

Salesperson Certification Webinar Goes Province-Wide

In keeping with industry trends, the VSA Salesperson Certification Course will be moving to a **webinar-only** format in early 2018. Roughly 25% of new salespeople have been taking the course from their dealership or home office since 2009. Lower Mainland and Victoria applicants will now have the same advantage with the planned fourfold increase in webinar sessions.

Webinar and exam improvements, made possible by updates in technology and software, will be introduced leading up to this change. The expanded access to the webinar format will add flexibility for dealerships and new salespeople.

Note: As of February 2018, certification classes will *no longer* be offered in Victoria or Surrey.

Ensuring Webinar Participant Success

Dealerships not used to having salespeople enrolled in the webinar version of the Salesperson Certification Course should keep these tips in mind for February:



- Have a **quiet room** with a computer connected to the internet
- Provide a **landline phone** with speakerphone
- Have **IT support** if your new salespeople are not familiar with dealership computer systems
- Require that participants **'own' their course** by checking their emails, completing their assignments, blogging, and attending the webinar sessions on time
- Schedule so that during the five two-hour webinars participants can **focus on the session**, and not be expected to meet with customers or make deliveries
- **Test the links** before every webinar course

VSA 2016-2017 Annual Report Available Online

The [Annual Report](#) for the fiscal year ending March 31, 2017, is now available on the VSA website. The report highlights the activities and achievements across all departments. Also included in the report are sales statistics showing B.C. vehicles sales by dealer type. The increase in sales created a busy year for the vehicle sales industry and the VSA. Licensed salespeople and dealers both increased over the previous year, a trend that has not stopped as of this Bulletin. Active salesperson licences reached 7,953 at year end and are now over 8,050. Growth in dealer licences has been more modest, but steady.

The annual report includes the [Audited Financial Statements ending March 31, 2017](#).



The VSA is an independent, non-profit agency that oversees the retail sales of personal-use motor vehicles in British Columbia. Please send your questions and comments to communications@mvsabc.com

Vehicle Sales Authority

