



Pacific Northwest Adult & Teen Challenge

TC Resale and Donation Centers

Vocational Training Program

Certification Guide

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Vocational Training Program

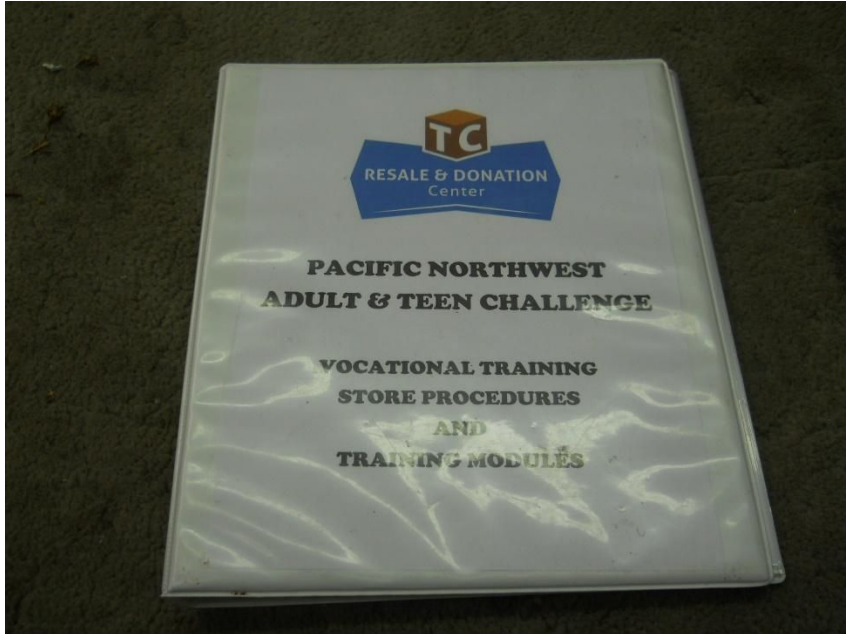
Certification Material

° 1 n{ZUnni 'n_Nj' <xnVZX| xZyMIX'AvNb b` '2 nX| jZyi Zu{ 'b' {aZ'2 MIMZxyn_bVZ'
° 1 n{ZUnni 'n_2 nX| jZ' ".Mk yi Zu{ 'b' {aZ'2 MIMZxyn_bVZ' nx'ZWa'@| XZI {UZb` 'VZx(bLZX'
* Xb'X| Nj'VMZ' nxi' <xnVZX| xZ'MIX'AvNb b` '2 nX| jZyi Zu{ 'M'ZWa', nxi 'M'ZM



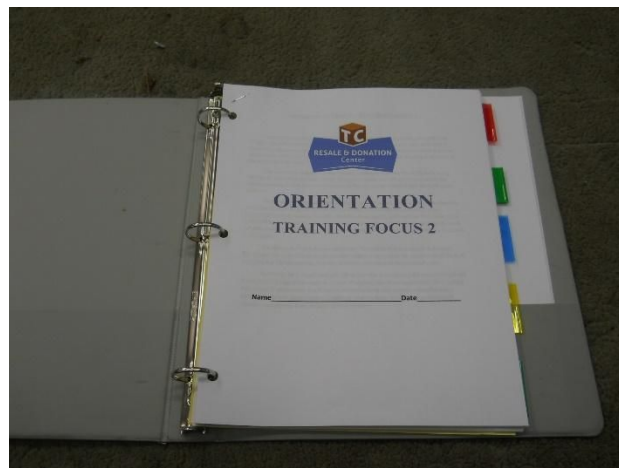
Manager's notebook of Procedures and Training Modules.

2 | u'n_n| xVaM(Zxy@_f'(nnXyS@Zy" jnnxS) MX'(nnXyMIX'En..Ax| M'



Student's notebook of Module Exams

2 NXZ | u'n_bZ VaM {ZyC5xZl {Mlml 'AxVb b` " nV|yY\$@_f'(nnXy'2 nX|jZ". .Mk \$@yZy' jnnx'
2 nX|jZ". .Mk S) MX'(nnXy'2 nX|jZ". .Mk 'MIX'En. :Ax| V '2 nX|jZ". .Mk a" jyn'Mi{aZ UMI 'n_{aZ'
l n{ZUhni 'MZ@aZ @_f'(nnXy' b Nj". .Mk \$@yZy' jnnx' b Nj". .Mk S) MX'(nnXy' b Nj". .Mk 'MIX'{aZ'
En. :Ax| V ' b Nj". .Mk a'



Individual Category Procedure and Training Modules

"Wā XZuM{k Zl {n_{xM b` , bj'aMz'aby'l n{ZUhni 'M' MZ_ZxZl VZ'nx{aZ'y{| XZl {'n xZ_Zx'n'



