

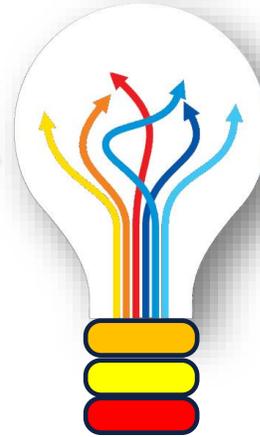
FURTHER EDUCATION AND TRAINING CERTIFICATE: AUTOMOTIVE SALES AND SUPPORT SERVICES



[SERVICE ADVISOR]

About This Topic

What will I learn?



Objectives



NRLD 64289

INTRODUCTION TO THE PROGRAMME



Lesson Listings

Course Instructor



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COURSE CONTENT:

1. Welcome to the programme
2. Programme methodology
3. Different types of activities you can expect
4. What will I be able to do on completion of this course?
5. Unit Standards (Course approach)
6. Course Structure (Syllabus)
7. Online navigation/ Online support
8. Conclusion



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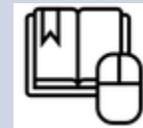


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Resources, Assignments, Discussions and more...



Welcome to the programme



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- You are encouraged to make notes and sketches that will help you to understand and remember what you have learnt.
- Take notes and share information with your colleagues.
- Important and relevant information and skills are transferred by sharing!
- This learning programme is divided into sections. Complete all sections and activities as prescribed by the course.

Programme methodology



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The programme methodology includes facilitator presentations, readings, individual activities, group discussions and skill application exercises. Know what you want to get out of the programme from the beginning and start applying your new skills immediately. Participate as much as possible so that the learning will be interactive and stimulating.

The following principles were applied in designing the course: Because the course is designed to maximise interactive learning, you are encouraged and required to participate fully during the group exercises.

As a learner you will be presented with numerous problems and will be required to fully apply your mind to finding solutions to problems before being presented with the course presenter's solutions to the problems.

Through participation and interaction, the learners can learn as much from each other as they do from the course presenter.

Although learners attending the course may have varied degrees of experience in the subject matter, the course is designed to ensure that all delegates complete the course with the same level of understanding.

Because reflection forms an important component of adult learning, some learning resources will be followed by a self-assessment or activities, which is designed so that the learner will reflect on the material just completed. This approach to course construction will ensure that learners first apply their minds to finding solutions to problems before the answers are provided, which will then maximise the learning process which is further strengthened by reflecting on the material covered by means of self-assessments and activities.

Different types of activities you can expect



To accommodate your learning preferences, a variety of different types of activities are included in the formative and summative assessments. They will assist you to achieve the outcomes (correct results) and should guide you through the learning process, making learning a positive and pleasant experience. The table below provides you with more information related to the types of activities.

Icons	Type of assessment	Description
	Formative knowledge assessment:	This comprises of questions to assess your knowledge. You must obtain at least 80% in each assessment criterion.
	Teamwork Self-Assessment Form	After you completed this course, you will be required to assess your own behaviour regarding teamwork.
	Workplace experience	After you completed this course, you will be required to assess your own behaviour regarding work experience.
	Project research / Activities	After you completed an activity. You must obtain at least 80% in each criterion.

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What will I be able to do on completion of this course?



What you need to know about this course and what you will learn from this course?

You will need a Portfolio of Evidence: Required Paperwork: A file will be made available to ensure all mandatory documentation and Portfolio of Evidence is completed and filed appropriately).

All learners have been enrolled for the 1st online course. All courses have activities and assessments to ensure progress is monitored and all gaps are addressed.

All activities assigned must also be handwritten as part of your Portfolio of Evidence (POE).

Moderation and Assessments: The learner will need 147 credits to complete the programme. A certificate will be issued on successful completion of the programme.

Course duration: This course takes between 6 -12 months to complete.

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What will I be able to do on completion of this course?

What you need to know about this course and what you will learn from this course?

This course teaches you the procedures and methods used to manage a repair or maintenance service from start to finish. This includes communicating with a customer to identify what work needs to be done, passing on this information within the organization, and managing the entire process to ensure the customer is completely satisfied.

This course, delivered by our experienced instructors, covers the following:

- Interaction with internal departments and external sales support structures.
- Generate selling opportunities.
- Sustain customer relations.
- Advise customers on optimal choices - passenger.
- Conduct in a business environment.
- Evaluate personal sales performance in the retail industry.

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What will I be able to do on completion of this course?

What you need to know about this course and what you will learn from this course?

- Facilitate sales of products to fleet owners conduct sales.
- Apply knowledge of statistics and probability to critically interrogate and effectively communicate findings on life related problems.
- Use mathematics to investigate and monitor the financial aspects of personal, business, national and international issues.
- Communication studies and language.
- Orientate the customer to the technical features advantages and benefits of Vehicles or motorcycles.
- Process service and repair.
- Requests schedule a vehicle for servicing.
- Handover a serviced vehicle and
- Demonstrate product knowledge of vehicle components and systems.



Unit Standards (Course approach)



Unit Standards: There are 24 unit - standards (Material & Online).



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Course Structure (Syllabus)

24 Modules

No	Fundamentals: (English) US Standard	No	Fundamentals: (Maths) US Standard	No	Core: US Standard	No	Electives: US Standard
1	119457	1	9015	1	242655	1	259878
2	119459	2	9016	2	259898	2	259919
3	119465	3	7468	3	259879	3	259957
4	119467			4	119676	4	259899
5	119469			5	259917	5	259877
6	119471			6	259918		
7	119472			7	259886		
8	119462			8	259959		
English Summative Assessment (Set 1)		Maths Summative Assessment (Set 2)		Core Summative Assessment (Set 1) Core Summative Assessment (Set 2)		Elective Summative Assessment (Set 1) Elective Summative Assessment (Set 2)	

8 Modules

3 Modules

8 Modules

5 Modules

2 Assessments
1 x English / 1 x Maths

2 Assessments

2 Assessments



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Learning Units: Conclusion

Conclusion

You should have a better understanding of the programme, resources, assignments and assessments.

Your dedication to the successful completion of this programme will be proof that you can achieve anything. We are grateful that you allowed us to be a part of your learning journey and wish you the best in all your future endeavours. Congratulations to you for taking this class and thanks for inspiring us every day.

Good luck!

END OF INTRODUCTION

Further Education and Training Certificate: Automotive Sales and Support Services (NQF Level 4)

[Service Advisor]



End of Introduction reached



FIRST LESSON: **US 119457 (ENGLISH FUNDAMENTALS)**

