

Customer Service & Information Clerk



Program Objective

The Customer Service & Information Clerk Program develops skills related to the call centre industry. The program gives students the foundation to work in a call centre customer representative position by developing competencies and skills in telephone communications, team dynamics, personal development, call centre functions, benefits, technologies and computer software programs.

Program Information

Start Date: Weekly

Length: 33 Weeks

Class Times: Flexible Hours - mornings, afternoons, evenings and Saturdays

*Online studies also available

Admission Prerequisites

- Grade 12 or equivalent
- Successful completion (at least 75%) of an entry test to determine general readiness for learning
- An interview with an admissions officer to determine the apparent appropriateness of training related to the potential student's needs and aptitudes

Financial Assistance

Students registered in the full-time and part-time programs may apply for financial assistance under the Canada Student Loan Act. In addition, students may be eligible for Service Canada Sponsorship.

Credit for Previous Training

Credit for previous training and education may be awarded to students who are able to successfully complete examinations which demonstrate proficiency in specific skill areas.

Graduate Opportunities

Private Sector
Government
Self-Employment
Service Industries
Small/Large Business

Job Placement-OJT

All students registered in full-time programs will be provided with a job placement to use their skills in a practical work setting and gain further knowledge as it relates to the real world of work.

University Partnerships

Academy of Learning has signed agreements with the University of Windsor, University of Phoenix and Athabasca University which allow students to gain advanced standing toward degree-granting programs.

Student Comments

"Academy of Learning has provided me with an opportunity to change careers. With its great staff and flexible hours it has provided me with a great education and knowledge of today's technology."
Elizabeth Dow

"The reasons I picked Academy of Learning as my technical school included; the work at your own pace technique, helpful instructors, flexible hours, and the job placement rate. Thanks Academy!"
Billy Casford

About the Academy

One of the fastest growing colleges, with over 90 campuses across Canada as well as Global locations, Academy of Learning can be called one of the largest, private post-secondary career colleges.

As a unique computer and business training college specializing in computer applications, information technology, business skills, and healthcare training, we prepare individuals to meet the increasing needs of the business community.

On Prince Edward Island there are three locations to choose from.

Charlottetown — 55 Grafton Street

Phone: 902-894-8973

Montague — 539 Main Street.

Phone: 902-361-8973

Summerside — 10 Slemon Park Drive

Phone: 902-436-9889

Areas of Study

This program will provide students with the following areas of study:

Course Credits	
Operating Systems	Windows Introduction
	Introduction to Keyboarding
Software Credits	Keyboard Skill Building Level I
	Microsoft Word Level I
	Microsoft Word Level II
	Microsoft Word Level III
	Microsoft Excel Level I
	Microsoft Excel Level II
	Microsoft Access Level I
	Microsoft Outlook Level I
	Internet Training
	Call Centre Credits
Call Centre Equipment and Technology	
Team Dynamics and Personal Development	
Verbal Communication Skills	
Business Applications	Business Math Skills and Applications
	Business English and Grammar
	Office Simulations
Career Preparation	Job Search
	On-The-Job Training



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