

Customer Service and Information Clerk

Diploma • 23 Weeks



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.

Program Notes

Tuition fees include student manuals and all other course materials. Financial assistance may be available for those who qualify.

Graduation requirements: Students must achieve a 75% average to obtain a diploma.

Method of Delivery

Integrated Learning™ System training facilitated by Academy of Learning College facilitators.

Career Opportunities

Careers which correspond to the skills learned include:

- Library Clerk
- Courtesy Receptionist
- Complaint, Inquiries, or Information Clerk
- Order and Payment Clerk
- Customer Service Representative

Duties and Responsibilities

- Responding to telephone and in-person complaints and inquiries
- 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

Required Skills and Personal Attributes

- Good verbal skills
- Functional reading skills
- A warm and friendly personality
- A pleasant telephone manner

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. Students are required to attend and participate in their program according to their approved training schedule and maintain satisfactory academic progress and attendance in accordance with Academy of Learning Career College policies.

Career-Focused Training

This program is designed to help students develop practical, workplace-relevant skills that support entry into entry-level positions within the field.

Funding Options

Eligible students may qualify for various funding, sponsorship, grant, or financing options. Funding availability is subject to eligibility requirements.

Competencies upon Completion

Core Courses

- **Keyboarding**
Minimum 25 words per minute (WPM)
- **Operating System**
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, Business Writing Essentials, and Business Correspondence Level 1

- **Simulations & Drills**

Customer Service Practical Simulation


- **Job Readiness/Employability Skills**

Job Search and Résumé Writing

Ready to take the next step?

Speak with an Admissions Advisor today to discuss career goals, program suitability, funding options, admission requirements, and upcoming start dates.

Academy of Learning Career College Kingston

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