

Certification Outline

INSTRUCTIONS - *Pacific Northwest Adult & Teen Challenge – TC Resale and Donation Centers – Vocational Training Program – Certification Guide*

A reference guide to implement the certification process at the store level

CAMPUS - TRAINING FOCUS 1 - *Orientation Training Focus 1*

This is part of the orientation of the new student while on Campus. They should be coming to your store having read this

STORE - PROCEDURES AND TRAINING MODULES - *Pacific Northwest Adult & Teen Challenge – Vocational Training Store Procedures and Training Modules*

A notebook of store procedures and training modules. Consists of four chapters: Soft Goods, Sales Floor, Hard Goods and Box Truck kept in the manager's office.

The student should read the chapter that they are working on at least once a week.

There should be a second copy of each chapter separately kept at each location for the student to refer to during their training time in each department

STUDENT – MODULE EXAMS

A notebook for each student consisting of five chapters: Orientation Training Focus 2, Soft Goods, Sales Floor, Hard Goods and Box Truck.

This is the open book tests the student takes after their on the job training

STUDENT – FINAL EXAMS

The closed book test they take after they pass the Module Exam

Send these exams to the Work Coordinator at the Campus with the Certificate of Achievement