



**Motor
Vehicle Sales Authority
of British Columbia**

Please note: This program is designed for Salespeople who have successfully completed the Level I Certification Course prior to Oct 2007

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