

No. 1117

24 October 2008

**SOUTH AFRICAN QUALIFICATIONS AUTHORITY (SAQA)**

In accordance with Regulation 24(c) of the National Standards Bodies Regulations of 28 March 1998, the Standards Generating Body (SGB) for

Retail and Wholesale

registered by Organising Field 11 – Retail and Wholesale, publishes the following Qualification and Unit Standards for public comment.

This notice contains the titles, fields, sub-fields, NQF levels, credits, and purpose of the Qualification and Unit Standards. The full Qualification and Unit Standards can be accessed via the SAQA web-site at www.saqqa.org.za. Copies may also be obtained from the Directorate of Standards Setting and Development at the SAQA offices, SAQA House, 1067 Arcadia Street, Hatfield, Pretoria.

Comment on the Qualification and Unit Standards should reach SAQA at the address below and **no later than 17 October 2008**. All correspondence should be marked **Standards Setting – SGB for Retail and Wholesale** and addressed to

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ACTING DIRECTOR: STANDARDS SETTING AND DEVELOPMENT



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

QUALIFICATION:**Further Education and Training Certificate: Automotive Sales and Support Services**

SAQA QUAL ID	QUALIFICATION TITLE		
64289	Further Education and Training Certificate: Automotive Sales and Support Services		
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
QUALIFICATION TYPE	FIELD	SUBFIELD	
Further Ed and Training Cert	11 - Services	Wholesale and Retail	
ABET BAND	MINIMUM CREDITS	NQF LEVEL	QUAL CLASS
Undefined	143	Level 4	Regular-Unit Stds Based

This qualification replaces:

Qual ID	Qualification Title	NQF Level	Min Credits	Replacement Status
21003	National Certificate: Motor Sales and Support Services	Level 4	145	Will occur as soon as 64289 is registered

PURPOSE AND RATIONALE OF THE QUALIFICATION**Purpose:**

The purpose of this qualification is to provide learners, education and training providers and employers with the standards and the range of learning required to work effectively in various sub-sectors of the industry as automotive sales persons. The primary skill that is recognized in this qualification is the ability to apply the fundamental competencies of automotive sales with reference to recognizing and responding to prospective clients of the organisation within identified functional areas of sales.

This qualification focuses on developing the skills and knowledge necessary to perform as a competent person in the automotive sales industry. It also provides learners who have gained relevant experience in the workplace with an opportunity to obtain credits through an RPL process.

This qualification substantiates the natural progression of a journeyman into the sales industry. There is little articulation sideways with the exception of "Service Advisor" at the same level or graduating vertically into a management related qualification.

A person acquiring this qualification will have the skills, knowledge and experience to:

- > Plan quarterly sales.
- > Perform vehicle sales.
- > Ensure client satisfaction.

Rationale:

This qualification will allow a learner in the automotive retail industry to obtain a nationally recognised qualification in and for the following functional areas, namely: Vehicle sales, parts sales, servicing sales, tyre sales, motor cycle sales (This includes but is not limited to: Motor Cycles, Tri Cycles and Quad Cycles), commercial vehicle sales, Off the Road vehicle sales (OTR includes but is not limited to: Military, Mining and Agriculture vehicle sales). It will also contribute to the up-liftment of the industry and will set a standard for professionalism in the industry. The qualification will assist in changing perceptions of the lack of integrity and business ethics of the industry. The obtainment of a qualification in all the identified functional areas of the automotive retail industry will also attract and retain quality learners and employees. This qualification will also provide for recognition of prior learning to allow for the recognition of existing, common knowledge and skills that will not only allow a learner to gain credits towards this qualification, but also to move across the functional areas.

The primary skill that is recognised in this qualification is to apply the fundamentals of "automotive sales" with regard to products or stock. This capability requires an understanding of basic sales techniques, the automotive product/stock and how to read and interpret prospective client interests and concerns.

The core unit standards, as well as the specialised context (functional) unit standards, provide credits that allow access to horizontally articulated qualifications. This qualification will enhance the status, productivity and employability of the learner within the industry as well as contribute to the quality, production rate and growth of all the functional areas. This allows for access, progression, portability and mobility within and between the functional areas. Through the electives component of the qualification, learners are able to demonstrate vocational skills through which they are able to engage in life skills activities, small business development, health and environmental issues. Through recognition of prior learning adult learners are encouraged to access basic education with an understanding that they already have knowledge and experience.

Learners, once qualified, shall be able to apply sales skills in the different functional areas in the industry. This will allow the learner to provide a more effective service that will improve customer satisfaction. Learners will also be capable of representing products and services in the functional areas effectively and in so doing, assist customers to make an informed decision. Learners will be able to move to higher levels of functionality and learning in the different functional areas.

