



CPT

SKILLS DEVELOPMENT SOLUTIONS



Learnerships



Skills
Programmes

FETC: Automotive Sales and Support Services

NQF 4

SAQA ID.: 64289

General Information

Qualification Title	FETC: Automotive Sales and Support Services
SAQA Qualification ID	64289
NQF Level	NQF 4
Minimum Credits	147
Primary ETQA	MerSETA
Registration Status	Registered

Purpose of the Qualification

The purpose of this qualification is to provide learners, education and training providers and employers with the standards and the range of learning required to work effectively in various sub-sectors of the industry as automotive salespersons. The primary skill that is recognized in this qualification is the ability to apply the fundamental competencies of automotive sales with reference to recognizing and responding to prospective clients of the organisation within identified functional areas of sales.

This qualification focuses on developing the skills and knowledge necessary to perform as a competent person in the automotive sales industry. It also provides learners who have gained relevant experience in the workplace with an opportunity to obtain credits through an RPL process.

This qualification substantiates the natural progression of a journeyman into the sales industry. There is little articulation sideways with the exception of "Service Advisor" at the same level or graduating vertically into a management related qualification.

A person acquiring this qualification will have the skills, knowledge and experience to:

- Plan quarterly sales.
- Perform vehicle sales.
- Ensure client satisfaction.

Rationale for the Qualification

This qualification will allow a learner in the automotive retail industry to obtain a nationally recognised qualification in and for the following functional areas, namely: Vehicle sales, parts sales, servicing sales, tyre sales, motor cycle sales (This includes but is not limited to: Motor Cycles, Tri Cycles and Quad Cycles), commercial vehicle sales, Off the Road vehicle sales (OTR includes but is not limited to: Military, Mining and Agriculture vehicle sales). It will also contribute to the upliftment of the industry and will set a standard for professionalism in the industry. The qualification will assist in changing perceptions of the lack of integrity and business ethics of the industry. The obtainment of a qualification in all the identified functional areas of the automotive retail industry will also attract and retain quality learners and employees. This qualification will also provide for recognition of prior learning to allow for the recognition of existing, common knowledge and skills that will not only allow a learner to gain credits towards this qualification, but also to move across the functional areas.

The primary skill that is recognised in this qualification is to apply the fundamentals of "automotive sales" with regard to products or stock. This capability requires an understanding of basic sales techniques, the automotive product/stock and how to read and interpret prospective client interests and concerns.

The core unit standards, as well as the specialised context (functional) unit standards, provide credits that allow access to horizontally articulated qualifications. This qualification will enhance the status, productivity and employability of the learner within the industry as well as contribute to the quality, production rate and growth of all the functional areas. This allows for access, progression, portability and mobility within and between the functional areas. Through the electives component of the qualification, learners are able to demonstrate vocational skills through which they are able to engage in life skills activities, small business development, health and environmental issues. Through recognition of prior learning adult learners are encouraged to access basic education with an understanding that they already have knowledge and experience.



Modules

FETC: Automotive Sales and Support Services NQF 4 SAQA ID.: 64289		
Module No.:	Name of Module	Unit Standards
PoE 01	Plan and Prepare a POE for Assessment	
Fundamental Modules		
Module 1	Communication Skills 1	119457, 119465, 119469, 119459
Module 2	Communication Skills 2	119472, 119467, 119462, 119471
Module 3	Measurement and Statistics	9015, 9016, 7468
Core & Electives Modules		
Module 4	Overview for vehicle sales & support services	259879, 119676, 242655, 259918, 242593, 259884
Choose one of the following modules to complete the Learnership. Choice depending on Industry		
Module 5 (a)	Conduct passenger vehicle sales	259917, 259898, 259886, 259881, 259889, 259959, 259887, 259882
Module 5 (b)	Finance and Insurance	259917, 259898, 259886, 242593, 259882, 242584, 119260, 120014, 259899
Module 5 (c)	Facilitate Tyre Sales	259917, 259898, 259886, 259880, 259958, 259883, 259885, 259959
Module 5 (d)	Facilitate Parts Sales	259917, 259898, 259886, 259880, 259877, 259958, 259959
Module 5 (e)	Conduct Commercial and OTR (Off The Road) Vehicle Sales	259917, 259898, 259886, 259881, 259899, 259889, 259882, 259959
Module 5 (f)	Facilitate Motorcycle Sales	259917, 259898, 259886, 259881, 259899, 259887, 259882, 259959
Module 5 (g)	Advise on Vehicle servicing	259917, 259898, 259886, 259919, 259878, 259957, 259959, 259877
Optional Module (Choose depending on Industry) Not necessary for completion of Learnership		
Module 6 (a)	Manage products and processes - Commercial sales	259897, 259888
Module 6 (b)	Manage products and processes – Motorcycle sales	259897, 259888
Module 6 (c)	Manage products and processes – Parts sales	259897, 259888
Module 6 (d)	Manage products and processes – Passenger sales	259897, 259888
Module 6 (e)	Manage Products and Processes- Tyre Sales	259897, 259888
Final Assessments & Practical (Learners Required) Please note: We can only accommodate 6 learners per day for practical's		