Certifying Process

Orientation Training Focus 1

AaZ`y(| XZI {`yan|jX`aMfZ`aM`M`nXZl {M`lml`uZxM`M`{aZ`Zl {ZxM`X`X`} xB` `ab`{k Z`{aZ`l Z,, ` y(| XZI {,, n|jX`aMfZ`xZNX`5xZl {M`lml`A`N`b`b` ` `nV|y`U`M`X,, n|jX`UZ`V`h`k`b` `n`{aZ`y`{nxZ`a`M`f`b` ` xZNX`{aZ`_n`j`n,, b` `©

STORE POLICIES

AaZ`_n`j`n,, b` `unj`b`M`Z`y`M`Z`W`Z`M`Z`X`{n`k`b`k`b`%`v`n`l`_`y`m`l`_`UZ`{,, Z`Zl`{aZ`V`|y`{nk`Z`x`M`X`{aZ`y`N`Z`y`M`y`n`V`M`Z`

ž`*`@`5B3A`@

@| XZI {y`M`Z`l`n`{`n`l`Z`n`{M`Z`y`N`Z`y`u`x`b`Z`y`n`x` `b`Z`M`l`{a`b` `M`M`S`b`V`|`X`b` `x`M`y`n`x`X`b`M`X`Z`X`k`Z`k`y`
@M`_`M`X`y`(| XZI {y` `Z`{M`U`o`X`b`V`h`|`{`n`x`{aZ`V`|`x`Zl`{`y`N`Z`S,, a`b`a`Z`f`Z`x`b`y` `x`Z`M`Z`x`

ž`" `1`G`" `?`" `@

` `k`b`k`|`k`_`Z`Z`n`_`O`B`a`b`y`V`a`M`Z`X`_`n`x`Z`j`b`Z`x`f`

)`5`1`ž`*`3`(`2`" `?`l` `) `3`ž`*`@` `

AaZ`y`{`nxZ`,, l`j`j`a`n`j`X`y`n`j`X`k`Z`x`V`a`M`X`b`y`Z`_`n`x`n`l`j`t`_`a`Y`_`a`n`|`x`y`^`B`I`V`j`N`k`Z`X`k`Z`x`V`a`M`X`b`y`Z`,, l`j`j`U`Z`x`Z`{`|`x`l`Z`X`{`n`{`aZ`y`N`Z`y`
_`j`n`n`x`{`n`UZ`y`n`j`X`^`AaZ`n`x`b`b`N`V`|`y`{nk`Z`x`S,, k`a`{aZ`x`Z`V`Z`w`{`k`M`UZ`b`y`|`Z`X`M`l`b`y`{`n`x`Z`W`Z`X`k`U`t`{aZ`k`M`M`Z`x`
B`I`y`n`j`X`k`Z`x`V`a`M`X`b`y`Z`k`M`not`UZ`a`Z`j`X`

@`B`ž`" `3`A`@` `3`ž` `|`B`@`5`2`" `?`G`" `) `ž`" `1`" `@

@| XZI {M`X`y`{M`_`k`M`l`n`{`M`y`|`k`Z`{aZ`j`b`U`l`j`k`_`n`{`t`b` `k`Z`x`V`a`M`X`b`y`Z`{`n`V`|`y`{nk`Z`x`f`Z`a`b`j`Z`y`
@| XZI {y`k`M`l`n`{`Zl`{Z`x`V`|`y`{nk`Z`x`f`Z`a`b`j`Z`y`_`n`x`M`l`+`x`Z`M`j`n`l`

<`J`2`" `3`A`

l`M`a`S`V`Z`X`k`p`X`Z`U`k`W`X`j`G`b`M`S`2`M`j`Z`x`M`X`M`X`" `k`Z`x`b`M`" `..u`x`Z`y`A`n`x`" `E`A`V`W`X`y`{M`Z`W`y`a`M`y`y`{M`I`V`Z`W`X`X`A`
l`a`Z`M`y`M`Z`W`W`Z`u`{Z`X`n`l`j`t`_`n`x`X`n`l`M`l`m`l`y`j`ž`^`M`y`X`n`l`M`l`m`l`_`x`n`k`{aZ`U`n`..{`x`|`M`S`n`x`u`M`k`Zl`{`_`x`n`k`M`l`u`x`n`f`Z`X`
U`|`y`b`Z`y`y`j`ž`^`a`l`Z`x`x`f`l`k`f`?`Z`V`f`V`Z`_`n`x`k`Z`{N`j`x`Z`V`f`V`Z`u`M`k`Zl`{`A`