This qualification will also allow for transformation within the retail divisions of our industry as learners will be a model for other employees/learners. This will, as mentioned earlier, attract quality people and allows for the aspiration of people to be part of the industry. The recognition of prior learning policies from the SETA/ETQA will formalise informal and non-formal learning and learners will be able to obtain a national qualification. This will improve the level of participation of employees in the industry.

This qualification reflects the workplace-based needs of the retail industry that relates to automotive sales and support services that are expressed by employers and employees, both currently and for the future. This qualification provides the learner with accessibility to be employed within the many functional areas covered by the qualification for the industry, and provides the flexibility to pursue different careers in the broader industry and articulation within these functional areas and other contexts.

RECOGNIZE PREVIOUS LEARNING?

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LEARNING ASSUMED IN PLACE

It is assumed that the learner attempting this qualification is competent in:

- > Communication at NQF Level 3.
- > Mathematical Literacy at NQF Level 3.

Recognition of Prior Learning:

This Qualification and the entire fundamental, core and elective Unit Standards associated with it can be achieved by any learner through the recognition of prior learning, which includes learning outcomes achieved through formal, informal and non-formal learning and work experience. Learner and assessor will jointly decide on methods to determine prior learning and competence in the knowledge, skills, values and attitudes implicit in the qualification and the associated unit standards.

This Recognition of Prior Learning may allow for:

- > Gaining of credits for unit standards in this qualification.
- > Obtaining this qualification in whole.

All Recognition of Prior Learning is subject to quality assurance by the relevant ETQA or an ETQA that has a Memorandum of Understanding with the relevant ETQA.

Access to the Qualification:

There is open access to this Qualification.

QUALIFICATION RULES

The qualifying learner will achieve this Qualification by complying with the following rules of combination:

- > All fundamental unit standards totalling 56 credits are compulsory.
- > All core unit standards totalling 56 credits are compulsory.
- > For the elective component, the qualifying learner must achieve a minimum of 31 credits by:
- > Choosing one area of specialisation and complete all the unit standards listed in the specialisation.
- > Choosing additional unit standards from the general elective component or any of the other areas of specialisation to make up a total of 31 credits for the elective component.

The specialisation areas are:

Passenger Vehicle Sales 30:

The learner must complete the following compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 31 credits:

- > ID R259881: Prepare and deliver a purchased vehicle to the customer, NQF Level 3, 8 Credits.
- > ID R259897: Merchandise and display products, services and related goods, NQF Level 3, 6 Credits.
- > ID R259899: Present and demonstrate the features, advantages and benefits of a vehicle, NQF Level 4, 8 Credits.
- > ID R259887: Appraise and value used vehicles, NQF Level 4, 8 Credits.

Tyre Sales 16:

The learner must complete the following compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 31 credits:

- > ID R259897: Merchandise and display products, services and related goods, NQF Level 3, 6 Credits.
- > ID R259880: Maintain stock in the automotive sales retail industry, NQF Level 3, 8 Credits.
- > ID R259958: Processing of automotive orders and payments, NQF Level 4, 8 Credits.
- > ID R259883: Identify tyre applications for agricultural machinery, NQF Level 3, 4 Credits.

Parts Sales 28:

The learner must complete the following compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 31 credits:

- > ID R259897: Merchandise and display products, services and related goods, NQF Level 3, 6 Credits.
- > ID R259880: Receive and process stock in sales and support services, NQF Level 3, 8 Credits.
- > ID R259877: Demonstrate automotive vehicle product knowledge NQF Level 4, 6 Credits.
- > ID R259958: Processing of automotive orders and payments, NQF Level 4, 8 Credits.

Commercial vehicle and OTR (Off the Road) Vehicle Sales 29:

The learner must complete the following compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 31 credits:

- > ID R259897: Merchandise and display products, services and related goods, NQF Level 3, 6 Credits.
- > ID R259881: Prepare and deliver a purchased vehicle to the customer, NQF Level 4, 8 Credits.
- > ID R259899: Present and demonstrate the features, advantages and benefits of a vehicle, NQF Level 4, 8 Credits.
- > ID R259889: Specify heavy vehicles options and add-on products, NQF Level 5, 7 Credits.

Motor Cycle sales 20:

The learner must complete the following compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 31 credits:

- > ID R259897: Merchandise and display products, services and related goods, NQF Level 3, 6 Credits.
- > ID R259881: Prepare and deliver a purchased vehicle to the customer, NQF Level 4, 8 Credits.
- > ID R259899: Present and demonstrate the features, advantages and benefits of a vehicle, NQF Level 4, 8 Credits.
- > ID R259887: Appraise and value used vehicles, NQF Level 4, 8 Credits.

