THE BUSINESS OF RETAIL TRAINING & CERTIFICATION

AGENDA

**Starts: 8:00 a.m. ENDS 2:00 p.m.**

Agenda

8:00- 8:45 Opening (MERA grants, DECA organization, Using our website, Penn Foster account)

8:45- 9:15 Emailed Materials, [www.ATGFreshStart.com](http://www.ATGFreshStart.com) website

9:15- 9:45 Chapter 1

9:45-10:15 Chapter 2

10:15-11:15 Chapter 4

11:15-12:15 Chapter 5

12:15- 12:45 Lunch-go to our website to review

12:45- 2:00 Test Setup & The Business of Retail Online Test

**Contacts:**

Rae Broussard, MBA Paul Grethel  
Customer Service & Sales Trainer Retired Teacher, La. DECA State Association Advisor, MERA  
Email: [raedidier@hotmail.com](mailto:raedidier@hotmail.com) Educational Consultant, Knowledge Matters Consultant, Business Owner

Keller Williams Realtor Email: [paul.grethel@gmail.com](mailto:paul.grethel@gmail.com) or [mera@laretail.org](mailto:mera@laretail.org)

Email: [raebroussard@kw.com](mailto:raebroussard@kw.com)

**Teachers to do:**

* To use student info: Parent consent for students to use Penn Foster/RiseUp test site & input personal info.
* To teach: Attend the Business of Retail Training & take the test at the end of the training.
* To proctor: Review the PowerPoint on Using the Penn Foster account
* To apply for grant: MERA will email you the grant in August; fill out & return on time w/rosters & signatures.
* [To get vouchers: After students take the pre-test & score 80%+, email Paul the License Order form.](http://media.wix.com/ugd/053f84_12b65febab9d4a12b414db28856aff6e.xlsx?dn=Customer%20Service%20Voucher%20Order%20form.xlsx) (if you received grant)
* [To check computers: Complete the system requirements check on computers before testing.](https://www.castleworldwide.com/pass/PassLogin/SystemRequirements.aspx)
* [To stay certified: Re-certified every 3 years by sending off the required renewal form and pay $25.00](https://nrf.com/sites/default/files/Images/Career%20Center/NRF%20Foundation%20Certification%20Renewal%20Form_0.pdf) (use the link found at   
   bottom of page at [www.atgfreshstart/Proctor](http://www.atgfreshstart/Proctor) to re-certify online)
* [To get accommodations: You can request Accommodations after](http://media.wix.com/ugd/053f84_e1bda07278304c70b38acb3abef0f8f3.docx?dn=Testing%20Accommodations%20Form.docx) the Learner has registered you have enrolled the Learner by   
   clicking on the Proctor tile in your Penn Foster account. Download forms from links on right side.

**LEARNER (STUDENT) Eligibility:**

* [To test: Students take a pre-test & must get 80%+.](http://media.wix.com/ugd/053f84_8384bc9204bc43f08c643f054e75a894.doc?dn=Customer%20Service%20Screening%20Test%20without%20answers.doc)

Students must be **14** years of age.

Students will not be able to test after April 15(rule set by MERA if using MERA grant funding if using a MERA   
 voucher). If you are not using a MERA license, they can test till the end of the school year.

* To re-test MERA will not pay for a second voucher if a student fails. Use the link at bottom of page found at   
   [www.atgfreshstart.com/proctors](http://www.atgfreshstart.com/proctors) to order retake licenses (your Penn Foster Administrator in your school   
   district must purchase them.)

**CUSTOMER SERVICE WEBSITE:** [www.atgfreshstart.com](http://www.atgfreshstart.com)

* If you are using The Business of Retail textbook, then you can use our new website for your Customer Service and The Business of Retail classes. It is located at [www.atgfreshstart.com](http://www.atgfreshstart.com). The Classroom Materials page is password protected so that students cannot get to it. The password for that page is **FreshStart**. The passcode for students to take the online CS screening test is **voucher**.

**Steps to Becoming a Proctor/TRAINER:**

1. Complete the Business of Retail 1-day class and certification exam—set up your RiseUp Penn Foster account as a Learner at [www.my.pennfoster.com/StudentLMSPFX?cf=nrf](http://www.my.pennfoster.com/StudentLMSPFX?cf=nrf). The proctor will approve and Enroll each student.

2. Become a certified CS proctor (after you pass and receive your certificate, notify your school district’s Penn Foster administrator to set you up as a proctor/trainer in the RiseUp system at Penn Foster. You will receive an email with directions on setting up your proctor.