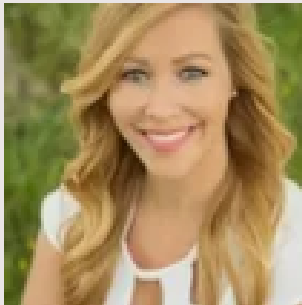


Using A Rise Up Account in Customer Service or Business of Retail

and the
www.ATGfreshstart.com
website

CONTACT US

Our team has been training teachers across Louisiana for several years, and our passage rate is 98% with about 1,000 teachers certified. We also use the training to explain how teachers can apply for a MERA grant for which they can get vouchers paid for their students. If you need to contact either of us, click our name below.



[Rae Broussard](#)

Rae Broussard is a former high school teacher who is certified in Customer Service and taught it for several years. She is also certified in Business of Retail. She now works for Keller Williams as a real estate agent in the greater Baton Rouge area. In her spare time, Rae coaches volleyball.



[Paul Grethel](#)

Paul Grethel is a retired high school teacher having been certified in Customer Service for over 15 years. He now works as a consultant for MERA, for Knowledge Matters, and is the Louisiana DECA State Association Advisor. In his spare time, he also runs his own supply company.

APPLYING FOR A GRANT

MERA GRANTS

(for public high school students)

1. Apply for **Customer Service Grant** for licenses for your students. This will save you \$55 per student as MERA provides them in a grant. Customer Service is a regional credential
2. Apply for **The Business of Retail** for licenses for your students. This IBC costs \$75 and is a basic credential and will earn your school 110 points on the school's report card.
3. Apply for the **Workforce Prep grant**. This is a series of 10.5 hours of online course work which prepares teens and young adults for the workplace. Each set of courses is \$200 and paid by MERA.
BONUS: high school seniors who complete the Workforce Prep are put in a drawing for 10 scholarships.
4. Apply for the **School-Based Business Grant**. The grant is for \$500 and can help start a business, buy equipment or buy inventory.
5. Apply for a **DECA Conference Grant**-the grant will pay registration costs for the state conferences held by the DECA student organization.

**A T&G Fresh Start LLC
Website**

www.atgfreshstart.com

Help for teachers, proctors, and students

Our Customer Service Teacher Website

We have our own website for Louisiana teachers who teach **Customer Service** and **Business of Retail**.

Please pull up www.atgfreshstart.com.



Think of this website as your file cabinet.



STUDENT BENEFITS

TEACHER BENEFITS

EMPLOYER BENEFITS

What are the Louisiana State Standards for the Customer Service & Sales and Business of Retail: Operations & Profit certification courses?

Answer-Beginning with the 2013-2014 school year, the Department no longer provides course descriptions. The responsibility for determining the content of a course for which there are no content standards is left to the decision of the school system or the schools that offer such a course. The curriculum for Louisiana's skilled CTE courses are defined by industry.

Jessica Vallelungo
Executive Director of Quality Diplomas
Office of Career & College Readiness
Louisiana Department of Education

For upcoming teacher certification classes, click Registration tab above.

CUSTOMER



REGISTRATION CS TRAINING

CUSTOMER SERVICE TRAINING

We are offering the virtual **Training & Certification** classes for teachers, and they will be posted here.

The **Customer Service** Training and Certification classes for teachers will be held as follows with the trainings. Please note Register By Date as we need time to ship a textbook to the teacher.

Date

August 16 2023
September 20, 2023

Register by Date

August 9
February 1

REGISTRATION BoR TRAINING

The Business of Retail: Operations & Profit TRAINING

The **Business of Retail: Operations & Profit** Training and Certification classes for teachers will be held as follows with the trainings. Please note Register By Date as we need time to ship a textbook to the teacher.

Date

May 31, 2023
June 14, 2023
July 26 2023
August 23, 2023
September 27, 2023
October 25, 2023

