

## Developing OALCF Apprenticeship Tasks for the Competency “Use Digital Tasks” (2014/2015)

### Task-based Activity Cover Sheet

**Task Title:** Refrigeration and Air Conditioning Troubleshooting

<b>Learner Name:</b>	
<b>Date Started:</b>	<b>Date Completed:</b>
<b>Successful Completion:</b> Yes ___ No ___	
<b>Goal Path:</b> Employment ___ Apprenticeship <input checked="" type="checkbox"/> Secondary School ___ Post Secondary ___ Independence ___	
<b>Task Description:</b> Understand how to use the internet to search, locate, and use information related to troubleshooting appliance issues	
<b>Competency:</b> A: Find and Use Information B: Communicate Ideas and Information D: Use Digital Technology	<b>Task Group(s):</b> A1: Read continuous text A2: Interpret documents A3: Extract information from films, broadcasts, and presentations D2: Use Digital Technology
<b>Level Indicators:</b> A1.2: Read texts to locate and connect ideas and information A2.2: Interpret simple documents to locate and connect information A3: Tasks in this task group are not rated for complexity B2.2: Write texts to explain and describe information and ideas D2: Perform well-defined, multi-step, digital tasks	
<b>Performance Descriptors:</b> see chart on last page	
<b>Materials Required:</b> <ul style="list-style-type: none"> <li>• Computer with internet access</li> <li>• Pencil and paper</li> </ul>	

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### Task Title: Refrigeration and Air Conditioning Troubleshooting

Refrigeration and Air Conditioning mechanics may communicate with other mechanics or manufacturing companies to provide advice and learn about unusual faults. Mechanics may also use the internet to access blogs, web forums, on-line videos, and websites to seek and offer troubleshooting and other technical advice.

Use an internet search engine for the following tasks:

### Learner Information and Tasks:

**Task 1:** A customer with a Kenmore refrigerator is complaining that the temperature in the freezer is not cold enough. List two possible reasons and solutions.

**Task 2:** A customer with a LG refrigerator is complaining that the water dispenser is not working. List two possible reasons and solutions.

**Task 3:** A customer with a Whirlpool refrigerator is complaining that the door swings too much. Open a web browser. List two possible reasons and solutions.

**Task 4:** A customer with a Samsung refrigerator is complaining that the fan inside is making a lot of noise. List two possible reasons and solutions.

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**Task 5:** A customer with an Inglis refrigerator is complaining that there is water leaking from the bottom of the fridge. List two possible reasons and solutions.

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**Task Title:** Refrigeration and Air Conditioning Troubleshooting

### Answer Key

**Task 1:** Answers and sources will vary, but could include:

- The contacts have frosted over, so the defrost thermostat would need to be replaced
- The compressor is starting to wear out. The customer should compare the cost of having the compressor repaired or purchase a new refrigerator.
- The condenser coils could be dirty. The customer should seek a professional to clean the coils.

**Task 2:** Answers and sources could vary, but could include:

- Refrigerator is not connected to the household water supply. Connect the refrigerator through the water inlet valve.
- The water dispenser filter is restricted. Substitute or replace the filter with a bypass plug that can be used in place of the filter.
- Check that water lines are not kinked or restricted

**Task 3:** Answers and sources could vary, but could include:

- Doors are not level. Locate the adjusting screws found on the underside of the bottom corner of the refrigerator door and use the appropriate wrench to turn the door adjusting screw to raise or lower the door.
- Dirt, grease, or grime might have built up along the surface. Clean using a soft cloth and warm, soapy water.

**Task 4:** Answers and sources could vary, but could include:

- The fan could be defective and would need to be replaced.
- There is ice behind the panel and needs to be removed.

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- The fan motor is hitting something (like ice) because the defrost components is broken. The component would need to be replaced.

**Task 5:** Answers and sources could vary, but could include:

- The drain tubes are clogged. Remove the bottom and upper portion of the drain tube. Place the upper end of the drain tube under a faucet and run warm water to dislodge the clog. Reattach the drain tube when it is clear.
- There are holes or cracks in the inlet line. Replace the line if holes or cracks exist.
- The drip pan has holes or cracks. Replace the pan if holes or cracks exist.

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<b>Performance Descriptors</b>		<b>Needs Work</b>	<b>Completes task with support from practitioner</b>	<b>Completes task independently</b>
A1.2	<ul style="list-style-type: none"> <li>scans text to locate information</li> </ul>			
	<ul style="list-style-type: none"> <li>locates multiple pieces of information in simple texts</li> </ul>			
	<ul style="list-style-type: none"> <li>makes low-level inferences</li> </ul>			
	<ul style="list-style-type: none"> <li>makes connections between sentences and between paragraphs in a single text</li> </ul>			
	<ul style="list-style-type: none"> <li>follows the main events of descriptive, narrative and informational texts</li> </ul>			
	<ul style="list-style-type: none"> <li>obtains information from detailed reading</li> </ul>			
	<ul style="list-style-type: none"> <li>begins to identify sources and evaluate information</li> </ul>			
A2.2	<ul style="list-style-type: none"> <li>performs limited searches using one or two search criteria</li> </ul>			
	<ul style="list-style-type: none"> <li>extracts information from tables and forms</li> </ul>			
	<ul style="list-style-type: none"> <li>uses layout to locate information</li> </ul>			
	<ul style="list-style-type: none"> <li>makes connections between parts of documents</li> </ul>			
	<ul style="list-style-type: none"> <li>makes low-level inferences</li> </ul>			

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	<ul style="list-style-type: none"> <li>begins to identify sources and evaluate information</li> </ul>			
A3	<ul style="list-style-type: none"> <li>the tasks in this task group are not rated for complexity</li> </ul>			
B2.2	<ul style="list-style-type: none"> <li>writes texts to explain and describe</li> </ul>			
	<ul style="list-style-type: none"> <li>conveys intended meaning on familiar topics for a limited range of purposes and audiences</li> </ul>			
	<ul style="list-style-type: none"> <li>uses limited range of vocabulary and punctuation appropriate to the task</li> </ul>			
	<ul style="list-style-type: none"> <li>begins to select words and tone appropriate to the task</li> </ul>			
	<ul style="list-style-type: none"> <li>begins to organize writing to communicate effectively</li> </ul>			
D2	<ul style="list-style-type: none"> <li>selects and follows appropriate steps to complete tasks</li> </ul>			
	<ul style="list-style-type: none"> <li>locates and recognizes functions and commands</li> </ul>			
	<ul style="list-style-type: none"> <li>makes low-level inferences to interpret icons and text</li> </ul>			
	<ul style="list-style-type: none"> <li>begins to identify sources and evaluate information</li> </ul>			
	<ul style="list-style-type: none"> <li>performs simple searches using keywords (e.g. internet, software help menu)</li> </ul>			

**This task:** was successfully completed\_\_\_ needs to be tried again\_\_\_

<b>Learner Comments</b>

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Instructor (print)

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Learner Signature