

# Enroll in Our Integrated Education and Training (IET) Course to Earn Your National Retail Federation Rise Up Credentials!



**Retail Industry Fundamentals:** Learners who earn this certificate will develop basic customer service skills, math skills to conduct sales transactions, and an understanding of the retail industry, its impact on the economy and the diverse jobs available. Best practices for interviewing and exploring career paths are also covered. This course is perfect for someone looking for a first job and/or developing workplace readiness skills.

**Customer Service & Sales:** Learners who earn this certification will master customer service and sales skills, including understanding the customer life cycle, developing effective strategies to engage customers, assessing customer needs, and closing sales. The course also covers best practices for building resumes and navigating job searches. This course is perfect for someone interested in or currently working in a customer facing role, whether in retail or another industry.

**Business of Retail:** Operations & Profit: Learners who earn this certification will understand merchandising, marketing, store operations, loss prevention, and workplace safety. Learners will master math concepts, including determining pricing strategies and calculating profit and discounts. The curriculum also covers best practices for how to plan for a career and get promoted. This course is perfect for someone interested in advancing a career or a student needing to better understand how a business is run.

Contact Us Today!



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