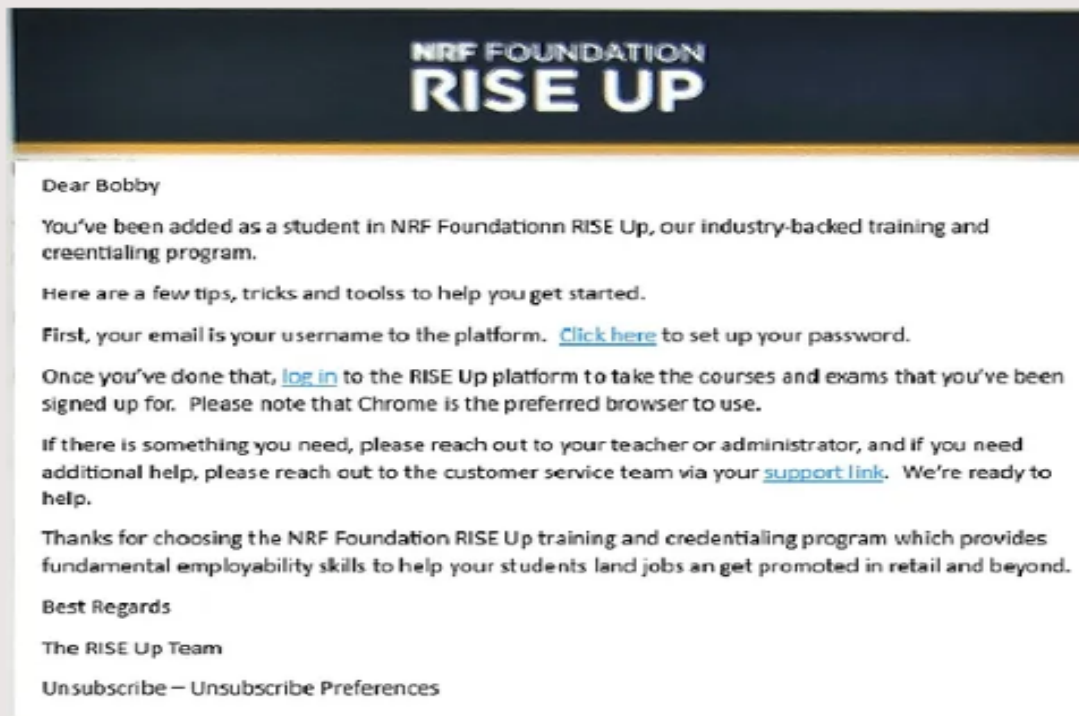
Register by Date

May 24
June 7
July 19
August 16
September 20
October 18

STUDENT TESTING INFO & RESOURCES

Your teacher will have registered you to take either the Customer Service & Sales exam or the Business of Retail: Operations & Profit exam by the time you are sent to this page.

When your teacher registered you, the teacher used your first & last name and your email address. Rise Up at Kaleidoscope Learning then sent you an email that looks like this:



Do Not click on the link in the emailed letter until your teacher tells you do. When you are instructed to click it, you will get to the login page for Rise Up where you first must click on Forgot Password so you can set up a password for your account.

Write the password down as you will need it everytime you go into this account or if you take another credential exam.

Once you've set up your password, login with your email address and your password.

Once your teacher is ready for you to start the test, you will have to type in a password that the teacher will give to you, then you will start the timed test.

Guest Area

Please enter the password below.

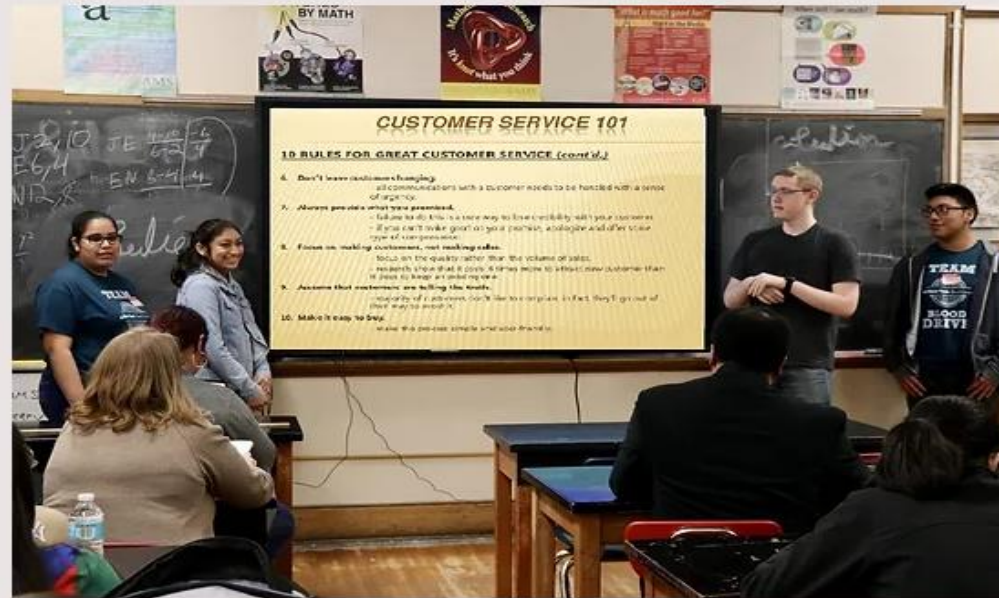
.....  **FreshStart**

Go

**Click on Customer Service
or Business of Retail to
access the Class Materials.**

**Use this password to get
into these 2 pages. They
are password protected
because they contain answer
keys.**

CS CLASSROOM MATERIALS



Customer Service & Sales

Teacher Materials

[Teacher Pacing Guide](#)

[Rise Up Teacher's User Guide](#)

