# RISEUP

**Building Life-Changing Careers** 

The retail industry is America's largest private-sector employer, offering 32 million first jobs, next chances and lifelong careers to people in every community.

The NRF Foundation's RISE Up program offers training and credentials that teach foundational skills necessary for career success, from customer service and sales to inventory and supply chain management to profitability.

Over **425,000** RISE Up credentials have been earned through our alliances with more than **1,200** training partners across **43** states. Developed in collaboration with over **20** retailers, our industry-recognized curriculum and exams build workplace readiness through training resources loaded with real-world examples and engaging, media-rich activities.



1 IN 3 PEOPLE'S FIRST JOB IS IN RETAIL

**71%** 

OF MANAGERS
ACROSS ALL INDUSTRIES
VALUE RETAIL EXPERIENCE



One of the biggest takeaways my students get from doing the RISE Up program is that retail is so much more than being a cashier."

DERIK SCHWANZ, Marketing & Sales Instructor Ridgewater College



Winner of the U.S. Department of Commerce Presidential Award for Excellence in Workforce Education and Training



# RETAIL INDUSTRY FUNDAMENTALS CERTIFICATE

For individuals seeking first jobs or reentering the workforce

# **LEARNERS WILL BE ABLE TO:**

- Define industry terms and recognize the retail cycle
- Identify the economic impact of retail
- Define and understand customer service and sales skills
- Understand various technology tools used in retail
- Learn industry career paths



# **CUSTOMER SERVICE & SALES CERTIFICATION**

For those in customer-facing or sales roles in any industry

#### LEARNERS WILL BE ABLE TO:

- Understand omnichannel purchase options
- Understand customer life cycle
- · Assess and meet customer needs
- · Execute sales and upselling
- · Build a resume and then shine in the interview



# **BUSINESS OF RETAIL: OPERATIONS & PROFIT CERTIFICATION**

For budding entrepreneurs and individuals pursuing careers in retail ownership or management

# **LEARNERS WILL BE ABLE TO:**

- Understand the full scope of store operations and running a retail environment
- · Utilize merchandising and marketing techniques
- Understand the retail profit model and competition
- · Recognize retail policies, regulations and safety
- · Plan a career in retail



# **WAREHOUSE, INVENTORY & LOGISTICS CERTIFICATE**

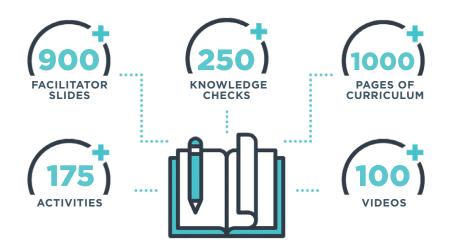
For individuals interested in supply chains or working in warehouses, distribution or fulfillment centers

# **LEARNERS WILL BE ABLE TO:**

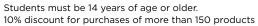
- Understand the importance of supply chains and the flow of goods
- Understand warehouse/distribution/fulfillment center design and operations
- Explain key performance metrics, how to calculate them and why they are important
- · Demonstrate safety measures and techniques
- Explore warehousing jobs, career paths and the needed skills to succeed



# **SUMMARY OF RISEUP CREDENTIAL PROGRAMS**



RISE UP CREDENTIALS	RETAIL INDUSTRY FUNDAMENTALS CERTIFICATE	CUSTOMER SERVICE & SALES CERTIFICATION	BUSINESS OF RETAIL: OPERATIONS & PROFIT CERTIFICATION	WAREHOUSE, INVENTORY & LOGISTICS CERTIFICATE
ONLINE DELIVERY	online curriculum & exam: \$99	online curriculum & exam \$115	online curriculum & exam \$135	online curriculum & exam \$115
CLASSROOM DELIVERY	• textbook & exam \$99	textbook & exam \$115	• textbook & exam \$135	textbook & exam \$115
BLENDED DELIVERY	• textbook, online & exam \$135	• textbook, online & exam \$155	• textbook, online & exam \$175	• textbook, online & exam \$155
PRICING OPTIONS	<ul> <li>online curriculum \$65</li> <li>textbook \$65</li> <li>instructor guide \$265</li> <li>exam only \$35</li> <li>exam retest \$25</li> </ul>	<ul> <li>online curriculum \$65</li> <li>textbook \$65</li> <li>instructor guide \$265</li> <li>exam only \$55</li> <li>exam retest \$25</li> <li>remote proctor exam \$65</li> </ul>	<ul> <li>online curriculum \$65</li> <li>textbook \$65</li> <li>instructor guide \$265</li> <li>exam only \$75</li> <li>exam retest \$25</li> <li>remote proctor exam \$85</li> </ul>	<ul> <li>online curriculum \$65</li> <li>textbook \$65</li> <li>instructor guide \$265</li> <li>exam only \$55</li> <li>exam retest \$25</li> </ul>
ESTIMATED COURSE DURATION	<ul><li> 5 hours online</li><li> 9 hours classroom</li></ul>	<ul><li>14 hours online</li><li>36 hours classroom</li></ul>	11 hours online     28 hours classroom	<ul><li> 5 hours online</li><li> 9 hours classroom</li></ul>
EXAM DETAILS**	50 multiple-choice questions delivered online - untimed     non-proctored exam	To multiple-choice questions delivered online - 90 minutes proctored exam	To multiple-choice questions delivered online - 90 minutes proctored exam	50-multiple choice questions delivered online - untimed     non-proctored exam
RENEWAL REQUIREMENTS	never expires	every 3 years     renewal fee \$25	every 3 years     renewal fee \$25	never expires



<sup>\*</sup>Spanish helping translation exams available \*\*ADA accommodations by request



# Preparing America's Workforce



NRF Foundation RISE Up curriculum and exams were developed in collaboration with retail companies, including:

















































L.L.Bean



WILLIAMS-SONOMA

94%

OF TRAINING PARTNERS ARE SATISFIED WITH RISE UP

94%

OF CREDENTIAL HOLDERS AGREE RISE UP HELPS THEM FEEL MORE CONFIDENT APPLYING FOR JOBS

93%

OF CREDENTIAL HOLDERS AGREE RISE UP WILL HELP THEIR FUTURE CAREER SUCCESS

# **NONPROFIT & EDUCATION PARTNERS**

More than **1,200** organizations deliver RISE Up training and credentials to their local communities. Partners include Boys & Girls Clubs of America, Phoenix Union High School District, Calcasieu Parish School Board, Instituto del Progreso Latino, Colorado Workforce Development Council, Goodwill Industries, Louisiana Delta Community College and Center for the Future of Arizona.

Give your students the skills they need for a life-changing career.

# **CONTACT:**

# KATE FESSLER

Director: RISE Up Outreach

Direct: 202-626-8130 | FesslerK@nrf.com

NRFFoundation.org/RISEUp

