

# Customer Service and Sales Certification Assessment

## Credential Source

<b>Name</b>	NRF Foundation
<b>Web Site</b>	<a href="https://www.nrffoundation.org">https://www.nrffoundation.org</a>
<b>Contact Information</b>	Kate Fessler, Director of Outreach, RISE Up <a href="mailto:fesslerk@nrf.com">fesslerk@nrf.com</a> 202.626.8130

## Credential Contractor

<b>Name</b>	Penn Foster
<b>Contact Information</b>	Debbie Rosenthal <a href="mailto:deborah.rosenthal@pennfoster.edu">deborah.rosenthal@pennfoster.edu</a> 570.961.4192

## Test Administration

<b>Test Site</b>	School: Online School: Paper/Pencil
<b>Can the instructor take this test?</b>	Yes
<b>Details</b>	<b>The age requirement to sit for the NRF credentials is 15 years of age or a 10th grade standing.</b>  <a href="https://nrffoundation.org/riseup/customer-service-and-sales">https://nrffoundation.org/riseup/customer-service-and-sales</a>
<b>Number of Test Items</b>	75
<b>Time Allowed</b>	90 minutes
<b>Passing Score</b>	70%
<b>Cost</b>	\$55 (Exam) \$115 (Exam + curriculum)
<b>Additional Information</b>	
<b>Accommodations</b>	<b>Students with disabilities</b> <ul style="list-style-type: none"><li>• Multiple test sessions</li><li>• Time of day</li><li>• Order of tasks</li><li>• Planned breaks during test</li><li>• Test location</li><li>• Adaptive or special furniture</li><li>• Special lighting</li><li>• Written directions accompanying oral directions</li><li>• Specific verbal prompts</li><li>• Visual aids</li><li>• Amplification equipment</li><li>• Headphones, earmuffs, or ear plugs</li><li>• Large-print test</li><li>• Read-aloud test</li><li>• Audio test</li><li>• Interpreting/transliterating testing directions</li></ul>

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

Digital and Social Media Marketing (8125/36 weeks)

Education for Employment I--Development (9085/36 weeks)

Education for Employment I--Preparation (9078/36 weeks)

Education for Employment II--Development (9087/36 weeks)

Education for Employment II--Preparation (9080/36 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)