

Module 1 *Business Management*



MANDATORY COURSES

Purchasing

Purchasing is an important part of our industry. Learn the core principles and develop the best practice that ties the four pillars of purchasing together. Delve into transportation and logistic principles including warehouse, storage and handling costs. You will also cover operating procedures such as shrink control, cycle counts and management reports. Group work and class interaction enhance this program. Instructor: Wayne Cameron

Strategic Retail Marketing

Master the essentials of marketing in the building supply industry. This course also defines pricing strategies and helps you develop a media plan. This component will teach you how to evaluate a competitive analysis including the proper product mix, promotions and merchandising. You will also receive guidance and practical “how to’s” from a proven expert, and networking opportunities with your fellow students. Instructor: Gary Yokubouskis

Management Skills

This course introduces the concepts and practices of management skills in the making of the “Professional Manager.” This includes time management, organization, communication, problem solving, teamwork and goal setting. Group case studies and discussions will be incorporated into this component. Instructor: Kathryn Coll, B.B.A., M.I.R.

Human Resources Management

An introduction to human resource management on the functions and responsibility of managing human resources in a building supply operation. You will gain an understanding of how to maximize employee potential and legislative compliance as it relates to employee development. Instructor: Kathryn Coll, B.B.A., M.I.R.

Financial Management

This introductory course in financial accounting reviews the accounting cycle. Topics include how to read financial statements, budgeting, financial ratios, bank negotiating, credit and collection methods and computer technology. Case studies will be used to demonstrate concepts and provide practice in basic financial analysis. Instructor: Wayne Cameron

Inventory Management

This course offers a foundation of inventory management with emphasis on the financial impact in maintaining inventory control. Content includes the understanding of GMROI, accuracy, product care, shrinkage and future technology. Case studies will be used to illustrate concepts and provide hands-on experience. Instructor: Wayne Cameron

Module 1 *Business Management*

MANDATORY ONLINE EQUIVALENTS

Building and Maintaining Customer Relationships

Course Code: OLRN1075 Course Hours: 48

This course is intended to develop your understanding of customer service and the skills associated with understanding the needs of customers, meeting those needs and fostering an environment that encourages customers to return. It will be of interest to anyone who works with customers, either internal or external, on a daily basis. Key learning components are:

- Identify and characterize different personalities encountered in a work environment
- List and explain the various concepts involved in the process of communication
- List and explain the various concepts involved in the delivery of customer service
- Describe strategies to establish and maintain positive customer relationships
- Analyse customer service situations to determine courses of action

Managing the Retail Workplace

Course Code: MGMT1270 Course Hours: 45

This course will focus on management practices and leadership skills in retail organizations. This is an opportunity to discuss current trends and issues through guest speakers, case studies and readings. This course will also address the growing pressure on retailers to respond to environmental issues through their product offering and day-to-day retail operation. Key learning components are:

- Professionalism in the retail industry
- Communication strategies
- Leadership
- Human resource implications
- Retail marketing versus product marketing
- Effective sales and sales management
- The customer in retail
- Administrative skills required for effective retail operations
- Planning is key to achieving objectives
- Environmental issues affecting retailers

Human Resources Practices for Retail

Course Code: HRM1260 Course Hours: 45

HR professionals must understand the role of quality assurance processes, training, the ability to design targeted training programs, oversee compensation and benefits, and ensure legal compliance in hiring, employment practices, operations and safety. Disciplinary procedures, performance evaluation and succession planning will be examined from a retail management perspective. Students will become aware of the paths to reach their career goals. Graduates will develop the skills to be knowledgeable, committed, next-generation retailers to meet the needs of a fast-growing, dynamic industry. Key learning components are:

- Advertising for and hiring the right people
- Employment laws
- Managing people effectively
- Managing Union employees
- Employee benefits
- Retention and Motivation
- Building core values
- Managing in difficult situations
- Retail technology trends

Financial Accounting

Course Code: OLRN1320 Course Hours: 48

This is part one of the financial accounting course. Topics covered include recording business transactions, preparing financial statements, end-of-period adjustments, accounting for merchandising firms, accounts receivable, cash management and an introduction to financial ratios.

