



National Retail Foundation (NRF) Certification Trainings

Retail Industry Fundamentals Specialist



The Retail Industry Fundamentals Specialist credential helps train and advance both entry-level retail associates and first-time job seekers. It is an industry-led and validated program that focuses on five core areas:

- Basic work fundamentals
- The business of retail
- Customer focus
- Getting and keeping jobs in retail
- Selling

Retail Industry Fundamentals consists of 10 modules that include learning and interactive

content, quizzes, knowledge checks, and self-reflection opportunities.

Program Description:

Retail Industry Fundamentals Specialist allows learners to 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. Industry-led and validated, this online credentialing program is designed for job seekers and current entry-level retail workers looking to advance their career in the industry.

Learn about the basics of Warehousing. Explore one of the hottest job markets in Arizona and earn a nationally recognized certification in Warehouse, Inventory & Logistics. This course is intended to give you the knowledge and skills to successfully land a job in warehousing. Gain an understanding of the terminology, processes, and technology used in the modern retail warehouse.

Program Description:

This course will help the student understand the importance of supply chains and the flow of goods. They will see how warehouses are designed and operated and practice calculating and explaining key performance metrics. They will learn about safety measures and they will explore critical warehousing roles and how to succeed in this exciting career path.

Warehouse, Inventory & Logistics Specialist



Business of Retail: Operations & Profit Specialist



Participants will learn a variety of skills that can allow them to stand out and confidently take on new responsibilities in a retail workplace. The online credentialing course offers current retail workers, as well as those looking to begin a career in the field. These classes are geared toward furthering their understanding of the retail industry.

Program Description:

The Business of Retail: Operations and Profit is a 13-lesson program geared toward those interested in advancing their career in the retail industry or gaining a more in-depth understanding of how a retail business is run. Learners will have the opportunity to develop a further understanding of merchandising, marketing, store operations, loss prevention, and best practices for advancing their careers in the industry.

Participants will develop quality customer service and sales skills to conduct business transactions in the retail environment. They will build an understanding of marketing and advertising to their clientele and within specific demographics. Students will continue to explore the ever-changing innovative environment of Retail Sales, its impact on the economy, and the diverse jobs available. Students will be given the opportunity to explore the vast career pathways that Customer Service and Sales can offer.

Program Description:

Customer Service and Sales: The second level of the National Retail Foundations curriculum, this class focuses on how to communicate effectively with customers in a retail sales environment. Learn how body language, a growth mindset, and active listening can turn an unhappy customer into a loyal customer. Learn from local industry leaders in virtual meetings during class, talk to managers, and find a career you can thrive in. Completion of this class and a passing score on the final exam will earn you a nationally recognized certification.

Customer Service & Sales Specialist

