



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Vehicle Delivery Preparation and Customer Handover

Services / Wholesale and Retail

Unit Standard 259881 · NQF Level 4 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to prepare a purchased vehicle for delivery and conduct a professional customer handover. It covers final inspection, documentation, and demonstration of vehicle features to ensure customer satisfaction and compliance with dealership standards.

Category	Services
Subfield	Wholesale and Retail
Unit Standard	259881
Accreditation	SAQA Accredited · NQF Level 4 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Prepare a purchased vehicle for delivery by conducting a final inspection and ensuring cleanliness and functionality.
- Demonstrate vehicle features and controls to the customer in a clear and professional manner.
- Complete all required documentation accurately, including delivery notes and warranty registration.
- Apply customer service principles to ensure a positive handover experience and address customer queries.
- Verify that the vehicle meets customer specifications and legal requirements before delivery.

WHO SHOULD ATTEND

- Sales consultants, vehicle delivery specialists, and dealership staff responsible for preparing and handing over vehicles to customers in the automotive retail industry.

COURSE OUTLINE

Day 1: Introduction to Vehicle Delivery Preparation

- Overview of the vehicle delivery process
- Relevant legislation and standards (SANS, SAQA)
- Documentation: delivery note, inspection report, warranty documents
- Pre-delivery inspection (PDI) basics
- Customer expectations and the handover experience

Day 2: Vehicle Inspection and Preparation Procedures

- Exterior inspection: paintwork, glass, tyres, lights
- Interior inspection: upholstery, electronics, controls
- Underbonnet checks: fluids, battery, belts
- Cleaning and detailing procedures
- Specs verification: VIN, model, options

Day 3: Mechanical and Safety Checks

- Brake system check
- Steering and suspension inspection
- Lighting and indicator systems
- Tyre condition and pressure
- Safety systems: airbags, seatbelts, ABS
- Road test procedures

Day 4: Customer Handover Process

- Handover checklist and walk-around
- Demonstrating key features: infotainment, driver aids
- Explaining maintenance schedules and warranty
- Final documentation: registration, insurance, service plan
- Dealing with customer objections and questions

Day 5: Practical Integration and Assessment

- Full PDI and cleaning procedure (timed)
- Handover simulation with role-play
- Feedback and self-assessment
- Troubleshooting common handover issues
- Final assessment and course review

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **8 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,000.00	R 23,000.00
1	In-House	R 29,900.00	R 29,900.00
1	On-Campus (Pretoria)	R 34,500.00	R 34,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
10 Aug 2026	14 Aug 2026	On-Campus	Durban, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Abu Dhabi, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Pretoria, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
17 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
17 Aug 2026	21 Aug 2026	On-Campus	Pretoria, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

- 1. Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 259881) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
- 2. Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
- 3. Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
- 4. Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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