

# Customer Service and Sales Certified Specialist

July 2020



Certifying Agency	<a href="#">National Retail Federation (NRF) Foundation</a> (Certifying Agency)
Description of Credential	<p>The Customer Service and Sales Certification measures a student’s grasp of excellent customer service. The course develops problem-solving skills that help them meet customer needs, become valuable workplace teammates, and achieve career goals.</p> <p>Emerging:</p> <ol style="list-style-type: none"> <li><b>IBC# 016</b> – <a href="#">Customer Service and Sales Certified Specialist</a></li> </ol>
Graduation Pathway Inclusion	<b>Jump Start 2.0:</b> Business Management
	<b>Jump Start 1.0:</b> Hospitality, Tourism, Culinary and Retail; Business Management; Public Service This credential also serves as a complementary credential on a variety of graduation pathways.
Certification Resources	<a href="#">Customer Service and Sales Overview</a> <a href="#">Table of Contents</a> <a href="#">Penn Foster LMS</a> <a href="#">FAQs</a> <a href="#">Credential Handbook</a> <a href="#">Online Course Details</a>
System Requirements	
Testing Details	<a href="#">Penn Foster Quick Start Guide</a> <a href="#">Exam Site Conduct</a> (Credential Handbook page 8) <a href="#">Sample Questions and Answers</a> (Credential Handbook pages 9-13) <a href="#">Re-testing</a>
Test Accommodations & Language Access	<a href="#">Request for Accommodations</a> <a href="#">Request for Exam Time Extension</a>
Testing Methodology	<p><b>Paper Exam Option:</b> Yes  <b>Online Exam Option:</b> Yes  <b>Hands-on Skills Assessment:</b> No  <b>Work Experience Required:</b> No  <b>Clinical Rotation Required:</b> No</p>
Test Proctoring and Security	<p>Test security should be aligned to state and district policies, including but not limited to, Bulletin 118 §5305</p> <a href="#">Test Proctoring</a> <a href="#">Proctor FAQs</a>
Cost Details	<a href="#">Cost Details</a> <a href="#">Online Course</a>
Additional Details	

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Instructor Certification Requirements (by certifying agency)	Bulletin 746, Chapter 5: All Louisiana teachers providing instruction in a course that leads to an IBC must hold the certification that they're teaching students to attain. <a href="#">Customer Service and Sales Train the Trainer</a>
<b>For More Information</b>	
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This document serves as a guide for school systems to implement IBCs. Always check with the certifying agency for latest updates.