2`" `?`l` `) `3`ž`*`@` `1` `|`O`*`3`(`<`?`ž`" `A`" `(`

Merchandise lacking a price tag cannot be sold that day and must go back to processing area. ž`n`l`n`{`M`k`|`Z`
,, k`a`{aZ`V`|`y`{nk`Z`x`M`X`a`n`j`X`_`b`k`{`n`{aZ`y`{`nxZ`unj`b`f`_`x`Z`k`Z`k`UZ`x`S`{a`b`y`unj`b`f`_`b`y`_`n`x`{aZ`y`(|`X`Zl`{`y`u`x`n`{Z`V`{m`l`A`
This policy must be strictly adhered to S`M`y`n`V`M`Z`y`,, l`j`j`M`y`Z`,, a`Z`x`Z`y`n`k`Z`V`|`y`{nk`Z`y`k`M`x`Z`k`n`f`Z`{aZ`u`x`b`Z`
{M`b`n`x`X`Z`x`{`n` `Z`{M`U`Z`{Z`x`u`x`b`Z`^`

?`" `A`B`?`3`@

A`l` `?`Z`y`N`Z`M`X`ž`n`l`M`l`m`l` `|`Zl`{Z`x`y`X`n`l`n`{` `b`Z`x`Z`_`|`X`y`^`**All merchandise is sold AS IS**^`AaZ`n`l`j`t`Z`..V`Z`u`{m`l`_`b`y`
Z`j`Z`V`{x`n`l`b`j`Z`V`{x`n`l`k`Z`x`V`a`M`X`b`y`Z`^`_`k`X`n`Z`y`l`n`{,, n`x`l`k`V`M`I`UZ`U`x`n`|` `a`{U`M`I`_`n`x`b`y`{`n`x`Z`W`Z`X`k`,, k`a`b`_`a`Y`
a`n`|`x`y`n`_`u`|`x`V`a`M`Z`,, k`a`{aZ`x`Z`V`Z`w`{`
3`n`Z`j`Z`V`{x`n`l`b`j`Z`V`{x`n`l`k`Z`x`V`a`M`X`b`y`Z`,, l`j`j`U`Z`y`n`j`X`,, k`a`n`|`{`a`M`f`b` `U`Z`Zl`_`u`x`Z`f`m`l`y`j`t`{Z`y`{Z`X`{`n`Zl`y`|`x`Z`k`,, n`x`y`^`
3`n`k`Z`x`V`a`M`X`b`y`Z`,, l`j`j`U`Z`u`j`W`Z`X`n`l`{aZ`y`N`Z`y`_`j`n`n`x`{a`M`X`n`Z`y`l`n`{,, n`x`^`

STUDENT CONDUCT

Jn| MZ{aZ uxtk Mt_nV|y'n_° X|j{1 'AZZI t aNjZI`Z^A? ZyNjZ MIXžnl Mlbnl t Zl {ZxyMz_nV|yZX'nl`
VxZMlbnl`MjMz_Zl fbnl k Zl {M{aZ y{nxZ`{aM{tn|`VNI jZMl`b^<M{ n_VxZMlbnl`{aby_Zl fbnl k Zl {xZw|bzY|tn|`{n Uxb`
„ k_a`tn|`y'nk Z`Vnk k nl`„ nxi ujMz`yi bjiyb`{n`{aZ y{nxZ`yZ`{b`^a`

° AA*?"`

A? ZyNjZ MIXžnl Mlbnl t Zl {ZxyMz`{aZ`_Mz`n_° X|j{1 'AZZI t aNjZI`Z^2 M{t uZnujZ`yanu`M{A? ZyNjZ MIX`
žnl Mlbnl t Zl {Zxy| n{`i`l`n`„ b`„ aM{i`b`X`n`_uxn`xNk` k`b`y^a`AaZ`„ M{`{aM{tn|`XxZy`MIX`Vxxt`tn|`xyZj`_yuZMlyjn|`Xjt`{n`
{aZ`V|y{nk`ZxSjnl`_UZ`nxZ`M{t`Vhl`fZxyMlbnl`aMj`{xMlyubZX^a`

"fZxtnl`Z`aMj`{aZ`b`x`n`„ l`b`XZMh`_„ aMj`Vn`{aZy`{aZ`t`j`b`Z`{n`„ ZM^t`jn`{ab``b`y`Mj`{Mz`k`Zl`{n`_n|`x`u`Z`xynl`Mj`k`Zy^a`
t`jn`{ab``b`y`Nj`n`aZju`_j`b`Mj`ub`b``{n`ab`aZx`uny`k`lbnl`y`b`Zk`ujnt`k`Zl`{MIX`ynVZ`{Nj`x`ZV`n`l`k`lbnl`^a`@anx`{y`MIX`M`{y`ab`{`Mz`
Mluxnux`Mz`_nx`nb``n|`{„ k_a`_xZl`Xy`{n`{aZ`u`Ml`S`„ nxi`b``n|`{nx`h`y`{`aM`i`b``n|`{M`ank`Z^a`nx`„ nxi`tn|`yan|`j`X`
Vhl`y`b`X`z`tn|`x`„ Mx`xn`UZ`„ k_a`{aZ`n`Nj`y`tn|`aMz`_nx`{aZ`_`|`{xZ^a`/ZMly`MIX`M`{y`ab`{`Xn`l`n`{y`M`i`-ab`Z`k`Z^@`