Servicing Sales 22:

The learner must complete the following compulsory unit standards and additional unit standards from the generic electives or from the other specialisations to give a minimum of 31 credits:

- > ID R259919: Process vehicle service or repair requests, NQF Level 4, 8 Credits.
- > ID R259878: Handover a serviced vehicle, NQF Level 4, 4 Credits.
- > ID R259957: Make appointments and control flow of customer vehicles, NQF Level 4, 16 Credits.

EXIT LEVEL OUTCOMES

1. Plan quarterly sales.
2. Perform vehicle sales.
3. Ensure client satisfaction.

Critical Cross-Field Outcomes:

While performing automotive sales and support services activities, qualifying learners can:

Identify and solve problems in which response displays that responsible decisions, using critical and creative thinking, have been made by:

- > Addressing the needs and concerns of clients and advising them on various options.

Work effectively with others as a member of a team, group, organisation or community by:

- > Optimising relationships between role players in the organisational structure.

Organise and manage oneself and one's activities responsibly and effectively by:

- > Analysing and auditing own sales performance.

Collect, analyse, organise and critically evaluate information by:

- > Evaluating current sales information and performance to make a sales forecast.

Communicate effectively by using mathematical and/or language skills in the modes of oral and/or written presentations by:

- > Assisting the client to make an informed decision.

Use science and technology effectively and critically, showing responsibility towards the environment and health of others by:

- > Explaining product features, advantages and benefits.

Demonstrate an understanding of the world as a set of related systems by recognising that problem solving contexts do not exist in isolation by:

- > Explaining the responsibilities and authority of staff.

Contribute to the full personal development of each learner and the social and economic development of the society at large by:

- > Analysing client information and suggesting innovative solutions to clients.

ASSOCIATED ASSESSMENT CRITERIA

Associated Assessment Criteria for Exit-Level-Outcome 1:

1. Past experience is collated in terms of own interpretation of a specific vehicle sales sector.
2. Past sector and own sales information and performance is evaluated to make a future sales forecast.
 - > Range: Sector may include vehicle type, make, brand, organisation or group.
 - > Range: Past refers to a fixed period prior to the current quarterly plan.
3. Own sales performance is analysed and audited in terms of the implemented plan.
 - > Range: Implemented plan refers to the current quarterly sales plan.

Associated Assessment Criteria for Exit-Level-Outcome 2:

1. Functions of staff are explained in terms of responsibilities and authority.
2. Products are explained in terms of their application and capabilities.
3. Own relationship with role players is optimised in terms of the organisational structure.
4. A sales deal is closed in terms of interpreted buying signals and an accepted quotation.

Associated Assessment Criteria for Exit-Level-Outcome 3:

1. Client information is analysed to provide innovative solutions and suggestions to clients.
2. A client is assisted in making an informed decision in terms of needs and concerns.
3. Clients are advised in terms of add-on products and after sales service options.

Integrated Assessment:

The applied competence (practical, foundational and reflective competencies) of this qualification will be achieved if a learner is able to achieve all outcome statements of the qualification. The identification and solving of known problems, team work, organising self, using of data, implication of actions and reactions in the world as a set of related systems must be assessed during any combination of practical, foundational and reflexive competencies assessment methods and tools to determine the whole person development and integration of applied knowledge and skills.

Certain exit level outcomes are measurable and verifiable through assessment criteria assessed in one application. Applicable assessment tool(s) to establish the foundational, reflective and embedded knowledge to problem solving and application of the world as a set of related systems within the sales environment. Competence will be assessed when conducting formative and summative assessments.

INTERNATIONAL COMPARABILITY

The qualification was benchmarked against qualifications from New Zealand, the United Kingdom (Motor sales, parts sales and tyre sales), as well as against criteria from Auto careers industry in Australia with special attention paid to Vehicle Sales person aspiring towards the following: Qualification Title: Certificate III in Automotive (Sales-Vehicle) National Code: AUR31499.

Above and beyond the international comparability indicated no evidence could be found of national qualifications registered in other African countries for this sector. There is evidence that ETD occurs but it does not lead to any national award or qualification.

Also to be noted is the fact that language such as Portuguese, Arabic and Spanish posed a problem in understanding literature that was read. The working group was however, content with a comparison between this qualification and that of the first world countries as indicated in the process report.

This qualification was compared with the "UK" qualification from the motor industry-training organisation in the UK in terms of specific outcomes, assessment criteria and degree of difficulty

in order to benchmark the outcomes of our level indicators and therefore the level at which our qualification is registered.