[Customer Service & Sales Fundamentals Syllabus](#)

[Customer Service IBC Exam Competencies](#)



Customer Service & Sales Fundamentals

Teacher Materials

[Teacher Pacing Guide](#)

[Customer Service & Sales Fundamentals Objectives](#)

[Customer Service IBC Exam Competencies](#)

[Information Sheet](#)

RETAIL-CLASSROOM MATERIALS

[Rise Up Teacher's User Guide](#)

[Table of Contents for Business of Retail](#)

[Business of Retail Task Analysis](#)

[Business of Retail Syllabus](#)

[Business of Retail Pacing Guide](#)

[Business of Retail Information](#)

[Business of Retail Outline](#)

[Business of Retail Certification Info](#)

[After the Credential Exam Info](#)

[Quizlett Game links for Retail](#)

Teacher Training Edition-ordered by administrator at \$265/book

Exam licenses-\$75; retake licenses -\$25

Chapter PowerPoints

Our Own PowerPoints

[Chapter 1 PP](#)

[Chapter 2 PP](#)

[Chapter 3 PP](#)

[Chapter 4 PP](#)

NRF/Penn Foster's PowerPoint

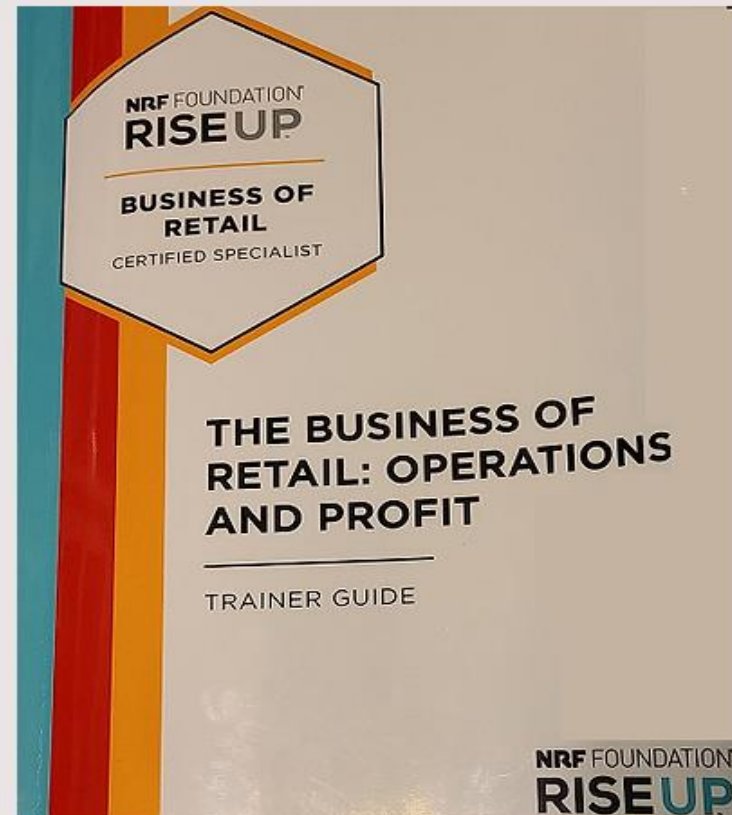
These PowerPoints include videos and Lecture Notes (below).

[Ch. 1 NRF Business of Retail PP](#)

[Ch. 2 NRF Business of Retail PP](#)

[Ch. 3 NRF Business of Retail PP](#)

[Ch. 4 NRF Business of Retail PP](#)



MERA SCREENING TEST

We recommend that you give your students the **MERA Screening Test** after you have taught either the Customer Service or the Business of Retail Curriculum.

We also recommend that a student not take the any credential exam unless they receive 70% or higher on the screening test. The CS test is 100 questions; the BoR test is 50 questions.

To access the written screening test, you can download it on the Customer Service page or if you need BoR you can download the Business of Retail page of our website located at www.atgfreshstart.com.

Password for the Customer Service or the Business of Retail tabs is **FreshStart**.

Download the test and the answer key. Your students will Take a paper and pencil test.

RESOURCES

ROLE PLAYING SCENARIOS

[Role Play 1-Angry Customers](#)
[Role Play 2-Difficult Customers](#)
[Role Play 3-Difficult Customers](#)
[Role Play 4-Angry Customer](#)
[Role Play 5-Listening Skills and Store Policy](#)
[DECA CS Role Play 1](#)
[Role Playing-Solve Problems and Gain Loyal Customers](#)

ACTIVITIES

[Eight Phone Problem Lessons](#)
[Change a Selling Feature into a Selling Benefit](#)
[Customer Service Introduction](#)
[Customer Needs & Wants](#)
[Customer Problems](#)
[Customer Problems Solved](#)
[Letter & Email](#)
[Phone Problem Lesson](#)
[50 Customer Service Activities](#)
[Disability Awareness Packet](#)
[Understand the Customer 1.2 Fill in the Blanks](#) [Teacher's Key](#)
[Customer Service Practice Situations](#)
[Legal Cases](#) [Student Worksheets](#) [Teacher's Key](#)
[Vocabulary Words/Terms](#) [Vocabulary Words/Terms Key](#)
[Customer Service Classroom Activities](#)
[Math Problems](#) [Math Problems Key](#)

ADDITIONAL CLASSROOM MATERIALS

[MBAResearch.org](#)-go to this sit and click current List of LAP Modules for names of resource materials you can purchase for a small amount.