Core Unit Standards

Unit Standard No.:	Name of Unit Standard	Credits
259879	Describe the interaction with internal departments and external sales support structures	4
259898	Advise customers to optimise choice and benefits	7
119676	Apply the skills of customer care in a specific work environment	4
259886	Conduct sales and support services	16
242655	Demonstrate knowledge and application of ethical conduct in a business environment	4
259918	Evaluate personal sales performance in the retail industry	5
259917	Identify customers and generate selling opportunities	8
259959	Sell products to corporate fleet owners	12
Note: ALL CORE Unit Standards are covered - 60 credits		

Fundamental Unit Standards

Unit Standard No.:	Name of Unit Standard	Credits
119472	Accommodate audience and context needs in oral/signed communication	5
119457	Interpret and use information from texts	5
119467	Use language and communication in occupational learning programmes	5
119465	Write/present/sign texts for a range of communicative contexts	5
9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	6
119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	5
119469	Read/view, analyse and respond to a variety of texts	5
9016	Represent analyse and calculate shape and motion in 2-and 3-dimensional space in different contexts	4
119471	Use language and communication in occupational learning programmes	5
7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	6
119459	Write/present/sign for a wide range of contexts	5
Note: ALL FUNDAMENTAL Unit Standards are covered - 56 credits		

Elective Unit Standards

Unit Standard No.:	Name of Unit Standard	Credits
259885	Demonstrate knowledge of automotive vehicle tyres and wheels	7
259883	Identify tyre applications for agricultural machinery	4
259880	Maintain stock in the automotive sales retail industry	8
259897	Merchandise and display products, services and related goods	6
259887	Appraise and value used vehicles	8
259884	Control workflow in an automotive service environment	3
259877	Demonstrate automotive vehicle product knowledge	4
242584	Demonstrate knowledge and understanding of the Financial Advisory and Intermediary Services Act 2002 (FAIS) (Act 37 of 2002) as it impacts on a specific financial services sub-sector	2
120014	Demonstrate knowledge and understanding of warranty as a class of insurance	3
119260	Explain credit life insurance	2
242593	Explain South African money laundering legislation and the implications for accountable institutions in transacting with clients	3
259878	Handover a serviced vehicle	4
259957	Make appointments and control flow of customer vehicles	10
259881	Prepare and deliver a purchased vehicle to a customer	8
259899	Present and demonstrate the features, advantages and benefits of a vehicle	8
259919	Process vehicle service or repair requests	8
259958	Processing of automotive orders and payments	8
259888	Procure and buy stock in a specific retail industry	4
259882	Apply the fundamentals of vehicle finance	12
259889	Specify heavy vehicles options and add-on products	7

Note: **ELECTIVE** unit standards must equal a minimum of **31 CREDITS**

During the Learnership

During the Learnership the learner will be required to attend class for each module. The lecturer is there to assist the learners in their studies to successfully complete the Learnership. The learner will receive the following during the Learnership:

- At the beginning of the Learnership the learner will be supplied with their Portfolio of Evidence and will spend time on the first day of class putting together their Portfolio of evidence so the learner knows how their portfolio works.
- For each module the learner will receive a workbook with the relevant information relating to the Unit Standards for that module.
- The learner will go through continuous assessments during the learnership to make sure all the relevant exercises are completed satisfactorily.
- At the end of the theory part of the learnership a Senior Assessor will conduct the final assessment as well as the practical for the Learnership.

Once the final assessments are completed the Final Assessor will bring all the Portfolios back to the College for Internal Moderation. Once the Internal Moderator is satisfied with the Portfolios CPT will arrange with the relevant SETA to conduct the External Moderation.

The client will be sent a copy of the External Moderation Report showing the final outcome of the Portfolios. CPT will then apply for the Certificates with the relevant SETA on behalf of the client.

Qualification Rules

In order for a learner to successfully enter this learnership, the following must be adhered to:

1. The learner must have a qualification at least one level lower than the respective Learnership they are entering into. For example, if the learner wishes to enter a NQF 3 Learnership then he / she must have an equivalent to a Grade 10 School report or an NQF 2 Qualification in a SIMILAR field as the respective Learnership.
2. The learner must be a South African citizen or a valid work permit with a passport from their country of origin.
3. The Learner will be completing a SETA Learner agreement before commencing on the Learnership. These contracts will be completed with the learner on the first day of class. The learner needs to bring two (2) originally certified copies of their Identification Document as well as two (2) originally certified copies of their Highest Qualification.

Contact Details

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