

## Vehicle Sales

Unique Reference Number	Title of NOS standard
IMICA01	Contribute to housekeeping in motor vehicle environments
IMICA02	Reduce risks to health and safety in the motor vehicle environment
IMICA03	Maintain working relationships in the motor vehicle environment
IMIARBG6	Enable learning through demonstration and instruction
IMIVS1	Generate sales and profit using knowledge of market, brand, product and vehicle retail operations
IMIVS2	Meet fleet and business buyers needs
IMIVS3	Comply with the legal requirements and regulations of vehicle sales
IMIVS4	Manage your own performance in a vehicle sales environment
IMIVS5	Handle telephone and digital vehicle sales enquiries
IMIVS6	Present the sales offer
IMIVS7	Sell an automotive product or service
IMIVS8	Deliver a static product or service presentation
IMIVS9	Conduct vehicle demonstration drives
IMIVS10	Present finance and insurance services for vehicle sales
IMIVS11	Appraise vehicles for part exchange
IMIVS13	Manage customer relationships in a vehicle sales environment
IMIVS14	Manage the progression from vehicle order to customer handover
IMIVS15	Engage with vehicle sales customers – on site visit
IMIVS16	Process payment transactions in the automotive retail environment