[Kahoot.It](#)-online question/answer CS challenges

[Flashcards](#)-you or your students can create their own flashcards to use to review topics

TEACHER RESOURCES

[Student Learning Target \(SLT\)-Sample 1](#)
[Student Learning Target \(SLT\)-Sample 2](#)

TEXTBOOK INFO

The textbook used to teach the Customer Service class and prepare for the credential is titled **Customer Service and Sales**.

The textbook used to teach Business of Retail and prepare for the credential is called **Business of Retail: Operations and Profit**.

The new books are priced as follows and can **ONLY** be ordered by the administrator in your school district for RiseUp. A proctor CANNOT make the purchase.

Customer Service and Sales-textbook \$65.00

Customer Service and Sales-Teacher Guide \$265.00

Business of Retail-textbook is \$65.00

Business of Retail-Teacher Guide \$265.00

Shipping charges will be added to any order

Video below will show your students in one-minute the proper way

MERA Grant Application

Click the green button to download a copy of the MERA Grant Application. Everyone must complete (type) all pages of the grant application. You must mail your grant application in to the address of MERA in the grant application.

License Order Form/Pass-Fail Report

Click the button to download the order form to order either your Customer Service licenses or your Retail licenses from your MERA grant. Fill this out after you have given your students the Screening test. Only list those who have scored 70% or higher. MERA will then automatically transfer your license to your grant account for RiseUp (not your school district account). You must re-submit the same form if you need licenses in batches; just add new names to the bottom of the previous list. After the students take the credential exam, mark pass or fail for each. Email this form in Excel format (not .pdf) again to Paul Grethel. Students must be 14 years old when testing.

Reallocating a License

When you enroll a student but the student has not set up their username and password to take their exam and will not take it, you can request that the license be returned to your RiseUp account. To do so, click the link (button) to the left and fill out the form. If the student has set up their username/password, then the license is considered used.

PII Confidentiality Agreement

Click the button to download the Confidentiality Agreement if you need one between your school and MERA.

Final Grant Report Directions

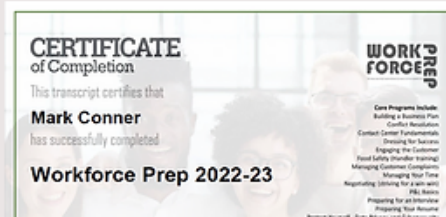
Click the button to download the Final Grant Report Directions and forms. Your final grant report is due by mid-March. Check the grant application for exact date.

MERA Evaluation Form

Click the button to download a copy of the MERA Evaluation form. This form must be filled out by any student who used a MERA grant vouchers. The teacher must also fill one out. Mail these to the MERA office by mid-March.

Workforce Prep

This is a copy of the Workforce Prep certificate that each student who completes all of the course work will receive.





Click the graphic on left to access Rise Up site.

Click here to download our training PowerPoint for Teacher

TEACHER/PROCTOR



SCREENING TEST: Make sure your students have completed the Screening test and earned 70% or higher. This is required by MERA in order for the student to "earn" their license. They can access the online version of the Screening test by going to www.atgfreshstart.com, clicking on the Student tab and then clicking the online Screening Test for CS button.

Some teachers use the screening test as a pre-test and a post test. That's fine, but the post test is the one they must make 70% or higher on.

USING LICENSES

Go to [your RiseUp Account at Kaleidoscope Learning and login](#).

Click on Add Students. The easiest way to download the Excel template and list your student info, then upload it. If you want to enter each student individually, simply fill in the 3 questions of the form to the left side. The Student ID is used ONLY if you want to put a school student ID or something similar; otherwise, you can leave it blank. After you submit, choose the test/program the student(s) is enrolled in.

Student will automatically receive a letter from RiseUp with a link to go to the login page and create their password. Once they do that, they will go back to the login page in the letter and sign in with their email and newly create password.

Between 1-2 days students will receive an email with a link to their certificate. Here's what certificates look like this:



Proctor Page

STUDENTS WHO FAIL THE EXAM

If you have a student fails either the Customer Service exam or the Business of Retail exam, you must get a different license that is the same as the original test name but has Retake at the end of the name of the license. They cost \$25 each.