Internationally, the Automotive Sales industry is characterised by large multinational companies which extend their influence throughout the world. The quality and scope of training is thus determined by comparing the qualification internationally.

We have found that:

- > Australia seems to be the leader when comparing unit standards and qualifications pertaining to the automotive industry.
- > NZ on the other hand seems to be the leader when referencing mining related unit standards and qualifications.
- > The UK when referencing Iron and Steel related unit standards and qualifications.

Research was carried out to identify the scope, methods and trends in training for automotive sales in countries such as Australia, Europe, the United Kingdom, India, Canada, the United States of America, South America and Africa. Nearly all of this training is either in-house or in the form of short courses offered by industry associations, with only a few countries, such as the United Kingdom, NZ and Australia, offering national qualifications.

Australia:

Australia has been selected for detailed comparison because it seems to be the better of the three when referencing automotive sales. It has a national qualification which covers vehicle sales and conditions in the industry are similar to those in South Africa.

Qualification: Certificate III in Automotive (Sales-Vehicle):

National Code: AUR31499:

The Certificate III in Automotive Sales is housed under Home Occupations, is vague and does not make provision for proliferation within the functional areas of expertise pertaining to the wider spectrum of automotive sales. This qualification is too generic in nature and too flexible in order to meet the needs of a range of sectors within the automotive retail industry. It offers no suggestions to the learners with regard to indicating a specific sub-sector that may lure the prospective learner with a specific automotive interest into that sub-sector field of sales. The qualification is also achieved through a design based on units of competency which are clustered into 'competency groupings' covering three areas:

- > Compulsory common core: Competencies that are essential to working in any type of industry (compulsory).
- > Compulsory Stream: Competencies that relate specifically to the art of sales and include competencies found in our core, special elective groups and CCFO of the submitted unit standards. However, no attempt at identifying functional areas has been made.
- > Electives: Competencies that have a broader application, such as those relating to interpersonal relationships and financial competencies. These are covered in our submission under the special elective category.

SA Learners, achieving competency towards any of the functional areas of the qualification being submitted to the SGB, will be able to achieve credits towards 24 of the 27 references to competencies indicated in the AUS qualification. This constitutes a 90% comparability of our qualification to theirs. However, our qualification, because of the scope that is covered offers a wider range of learning to the learner with reference to specialisation in the functional areas. We have included in our submission, The AUS qualification for those who wish to peruse it.

The 'Employability Skills' defined for the 'Certificate 111' provide insight into the level of skills, knowledge and generic abilities required for this qualification. Some examples are as follows:

- > Teamwork: Work as part of a team, identify own role and responsibility within a team.
- > Problem solving: Recognise known faults that occur during the operation, identify and take action on causes of routine faults, identify non-routine process and quality problems and take appropriate action, respond to routine problems.
- > Initiative and enterprise: Determine problems needing action, report problems outside area of responsibility.
- > Planning and organising: Achieve production targets, recognise hazards and follow appropriate hazard control methods.
- > Self-management: Identify work requirements, operate within appropriate time constraints and work standards, select and use appropriate equipment, materials, processes and procedures, identify task outcomes and work role.
- > Technology: Carry out pre-operational checks on equipment, monitor equipment operation, use appropriate instruments, power tools and electrical systems, monitor and adjust machine functions.

These are all accommodated for in the CCFO of our unit standards and are therefore defined per competency and not as generic as those of the AUS certificate.

Conclusion:

The South African qualification is very similar in content and scope to the Australian 'Certificate 111 Automotive (Sales-Vehicle)'. Both qualifications require an integration of theoretical learning and workplace experience, and they share a common approach to assessment. The Australian version does not specify fundamental learning of the type that the South African qualification does. The content and level of the associated 'Employability Skills' shows a close correspondence with the Critical Cross Field Outcomes embedded in the South African qualification.

ARTICULATION OPTIONS

This qualification has vertical articulation possibilities with the following qualification:

- > ID 59201: National Certificate: Generic Management, NQF Level 5.

MODERATION OPTIONS

- > Anyone assessing a learner or moderating the assessment of a learner against this Qualification must be registered as an assessor or moderator with the relevant ETQA.
- > Any institution offering learning that will enable the achievement of this Qualification must be accredited as a provider with the relevant ETQA.
- > Assessment and moderation of assessment will be overseen by the relevant ETQA according to the ETQA policies and guidelines for assessment and moderation; in terms of agreements reached around assessment and moderation between ETQAs (including professional bodies); and in terms of the moderation guideline detailed immediately below.
- > Moderation must include both internal and external moderation of assessments at exit points of the qualification, unless ETQA policies specify otherwise. Moderation should also encompass achievement of the competence described both in individual unit standards, exit level outcomes as well as the integrated competence described in the qualification.

