



THE
LEARNING
DEVELOPMENT
GROUP

Introduction

The FETC: Automotive Sales and Support Services is aimed at individuals working in the automotive retail sector in sales and support positions. It is also suitable for those who have worked in other areas of the industry and want to move into sales positions.

During the qualification delegates will gain practical skills, techniques and the theory of all functional areas of automotive sales, products and stock. You will also cover sales planning and offering client service to ensure client satisfaction.

The programme allows for career progression and access to other level 5 qualifications, as well as articulation into other areas of the automotive industry.

Target Audience

The qualification is aimed primarily at individuals working in vehicle sales in dealerships and sales centres.

Those looking for employment in car sales, parts sales, servicing sales and commercial vehicles sales will all benefit from this comprehensive programme.

Entry Requirements

- Competency in Communication (English) at NQF Level 3.
- Competency in Mathematical Literacy at NQF Level 3.

Workplace Requirements

- You will need access to active support and mentorship by your manager
- Access to a PC, software and the internet.

Transport & Logistics

FETC: Automotive Sales & Support Services

MERSETA Certification

SAQA ID: 64289

NQF Level: 4

Credits: 147

Course Delivery & Assessment

We use in-classroom, virtual classroom and blended interactive facilitated training sessions, group discussions, assignments, case studies and self study to embed skills.

You will need to:

- Attend all lectures and sessions.
- Demonstrate theoretical and practical understanding of programme content.
- Complete and present practical workplace assignments.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your FETC: Automotive Sales and Support Services, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

Learning Outcomes

By the end of the qualification, you will be able to:

- Plan quarterly sales by interpreting and evaluating past sales, sales information and sales performance to make future sales forecasts.
- Analyse and evaluate own current sales performance.
- Perform vehicle sales.
- Explain product features, advantages and benefits.
- Close a sales deal by accepting a quotation and interpreting buying signals.
- Apply client service standards for client satisfaction.
- Analyse client information to find innovative solutions, recommend products and assist clients in making informed decisions.
- Present and demonstrate the features, advantages and benefits of a vehicle.
- Appraise and value used vehicles.
- Merchandise and display products, services and related goods.



Course Content

FETC: Automotive Sales and Support Services Accreditation Body: MERSETA

SAQA ID: 64289 | Learning Programme ID: NA
NQF Level: 4 | Credits : 147

Core Modules

- Describe interactions with internal departments and external sales support structures
- Advise customers to optimise choice and benefits
- Apply the skills of customer care in a specific work environment
- Conduct sales and support services
- Demonstrate knowledge and application of ethical conduct in a business environment
- Evaluate personal sales performance in the retail industry
- Identify customers and generate selling opportunities
- Sell products to corporate fleet owners

Fundamental Modules

- Accommodate audience and context in spoken communication
- Interpret and use information from written texts
- Write, present and speak for a range of communication contexts
- Use language and communication in occupational learning
- Engage in sustained spoken communication and evaluate speaking
- Read, analyse and respond to a variety of written texts
- Write and speak for a wide range of contexts
- Use statistics and probability to critically interrogate and effectively communicate findings on life related problems
- Represent, analyse and calculate shape and motion in 2 and 3-dimensional space in different contexts
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues

Elective Modules

- Merchandise and display products, services and related goods
- Appraise and value used vehicles
- Prepare and deliver a purchased vehicle to a customer
- Present and demonstrate the features, advantages and benefits of a vehicle



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