



**Motor  
Vehicle Sales Authority  
of British Columbia**

**Salesperson Certification Course**

**Day One**

- 8:00 – 8:30 *Coffee and muffins*
- 8:30** – 10:00 Introductions and Industry Observations
- Break*
- 10:15 – 10:30 Pre-course assignment collection
- 10:30 – 12:00 Introduction to Industry Legislation and  
Legislation Activity #1
- Lunch*
- 1:00 – 3:00 Video Activity and  
Legislation Activity #2
- Break*
- 3:15 – 4:45 Legislation Activity #2 and  
Introduction to the VSA
- 4:45 – **5:00** Review and Homework

**Day Two**

- 8:00 – 8:30 *Coffee and muffins*
- 8:30** – 9:00 Video Activity
- 9:00 – 10:15 Contract Law, the Sale of Goods Act  
and the Selling Process
- Break*
- 10:30 – 12:00 Presenting, Negotiating and Documenting Activities
- Lunch*
- 1:00 – 2:30 Case Studies
- 2:30 – 3:00 Salesperson Undertaking and  
Course Wrap-up
- Break*
- 3:15 – **5:00** Exam

# **Salesperson Certification Course**

## **Participant Binder Table of Contents**

### *Session Presentations and Activity Worksheets*

- Tab 1** Course Introduction and Legislation Activity #1
- Tab 2** Legislation Activity #2 and VSA Overview
- Tab 3** Contract Law and the Selling Process
- Tab 4** Case Studies and Salesperson Undertaking

### *Salesperson Reference and Resource Materials*

- Tab 5** Legislation Excerpts & PIPA Summary
- Tab 6** Motor Dealer Directives
- Tab 7** Motor Dealer Guidelines
- Tab 8** Advertising Guidelines
- Tab 9** Sample Vehicle History Reports
- Tab 10** VSA Industry Bulletins & News Releases

- Back Pocket:** VSA Annual Report
- VSA and Customer Compensation Fund Brochures
- Propane Safety Brochure