

Home Improvement Retailer Management Certification Program

Frequently Asked Questions

Q Why is this program being offered?

A The skill sets required to successfully manage a home improvement retail business today require other measurable skills other than just knowing your products and customers. Many owners, prospective owners and key employee's lack structured training in Customer Relations, Human Resources Management, Purchasing, Financial Management, Health and Safety, Technology and other business management skills. This program provides the opportunity for students to use college grade courses that have been developed for retail businesses to strengthen their business management skills as well as achieving an industry certification that verifies their ability to manage a home improvement retail business.

Q How long will it take to complete the program?

A A total of 16 credits are required to complete the course. Most courses are offered in an online format and can be done at the student's pace. However, most college courses are semestered and would have time limitations. It would be estimated that to complete the minimum required courses for the 16 credits it would take about 2 years.

Q What if I already have some of the required courses such as estimating?

A If a student can prove that he/she has successfully completed courses that are being offered through this program or college or courses of a similar content. The CRBSC will adjudicate the applicant's course and determine if it meets the requirement to give a credit to the student for those courses already taken. This may require taking the test at a local community college testing facility at the students' expense.

Q What will the certification course cost?

A Each college course in Module 1 is priced separately but the average cost would be approximately \$380 per course. The other Modules course fees vary but it would be reasonable to expect the total cost to be under \$4000.00. Students will pay the hosting college directly and the individual associations for courses being offered in Modules 2 & 3. Each association may also have funds available through bursaries that could be used to assist in the cost of taking the program.

Q Will I have a college degree once the program is completed successfully?

A No, these courses have been selected from community college online training programs that are specific to retail. However, students who successfully complete the program will be awarded a certificate from the CRBSC recognizing their achievement and skill sets.

Q Will I make more money once I have successfully completed the course?

A Similar to any college or university degree, there is no guarantee that you will earn more money by achieving certification. However, you would certainly have demonstrated in a measurable way your ability to manage a retail business. In today's job market, employers are looking for those individuals who are motivated and have the skill sets required to help the business grow. The certification would also be a positive skill point on a resume.



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Develop the skills necessary to be recognized as a home improvement retail business manager

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The Canadian Retail Building Supply Council (CRBSC) is an umbrella organization that represents the five regional building supply and home improvement associations in Canada. These trade associations are non-profit and are wholly owned by their members who are home improvement retailers and their key suppliers in the industry. The mandate of the CRBSC is to provide national representation in government issues as well as support its members in training and employee development. The CRBSC members recognize that training is essential to keeping dedicated employees.

The HOME IMPROVEMENT RETAILER "MANAGEMENT CERTIFICATION PROGRAM" has been developed by the CRBSC to allow its members to provide an industry recognized management training program that encompasses all aspects of managing a home improvement retail business including areas such as product, human resources, purchasing, health and safety, financial and sales and marketing. Successful completion of the course curriculum will be recognized with a CRBSC Certificate indicating that the student has been trained as a "Home Improvement Retail Manager".

The program is offered to owners and employees of member retail businesses of the sponsoring associations. Those who wish to take the program must contact their regional association to apply. The program combines

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online as well as classroom courses. To achieve the certificate, students must successfully complete the mandatory and elective courses to obtain 16 credits. For the course curriculum and individual course credit requirements please contact the association in your region.

Several of the courses such as estimating, health and safety and some business courses have been a staple of the training programs offered by the associations for several years. Online business management courses have been added to provide students and business owners a cost effective and proven training platform to teach business management skills. Many of the online business courses have been selected in consultation with Conestoga College continuing education division to meet the needs of the home improvement retailer using a selection of online business courses offered through several colleges. Although you would register through the sponsoring association, these courses will be hosted by the colleges and are not part of the college credential program.

To successfully manage a retail home improvement business today, you need to have the skill requirements in all aspects of running a retail business. The RETAIL HOME IMPROVEMENT "RETAIL MANAGEMENT CERTIFICATE" program addresses those needs as well as identifying those who excel towards management.

Admission Requirements

The program is available to owners and employees of association retail members.

1. Signing Authority for the sponsoring business must verify on the application that the student applicant has sufficient retail experience and technical/computer skills to successfully work in an online college level environment. Experience working in a retail workplace in areas of accounting, cash, sales and inventory management would be of critical importance to the successful outcome for certification. As well, basic computer skills using word, excel and other business applications would be required prior to enrolling in the online courses.
2. Students who have successfully completed previous training courses that are similar to the Module I online courses may be able to take the test requirements to complete the online course. The tests will be administered at a local community college testing facility with all costs related to the test paid by the student. The opportunity to take the

Time Requirements

The length of time required to complete the RETAIL HOME IMPROVEMENT "MANAGEMENT CERTIFICATION PROGRAM" will depend on if the student has completed any of the required courses prior to enrolling in the program as well as the amount of time both during business hours and personal time that each student devotes to taking the required courses. Most of the online business courses are semestered therefore students must enroll for

Fee Structure

There is a cost to participate in each course. Fee structures can be obtained from your sponsoring association. Course reference materials and the cost for testing at a local college is the responsibility of the student. Sponsoring

course will require approval by the adjudicators assigned by the CRBSC. For further information please contact your regional association.

The CRBSC will also accept and assign credits for courses in the curriculum that students have already successfully completed provided proof of training and successful completion of the course is submitted to the administrator of the Home Improvement Retailer Management Certification Program. (eg. WHMIS, hardware and building materials product training courses from the NRHA)

3. Fees for all courses must be paid prior to taking the course; it is up to the applicant to ensure payment whether it be totally sponsored by the retail business or paid by the applicant or the cost is shared (note: each association have programs to financially assist students, check with your regional association).
4. Application must be made directly to your regional association.

the next available course. Once enrolled in the course, they generally work at the students pace however there may be assignments and tests that require specific deadlines. Classroom courses are scheduled by the respective association, usually held in the spring and fall of each year. There is no time limit to complete the program but most students should be able to complete the course requirements in all modules within two years.

Associations may have programs in place for financial assistance and/or to reward successful students.

