# AUTOMOBILE TECHNO COMMERCIAL SALES ASSISTANT

**Source: National competency Standard**
**(Competency Standards Code No: G52S005)**
**National Certificate at NVQ Levels in the occupation of**
**AUTOMOBILE TECHNO COMMERCIAL SALES ASSISTANT will be awarded to those who are competent in**
**U01+U02+U03+U04+U05+U06+U07+U08+U09+U10– G52S005Q1L4 - NVQ Level 4**



NAITA Training Division

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| Unit of Competency | Elements of Competence |
|---|---|
| **01. Sale of spare parts/ materials at the counter G52S005U05** | 1.1 Gather information from the customer |
| | 1.2 Ensure parts availability in the system |
| | 1.3 Inform the customer the details gathered |
| | 1.4 Handover parts to the customer |
| **02. Sale of spare parts/ materials to regular outside workshop and re-seller G52S005U06** | 2.1 Fix sales targets with the sales manager |
| | 2.2 Prepare details for the sales tour |
| | 2.3 Interact with the re-seller |
| | 2.4 Carryout Financial procedure |
| **03. Maintain sales reports and records G52S005U07** | 3.1 Assist to prepare sales performance target for the year |
| | 3.2 Prepare sales performance presentation report for the month |
| | 3.3 Prepare report on parts movements & parts pre-matured failed and returned under warranty |
| **04. Gain Basic technical knowledge G52S005U08** | 4.1 Study different type of vehicle |
| | 4.2 Classify basic components of the vehicle systems |
| | 4.3 Use of measuring tools, testing instruments and materials |
| **05. Develop Professionalism in automobile sales activities G52S005U09** | 5.1 Assist to prepare re-seller incentive scheme of the company |
| | 5.2 Assist to prepare sales officer's incentive scheme of the company |
| | 5.3 Participate in train the trainer programme for products conducted by the manufacturer |
| | 5.4 Participate in annual best sales award competition |
| | 5.5 Build soft skills apply for development |
| | 5.6 Maintain personal grooming and hygiene |

**Basic Units**

| | |
|---|---|
| **01. Practice workplace communication and interpersonal relations G52S005U01** | Co-operate with business partners in performing sales |
| | Work with people of diverse backgrounds |
| | Obtain record and convey Business related information |
| | Perfect the business related documents |

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|---|---|
| **02. Apply occupational literacy and numeracy G52S005U02** | Apply basic mathematics to complete business transactions |
| | Communicate ideas in writing |
| | Read range of written materials |
| **03. Work in teams G52S005U03** | Describe team role and scope |
| | Participate as a team member |
| | Maintain productive group relations |
| **04. Practice occupational health and safety measures G52S005U04** | Plan to commence the work |
| | Follow health and safety rules/ procedures |
| | Minimize health and safety risks |
| | Maintain health and safety procedures |
| | Adhere to good environmental practices |

## Related Knowledge for Automobile Techno Commercial Sales Assistant

### 01. Practice workplace communication and interpersonal relations G52S005U01

- Basic adaptive language relevant to business transaction
- Organization's rules, regulations and procedures
- General norms of polite conduct
- Forms of address appropriate to customers and persons in different positions
- Basic knowledge of customs and practices of different ethnic and religious groups
- Good telephone manners
- Basic understanding of gender issues
- Basic knowledge of new trends in automobile industry
- Interpretation of Safety symbols & procedures

### 02. Apply occupational literacy and numeracy G52S005U02

- Grammar, spelling and syntax in mother tongue
- Basic English grammar, spelling and syntax
- Mathematical representation of physical quantities
- Basic Mathematics
- Adequate technical vocabulary in English
- Basic knowledge of new trends in automobile industry

### 03. Work in teams G52S005U03

- Simple concepts of team behaviour
- Elementary group dynamics
- Basic knowledge in social and demographic structures

### 04. Practice occupational health and safety measures G52S005U04

- Common workplace hazards
- Organization's procedures and safety check lists with regard to health and safety
- Methods of minimizing health risks and preventing accidents and dangerous occurrences
- First aid
- Risk to health from exposure to engine exhaust emission and general approach to control
- Good working practices to control engine exhaust emission
- Personal protective equipment for use in different situations
- Identify symptoms of communicable diseases / occupational diseases
- Safety signs and symbols
- Unsafe actions and unsafe conditions
- Safety devices
- Emergency response
- Awareness and sensitivity about the environment and environmental quality
- Carbon foot print levels

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## 05. Sale of spare parts/ materials at the counter G52S005U05

- Terminology in relation to spare parts/ materials catalogs
- Categorization of parts according to description
- Identification of parts from an exploded view of a component
- Quantities to be ordered and specifications
- Seasonal demand of parts (harvesting season)
- Spare parts/ materials identification (shapes, sizes, material, color weight)
- Advising customer about the status of latest availability of the requested parts
- Computer application
- Formulating a price of item to be imported in reference to manufacture's price list
- Manufacturer price list
- Mode of import (Air, Courier, Sea)
- Duty structure according to harmonize code
- Prevailing exchange rate
- Basic mathematics
- Warranty procedure
- Condition of warranty coverage
- Standard organization Procedure (SOP)
- Method of payments
- Collecting procedure for the purchase parts
- Checking part numbers, illustrated in the packing with the invoice parts number
- Packing materials to eliminate damages
- international symbols illustrated in packing (fragile, exposure to weather, directions, weight)
- Delivery documents
- details of delivery address and contact
- OHS procedures

## 06. Sale of spare parts/ materials to regular outside workshop and re-seller G52S005U06

- Extracting sales related information from the software system of the establishment (Last six months sales achievements against budget, Stock availability, Credit limit of customers)
- Basic mathematical knowledge in analyzing data
- Method of comparing sales achievement against budget
- Method of identifying fast moving parts, slow moving and none moving.
- Methods of collecting over dues from credit customers as per company procedures
- Company rules and regulations
- Items variations according to the provinces
- Number of re-sellers in region
- Credit information
- Previous Sales records
- Methodology applied for the preparation of the sales budget

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- Adjusting targets accordingly.
- Best economical routs
- Selection of favorable customer for the tour (visit best customer first)
- Past sales achievements of customers, included in the planed tour
- company procedures (condition of the vehicle, subsistence rates, fuel allocations)
- Credit policy of the company
- Competitors offer for the month
- Details of company offers for the month
- Basic concept of advertising (Themes of the advertising agent in formulating merchandizing materials)
- Basic legal procedures in handling default customers
- OHS procedures

**07. Maintain sales reports and records G52S005U07**

- Language
- Basic mathematics
- ABC Categorization of re-sellers, spare parts/ materials.
- Basic knowledge of computer operating software systems of the organization
- Limitations in accessing information from the operating system
- Zero target basis

**08. Gain Basic technical knowledge G52S005U08**

- Measuring units
- English terms for basic components of a vehicle
- Basic mathematics
- Classification of vehicles according to fuel type, terrain and body design
- OHS Procedures

**09. Develop Professionalism in automobile sales activities G52S005U09**

- Basic mathematics and accounting
- Language
- Interpretation of rules and regulation formulated for selecting best sales officer, best retailer
- Interpretation of rules and regulation formulated for incentive scheme, both sales officers and re-sellers

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