CRITERIA FOR THE REGISTRATION OF ASSESSORS

Assessors and moderators should develop and conduct their own integrated assessment by making use of a range of formative and summative assessment methods. Assessors should

assess and give credit for the evidence of learning that has already been acquired through formal, informal and non-formal learning and work experience.

Unit standards associated with the qualification must be used to assess specific and critical cross-field outcomes. During integrated assessments the assessor should make use of formative and summative assessment methods and should assess combinations of the applied competency namely, practical, foundational and reflective competencies.

For an applicant to register as an assessor, the applicant needs:

- > A minimum of 1 (one) year practical, relevant occupational experience.
- > A similar qualification at NQF Level 4 or higher.
- > Subject matter expert with special reference to the product.
- > To be registered as an assessor with the relevant ETQA.

NOTES

This qualification replaces qualification 21003, "National Certificate: Motor Sales and Support Services", Level 4, 145 credits.

UNIT STANDARDS

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Fundamental	119472	Accommodate audience and context needs in oral/signed communication	Level 3	5
Fundamental	119457	Interpret and use information from texts	Level 3	5
Fundamental	119467	Use language and communication in occupational learning programmes	Level 3	5
Fundamental	119465	Write/present/sign texts for a range of communicative contexts	Level 3	5
Fundamental	9015	Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems	Level 4	6
Fundamental	119462	Engage in sustained oral/signed communication and evaluate spoken/signed texts	Level 4	5
Fundamental	119469	Read/view, analyse and respond to a variety of texts	Level 4	5
Fundamental	9016	Represent analyse and calculate shape and motion in 2- and 3-dimensional space in different contexts	Level 4	4
Fundamental	119471	Use language and communication in occupational learning programmes	Level 4	5
Fundamental	7468	Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues	Level 4	6
Fundamental	119459	Write/present/sign for a wide range of contexts	Level 4	5
Core	259879	Describe the interaction with internal departments and external sales support structures	Level 3	4
Core	259898	Advise customers to optimise choice and benefits	Level 4	7
Core	119676	Apply the skills of customer care in a specific work environment	Level 4	4
Core	259886	Conduct sales and support services	Level 4	16
Core	259918	Evaluate personal sales performance in the retail industry	Level 4	5
Core	259917	Identify customers and generate selling opportunities	Level 4	8
Core	259959	Sell products to corporate fleet owners	Level 5	12
Elective	259885	Demonstrate knowledge of automotive vehicle tyres and wheels	Level 3	7
Elective	259883	Identify tyre applications for agricultural machinery	Level 3	4
Elective	259880	Maintain stock in the automotive sales retail industry	Level 3	8
Elective	259897	Merchandise and display products, services and related goods	Level 3	6
Elective	259887	Appraise and value used vehicles	Level 4	8
Elective	259884	Control workflow in an automotive service environment	Level 4	3
Elective	259877	Demonstrate automotive vehicle product knowledge	Level 4	4
Elective	120344	Demonstrate knowledge and understanding of relevant current occupational health and safety legislation	Level 4	4

	ID	UNIT STANDARD TITLE	LEVEL	CREDITS
Elective	242584	Demonstrate knowledge and understanding of the Financial Advisory and Intermediary Services Act 2002 (FAIS) (Act 37 of 2002) as it impacts on a specific financial services sub-sector	Level 4	2
Elective	120014	Demonstrate knowledge and understanding of warranty as a class of insurance	Level 4	3
Elective	242593	Explain South African money laundering legislation and the implications for accountable institutions in transacting with clients	Level 4	3
Elective	119260	Explain credit life insurance	Level 4	2
Elective	259878	Handover a serviced vehicle	Level 4	4
Elective	259957	Make appointments and control flow of customer vehicles	Level 4	10
Elective	259881	Prepare and deliver a purchased vehicle to a customer	Level 4	8
Elective	259899	Present and demonstrate the features, advantages and benefits of a vehicle	Level 4	8
Elective	259919	Process vehicle service or repair requests	Level 4	8
Elective	259958	Processing of automotive orders and payments	Level 4	8
Elective	259888	Procure and buy stock in a specific retail industry	Level 4	4
Elective	259882	Apply the fundamentals of vehicle finance	Level 5	12
Elective	259889	Specify heavy vehicles options and add-on products	Level 5	7

LEARNING PROGRAMMES RECORDED AGAINST THIS QUALIFICATION

None



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Demonstrate automotive vehicle product knowledge***

SAQA US ID	UNIT STANDARD TITLE		
259877	Demonstrate automotive vehicle product knowledge		
ORIGINATOR	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	4

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9862	Identify vehicle part number	Level 4	6	Will occur as soon as 259877 is registered

SPECIFIC OUTCOME 1

Verify customer requirements.

