

Business of Retail: Operations & Profit Examination

Credential Source

Name	NRF Foundation
Web Site	https://www.nrffoundation.org
Contact Information	Kate Fessler, Director of Outreach, RISE Up fesslerk@nrf.com 202.626.8130

Credential Contractor

Name	Penn Foster
Contact Information	Debbie Rosenthal, Senior Client Success Manager Deborah.Rosenthal@pennfoster.edu 570.961.4192

Test Administration

Test Site	School: Online
Can the instructor take this test?	Yes
Details	https://nrffoundation.org/riseup/business-retail-profit-operations
Number of Test Items	75
Time Allowed	90 minutes
Passing Score	70%
Cost	\$75 per student; bulk pricing available
Additional Information	<ul style="list-style-type: none">• This is the advanced credential for students and training partners after they take Customer Service & Sales (CSS). This credential provides more advanced skills in marketing and sales and provides other fundamental skills needed to run a business.• CSS is not a prerequisite but it is highly encouraged. BoR retains the relevant curriculum and learning competencies in our previous advanced credential (Advanced Customer Service & Sales), but we have updated content and added a couple of new components, including retail math. We have renamed this credential to better match the skills covered so it has a clearer meaning for our retailers, learners and training partners.
Accommodations	Students with disabilities <ul style="list-style-type: none">• Multiple test sessions• Time of day• Order of tasks• Planned breaks during test• Test location• Adaptive or special furniture• Special lighting• Written directions accompanying oral directions• Specific verbal prompts• Visual aids

	<ul style="list-style-type: none"> • Amplification equipment • Headphones, earmuffs, or ear plugs • Large-print test • Read-aloud test • Audio test • Interpreting/transliterating testing directions • Interpreting/transliterating the test • Enlarged copy of the answer document • Communication board or choice cards • Examiner records responses • Word processor or word processor with speech-to-text • Augmentative communication device • Word prediction software • Spelling aids • Dictation using a recording device • Dictation to a scribe • Read back student response • Calculator and arithmetic tools • Calculator with additional functions • Math aids • Dry erase board • Additional writing implements <p>English Learners</p> <ul style="list-style-type: none"> • Audio test • Dictation to scribe • Examiner records responses • Flexible schedule • Multiple test sessions • Read-aloud test • Test directions delivery • Visual aids
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Possible Preparatory Courses

Digital and Social Media Marketing (8125/36 weeks)

Entrepreneurship (9093/36 weeks)

Entrepreneurship, Advanced (9094/36 weeks)

Fashion Marketing (8140/36 weeks)

Fashion Marketing, Advanced (8145/36 weeks)

Lodging Management (formerly Hotel Management and Operations) (8159/36 weeks)

Marketing (8120/36 weeks)

Marketing Management (8132/36 weeks)

Marketing, Advanced (8130/36 weeks)

Opportunities in Global Trade (8135/36 weeks)

Opportunities in Global Trade, Advanced (8136/36 weeks)

Sports and Entertainment Management (8177/36 weeks)

Sports and Entertainment Marketing (8175/36 weeks)

Travel and Tourism Marketing (formerly Opportunities in Hospitality and Tourism) (8139/36 weeks)

Travel, Tourism, and Destination Marketing (formerly Travel and Tourism Marketing and Sales) (8169/36 weeks)