



# Workforce Investment Act Eligible Training Program

Provider Name: TCP Learning

Contract #: 4050-31

Address: 1 Thurber Blvd. Suite C  
Smithfield, RI 10917

Address if program is held at a another site:  
649 Putnam Pike  
Smithfield, RI 10917

Program Name: Excelling in Retail Sales

Office use only: ONET CODE 41-2031

### CONTACT INFORMATION

Program Contact Person:  
Barbara Jackson

Phone: 401-232-9060 ext 14

Fax: 401-232-0524

Email: [Barbara@TCPLearning.com](mailto:Barbara@TCPLearning.com)

Website: [v.KnowledgeAbleSolutions](http://v.KnowledgeAbleSolutions)

### Course Outline/Topics to be Covered

Excelling in Retail Sales covers eleven areas key to successful retail sales placement and on the job performance. Successful participants will receive four nationally recognized certifications: the IC3 from CertaPort; the National Retail Foundation's Customer Service Professional; the National Retail Foundation's National Professional in Sales; a Red Cross certification in CPR and AED. They will also receive a Classic DiSC profile, and a certificate of completion from TCP Learning. Participants have the option of using the TCP Learning space on a first come first served basis for up to 60 hours. Participants also receive nine months of access to the on-line Career Center. **The modules included in this curriculum are:**

1. Computer Skills for the Office
2. Red Cross AED/ CPR training
3. Customer Service Essentials
4. Introduction to Selling and Service
5. Selling Essentials
6. Loss Prevention Training Suite
7. Introduction to Credit Card Security
8. Essential High Performance Skills
9. Personal Marketing
10. Employability Know-How
11. On-Line Career Network Skills and Career Network

### Required academic grade levels to enter program

Reading Grade Level 8

Math Grade Level N/A

English Proficiency Business Level

### Required to enter training program

- Physical  Yes  No
- Vaccinations  Yes  No
- Drug test  Yes  No
- BCI  Yes  No
- License  Yes  No
- Tools  Yes  No
- Experience  Yes  No

Other : Basic understanding of the modern office environment and business concepts.

### MAY be required for employment

- Physical  Yes  No
- Vaccinations  Yes  No
- Drug test  Yes  No
- BCI  Yes  No
- Certification  Yes  No
- License  Yes  No
- Tools  Yes  No
- Experience  Yes  No
- Other :

### Participants will be qualified to seek employment in the following occupations:

- 1) Retail Sales
- 2) Sales, other
- 3) Hospitality
- 4) Tour Guides

### Is this program Pell grant eligible?

Yes  No

### PROGRAM COSTS:

#### TUITION INCLUDES:

Tuition	\$3,997.20
Fees	\$65.00
Books	
Licensing	
Certificate fees	\$332.80
Other, provide explanation	
<b>Total Tuition Cost</b>	<b>\$4,395.00</b>

#### These are expenses that MAY be reimbursed after successful completion of training.

Please indicate Yes, No or enter the amount

	YES	NO	AMOUNT
Books	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Licensing	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Tools	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Uniforms	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Travel	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Miscellaneous	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
<b>Total</b>			<b>\$0.00</b>

#### Participant is responsible for :

Prerequisites	
Memberships	
<b>Cost above tuition cap</b>	<b>\$0.00</b>
<b>Expenses that <u>MAY</u> be reimbursed</b>	<b>\$0.00</b>
<b>Total</b>	<b>\$0.00</b>

#### Maximum ITA Responsibility (Max. \$5500)

**\$4,395.00**

#### PROGRAM LENGTH

Weeks and Hours and

#### Additional Information

Total class time is 80.5 hours. Computers in our Learning Space may be used for up to an additional 60 hours. On-line Career Center membership extends for 9 months.

#### What type of certificate will be awarded and by whom?

IC3 from CertaPort; NRF Customer Serv. Professional; NRFSales Pro