The MERA Grant does not provide a student a 2nd license, so your school district administrator who has the RiseUp account will need to make this purchase for you at \$25/retake (instead of \$55/license for CS and \$75 for BoR. This person is usually a CTE Supervisor but can be another person.

Students can retake the exam immediately, but we suggest you have them study before retaking it. They have 30 days to retest.

The administrator will need to transfer the license to your RiseUp account which you use for your school district—not the one you use for MERA grants (if you have a grant).

RiseUp

Kaleidoscope Learning

<https://riseup.kaleidolearning.com/>

Support: riseupsupport@kaleidolearning.com/

Phone: 212-679-2738

PROBLEMS DURING REGISTRATION OR TESTING

Email or call Rise Up Support at the email and phone number above or submit a ticket. To submit a ticket, click on the question mark in the upper right hand corner of your Rise Up Account, then click on Submit a Ticket. Fill out the form and submit it.

Emergency Procedures

If an emergency arises during testing, proctors must follow the procedures specified at the testing facility.

- The safety of the learners and testing staff is the first concern. If required, take immediate steps to ensure physical safety.
- If evacuation is necessary, proctors should
- Conduct a calm, but immediate, departure from the room.
- If possible, shut down each learner's computer; do NOT hit Submit.
- Collect scratch paper and other examination materials from learners as they exit, if possible.
- Ensure that all materials are secure by taking them with you.
- After evacuating to a safe location, inform learners that discussion of examination content is forbidden.
- Contact Penn Foster to report the emergency and receive instructions

If a medical emergency arises, the proctor should make sure the learner gets the proper immediate care necessary. Minimize the amount of disruption to other learners.

If a learner becomes ill and/or is unable to finish the exam, he/she will NOT receive a refund.

ACCOMMODATIONS

The NRF Foundation wishes to ensure that individuals with disabilities are not deprived of the opportunity to participate in the assessment solely because of a disability. The NRF and RiseUp (testing partner) follow the ADA laws on accommodations. Keep in mind that anyone assisting the test-taker with an accommodation must be a certified proctor. The testing facility must have any required equipment for accommodations. The accommodations include:

- Braille or large-print exam booklets:



If you fail the credential exam today, contact me. You must mail us a check for \$25, and I will purchase your Retake exam so you can retest.

RETEST

A student can retake an exam one time and can do so immediately as long as the student has completed the steps to begin a test and the student has a new "retake license". We recommend that a student take a day or so to review before re-taking the exam. The RiseUp Administrator in your school district can purchase them by signing into their own Administrator's account dashboard and make the purchase.

RE-CERTIFICATION

Every 3 years a certified teacher must renew their certification. The teacher does not re-take the exam but can retake the training and exam if wanted. The teacher will just complete the renewal form and pay \$25 to the NRF. It is the teacher's responsibility to keep his/her certification up dated. Click the blue button to the left to get to re-certify.

A student's certification is good for 3 years and he/she can re-new his/her certification the same way that a teacher does. The Louisiana DOE states that the certification must be earned while in high school. This means that if a 14-year old earns the certification but does not graduate within the 3 year certification period that the certification will still count toward the graduation requirement.

RISEUP SCHOOL DISTRICT ADMINISTRATOR

BELOW ARE TYPICAL THINGS A PENN FOSTER ADMINISTRATOR IN YOUR SCHOOL DISTRICT WILL DO:

- 1. CREATING ADMINISTRATOR ACCOUNT:** Go to [RiseUp Kaleidoscope Learning](#) to set up your account as the Administrator. You will need your school district's Federal Tax ID in order to register, so please make sure you have that on hand. Having this account will allow you to order Customer Service and Business of Retail licenses for students to take the credential exam, to purchase textbooks and other materials, and to add proctor/trainers and school locations for your school district. Each district must have at least 1 person to create an account; you can, however, add other people to your account to give administrative roles. Once you submit the application, it may take 2-3 days to get approval. You should receive an email from RiseUp approving your account. You then use your email address and create a password for the account. Log in to your account at <https://lpp.learnermanagement.com>.
- 2. PURCHASING MATERIALS:** To make a purchase of vouchers or books, the Administrator will sign into Penn Foster at [RISE Up \(kaleidolearning.com\)](#) and click on **Purchases or Price Licenses and Materials**. Put in your total of each then check out.
- 3. ADDING TEACHERS/PROCTORS (teachers):** Next, you will want to add your teachers. Click on the Add Teachers to do that. Add each teacher in your school district as a TEACHER/PROCTOR. Each teacher that you add will receive an email with login information to their account.
- 4. ADDING SCHOOL LOCATIONS:** You can now add your testing site locations by clicking on the Add Sites.
- 5. MANAGING/ALLOCATING LICENSES:** Once you have ordered licenses, they will appear in your account. Click on Manage Licenses.
- 6. PURCHASING RE-TAKE LICENSES FOR THOSE STUDENTS WHO FAIL:** In the same way you purchased your original licenses