- Discuss the Language of Accounting
- Explain the components of GAAP and financial statement concepts
- Explore the nature of the balance sheet, statement of income, retained earnings, cash flow and how they are influenced by decisions of the users.
- Demonstrate an understanding of the recording process for accounting information.
- Explain the broad principals of cash management, internal controls and accounting procedures related to cash and temporary investment transactions.
- Explain: bank reconciliation, receivables, merchandising activities and cost of goods sold.
- Explain the Perpetual and Periodic systems of recording inventory and discuss the advantages and disadvantages of each one.

Module 1 *Business Management*

ELECTIVE ONLINE COURSES

Purchasing I

Course Code: OLRN1122 Course Hours: 42

Purchasing I is an introduction to the procurement function. This activity is sometimes called 'industrial buying'. The student is introduced to the basics of the purchasing function including the purchasing cycle and the way the purchasing activity is integrated into the firm's organization. Various purchasing tools and techniques are described and practiced. The important topics of cost-price analysis and negotiation are studied. Key learning components are:

- Describe the Purchasing Functions contribution to profitability
- Explain the advantages and disadvantages of centralized and decentralized purchasing organizational designs
- Learn the most important elements of the strategic planning process for purchasing
- Perform basic purchasing functions such as price determination, source selection, quantity and quality considerations, value analysis, and contract interpretation
- Perform a cost analysis for a supplier's product.
- Understand the concepts of throughput time, order cycle time and customer satisfaction
- Understand and describe concept of managing 'Life Cycle Costs'
- Explore the relationship between JIT/Lean and Purchasing
- Critically analyze the impact of JIT purchasing on a buying firm
- Identify the steps in the conventional purchasing cycle
- Explore the topic of e-purchasing and the tools used to facilitate it such as EDI, internet, RFID technology
- Identify the qualifications of a 'good' supplier
- Describe various supplier evaluation and selection techniques
- Analyze how to reduce the number of suppliers in the supply base
- Apply the concept of target costing
- Determine the various costs associated with supplier's quality and understand why it is difficult to measure these costs
- Define what is meant by Total Quality Management (TQM)

Dealing with Difficult People

Course Code: OMDP1050 Course Hours: 30

Dealing with difficult people is a challenge that retailers in particular have to address in order to maintain excellent customer service. Understanding people and being able to work with them is one of the major keys to management and life success. However, at times, we interact with people who we find difficult. Through this course, you will be able to identify and cope with some of the most difficult behaviours in the workplace. Some of the topics covered are:

- Communication
- Personality Styles
- Establishing Rapport
- Body Language
- Matching and Mirroring Techniques

Computer Applications for Business

Course Code: OLRN1087 Course Hours: 45

This is a hands-on computer applications course that provides the student with the basic and intermediate word processing skills to produce professional business documents. Students will also develop expertise in electronic presentation software and spreadsheet applications in order to meet the demands of today's business industry. Key learning components are:

Excel:

- Creating spreadsheets
- Creating charts
- Editing and formatting
- Using Excel with other office software

Word:

- Creating a document
- Editing and formatting a document

- Creating multiple page reports
- Desktop publishing/mail merge

PowerPoint:

- Using PowerPoint to create presentations
- Creating and modifying text and graphic objects
- Preparing and presenting a slide show
- Advanced use of PowerPoint including special effects

Module 2

Health & Safety



MANDATORY ONLINE COURSES

Due Diligence

The goal of this program is to provide managers and supervisors with an understanding of what is due diligence and who can be charged under the Occupational Health & Safety Act. Participants will know how to establish a due diligence defence and learn about workplace safety fines for both the company and the manager or supervisor. This course is considered mandatory for all managers and supervisors and those persons being considered for promotion to these positions. Testing for certification has a mandatory minimum as set out in the Occupational Health & Safety Act.

Lockout/Tagout

The goal of this program is to prepare individuals to be proficient in the proper procedure to initiate and recover from a lockout or tagout situation. The course provides the background knowledge and clear understanding for reasons for and consequences of lockout/tagout procedures as they pertain to the prevention of serious injury or death in the workplace. The responsibility and duties of due diligence and attention to details are covered as is the importance of strict adherence to procedure. Awareness of tagging and locking devices and their appropriate uses in the securing of machinery and equipment for maintenance and movement will be considered. Testing for certification has a mandatory minimum as set out in the Occupational Health & Safety Act.