SPECIFIC OUTCOME 2

Demonstrate an understanding of specific vehicle systems.

SPECIFIC OUTCOME 3

Identify specific parts of a vehicle system using the organisation methodologies.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Handover a serviced vehicle***

SAQA US ID	UNIT STANDARD TITLE		
259878	Handover a serviced vehicle		
ORIGINATOR	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	4

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9858	Handover vehicles	Level 4	4	Will occur as soon as 259878 is registered

SPECIFIC OUTCOME 1

Prepare the vehicle for handover.

SPECIFIC OUTCOME 2

Hand over the vehicle in accordance to standard procedures.

SPECIFIC OUTCOME 3

Process the customer's payment in accordance with company procedures.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Describe the interaction with internal departments and external sales support structures

SAQA US ID	UNIT STANDARD TITLE		
259879	Describe the interaction with internal departments and external sales support structures		
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	4

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9850	Communicate and liaise with internal departments and external sales support structures	Level 3	4	Will occur as soon as 259879 is registered

SPECIFIC OUTCOME 1

Understand the functions and roles of team members and of the internal departments of the organisation.

SPECIFIC OUTCOME 2

Describe the functions and roles of the external sales support structures.

SPECIFIC OUTCOME 3

Optimise relationships between stakeholders.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Maintain stock in the automotive sales retail industry***

SAQA US ID	UNIT STANDARD TITLE		
259880	Maintain stock in the automotive sales retail industry		
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	8

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9860	Receive and process stock in motor sales and support services	Level 3	8	Will occur as soon as 259880 is registered

SPECIFIC OUTCOME 1

Receive stock according to organisational procedures.

SPECIFIC OUTCOME 2

Process the stock according to standard organisational procedures.

SPECIFIC OUTCOME 3

Bin stock according to standard organisational procedures.

SPECIFIC OUTCOME 4

Count stock and check for accuracy according to organisational procedures.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Prepare and deliver a purchased vehicle to a customer*

SAQA US ID	UNIT STANDARD TITLE		
259881	Prepare and deliver a purchased vehicle to a customer		
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	8

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9851	Prepare and execute vehicle delivery to the customer	Level 3	8	Will occur as soon as 259881 is registered

SPECIFIC OUTCOME 1

Quality Assure a vehicle for delivery.

SPECIFIC OUTCOME 2

Prepare for vehicle handover to the client.

SPECIFIC OUTCOME 3

Conduct Vehicle handover to the client.

SPECIFIC OUTCOME 4

Conduct an after sales follow-up programme.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Apply the fundamentals of vehicle finance*

SAQA US ID	UNIT STANDARD TITLE		
259882	Apply the fundamentals of vehicle finance		
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	12

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9870	Explain and practically apply the fundamentals of vehicle finance and insurance	Level 5	15	Will occur as soon as 259882 is registered

SPECIFIC OUTCOME 1

Advise customers on vehicle Finance options.

SPECIFIC OUTCOME 2

Complete an application for financing a vehicle.

SPECIFIC OUTCOME 3

Settle an outstanding amount of money owed to a bank, on behalf of a customer.

SPECIFIC OUTCOME 4

Explain finance legislation as applicable to vehicle sales.

SPECIFIC OUTCOME 5

Demonstrate an understanding of "add-on sales".

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:**Identify tyre applications for agricultural machinery**

SAQA US ID		UNIT STANDARD TITLE	
259883		Identify tyre applications for agricultural machinery	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	4

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9863	Identify tyre applications for tractors and agricultural machinery, and remove and replace tyres	Level 3	4	Will occur as soon as 259883 is registered

SPECIFIC OUTCOME 1

Demonstrate knowledge of tractor and agricultural machinery tyre types and sizes in terms of their purpose, advantages and disadvantages.

SPECIFIC OUTCOME 2

Demonstrate knowledge of tyre damage, repair techniques, and maintenance requirements.

SPECIFIC OUTCOME 3

Demonstrate knowledge of tractor wheels.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:**Control workflow in an automotive service environment**

SAQA US ID		UNIT STANDARD TITLE	
259884		Control workflow in an automotive service environment	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	3

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9856	Control, balance and channel workflow to complete required work	Level 4	3	Will occur as soon as 259884 is registered

SPECIFIC OUTCOME 1

Record and maintain work to be done.

SPECIFIC OUTCOME 2

Allocate appropriate jobs to identified specific technical staff.

SPECIFIC OUTCOME 3

Manage sublet work.

