282, 287, 293-294, 303

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<p><b>AC-28 <i>Speaking</i></b> The technician employs communication strategies for customers, supervisors, and co-workers that will yield high-quality information for use in problem solving.</p>	<p>BR-136, EL-286, EP-368, EP-484, AT-504, AT-528, MD-598, MD-646</p>	<p>Pages 277-278, 280, 281, 287, 293-294, 339, 343, 344, 346</p>
<p><b>AC-29 <i>Information--Oral</i></b> The technician evaluates the usefulness of oral information provided by customers and co-workers when analyzing a problem.</p>	<p>BR-136, EL-286, EP-386, SS-528, ER-170, MD-666, MD-692</p>	<p>Pages 279, 287, 303, 347, 348</p>
<p><b>AC-30 <i>Information--Oral</i></b> The technician makes logical inferences and recommends solutions to problems based on discussions with customers, co-workers, and supervisors.</p>	<p>BR-136, EL-286, EP-368, ER-126, MD-666</p>	<p>Pages 279, 287, 293-294, 348</p>
<p><b>AC-31 <i>Information--Oral</i></b> The technician comprehends information gathered during discussions with customers, supervisors, and co-workers regarding problem symptoms and possible solutions.</p>	<p>BR-136, EP-484, SS-528, MD-578, MD-666</p>	<p>Pages 279, 303, 343, 347</p>
<p><b>AC-32 <i>Information--Oral/Written</i></b> The technician analyzes information based on discussions, notes, observations, personal experiences, and data searches that will assist in solving the problem.</p>	<p>BR-136, BR-204, EL-270, EP-386, EP-414, SS-528, SS-592, ER-152, ER-170, ER-188, ER-248, HA-334, HA-374, AT-484, AT-504, MD-578, MD-646, MD-692</p>	<p>Pages 277-278, 279, 282, 285, 286, 299, 301, 302, 311-312, 314, 321, 327, 329, 338, 339, 342, 343, 346, 348, 383</p>

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<b>AC-33 <i>Information Supplying</i></b> The technician clarifies information to customers, associates, parts suppliers, and supervisors.	EP-368, EP-484, SS-528, ER-126, HA-292, HA- 352, MD-598, MD-646	Pages 325, 328, 335, 343, 344, 345
<b>AC-34 <i>Listening</i></b> The technician adapts a listening strategy that will obtain information required for solving the problem.	BR-136, EL- 286, MD-578, MD-666, MD- 692	Pages 303, 343, 347, 348
<b>AC-35 <i>Nonverbal and Verbal Cues</i></b> The technician uses verbal and nonverbal cues in discussions to help identify, verify, and solve problems.	BR-136, EL- 286, SS-528, MD-666	Pages 279, 287, 342, 347
<b>AC-36 <i>Information Requests</i></b> The technician requests specific symptom information from the customer and discusses solutions with supervisors and associates.	BR-136, EL- 286, EL-328	Pages 279, 283, 287, 289, 290, 303, 349-350