

# APPRENTICESHIP - RETAIL OPERATIONS SPECIALIST

## Program Description

The Certificate of Achievement in Retail Operations Specialist provides students with in-class instruction and paid on-the-job training to kickstart their careers with Goodwill of Silicon Valley and advance in the retail industry. Upon completion of the certificate, students will acquire skills in retail merchandising, pricing, the Kaizen mentality, and methods to solve organizational and workplace challenges. Additionally, they will gain a fundamental understanding of business management. Graduates of the program will be eligible to receive a certificate of achievement from Foothill and a certificate from the CA State Division of Apprenticeship Standards and Federal Department of Labor Office of Apprenticeship. Per California Code of Regulations, this program is limited to students admitted to the Goodwill Retail Operations Specialist Apprenticeship program.

Learn more about the program on the [Apprenticeship website](#).

## Program Learning Outcomes

- Students will be able to identify fixed mindsets and promote growth mindsets and resiliency to be successful in the workplace.
- Students will be able to explain how retailers use merchandising processes to build a brand image and customer loyalty.
- Students will be able to discuss the process of inventory management, merchandising, and valuation strategies leading to excellent customer service and sales.
- Students will be able to recognize the financial implication of strategic retail decisions.
- Students will be able to demonstrate an understanding of decisions retailers make to satisfy customer needs in a rapidly changing and competitive environment.
- Students will be able to collaborate with team members to work through conflicts, problem solve, and achieve efficient results.
- Students will be able to establish and use Kaizen decision-making, goal setting, problem solving, and time management skills to address personal/professional development issues.
- Students will be able to assess the planning process and apply basic tenets in management and problem solving.
- Students will be able to understand best practices for effective management and analyze the impact on organizational performance.

## Career Opportunities

This certificate program prepares students for entry-level positions in retail operations.

## Award Type(s)

- CA = Certificate of Achievement

## Units Required

- Certificate(s): 12

## Certificate Requirements

### Certificate of Achievement in Retail Operations Specialist

- Units: 12

Code	Title	Units
APPR 140A	GOODWILL HUMAN & PROCESS DEVELOPMENT	4
APPR 140B	RETAIL MARKETING, MERCHANDISING & CUSTOMER SERVICE	4
BUSI 90A	PRINCIPLES OF MANAGEMENT	4
<b>Total Units</b>		<b>12</b>

Currently offered at: Goodwill of Silicon Valley