° X|j{1 'AZZI t aNjZI`Z`XxZy`VhXZ`b`y`Vhl`y`b`Zl`{M`{aZ`t`M`u`|`y`Mj`„ Zjj`Mj`{aZ`y`{nxZ`^a`*`b`y`Mj`_njjn`„ y^@`

H nk Zl`

[`Zk`NjZ`y`|`XZl`{`k`M`i`„ ZM`nl`Z`ZM`b`b``u`Z`x`ZM`
[/Z`„ Zjxt`@x`Z`_Z`{n`{aZ`y`|`XZl`{`k`M`|`Nj`
[<Zxynl`Nj``x`n`k`b``@x`Z`_Z`{n`{aZ`y`|`XZl`{`k`M`|`Nj`
[@b`{y`k`|`y`UZ`„ k_a`y`{nxZ`y`|`uuj`Z`X`M`ixnl`nx`° X|j{1 'AZZI t aNjZI`Z`jn`n`y`ab`{`
[?Z`Z`_Z`{n`{aZ`y`|`XZl`{`k`M`|`Nj`_nx`uxnu`Z`X`x`Z`y`
[@anZy`k`|`y`UZ`V`jny`Z`X`{n`Z`X^a`3n`_j`b`l`_j`nuyn`x`y`M`i`X`Nj`y`

2 Zl`

[/Z`„ Zjxt`@y`|`XZl`{`y`k`M`i`nl`jt`„ ZM`M`„ ZXX`b`b``nx`Zl``Mz`k`Zl`{`x`b``^a`3n`„ Mj`VaZy`
[t`njj`Mz`X`y`ab`{`nx`° X|j{1 'AZZI t aNjZI`Z`jn`n`Z`X`y`ab`{`„ k_a`Mj`{nxZ`y`|`uuj`Z`X`M`ixnl`
[@anZy`k`|`y`UZ`V`jny`Z`X`{n`Z`X^a`3n`_j`b`l`_j`nuyn`x`y`M`i`X`Nj`y`
[@anx`{u`M`{y`a`Z`k`k`Z`X`„ k_a`un`M`Z`{y`AX`|`x`b``Mluxn`f`Z`X`k`nl`{ay`nl`jt`
[3n`V`k`n`|`j`Mz`V`jn`{ab`b`
[3n`a`Mj`ynl`b`{aZ`U`|`b`X`b`b``

° AA*ABž`"

