

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.

“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



**1 IN 3 PEOPLE'S FIRST
JOB IS IN RETAIL**

71%
**OF MANAGERS
ACROSS ALL INDUSTRIES
VALUE RETAIL EXPERIENCE**



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	<ul style="list-style-type: none"> online curriculum & exam: \$99 	<ul style="list-style-type: none"> online curriculum & exam \$115 	<ul style="list-style-type: none"> online curriculum & exam \$135 	<ul style="list-style-type: none"> online curriculum & exam \$115
CLASSROOM DELIVERY	<ul style="list-style-type: none"> textbook & exam \$99 	<ul style="list-style-type: none"> textbook & exam \$115 	<ul style="list-style-type: none"> textbook & exam \$135 	<ul style="list-style-type: none"> textbook & exam \$115
BLENDED DELIVERY	<ul style="list-style-type: none"> textbook, online & exam \$135 	<ul style="list-style-type: none"> textbook, online & exam \$155 	<ul style="list-style-type: none"> textbook, online & exam \$175 	<ul style="list-style-type: none"> textbook, online & exam \$155
PRICING OPTIONS	<ul style="list-style-type: none"> online curriculum \$65 textbook \$65 instructor guide \$265 exam only \$35 exam retest \$25 	<ul style="list-style-type: none"> online curriculum \$65 textbook \$65 instructor guide \$265 exam only \$55 exam retest \$25 remote proctor exam \$65 	<ul style="list-style-type: none"> online curriculum \$65 textbook \$65 instructor guide \$265 exam only \$75 exam retest \$25 remote proctor exam \$85 	<ul style="list-style-type: none"> online curriculum \$65 textbook \$65 instructor guide \$265 exam only \$55 exam retest \$25
ESTIMATED COURSE DURATION	<ul style="list-style-type: none"> 5 hours online 9 hours classroom 	<ul style="list-style-type: none"> 14 hours online 36 hours classroom 	<ul style="list-style-type: none"> 11 hours online 28 hours classroom 	<ul style="list-style-type: none"> 5 hours online 9 hours classroom
EXAM DETAILS**	<ul style="list-style-type: none"> 50 multiple-choice questions delivered online - untimed non-proctored exam 	<ul style="list-style-type: none"> 75 multiple-choice questions delivered online - 90 minutes proctored exam 	<ul style="list-style-type: none"> 75 multiple-choice questions delivered online - 90 minutes proctored exam 	<ul style="list-style-type: none"> 50-multiple choice questions delivered online - untimed non-proctored exam
RENEWAL REQUIREMENTS	<ul style="list-style-type: none"> never expires 	<ul style="list-style-type: none"> every 3 years renewal fee \$25 	<ul style="list-style-type: none"> every 3 years renewal fee \$25 	<ul style="list-style-type: none"> never expires

Students must be 14 years of age or older.
 10% discount for purchases of more than 150 products
 *Spanish helping translation exams available
 **ADA accommodations by request

Preparing America's Workforce



RETAILER SUPPORT

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



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:

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NRFFoundation.org/RISEUp

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