



NRF Foundation Learning Solutions

The **NRF Foundation Sales and Service Learning Program** is a 120-180 hour curriculum that encompasses the National Sales and Service Skill Standards infused with the National Functional Literacy Standards. This comprehensive program is designed to prepare participants for entry-level retail sales and customer service-related positions and helps prepare them to take the assessments for National Certification in both Customer Service and Sales. Through the Train-the-Trainer program, participating Instructors receive a myriad of training tools, curriculum and resources to be able to implement the program with a diverse range of entry-level learners.

NRF University *wired* is a powerful tool that can assist organizations with retail-specific education and training for professionals at all levels, in all retail formats. The system provides on-line training and tracking tools with dynamic reporting tied to a Learning Management System. Whether used to supplement current learning programs or serve as a complete training regimen, NRF University *wired* offers the opportunity to assess the value of an online LMS with minimal investment. Courses are offered through an extensive on-line catalog and can be accessed by individuals, educational institutions, companies and other organizations.

NRF University *wired* courses span a wide range of topics from entry-level sales and service, Retail Management and Buying and Merchandising to Supply Chain Management and beyond. Select courses are aligned with the competencies tested on the national assessments for Certification in Retail Management and Basics of Retail Credential.

Basic Train-the-Trainer Program

NRF Foundation Sales and Service Learning Program

Through a two-day training session, up to 10 instructors per training site will receive the training and curriculum needed to deliver the NRF Foundation Sales and Service Learning Program to select students. The sessions are extremely interactive and allow trainers to experience some of the activities that support the key concepts of the program. Each instructor receives a comprehensive notebook containing lesson plans, participant activities, and resources needed to conduct this 120-hour course.

A full set of curricula and facilitator materials required for delivery of this program is provided during the Train-the-Trainer session. Optional companion pieces will be suggested and can be purchased separately. Where appropriate, trainers will discuss customization of materials to meet the needs of various target groups. The session will also explore integration of key components of the curriculum with existing programs.

Basic Group Program Fee:

\$6000 plus facilitator travel

or

Individual Fee to join an existing training:

\$850 per person

Expanded Program Options

NRF University *wired* Workshop

This half-day workshop will provide trainers or other administrators with an overview of the NRF University *wired* system. Participants will be introduced to the NRF University *wired* learning

environment, take a tour of the various areas of the site, and learn the major functions, features and benefits of the Learning Management System. In addition, participants will view the full “wired” course catalog, learn how to create customized learning plans, create and track instructor-led training, create “user defined tasks,” and learn how to run reports. Instructors will demonstrate the system’s survey capabilities and how the survey responses can help gauge return on investment. Participants should gain sufficient knowledge of the benefits of NRF University *wired*, learn how to use and access the various features, how to purchase courseware licenses and bulk discount options, how to run dynamic reports, and how to follow up with learner surveys. This training is hands-on and requires a computer lab with internet access. The session can be added to the basic Train-the-Trainer Program or delivered separately.

Group fee (if added to Basic Train-the-Trainer Program): **\$850**
Group fee (if purchased separately): **\$850 plus trainer travel**

NRF National Professional Certification

NRF Foundation National Certifications in Customer Service and Sales will be delivered to instructors who participate in the training. Instructors must first sit for the assessment test for Professional Certification in Customer Service and once passed, will sit for the assessment test for Professional Certification in Sales. These tests can be delivered as part of the training or can be administered after the training by an approved proctor.

Additional Fee: **\$100 per candidate (\$50 each assessment)**

Fee Summary

NRF Foundation Sales and Service Learning Program **\$6000 per group of 10**
Two-day standard train-the-trainer session **or \$850 per Instructor**

NRF University *wired* eLearning Workshop **\$850***
Half-day training session
*when purchased separately, travel costs will be added

NRF Professional Certification Assessment **\$100/Instructor**
Customer Service and Sales assessments **or \$50 per Assessment**

Travel fees for Facilitator **at cost**
Includes transportation, meals, lodging, incidentals

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