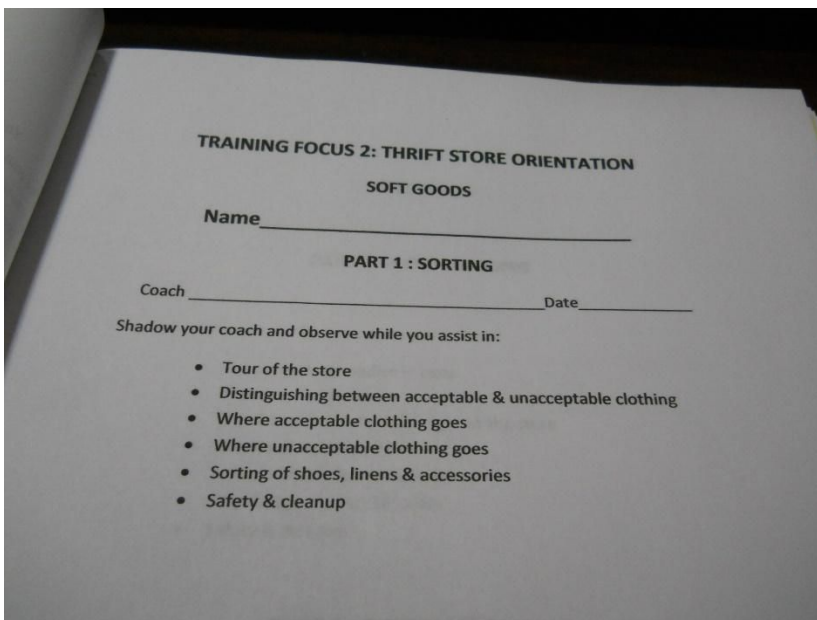
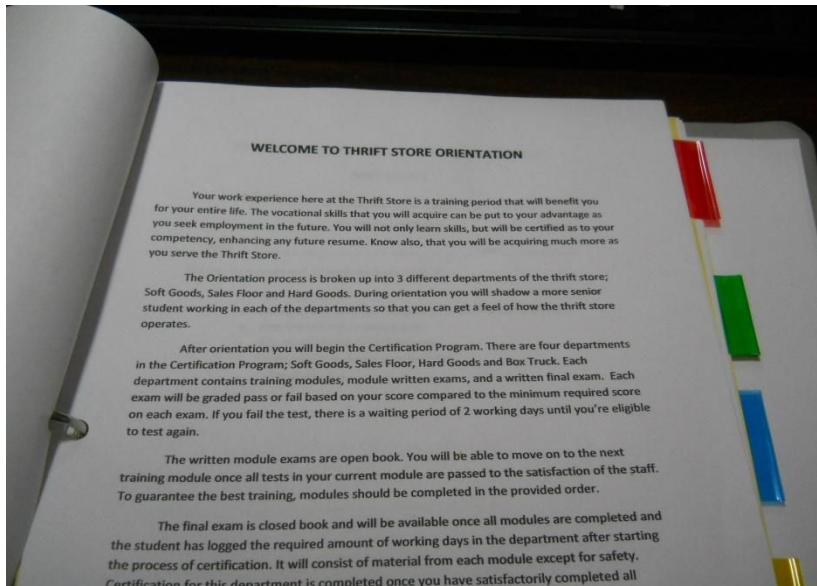
° t`ax`b`{`j`b`Z`M`{k`|`XZ`b`y`„ aM`i`„ Z`M`i`° X|j{1 'AZZI t aNjZI`Z`Mj`M`„ anjZ`y`{`x`b`Z`_nx`
@|`XZl`{y`Mz`x`Z`y`unl`y`b`j`Z`{n`x`Z`y`unl`X`{n`{aZ`X`b`Z`V`{b`Z`y`n`_Nj`y`{nxZ`y`{M`
?Z`k`Z`k`UZ`x`{n`y`k`b`Z`E`@`k`Z`X`M`y`k`k`M`UZ`X`b`_b`|`j`{S`U`|`{UZ`y`{xnl``MIX`uny`k`b`Z`

G`@A`A`53`

@|`XZl`{y`yan|`j`X`k`Mz`Nj`Z`_nx`y`{n`a`Mz`f`b`y`y`n`W`|`x`M`{aZ`t`M`u`|`y`nl``X`Z`y`b`l`Mz`X`M`y`
°`jj`f`b`y`k`M`lbnl`y`„ k_a`{aZ`_Nk`b`t`yan|`j`X`UZ`Mluxn`f`Z`X`Ut`{aZ`t`M`u`|`y`nx`y`{nxZ`k`MIMZ`x`
ž`|`x`b``M`i`t`y`unl`{MIZn|`y`f`b`y`S`A`? ZyNjZ MIXžnl Mlbnl y`{M`_„ bji`V`Nj`{aZ`t`M`u`|`y`_nx`Mluxn`f`Nj`

AaZ@| XZI {-y_bxy XM'M' {aZ'ynxZ' by M'Z.Vsb` nl Z^AaZt'MZ' b M'n| {n_{aZ' t ZI {ZxMIX'b {n {aZ' u| Ujb', b'a {aZ'n{aZxy| XZI {y^a nV| yY'by'n'aMz {aZ'y| XZI {-yaNkn,, @Nhl` , b'a M'n{aZxy| XZI {b' {aZ'ynxZ' b' ZNWa'XZuM{k ZI {Z.M| Xb` {aZ'Un..{x| M^aAaZt'MZ' l n' {n'Xn'k | Va {aM' bxy XM U| {^ Z{ M' bZMan,, ZNWa'XZuM{k ZI { _| l V{bml y'b {aZ'ynxZ^a1Z {aZk {n| x{aZ'y{nxZ'MIX'jni n| { _xl {SUMI' MIX'y{nxMZ'MZM^a'

