



Academy of Learning

CAREER COLLEGE

# Customer Service Diploma Program



## CAREER OPPORTUNITIES

- Library Clerk
- Courtesy Receptionist
- IT Help Desk Support
- Order and Payment Clerk
- Customer Service Representative
- Call Centre Agent
- Insurance Agent

**Government Grants and Financial Assistance  
may be available to those who qualify.**

Contact Us: 416-422-5627 | 647-494-5544

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# Customer Service Diploma Program

## Program Objective

The objective of this program is to provide students with opportunities to acquire and apply knowledge of customer service & information skills to meet the demands of today's businesses.

## Career Opportunities

Graduates of customer service and help desk programs could find service and sales careers in a wide range of industries, including insurance, manufacturing, finance, government, telecommunications, technology and more. Common job titles you could in this field include:

- ◆ Library Clerk
- ◆ Courtesy Receptionist
- ◆ Complaint, Inquiries, or Information Clerk
- ◆ Order and Payment Clerk
- ◆ Customer Service Representative
- ◆ Call Centre Agent
- ◆ Insurance Agent
- ◆ Systems Support
- ◆ IT Help Desk Support
- ◆ Customer Care Representative

## Duties and Responsibilities

- ◆ Responding to telephone and in-person complaints and inquires
- ◆ Providing information regarding an organization's goods, services, and policies
- ◆ Entering orders, verifying shipments, and sending out invoices
- ◆ Tracing orders from intake to shipment and troubleshooting delays and problems
- ◆ Receiving payments and processing information required for the provision of services

## Competencies and Core Courses

- ◆ **Keyboarding**  
Minimum 25 words per minute (WPM)
- ◆ **Operating Systems**  
Basic level of proficiency in a Windows operating system
- ◆ **Word Processing**  
Intermediate level of proficiency in Microsoft Word
- ◆ **Spreadsheets**  
Intermediate level of proficiency in Microsoft Excel
- ◆ **Database Management**  
Basic level of proficiency in Microsoft Access
- ◆ **Office Skills**  
Office Procedures Level 1, basic level of proficiency in Microsoft Outlook, Internet Fundamentals, and Personal Computer Fundamentals for End Users
- ◆ **Help Desk & Call Centre Skills**  
Telephone Communication Skills
- ◆ **Business Skills**  
Customer Service, Business Math, Business Verbal Communication, Grammar Essentials for Business Writing, and Business Correspondence Level 1
- ◆ **Simulations & Drills**  
Customer Service Practical Simulation
- ◆ **Job Readiness/Employability Skills**  
Job Search and Résumé Writing

## Admission Requirements

- ◆ **Grade 12 or equivalent or Mature Student Status.** Courses are open to any applicant who possesses a good command of the English language and is able to follow instructions.
- ◆ An admissions interview will be administered to determine if the applicant has the required interest, motivation, and entry-level skills to take this program.
- ◆ Full-time students must attend the required hours per week as per the course schedule and may do so at times convenient to them



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