



Pilot classes well received

Level II Salesperson Certification Course Update

Those who have participated in the "Level II" course to date are not only beating the rush and saving money, they are playing an active role in curriculum development. In due course, everyone will require an upgrade four years after they successfully completed the basic course and acquired a salesperson licence (see following). The focus to date has been on industry veterans who had completed the voluntary Salesperson Certification Course before it became mandatory, under the new regulatory authority, on June 1, 2004.

The Level II course - a workshop format based on group discussion and individual participation - brings experienced industry professionals up to date on all of the changes in motor vehicle sales legislation since 2004.

Here is the feedback from our first Level II graduates:

- **Highly relevant:** Actual case studies, including video examples, keep the course applicable to the day-to-day work environment.
- **Practical:** With a focus on the Business Practices and Consumer Protection Act, the provincial legislation that now has the largest impact on the sale of motor vehicles in BC, the course explores issues new even to many industry veterans.
- **Comprehensive:** The course also covers the Sale of Goods Act and contract law in detail, recognizing that salespeople and managers must understand complex legal concepts and be able to apply them to sales transactions.
- **Engaging:** All course activities (except the exam!) are tackled as small group activities, so the experience of the group (as much as 400 years in each class) enriches the discussion and the learning.

Alternate course formats being evaluated - See Page 2

Additional pilot sessions scheduled

If you would like to influence the course material and design, please consider participating in one of the following pilot sessions around the province:

- **Burnaby** May 26 & 27
- **Abbotsford** June 16 & 17
- **Victoria** July 24 & 25
- **Kelowna** August 7 & 8
- **Prince George** September 18 & 19

These sessions are available at the discounted \$210 fee. Additional pilot sessions will be scheduled based on demand. Your input is critical and will make a difference to the course!

Clarification: - "When do I have to complete the Level II Course?"

Level II course attendance will not be required for at least four years after completing the Level I Certification course. For example:

<u>Level I completion year</u>	<u>Level II course</u>
Prior to June 2004	2008 and 2009
June through December 2004	2010 and 2011
2005 and 2006	2011 and 2012
2007 and 2008	2012 and 2013

All salespeople and dealerships will be given adequate notice to allow for course scheduling. Level II attendance is not yet mandatory and is not required for those with a June 1, 2008 licence renewal.

Alternate course formats being evaluated

While the in-class pilot sessions are a necessity to have industry leaders help shape the course material and design, the VSA is exploring alternate ways to offer the program. Options include webcasting, on-line self-study, workbook self-study and modified classroom offerings. **Recognizing the concerns of the industry regarding the impact of time off the sales floor, the VSA is committed to having at least one alternative to the current in-classroom course format available before the course becomes mandatory.**