\$25

The NEW Rise Up Site On Kaleidoscope Learning

**For Proctors, Trainers, Administrators and Student Testing
Use this site for Customer Service and for The Business of Retail Testing**

The Rise Up testing site is located at <https://riseup.kaleidolearning.com/>

NRF FOUNDATION
RISE UP | PLATFORM



Log in below:

EMAIL ADDRESS:

PASSWORD:

[FORGOT PASSWORD?](#)

LOG IN

HAVE QUESTIONS? VISIT OUR [HELP CENTER](#) TO FIND ANSWERS OR CONTACT OUR CUSTOMER SERVICE TEAM

This is all the info you need to enroll a student.

Add Students

Add a Student

First Name:

Last Name:

Email:

Accommodation: TIME AND A HALF DOUBLE TIME

ADD

Upload a Group of Students

DOWNLOAD TEMPLATE

UPLOAD TEMPLATE

Students register one time, then they can take as many courses or tests as needed.

File Home Insert Page Layout Formulas Data Review View Help PDFelement QuickBooks

Paste Cut Copy Format Painter

Clipboard

Calibri 11 A[^] A^v

B *I* U

Font

Wrap Text

Merge & Center

Alignment

General

\$ % ;

Number

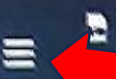
AutoSave Off

R16

Student ID

	A	B	C	D	E	F	G	H	I
1	Email	FirstName	LastName						
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									

This is the template
used to upload all
Students.



Manage Students

SHOW/HIDE FIELDS
6/6 fields shown - 1 student shown

FILTER
0 filters applied

OPEN TEMPLATE

SAVE TEMPLATE

SAVE AS PDF

DOWNLOAD
CSV FOR

ASSIGN SELECTED STUDENTS TO PROGRAM
0 students selected

ASSIGN SELECTED STUDENTS TO SITE
0 students selected

ASSIGN SELECTED STUDENTS TO TEACHER
0 students selected


+ ADD STUDENTS


	LAST NAME	FIRST NAME	GROUP	SITE	TEACHER	EMAIL ↑		
<input type="checkbox"/>	01	test	Student	Test Kelli 2	n/a	n/a	student@email.com	





Check off students you want to put
In a program (i.e. CS or BoR), then
Click on Assign Selected Students to Program.
On the pop up, select CS or BoR and apply.


NRF FOUNDATION
RISE UP | PLATFORM

 **Manage Students**

 **SHOW/HIDE FIELDS**
6/9 fields shown - 75 students shown


 **ASSIGN SELECTED STUDENTS TO PROGRAM**
1 students selected

 **EDIT SELECTED STUDENT**

ASSIGN SELECTED STUDENTS TO PROGRAM 

<input type="checkbox"/>		LAST NAME
<input checked="" type="checkbox"/>	01	Wilson
<input type="checkbox"/>	02	Clarke
<input type="checkbox"/>	03	Broussard
<input type="checkbox"/>	04	Brown

Assign 1 Selected Student to


Customer Service & Sales (Exam) 


Assign Students to Teacher (optional)


Select from list below, or start typing a name:


CANCEL **APPLY**


While students are still checked, choose
Their testing site (name of your school), then
Click on Allocate Selected Licenses to select the test site.
You can also select which student to give the student to.


 NRF FOUNDATION
RISE UP | PLATFORM

 **Manage Students**

 **SHOW/HIDE FIELDS**
6/9 fields shown - 75 students shown

 **EDIT SELECTED STUDENT**

 **ASSIGN SELECTED STUDENTS TO SITE**
1 student selected

ASSIGN SELECTED STUDENTS TO SITE 

<input type="checkbox"/>		LAST NAME
<input checked="" type="checkbox"/>	01	Wils
<input type="checkbox"/>	02	Cl
<input type="checkbox"/>	03	Brous
<input type="checkbox"/>	04	Bro

Assign 1 Selected Student to

Assign Students to Teacher (optional)

Select Site

FreshStart

Select from list below, or start typing a name:

CANCEL **APPLY**

1

https://riseup.kaleidolearning.com/admin/request-accommodations

NRF FOUNDATION
RISE UP | PLATFORM

- > Allocate Licenses
- > Manage Licenses
- > Purchase Licenses and Mater...
- > Manage Sites
- > Add Sites
- > Manage Invoices
- > Manage Quotes
- > Manage Teachers
- > Add Teachers
- > Manage Students
- > Add Students
- > Proctor Exam
- > Access Resources
- > Request Accommodations for ...

Request Accommodations for a Student

For a student taking an exam, please use our [Accommodations Request Form.](#)

3

2

NRF FOUNDATION RISE UP

STUDENT ACCOMMODATIONS REQUEST FORM

Request for Accommodations for:

All fields marked with * are required and must be filled.

