For Office Use Only Approval Date:

Rhode Island Department of Labor and Training

Workforce Investment Act Eligible Training Program

Provider Name: PROVIDENCE SKILLS CENTER

Contract #5050

Address:
Providence Place Mall
31 Providence Place
Providence, Rhode Island 02903

Address if program is held at a another site:

Program Name: National Retail Foundation Retail Customer Service Program

Office use only: ONET CODE 41-2011.00 41-2031.00

CONTACT INFORMATION

Program Contact Person: Gary Littlefield
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Fax: 401 437 8886
Website: N/A

Course Outline/Topics to be Covered

The NRF Retail Customer Service Program is designed to help graduates obtain an entry level career in the retail business. Those obtaining the credential will: 1) Possess skills to understand product and services rendered by a specific retailer. 2) have acquired the skills to assess customer needs in that setting. 3) Educate the consumer about their shopping experience. 4) Meet customer needs and provide ongoing support.

Required academic grade levels to enter program

Reading Grade Level	6th
Math Grade Level	6th
English Proficiency	6th

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 :		

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
2)
3)
4)

Is this program Pell grant eligible? ☐ Yes ☑ No

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TUITION INCLUDES:

Tuition	$1,500.00
Fees	
Books	
Licensing	
Certificate fees	
Credential Examination	$75.00
Total Tuition Cost	**$1,575.00**

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

Please indicate Yes, No or enter the amount

	YES	NO	AMOUNT
Books	☐ Yes	☑ No	
Licensing	☐ Yes	☑ No	
Tools	☐ Yes	☑ No	
Uniforms	☐ Yes	☑ No	
Travel	☐ Yes	☑ No	
Miscellaneous	☐ Yes	☑ No	
		Total	**$0.00**

Participant is responsible for :

Prerequisites	
Memberships	
Cost above tuition cap	**$0.00**
Expenses that MAY be reimbursed	**$0.00**
Total	**$0.00**

Maximum ITA Responsibility (Max. $5500)

$1,575.00

PROGRAM LENGTH
Weeks and Hours and Additional Information

30 hours which includes certification examination. Typical class meets Monday through Friday from 9am until 3pm.

What type of certificate will be awarded and by whom? National Retail Foundation Retail Customer Service Certification

DLT is an equal opportunity employer/program. Auxiliary aids & services are available upon request to individuals with disabilities. TDD (401) 462-8006