

National Professional Certification in Customer Service®

This is an essential training program for anyone who wants to start a career or advance their career...you can have a credential that will start or advance your career in as little as four weeks!

Individuals earn **National Professional Certification in Customer Service®** by passing the **Customer Service Assessment** and applying for Certification. The eligibility requirements for Certification, in addition to earning a passing score on the Customer Service Assessment include:

- Must be at least 16 years old, or if a student, have attained at least grade 11;
- Be in good standing with their employer, school, or training program; and
- Have no felony convictions within the last 6 years.

Step 1

Earn a passing score on the Customer Service Assessment exam.

The 70-question Assessment is made up of real-life customer service situations, asking test takers to identify the best courses of action. The proctored test is delivered by computer, is highly interactive, and takes just over one hour to complete. A \$50-80 Assessment and Certification fee is charged, depending on the site where the exam is taken. The fee is waived for eligible members of BerkshireWorks.

BerkshireWorks is a certified testing site. The Assessment may also be taken at one of the other private assessment sites or at a CASTLE Worldwide Testing Center. For more information on testing sites visit <http://www.nrf.com/content/default.asp?folder=foundation&file=testsiteevents.htm/> .

Step 2

Apply for Certification.

Candidates are notified whether they passed the Assessment immediately after completing the exam. Those who pass will complete the application for certification at the end of the exam. In order to apply for Certification, candidates must provide a professional reference other than a family member (name, title/affiliation, organization, mailing address, phone number, and e-mail address).

Candidates who do not pass the Assessment receive a profile of strengths and weaknesses to assist in accessing customized training and can retest after 30 days. The retesting fee is \$30 and may be waived for eligible members of BerkshireWorks.

Step 3

Enjoy certification!

Certified individuals receive a certificate, suitable for framing, a mini certification card, and a lapel pin to let employers and customers know that they are a Nationally Certified Professional in Customer Service. This achievement is also cataloged in a national database (in development) for the three-year certification period.

Certified professionals can request copies of *dear employer* and *dear college administrator* letters describing the Certification by e-mailing certinfo@nrf.com. Other materials, including a newsletter and success stories, are in development.

Step 4

Apply for re-certification.

Near the end of the three-year certification period, certified individuals will receive information regarding the re-certification process.