Student's Name *

<input type="text"/>	<input type="text"/>
First Name	Last Name

Student's Email Address *

Requested by:

Your Name *


<input type="text"/>	<input type="text"/>
First Name	Last Name

Email Sent To Student

NRF FOUNDATION RISE UP

Dear Bobby

You've been added as a student in NRF Foundationn RISE Up, our industry-backed training and creentialing program.

Here are a few tips, tricks and toolss to help you get starte 

First, your email is your username to the platform. [Click here](#) to set up your password.

Once you've done that, [log in](#) to the RISE Up platform to take the courses and exams that you've been signed up for. Please note that Chrome is the preferred browser to use.

If there is something you need, please reach out to your teacher or administrator, and if you need additional help, please reach out to the customer service team via your [support link](#). We're ready to help.

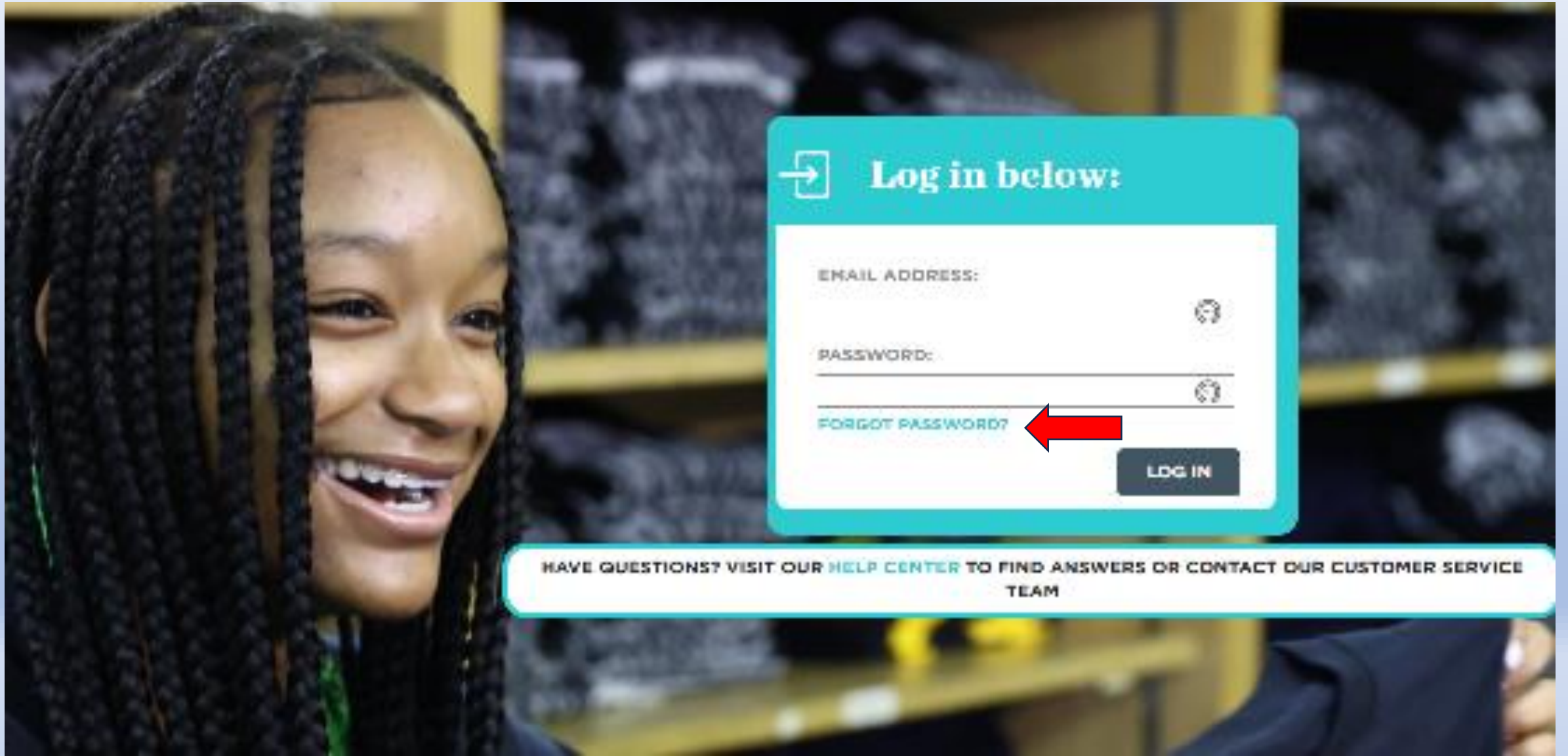
Thanks for choosing the NRF Foundation RISE Up training and credentialing program which provides fundamental employability skills to help your students land jobs an get promoted in retail and beyond.

