Customer Service and Sales Certification Assessment

Credential Source Contact information

Source Company Name: NRF Foundation
Contact: Kate Fessler, director of outreach for RISE Up
Phone: 202-626-8130
Email: fesslerk@nrf.com
Website: https://nrffoundation.org/riseup

Credential Contractor

Credential Contractor: Penn Foster
Contact: Jennifer Read
Phone: 800-986-6482
Email: Jennifer.Read@pennfoster.edu

Test Administration

Test Site

- School: Online

Can the instructor take this test?: Yes

Number of Test Items: 75

Time allowed (minutes): 90

Passing score (percent): 70

Cost Per Test: $55

Additional information:

- https://nrffoundation.org/riseup/training-partner/customer-service-sales
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)

Accommodations: Students with Disabilities

Timing

- Multiple test sessions ................................................................. No
- Time of day .............................................................................. Yes
- Order of tasks ......................................................................... No
- Planned breaks during test ......................................................... Yes

Setting

- Test location ........................................................................... Yes
- Adaptive or special furniture .................................................. Yes
- Special lighting ........................................................................ Yes

Presentation

- Written directions accompanying oral directions ..................... Yes
Specific verbal prompts ................................................................. Yes
Visual aids .................................................................................. Yes
Amplification equipment ............................................................... Yes
Headphones, earmuffs, or earplugs .................................................. Yes
Large-print test ............................................................................. Yes
Braille test .................................................................................. No
Read-aloud test ............................................................................ Yes
Audio test .................................................................................... Yes
Interpreting/translating testing directions ...................................... Yes
Interpreting/translating the test ..................................................... Yes

Response

Enlarged copy of the answer document ........................................... Yes
Communication board or choice cards .......................................... Yes
Examiner records responses ....................................................... Yes
Brailer ......................................................................................... No
Word processor or word processor with speech-to-text .................. Yes
Augmentative communication device .......................................... Yes
Word prediction software ........................................................... No
Spelling aids ............................................................................... Yes
English dictionary ........................................................................ Yes
Dictation using a recording device .............................................. Yes
Dictation to a scribe ..................................................................... Yes
Read back student response ...................................................... Yes
Calculator and arithmetic tools .................................................. Yes
Calculator with additional functions .......................................... Yes
Math aids .................................................................................... Yes
Dry erase board .......................................................................... Yes
Additional writing implements .................................................. Yes

Accommodations: English Learners

Audio test .................................................................................... Yes
Bilingual dictionary ....................................................................... Yes
Dictation to scribe ......................................................................... Yes
English dictionary ........................................................................ Yes
<table>
<thead>
<tr>
<th>Feature</th>
<th>Yes/No</th>
</tr>
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<tbody>
<tr>
<td>Examiner records responses</td>
<td>Yes</td>
</tr>
<tr>
<td>Flexible schedule</td>
<td>Yes</td>
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<tr>
<td>Multiple test sessions</td>
<td>No</td>
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<tr>
<td>Read-aloud test</td>
<td>Yes</td>
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<tr>
<td>Test directions delivery</td>
<td>Yes</td>
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<tr>
<td>Visual aids</td>
<td>Yes</td>
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