SPECIFIC OUTCOME 4

Gain approval from the customer for extra work required.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Demonstrate knowledge of automotive vehicle tyres and wheels

SAQA US ID	UNIT STANDARD TITLE		
259885	Demonstrate knowledge of automotive vehicle tyres and wheels		
ORIGINATOR	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	7

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9868	Demonstrate knowledge of, and rectify faults in motor vehicle tyres and wheels	Level 3	7	Will occur as soon as 259885 is registered

SPECIFIC OUTCOME 1

Demonstrate an understanding of vehicle tyre standards.

SPECIFIC OUTCOME 2

Demonstrate knowledge of vehicle tyres, types, and sizes.

SPECIFIC OUTCOME 3

Explain tyre abnormalities in vehicle tyres.

SPECIFIC OUTCOME 4

Demonstrate knowledge of vehicle wheel rims.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:**Conduct sales and support services**

SAQA US ID	UNIT STANDARD TITLE		
259886	Conduct sales and support services		
ORIGINATOR	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	16

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9848	Conduct sales in motor sales and support services	Level 4	16	Will occur as soon as 259886 is registered

SPECIFIC OUTCOME 1

Identify early buying signals and act thereupon.

SPECIFIC OUTCOME 2

Negotiate and/or agree to the terms and conditions of the sale.

SPECIFIC OUTCOME 3

Prepare quotations according to organisational standard policies and procedures.

SPECIFIC OUTCOME 4

Handle and deal with customer objections and concerns.

SPECIFIC OUTCOME 5

Describe the current state of a specific industry.

SPECIFIC OUTCOME 6

Close the deal and obtain customer commitment.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Appraise and value used vehicles***

SAQA US ID		UNIT STANDARD TITLE	
259887		Appraise and value used vehicles	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	8

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9873	Appraise and value used vehicles	Level 4	8	Will occur as soon as 259887 is registered

SPECIFIC OUTCOME 1

Verify the status of the used vehicle(s).

SPECIFIC OUTCOME 2

Prepare an offer for the used vehicle.

SPECIFIC OUTCOME 3

Agree a final offer to purchase.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Procure and buy stock in a specific retail industry

SAQA US ID	UNIT STANDARD TITLE		
259888	Procure and buy stock in a specific retail industry		
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	4

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9854	Procure and buy stock in motor sales and support services	Level 4	4	Will occur as soon as 259888 is registered

SPECIFIC OUTCOME 1

Establish sources of stock supply.

SPECIFIC OUTCOME 2

Issue an order for stock replenishment.

SPECIFIC OUTCOME 3

Negotiate conditions for the procurement of stock.

SPECIFIC OUTCOME 4

Evaluate current suppliers against negotiated standards.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Specify heavy vehicles options and add-on products***

SAQA US ID		UNIT STANDARD TITLE	
259889		Specify heavy vehicles options and add-on products	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	7

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9872	Provide options on heavy commercial vehicles and add-on products for heavy commercial vehicle industry	Level 5	7	Will occur as soon as 259889 is registered

SPECIFIC OUTCOME 1

Establish customer needs in terms of proposing a specific heavy vehicle.

SPECIFIC OUTCOME 2

Match a specific vehicle's ratings to client specifications.

SPECIFIC OUTCOME 3

Determine the need and specifications of add-on products for Heavy Vehicles.

SPECIFIC OUTCOME 4

Calculate the estimated vehicle operating costs.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Merchandise and display products, services and related goods***

SAQA US ID		UNIT STANDARD TITLE	
259897		Merchandise and display products, services and related goods	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 3	6

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9852	Merchandise and display products, services and related goods	Level 3	6	Will occur as soon as 259897 is registered

SPECIFIC OUTCOME 1

Present product, services, promotional material and related goods.

SPECIFIC OUTCOME 2

Mark and maintain products and related goods with relevant marketing/display information.

SPECIFIC OUTCOME 3

Evaluate the effectiveness of the display of products, services and related goods.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:*Advise customers to optimise choice and benefits*

SAQA US ID		UNIT STANDARD TITLE	
259898		Advise customers to optimise choice and benefits	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	7

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9845	Identify the needs and concerns of customers and advise customers to optimise choice and benefits	Level 4	7	Will occur as soon as 259898 is registered

SPECIFIC OUTCOME 1

Establish rapport with a prospective customer.

SPECIFIC OUTCOME 2

Match and advise a prospective customer to a product or service.

SPECIFIC OUTCOME 3

Generate choices and options for a customer.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Present and demonstrate the features, advantages and benefits of a vehicle

SAQA US ID	UNIT STANDARD TITLE		
259899	Present and demonstrate the features, advantages and benefits of a vehicle		
ORIGINATOR	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	8

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9853	Present and demonstrate features, advantages and benefits of vehicles to customers and prospective buyers	Level 4	8	Will occur as soon as 259899 is registered

SPECIFIC OUTCOME 1

Demonstrate an understanding of product features, advantages and benefits.

