



**Motor
Vehicle Sales Authority
of British Columbia**

Salesperson Certification Program – Level II Upgrade

Day One

8:30 – 10:00 Welcome and Industry Vision Review Activity

10:00 – 10:15 Break

10:15 – 12:00 Topic One: Declarations, Disclosures & Representations
The *Business Practices and Consumer Protection Act*
The *Motor Dealer Act*
Case Studies

12:00 – 1:00 Lunch

1:00 – 3:00 Topic Two: Warranties and Conditions
Creating Binding Contracts
Deposits
The *Sale of Goods Act* and contract law

3:00 – 3:15 Break

3:15 – 5:00 Case Studies

Day Two

8:30 – 9:00 Video Activity on curbing

9:00 – 10:00 Topic Three: The application of legislation to common dealership practices
Case Studies

10:00 – 10:15 Break

10:15 – 12:00 Industry Best Practices

12:00 – 1:00 Lunch

1:00 – 2:15 Topic Four: Advertising

2:15 – 2:30 Break

2:30 – 3:15 Advertising Case Studies

3:15 – 3:30 Break

3:30 – 5:00 Exam