

Excelling in Retail Sales

Prepare for **Success** In **Today's** Work Place
at TCP Learning

Find the skills you need to land a
Good Job with a Solid Future!



Take 45 days to train for a career in Retail



Excelling in Retail Sales is designed for anyone entering or retraining to the fast-paced retail sales environment.

Excelling in Retail Sales is designed to make you more employable in 45 days by providing demonstrable skills and a positive, winning attitude that employers want.

Excelling in Retail Sales covers key areas necessary for **job placement and successful performance:**

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 access

Successful participants will receive these nationally recognized certifications:

- the IC3 from CertaPort
- a Red Cross certification in CPR and AED
- the National Retail Foundation's Customer Service Professional
- the National Retail Foundation's National Professional in Sales

Excelling in Retail Sales spends a full **five days working on employability skills and personal marketing.**

And we have an **on-line career center** where employers view a "speed interview" video and other credentials.



PLUS...PLUS...PLUS:

All class at TCP Learning include up to 60 hours of free use of our Learning Space, computer equipment, and internet access.

**Call TCP Learning today - classes begin on the first Tuesday of each month
(401)232-9060 ext 14 or e-mail Classes@TCPLearning.com
or visit our Learning Website at www.KnowledgeAbleSolutions.com**

Comparison of TCP Course Offerings - 2011-2012

Modules	Career Re-Set	NFP Career Re-Set	Excelling in Retail Sales	Direct Sales Success	Help Desk 1	Help Desk 2	IT Manager
Mouse	○	○	○				
Computing Fund; Key Apps, On Line	○	○	○	○	○	○	○
IC3 Certification	○	○	○	○	○	○	○
Red Cross CPR/AED Class & Cert			○				
NRF Cust Serv Ess. Class & Cert			○	○			
NRF Selling Essentials Class & Cert			○	○			
Intro to Selling and Service			○				
Loss Prevention Training Suite			○				
Intro to Credit Card Security			○				
Basic and Adv. Compet. Sales inc STI Cert				○			
HDI Cust. Serv. Rep Class & Cert					○		
HDI - Team Leader Class and Cert						○	
Becoming an IT Manager GK Cert							○
A+ Blended Class and CompTIA Cert					○		
Essential High Performance Skills	○	○	○	○	○	○	○
DISC - Classic Profile	○	○	○	○	○	○	○
Skills for Advanced Performance	○	○	○	○	○	○	○
Personal Marketing	○	○	○	○	○	○	○
Employability Know-How	○	○	○	○	○	○	○
On-Line Career Network Skills	○	○	○	○	○	○	○
9 months access to Career Network	○	○	○	○	○	○	○
10 days Access to Study Space	○	○	○	○	○	○	○
Cost including 10 days of study space	\$3,650	\$3,650	\$4,395	\$4,395	\$5,500	\$3,915	\$5,095
	○ indicates national certificates earned						
	■ indicates TCP Learning certificates earned						

For more information
Call (401)232-9060 ext 14 E-mail Classes@TCPLearning.com
Visit our website
www.KnowledgeAbleSolutions.com

Excelling in Retail Sales TCP Learning Calendar for 2011-12

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1		Mouse and Computer Skills for the Office Overview (9-4)	Computer Skills for the Office Kick-off (9 - 12) ----- (+30 days)Computer Skills Wrap-up (1 - 4)	Introduction to the TCP Career Network (1 - 2) ----- Using the TCP Career Network (2 - 4)	Red Cross (9-4) or as necessary
Week 2	Customer Service Kick-off (9 - 12) inc retail and direct sales ----- Retail Kick-off (1 - 4)	Self-Study at TCP Learning or other location - Computer Skills, Customer Service and Retail	Self-Study at TCP Learning or other location - Computer Skills, Customer Service and Retail	Self-Study at TCP Learning or other location - Computer Skills, Customer Service and Retail	Retail Wrap-up (1 - 4)
Week 3	Essential High Performance Skills Day 1 of 2 (9 - 4)	Essential High Performance Skills Day 2 of 2 (9 - 4)	Personal Marketing Day 1 of 1 (9 - 4)	Introduction to the TCP Career Network (1 - 2) ----- Using the TCP Career Network (2 - 4)	Self-Study at TCP Learning or other location - Computer Skills, Customer Service and Retail
Week 4	Self-Study at TCP Learning or other location - Computer Skills, Customer Service and Retail	Employability Know-How Day 1 of 3 (9 - 4)	Employability Know-How Day 2 of 3 (9 - 4)	Employability Know-How Day 3 of 3 (9 - 4)	Self-Study at TCP Learning or other location - Computer Skills, Customer Service and Retail

Classes begin on first Wednesday and continue as shown. July 6; August 3; September 7; October 5; November 2; December 7; January

4: February 1: March 7: April 4: May 2: June 6