WHMIS

The goal of this program is to prepare individuals to be proficient in the Occupational Health & Safety legislation as it pertains to WHMIS. This course covers the classification of hazardous materials, WHMIS labelling and MSDS (material safety data sheets). Participants will also learn how workplace chemicals affect the body and what protective measures should be taken to protect oneself from exposure to hazardous materials. Renewal time is dependent on job risk assessment; minimum 1 year, and cannot exceed 3 years. Testing for certification has a mandatory minimum as set out in the Occupational Health & Safety Act.

Management Suite

The Management Suite contains 6 separate training modules plus a “Due Diligence Awareness” module. These modules are prescribed for anyone who manages, directs or supervises another person or persons. In addition, individuals who serve on workplace safety committees will benefit from the courses as they provide essential information on the responsibilities of such committees and the tools they can use to effectively carry out their roles. The Due Diligence Awareness training module is an overview of the concept and informs all personnel of what it is, why it is important and what it means in terms of their actions at work.

Modules:

1. Understanding the Occupational Health & Safety Act
 2. Understanding Bill C-45
 3. Joint Health & Safety Committee
 4. Accident/Incident Investigations
 5. Workplace Inspections
 6. Implementing Workplace Safety
- Plus Due Diligence Awareness

Module 3 *Product & Technology*



MANDATORY COURSES

Basic Training Course in Hardware Retailing

The goal of the NRHA Canada's Basic Training Course in Hardware Retailing is to prepare individuals for sales positions as staff or department managers. This comprehensive product knowledge training program features nine chapters of product knowledge education, plus two chapters dealing with sales (up-selling and add-on sales skills) and merchandising techniques. This course is offered in an online platform which allows students to work at their own pace.

OR

Basic Training Course in Building Materials Retailing

NRHA Canada's Basic Training Course in Building Materials Retailing is designed to prepare individuals for positions on the sales floor or in the lumberyard. This comprehensive product knowledge training program features nine chapters of product knowledge education, plus two chapters dealing with sales (up-selling and add-on sales skills) and merchandising techniques. This course is offered in an online platform which allows students to work at their own pace.

ELECTIVE COURSES

Manual Estimating Series: Fundamentals, Decks & Garages (Basic)

Estimating Fundamentals, Decks & Garages (Basic) covers all of the fundamentals of estimating small projects such as decks, sheds and garages. In this course attendees are taught the fundamental aspects of estimating in areas that include foundations, basic framing, and finishing materials. Attendees are provided with a step-by-step workbook to assist them through the course and to keep for future reference. Practical exercises will be completed on the various sections for hands-on training purposes.

Manual Estimating Series: Residential Construction (Intermediate)

This course covers all basics of estimating residential construction starting from the ground up. This includes disclaimers, walls, reading and understanding blueprints and roofing systems. Attendees are provided with a step-by-step workbook to assist them through the course. This workbook is theirs to keep for future reference. Practical exercises will be completed on the various sections for hands-on training purposes.

Instructors

Meet the men and women who will help you achieve your goal of attaining the skills necessary to earn the Retail Home Improvement "Retail Management Certificate."

Kathryn Coll, B.B.A., M.I.R.

Partner, HRA

Management Skills & Human Resource Management

Kathryn Coll has twenty years of senior management experience in the field of human resource management and labour relations. Kathryn has a Bachelor of Business Administration from Acadia University, a Masters of Industrial Relations from Queens University and most recently a Certificate in Adult Education from St. Francis Xavier University.

For the first ten years of her career, Kathryn managed human resource and labour relations for a large Ontario manufacturing business in the construction trades.

After moving back to PEI, Kathryn started an HR consulting business and the Atlantic Building Supply Dealers Association was one of her early clients. This relationship subsequently grew to include the WRLA and CRBSC.

Kathryn is presently a partner in HRA, Atlantic Canada's leading human resource and labour relations consulting firm. Her area of specialty is management training and the CRBSC is pleased to have her as facilitator for the Retail Home Improvement "Retail Management Certificate" Modules.

Gary Yokubouskis

Dealer Development Manager

Strategic Retail Marketing

Gary Yokubouskis has been involved in the hardware and building material industry in Western Canada for over 18 years.