SPECIFIC OUTCOME 2

Present a static demonstration of the product features.

SPECIFIC OUTCOME 3

Conduct a dynamic demonstration of the vehicle.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Identify customers and generate selling opportunities***

SAQA US ID		UNIT STANDARD TITLE	
259917		Identify customers and generate selling opportunities	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	8

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9844	Identify customers and generate selling opportunities	Level 4	8	Will occur as soon as 259917 is registered

SPECIFIC OUTCOME 1

Identify potential customers.

SPECIFIC OUTCOME 2

Generate selling opportunity.

SPECIFIC OUTCOME 3

Respond to sales opportunities.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Evaluate personal sales performance in the retail industry

SAQA US ID	UNIT STANDARD TITLE		
259918	Evaluate personal sales performance in the retail industry		
ORIGINATOR	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	5

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Evaluate information for forecasting sales against company expectation.

SPECIFIC OUTCOME 2

Make and record sales forecasts based on market factors.

SPECIFIC OUTCOME 3

Monitor and evaluate previous own sales performance against own forecasts.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Process vehicle service or repair requests***

SAQA US ID		UNIT STANDARD TITLE	
259919		Process vehicle service or repair requests	
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	8

This unit standard does not replace any other unit standard and is not replaced by another unit standard.

SPECIFIC OUTCOME 1

Establish customers concerns.

SPECIFIC OUTCOME 2

Use a customer's service history to ensure continuity of the service relationship.

SPECIFIC OUTCOME 3

Manage various pressured customer interface situations.

SPECIFIC OUTCOME 4

Sell service and repair options to a customer.

SPECIFIC OUTCOME 5

Interpret warranties and guarantees and apply accordingly.

SPECIFIC OUTCOME 6

Conclude service consultancy process.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Make appointments and control flow of customer vehicles***

SAQA US ID	UNIT STANDARD TITLE		
259957	Make appointments and control flow of customer vehicles		
ORIGINATOR	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	10

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9859	Make appointments and control flow of customer vehicles	Level 4	16	Will occur as soon as 259957 is registered

SPECIFIC OUTCOME 1

Operate clerical systems and apply business practices.

SPECIFIC OUTCOME 2

Provide the customer with a quote for an automotive repair and or service.

SPECIFIC OUTCOME 3

Book in work for an automotive service and repair business.

SPECIFIC OUTCOME 4

Attend to customer inquiries in accordance with company policies and procedures.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:***Processing of automotive orders and payments***

SAQA US ID	UNIT STANDARD TITLE		
259958	Processing of automotive orders and payments		
ORIGINATOR		PROVIDER	
SGB Retail and Wholesale			
FIELD		SUBFIELD	
11 - Services		Wholesale and Retail	
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 4	8

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9861	Processing of orders and payments in the areas of part sales and tyre sales and support services	Level 4	8	Will occur as soon as 259958 is registered

SPECIFIC OUTCOME 1

Prepare an order for processing.

SPECIFIC OUTCOME 2

Process an order according to organisational procedures.

SPECIFIC OUTCOME 3

Dispatch an order and receive payments.

SPECIFIC OUTCOME 4

Deal with returned goods.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Elective	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4



SOUTH AFRICAN QUALIFICATIONS AUTHORITY

UNIT STANDARD:

Sell products to corporate fleet owners

SAQA US ID	UNIT STANDARD TITLE		
259959	Sell products to corporate fleet owners		
ORIGINATOR	PROVIDER		
SGB Retail and Wholesale			
FIELD	SUBFIELD		
11 - Services	Wholesale and Retail		
ABET BAND	UNIT STANDARD TYPE	NQF LEVEL	CREDITS
Undefined	Regular	Level 5	12

This unit standard replaces:

US ID	Unit Standard Title	NQF Level	Credits	Replacement Status
9871	Sell products and services to corporate fleet owners	Level 5	16	Will occur as soon as 259959 is registered

SPECIFIC OUTCOME 1

Source new corporate prospects.

SPECIFIC OUTCOME 2

Make contact with corporate prospects.

SPECIFIC OUTCOME 3

Present a proposal/quotation to the corporate prospect.

SPECIFIC OUTCOME 4

Obtain necessary approval to conclude the deal.

QUALIFICATIONS UTILISING THIS UNIT STANDARD

	ID	QUALIFICATION TITLE	LEVEL
Core	64289	Further Education and Training Certificate: Automotive Sales and Support Services	Level 4