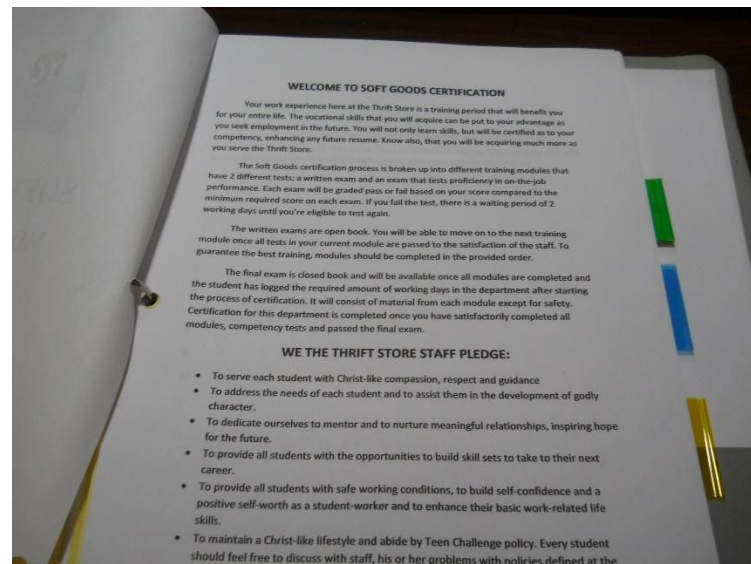
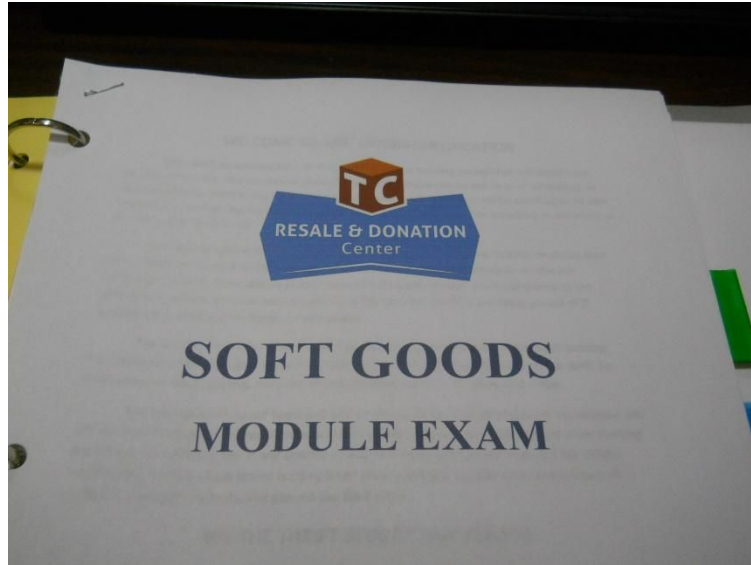
) MZ' {aZk' xZNX' {aZ' bxy' uMZ' n_5xZl {M{lml' AxNb' b` " nV| yY'SH ZjVhk Z {n'Aaxb' { @nxZ' 5xZl {M{lml' a' AaZl' uNk' {aZk' , b'a {aZ'y| XZI { , nxi b` ` b' ZNWa'XZuM{k ZI { z@_f' (nnXyS @Nzy' jnnx'MIX') M^X' (nnXyA' nx'Mln| { {axZZ'an| xy'ZNWa^aAaZbx'VhMwa'yan| jX'unb' {n| { {aZ' {ab' yjby'ZX'nI' ZNWa' uMZ' _nx' ZNWa'XZuM{k ZI {a'



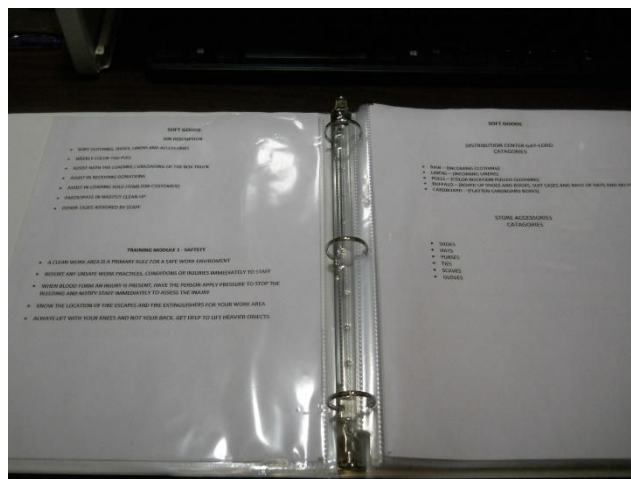
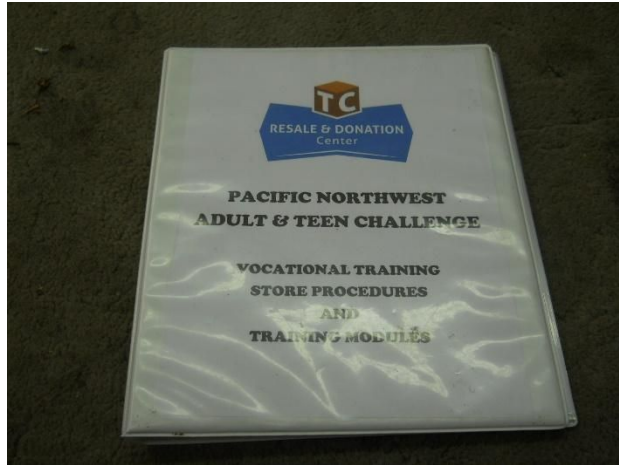
The Certification Process

