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 3

11:15-12:15 Chapter 4

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 Educational Consultant, Knowledge Matters Consultant, Business Owner

Keller Williams Realtor Email: paul@atgfreshstart.com or mera@laretail.org

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**Teachers to do:**

* 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 March 15(rule set by MERA if using MERA grant funding if using a MERA
 licenses unless approval is received). 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. Your district administrator for Penn Foster can 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). Hover on the Classroom Materials tab and you will see Business of Retail. This page is password protected so that students cannot get to it. The password for that page is **FreshStart**.

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

1. Complete the Business of Retail 1-day class and certification exam. Inform the administrator at your school district level who handles this credential to add you as a proctor. Contact Paul Grethel if you need to know who this is.
2. Once your district administrator sets you up as a proctor, you will get an email from Penn Foster with directions to go set up your username and password. This account would be used on licenses you obtain from your district administrator. If you have a CS account, you can use the same account for both credentials.
3. If you apply for the MERA Grant and are approved, MERA will set you up with a separate account where you can access your grant licenses. You will have a different username and password to sign into that account.