

Field of study **Sciences and engineering**  
**Management, Economy,**  
**Communication**

Training available in

Apprenticeship

Continuing education

Recognition of prior learning

#### How to apply :

<https://www.univ-gustave-eiffel.fr/en/formation/applications-and-enrolment/applications>

#### Course venue :

Campus Marne la Vallée - Noisy le Grand - Bâtiment Alexandra-David-Néel 2 allée du promontoire 93160 Noisy-le-Grand

#### Calendar :

September: preparation for working in a company October:

Training November-December: work placement January:

Training February: work placement March: Training April: work

placement May: Training June - July - August: work placement

#### Contacts :

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Academic coordinator

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Gestionnaire VAE

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#### More information :

For further details :

<https://www.univ-gustave-eiffel.fr/international/etudiants-internationaux>

Service Information,

Orientation et Insertion Professionnelle (SIO-IP) :

[sio@univ-eiffel.fr](mailto:sio@univ-eiffel.fr) / Tel : +33 1 60 95 76 76



## Professional Bachelor Automotive Services Organisation and Management After-Sales Services



Institut Francilien des Sciences Appliquées (IFSA)

Professional Bachelor LP

#### TO GET THERE

This degree is for students with an advanced vocational training certificate in vehicle maintenance or internal combustion engines, or students with an industrial advanced vocational training certificate who have experience in the vehicle sector. Students with an advanced vocational training certificate or a technical university diploma in services (technical university diploma in marketing techniques; advanced vocational training certificate in customer relations and negotiation or management assistance) can also apply if they are interested in the sector.

Lastly, first- or second-year students of a Licence degree in engineering sciences or economics and management can also apply for this course.

#### ACQUIRED SKILLS

The Automotive Services Organisation and Management professional Licence trains future automotive services managers, including managers for car repair and after-sales companies (car dealerships, brand networks, car centres, etc.). In terms of organisation, customer and supplier relations and commercial factors, the skills taught in the After-Sales Services programme help students to manage and organise the maintenance and repair of vehicles whilst satisfying the customer and working harmoniously with operators. The Automotive Services Organisation and Management professional Licence equips students for specific professions in the automotive industry (after-sales services and maintenance) and students must learn and be able to apply all the targeted knowledge and skills taught during the course. The alternation between training and work experience means that students can understand both the training objectives and company objectives through work placement reports.

#### YOUR FUTURE CAREER

Work-study programme under a contract with a company in the sector, training in tasks related to the students' future careers: service advisor, receptionist, team leader or supervisor. Before enrolling in the course, students can find out more about career prospects in the course prospectus and events at partner institutions. Companies in the sector are informed about the course and the opportunities it brings via professional bodies (ANFA, CNPA, PSA Retail, Renault Retail Group, MERCEDES France, etc.).

#### BENEFITS OF THE PROGRAM

The Automotive Services Organisation and Management professional Licence is a work-study programme under an apprenticeship contract (with CFA Descartes). The course is organised into four training periods in October, January, March and May. This means that students benefit from extended periods of work experience in a company, which helps them to acquire and develop skills. This course has an extremely high graduate employment rate, with 100% of graduates in employment and nearly 80% remaining in the company that trained them. The course includes a short trip abroad to allow students to compare practices and markets in a European context.

More information



## YEAR

### COMMUNICATION PROFESSIONNELLE

Communication et écrits professionnels (ECTS:2)

Construction et rédaction d'écrits professionnels (ECTS:2)

Bureautique appliquée au management (ECTS:2)

Anglais (ECTS:1)

Anglais professionnel (ECTS:2)

### MANAGEMENT DES EQUIPES

Initiation au droit du travail et droit social (ECTS:1)

Management des organisations (ECTS:3)

Management Qualité Sécurité Environnement (ECTS:2)

Gestion des compétences (ECTS:2)

### ORGANISATION ET GESTION DES SERVICES

Comptabilité générale (ECTS:1.5)

Gestion (ECTS:1.5)

Technologie Réparation Carrosserie (ECTS:1)

Technologie Réparation Maintenance (ECTS:1)

Gestion et organisation atelier carrosserie (ECTS:2)

Gestion et organisation atelier maintenance (ECTS:3)

Gestion et organisation magasin PRA (ECTS:2)

### MANAGEMENT ET DEVELOPPEMENT DE L'ACTIVITE COMMERCIALE

Economie (ECTS:1)

Marketing (ECTS:3)

Négociation Relation clientèle (ECTS:2)

Initiation au droit des sociétés et des contrats (ECTS:1)

Droit appliqué à l'après vente (ECTS:3)

### PROJET TUTEUR

PROJET TUTEUR (ECTS:9)

- Méthodologie du Projet tuteuré

- Travail Personnel Projet

### ACTIVITES PROFESSIONNELLES

STAGE (ECTS:12)