AaZ'uxZ_ZxxZX'nxXZx'n_{xNbb`'MfZ'nxZI {Mlon'by'@n'f'(nnXyS@VZy'jnnxS)Mx'(nnXy{aZl'En...
Ax|M^aAaly'kM'l n{', nxi'ZfZxt'f'kZ'l nx', nxi b`'b'nl Z'XZuM{k Zl { | l {b`_b'yaZX^a'Jn|', b'j'aMfZ'n'
, nxi'k'n| {M'yt'n| 'n'nl' MxM'Ut'XM'UMy^a'

)MfZ' {aZ' y| XZl { 'xZMx' {aZ' _by{ uMz' b`'aby' AxNbb`' 2 nX|jZ' l n{ZUhn' , ZjVnk b`' atk' {n'aly'
XZuM{k Zl {n_{xNbb`' ^a'



3Z' {aMfZ' {aZ' y| XZl { 'xZMx' _nk' 'tn| x'<xnVZX| xZ Mx'AxNbb`' 2 nX|jZ' l n{ZUhn' {aZ' VaMl'Zx' {aZ' t'
, b'j'UZ', nxi b`' b^a'



AaZl 'aMfZ' {aZk , nxi b {aM'uny}bm |_nx{aZ'XM'aJn| , ljj | ZZx{njn` {aZl | k UZ'x'n_XM'y' , nxi ZX | l {b {aZt'k ZZ { {aZ'xZw bZX'XM'y | l {b {aZt'VM | {Zy{^AaZ'Unni 'aM'y'MuMZ {n i Zzu {xM' U| { , Zl n ,

|yZ'M(nn`jZ`žxbZ`_nxk` a`*{by`uny`y`b`jZ`_nx{aZ`y{ |XZl`{`{n` , nxi`'aMl`_MXM`'b`{ , n`XZuM{k`Zl`{y`_nx{ , n`
XMty`vZxk`a`

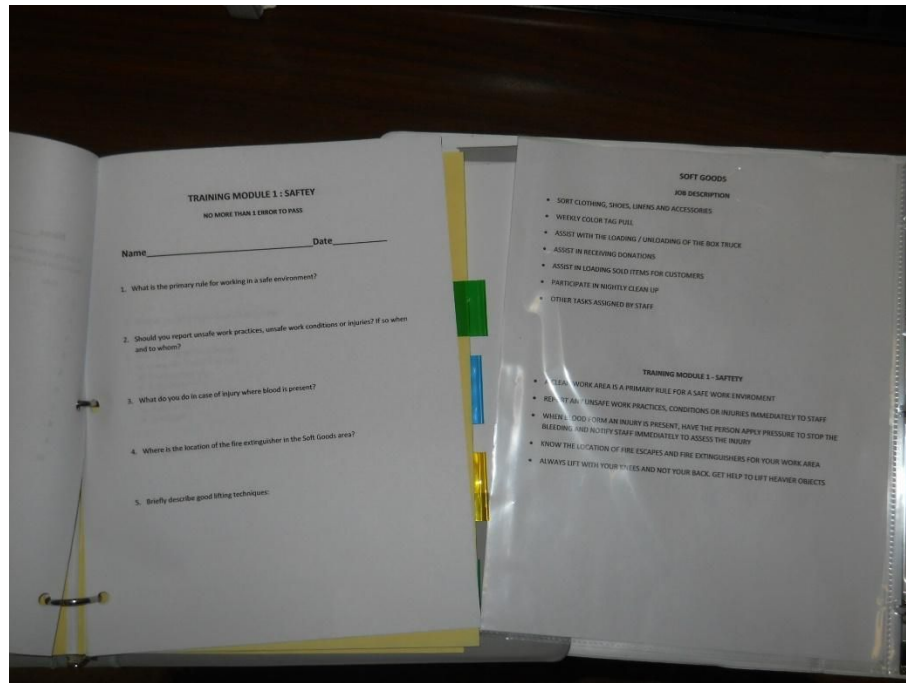
Anu`xn,`n`_{aZ`MhFZ`_nxk`jby`y{aZ`XZuM{k`Zl`{`MlX`{aZ`XMty`xZw`bZX` , nxi`ZX`UZ`_nxZ`{Zy{b``\$@_f`
(`nnXy`°`ā`XMty`MlX`ŪY`XMty`_nxZM`a`n`_{aZ`n{aZ`XZuM{k`Zl`{y`°`1by`{aZ`XMty`b`{aM`Vhj`|`k`l` .
VhxxZyuni`Xb``{n`{aZ`y{ |XZl`{-y`l`M`Z`a`