Best Regards

The RISE Up Team

[Unsubscribe](#) – [Unsubscribe Preferences](#)

Once the student is enrolled and receives the emailed letter, they will click the link in the letter and choose Forgot Password. They'll put in their email address, and it will allow them to create a new password.



- > Allocate Licenses
- > Manage Licenses
- > Purchase Licenses and Mater...
- > Manage Sites
- > Add Sites
- > Manage Invoices
- > Manage Quotes
- > Manage Teachers
- > Add Teachers
- > Manage Students
- > Add Students
- > Proctor Exam
- > Access Resources

Responsibilities

each person taking the test.

phones, and other devices or ensure that they are silenced and secured for the duration of the test.

instruct them to launch the test and enter the code below.

GET EXAM CODES



You give students a daily code to start their test. This helps give you control. (Under bars in top left, click on Proctor Exam.)

https://riseup.kaleidolearning.com/admin/proctor-exam

RISE UP | PLATFORM

Proctor Rules and Responsibilities

Before proctoring an exam:

1. Confirm the identity of each person taking the test.
2. Collect phones, smart watches, and other devices or ensure that they are silenced and secured for the duration of the test.
3. Once testers are ready, instruct them to launch the test and enter the code below.

[REVIEW GUIDELINES](#)

EXAM

Customer Service & Sales
Business of Retail, Operations & Profit

CODE
F9X6G0
I0W5E7

Exam Screens for Students

Make sure you have students Submit their exam

Jennifer Doe
98765123

Exam: Warehouse, Inventory & Logistics

Question 2 of 50

Which of the following is a typical activity performed by the receiving department?

- A. Selecting items from a conveyor line
- B. Packaging an order for the customer
- C. Unloading merchandise from trucks into the warehouse
- D. Counting the inventory

Mark for review (Will be highlighted on the review page)

Spanish Helper Translation

Previous Question

Next Question

**NRF FOUNDATION
RISE UP**

Time remaining:
00:25:10 **Hide**

1 ✓ ✓ ✓ ✓

6 7 8 9 10

11 12 13 14 15

16 17 18 19 20

21 22 23 24 25

⏪ ⏩

📄 Instructions

🧮 Calculator

📄 Review Answers

🏠 End Exam



For proctor to access student certificates, sign in, then click on View Student Report (under Your Reports) on right side. Look for the student's name, then click the certificate download button.

The screenshot displays the 'Your Reports' section of the RISE UP PLATFORM. A button labeled 'VIEW STUDENT REPORT' is visible. Below this, the 'Student Report' section is shown, featuring a table with columns for 'LAST NAME', 'FIRST NAME', 'STUDENT ID', 'COURSE/EXAM', 'TYPE', 'LIC ID', 'ASSIGNED', 'LAST USED', 'COMPLETED', 'STATUS', and 'CERTIFICATE'. A red arrow points from the 'VIEW STUDENT REPORT' button to the 'Student Report' section, and another red arrow points to the 'CERTIFICATE' column in the table.

	LAST NAME	FIRST NAME	STUDENT ID	COURSE/EXAM	TYPE	LIC ID	ASSIGNED	LAST USED	COMPLETED	STATUS	CERTIFICATE
<input type="checkbox"/>	01	Alexander	Gwendolyn	Customer Service & Sales	Exam	3093	08/19/23	08/23/23	08/30/23	PASSED	
<input type="checkbox"/>	02	Alexander	Michael	Customer Service &	Exam	3094	08/17/23			NOT STARTED	

NRF FOUNDATION

has conferred upon

Paul J Grethel

the certification in

**CUSTOMER
SERVICE & SALES**

for mastering of skills and passing a
comprehensive exam.

Credential Number: 60005759

Credential Date: 09/20/2023



Adam Lukoskie
NRF Foundation Executive Director

**NRF FOUNDATION
RISE UP**

This credential is the property of the NRF Foundation.

This credential expires three years from the credential date listed above.



NRF FOUNDATION

has conferred upon

Paul Grethel

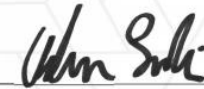
the certification in

BUSINESS OF RETAIL

for mastering of skills and passing a
comprehensive exam.

Credential Number: 60000180

Credential Date: 8/30/23



Adam Lukoskie
NRF Foundation Executive Director

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Whitelisting new email addresses and domains

- Please ask your information technology team to add the following email addresses and URLs to your system's whitelists to ensure seamless access to the new RISE Up experience:
 - Email addresses:
 - riseup@kaleidolearning.com , RISEUpSupport@kaleidolearning.com ,
support@kaleidoscopelearning.zendesk.com
 - URLs: www.kaleidolearning.com, <https://riseup.kaleidolearning.com/>

Any Questions

