

## LICENSED SALESPERSON GUIDELINES

These guidelines are issued to assist all salespeople who have received a Conditional Licence or Regular Photo Licence from the Motor Vehicle Sales Authority of BC (VSA), formerly known as the Motor Dealer Council of BC (MDC).

### SALESPERSON LICENSING

As of June 1, 2004, pursuant to Section 39 of the Motor Dealer Act, the Salesperson Licensing Regulation and Directive #12, all licensed motor dealers are required to ensure that all sales and management staff and other representatives involved in retail vehicle sales are licensed by the VSA.

The positions that are required to be licensed include:

- used and new vehicle sales
- business office
- lease office
- internet sales
- sales managers
- and other positions, including managers, dealer principals and other representatives, who are involved in activities and decisions affecting the retail vehicle sales process within a licensed dealership.

### Obligations of a Licensed Salesperson:

- abide by all relevant legislation governing retail vehicle sales as well as all directives and guidelines issued by the VSA
- maintain a good standing with the VSA including: ensuring there are no outstanding debts to the VSA or related organizations, providing the VSA with your current mailing address and renewing your licence prior to expiry
- return licence naming former employer to VSA when employment terminates
- surrender your licence to the VSA and request cancellation of the licence when leaving the retail motor vehicle industry

Under the current legislation, the Registrar may refuse an application for a licence, or if a person is already licensed, cancel or suspend the licence for a period of time. Any such actions can only be taken following an investigation and hearing process providing all parties with an opportunity for fair representation.

### Term of a Salesperson Licence

The term of an initial salesperson licence is one year. Renewing online provides an option of a two-year licence term.

## Licence Start Date

All persons who were working in the retail vehicle sales industry on June 1, 2004, will have an annual expiry date of June 1<sup>st</sup>. The date that their licence application is submitted to the VSA is irrelevant as the legislation and requirements came into effect on June 1, 2004, and applied to all workers effective on that date. Anyone applying after the June 1, 2004, start date will be back-dated to June 1, 2004, and will be responsible for all licensing fees from that date forward.

If you joined the retail vehicle sales industry after June 1, 2004, you will have an annual expiry date the same as your date of entry to the industry (not the date that you submit your Salesperson Application).

## Conditional Licence

Your Conditional Licence is valid until the date shown on the licence document – typically 45 days from the date you start in the industry. Between the date of issue and the expiry date, you are able to work at the dealership(s) named on the Conditional Licence while completing any outstanding requirements – i.e. providing a satisfactory criminal record check and successfully completing the required certification course (see below for more information on these conditions).

If the conditions are not met within the timeframe provided, your Conditional Licence will expire and **you will not be eligible to work in retail motor vehicle sales.**

## Regular Salesperson Licence

A Regular Salesperson Licence photo ID card(s) will be issued to replace your Conditional Licence once all conditions have been met and approved. A Regular Licence is valid for one year from your initial start date in the industry. There is no additional fee to convert from a Conditional Licence to a Regular Salesperson Licence.

## Criminal Record Checks

In order to comply with the *Motor Dealer Act* (MDA), a person wishing to be licensed as a salesperson with the Motor Vehicle Sales Authority of BC (VSA) must provide a Criminal Record Check. Employers and other individuals do not have access to this confidential information.

Similar to the process that requires criminal record checks for all persons applying for a motor dealer licence, the presence of a criminal record will not automatically exclude a person from receiving a licence to work as a salesperson. The circumstances of any prior criminal record will be reviewed by the Registrar to determine the relevance of past convictions.

**If you know that a criminal record exists**, please contact the VSA Licensing Department at 604-574-5050, local 710. A Licensing Officer will then give you specific instructions on how to obtain a Criminal Record Check with a summary of convictions. This will help to avoid delays in obtaining a Conditional Licence. **No Conditional Licence**

**will be granted** unless details of any known convictions are confirmed by a valid Criminal Record Check.

### **Training & Certification**

To qualify for a VSA Regular Salesperson Licence, you must complete the Salesperson Certification Course offered through the Motor Vehicle Sales Authority.

Please note that if you do not register for and successfully pass the VSA Salesperson Certification Course with a 75% grade within the allotted conditional licence period, your Conditional Licence will expire. **You will then not be eligible to work in retail vehicle sales until you pass the course.**

If you have not yet registered for a Salesperson Certification Course, a current schedule of classes, list of course locations and the required registration form are available on the VSA web site at [www.vehiclesalesauthority.com/training.htm](http://www.vehiclesalesauthority.com/training.htm) or by phoning 604-574-5050, local 230.

### **Renewing a Salesperson Licence**

All licensed salespeople will receive an application for renewal package, mailed to their last known address on file at the VSA office, approximately five weeks prior to the expiry of their current licence. You are responsible for ensuring that renewal applications are completed online at [www.vehiclesalesauthority.com](http://www.vehiclesalesauthority.com) or submitted, in full, to the VSA prior to the expiry of your current licence. Late fees will apply for all late renewal applications. If you do not receive your renewal notice prior to your licence expiring, please contact the VSA Licensing Department at 604-574-5050, loc 710.

### **Changing Employers**

Each Salesperson Licence includes the current dealer/employer's name. When you change employers, it is your responsibility to ensure that your new dealer/employer faxes a completed *Employment Authorization Form* to the VSA. This will connect you to the dealership and give the VSA permission to send you a new photo id licence card.

*Employment Authorization Forms* are available on the VSA web site [www.vehiclesalesauthority.com/changing.htm](http://www.vehiclesalesauthority.com/changing.htm) or by contacting the VSA office.

### **When a Salesperson is Not Employed in the Industry**

If you become unemployed for any amount of time, you must inform the VSA and return your licence to the VSA. The status of your licence will become "inactive." Your licence can remain "inactive" within the VSA system, as long as all other licensing conditions are met, including renewal, until you find a job in the industry and an *Employment Authorization Form* is submitted by your new employer/dealer.

All licence documents remain the property of the VSA and must be returned to the VSA if you are not currently employed by a licensed dealer.

## **Salesperson Licence Search on the VSA Website**

If you are unsure of your licence status, you can go to the VSA website <http://mdcbc.amsasp.com/PublicSearch/> and conduct a search using your name, your VSA Salesperson Licence number or the name of the dealership you are working for.

Please note that if you are currently not employed at a dealership, your name or VSA Salesperson Licence number will not produce any results. If you are currently employed at a dealership and licensed, but do not show up on any search results on our website search, please call the Licensing Department at 604-574-5050, local 710 and a Licensing Officer can assist you.

## **Working for More Than One Dealership**

If you work for more than one dealership at the same time, you are required to provide a completed *Employment Authorization Form* for each employment agreement. A licence will be issued for each employer/dealership. There is no additional fee for issuing licences for multiple locations when they are issued at the same time.

A Conditional Licence lists all dealerships for which you are licensed to work. When photo ID licences are issued, you will receive one photo ID licence card for each dealership that you are licensed to work for.

## **Medical Leave**

A licensed salesperson may effectively put their VSA licence "on hold" for medical leave reasons. Complete details of the Medical Leave Policy are available on the VSA web site at [www.vehiclesalesauthority.com/licensing\\_requirements.htm](http://www.vehiclesalesauthority.com/licensing_requirements.htm) or contacting the VSA office.

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### **VSA Contact Information**

Phone: 604-574-5050 local 710

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Email: [salespersonlicensing@mvsabc.com](mailto:salespersonlicensing@mvsabc.com)

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