**5l`V`M`Zl`'aMz`{aZ`y`|`XZl`{`xZV`xrk`'n`l`x`onVZ`xZNVXANb`'2`nX`jZl`nZUmi`nx{aZ`
V`M`Zx`{aZ` ,`lj`UZ` ,`nxi`b`'b`°AaZl` ,`nxi`b`{aM`XZuM{k`Zl`{`xZ`Z`x`b``{n`{aZ`nl`y{Z`<xnVZX`|`xZ`MlX`
AxVb`b`'2`nX`jZl`nZUmi`{n`aZ`ju`Mly` ,`Zxw`Zy{bnl`yX`|`x`b``{aM` ,`ZZi`a`**



Testing

51 VZ {aZ'y| XZI { 'aM'Vnk ujZ{ZX{aZ'xZw| bZX', nxi 'XM'y{aZ't'VM' {MIZ{aZ'2 nX| jZ'". .Mk a'Aaly'by'M' nuZI 'Unni {Zy{ 'y|b` {aZ'2 MIMZx'j'<nVZX| xZyMIX'AxVb`b` 2 nX| jZ' l n{ZUnni {n'jnVMZ{aZ'M'y, Zy'a' AanyZ'M'y, Zy'XbZV{j't'VhxZj'MZ', b'a{aZ'aZM'b`y'-AxVb`b` 2 nX| jZ' _xnk` nl Z'Unni {n{aZ'n{aZx'a'



51 VZ {aZ'y| XZI { 'Vnk ujZ{ZyMIX'uMyZy{aZ'nuZI 'Unni {Zy{ {aZ't'VM' b` k ZXb'MZj't' {MIZ{aZ'VjnyZX' Unni ' b'Nj'". .Mk a'

AaZ'Mk n| l {n_b VhxZV{ 'M'y, Zy'Nj'n, ZX{n'uMyMz'j'by{ZX'M{aZ'nu'n_ZW'a {Zy{a*_M'y| XZI {XnZy' l n{uMy{aZ't'VM' xZ{MIZ{aZ'Zy{M'Zx{, n'k nxZ', nxi b` 'XM'y'a'

° {Zx'uMyb` 'M b'Nj'". .Mk Sj'by{ {aZ'Vnk ujZ{bnl 'XMZ' _nx{aM{Zy{ nl {aZ' (nn` jZ' ž x'Z' _nxk a'

Completion

° {ZxMj} {aZ' b Nj" . Nk yMz Vnk ujZ{ZX'uxb {n| { {aZ VZx{bMmZ Mx'yo l 'b'a@Zl X'Nj' n_{aZ' b Nj" . Nk y
Mx' {aZ' Zx{bMmZ'n_° ValZfZk Zl {UMM {n{aZ' Zl {Zx^AaZ'Zy'y, bjj' n'b {n{aZ'y| XZl {EY Zx| VMlml ' .
bz Mx' {aZ'y| XZl {, bjj' xZVZbZ' {aZ VZx{bMmZ' url {aZVhkujZ{bml n {aZun' xM^AaZ' Zx{bMmZ'n
° ValZfZk Zl {Vnk ZyMyMk| UjbaZxXnV| k Zl {yn'tn| VM' Zl {Zx{aZ'y| XZl {-y| Nk Z^° jyn| n{Nj'
y| XZl {y, bjj' Vnk ujZ{Z'fZx' XZuM{k Zl {y| Va' My'En. Ax| V' X| Z' {n'uatyMj'xZy{xv{bml y^Jn| , bjj' ZZX'
{n' Nk y' {aZ VZx{bMmZ' {n' xZ_jZV' {aZ'y{n'Z' MZM'Zy'y {aZ' aM' uMyyZX^<jZMjZ'uxb { {abyVZx{bMmZ'nl'
l bZ' {abM' yuZVbY' {t uMIZ^°



1n' {aZ Vnk ujZ{bml XMZ' b Vhj| k l 'O'n_{aZ' (nn' jZ'ž xZ' _nxk' Mx' {aZl' Zk Mj' {aZ VhjiMlnxMlnxy^Aaby'
, bjj' l n{b' {aZ' Zl {Zx'n_My| XZl {-y Vnk ujZ{bml ^°

5l VZ' My| XZl {aMy' xMx| MZX' {aZ' uxn' xMk' Mx' xZVZbZ'X' {aZ' b' VZx{bMmZ' n' x'aMy' jZ'_{aZ' uxn' xMk' k MIZ'
l n{Z'n_b' b' Vhj| k l 'i ZZub' ` {xMm' n_an, k Ml' y| XZl {y'aMz Vnk ujZ{ZX' {aZ' GnVMlml Nj'AXNB' b' .
<xn' xMk' Mx' aMz' xZVZbZ'X' {aZ' Zx{bMmZ'n_° ValZfZk Zl {^°