During this time, Gary has held a number of positions, including Sales Representative, Territory Manager, New Business Development Manager, Sales Manager and most recently, Regional Vice President - Sales.

He has been involved in the many aspects of marketing as it applies to the building supply industry, including advertising, store design, merchandising and promotions.

Gary has always had a strong desire to help building supply dealers become even better retailers. With this seminar, he hopes that this can be accomplished.

Wayne Cameron

Cameron & Associates Management Consulting Inc.

Financial Management, Inventory Management & Purchasing

Wayne was in the lumber and building supply business with Beaver Lumber Inc. for thirty four years. Although based in the Ontario office, he traveled extensively in Canada and participated in work operations as far away as New Zealand. He continues involvement and training in the building supply industry under Cameron & Associates.

While he was with Beaver Lumber he held positions such as: Director of Franchise Development, Regional Vice-President of Operations, Regional Manager, District Manager, Manager of Franchise Development (Ontario), Manager of Operating Services, Store Manager, as well as several store positions.

Wayne's accomplishments include the development of operational policy manuals for Beaver Lumber stores, development of manager training programs, implementation of computer manuals and guidelines, worked as a consultant for a foreign lumber and building supply business regarding manager-in-training programs (MIT), presented many financial workshops to dealers and staff on running a successful business, market research and analysis on competing lumber and building supply businesses (big box stores), profit and loss consultation workshops and public speaking engagements across Canada on the impact of today's changing retail environment.

Home Improvement Retailer Certification Program

Course Summary

*16 credits in total required for certificate

MODULE 1 - Business Management

MANDATORY COURSES - CLASSROOM (WRLA & ABSDA)

Course	Hours	Credits
Purchasing	20	2
Strategic Retail Marketing	20	2
Management Skills	20	1
Human Resources Management	20	1
Financial Management	20	1
Inventory Management	20	1

MANDATORY ONLINE COURSES (LBMAO, BSIA, AQMAT, WRLA, ABSDA)

Building and Maintaining Customer Relationships (OLRN1075)	48	1
Managing the Retail Workplace (MGMT1270)	45	2
Human Resources Practices for Retail (HRM1260)	45	1
Financial Accounting (OLRN1320)	48	2

ELECTIVE COURSES

Purchasing I (OLRN1122)	42	2
Dealing with Difficult People (OMDP1050)	30	2
Computer Applications for Business (OLRN1087)	45	1

MODULE 2 - Health & Safety Management

MANDATORY COURSES

Course	Hours	Credits
Due Diligence	Self-Paced	1
Lockout/Tagout	Self-Paced	1
WHMIS	Self-Paced	1
Management Suite	Self-Paced	1

MODULE 3 - Product & Technology

MANDATORY COURSES

Course	Hours	Credits
Basic Training Course in Hardware Retailing OR	20	2
Basic Training Course in Building Materials Retailing	20	2

ELECTIVE COURSES

Manual Estimating Series: Fundamentals, Decks & Garages (Basic)	14	1
Manual Estimating Series: Residential Construction (Intermediate)	14	1

Home Improvement Retailer Certification Program Student Application

Date (DD/MM/YY): _____

Section A - Personal Information

Last Name: _____ First Name: _____ Gender: M F

Date of Birth (DD/MM/YY): _____ E-mail: _____

Street Address: _____ Apt. _____

City: _____ Province: _____ Postal Code: _____

Tel. Home: _____ Tel. Business: _____ Fax: _____

I certify that the above is correct and also acknowledge that by applying for this course I understand that all costs related to complete this course are my responsibility.

Signed: _____ Date (DD/MM/YY): _____

Section B - Business Sponsor

Name of Business: _____

Street Address: _____

City: _____ Province: _____ Postal Code: _____

Tel: _____ Fax: _____

E-mail: _____

Verification:

I, _____ verify that the student applicant mentioned above is an employee of _____

I also verify that the applicant has sufficient retail experience and computer/technical skills required to work in an online college-level environment.

Owner/Signing Authority: _____

(please print)

Section C - Sponsoring Association

The above mentioned business sponsor is a member in good standing of: _____

Signed: _____ Position: _____

Date (DD/MM/YY): _____

* Please indicate elective courses you wish to take on course summary and submit with application *