

**ADVANCE YOUR  
CAREER IN  
CUSTOMER SERVICE  
TODAY**

**MODULES INCLUDE:**

**JOB READINESS SKILLS**

**ADOPTING RESILIENCY**

**BUILDING WORKPLACE  
CAPABILITIES**

**WORKING REMOTELY**

**CUSTOMER SERVICE  
FOUNDATIONS**



**COMPUTER NAVIGATION  
& PC KNOWLEDGE**



**PERSONAL FINANCE  
ESSENTIALS**

**LOYALIST  
COLLEGE** | TRAINING AND  
KNOWLEDGE CENTRE  
skills that work

**CONTACT US**

[www.elevateplus.ca](http://www.elevateplus.ca)  
or by email

[agraham@loyalistcollege.com](mailto:agraham@loyalistcollege.com)



## **REMOTE WORK CUSTOMER SERVICE PROGRAM**

The Remote Work Customer Service Training Program is a virtual, two-week intensive program focused on gaining the knowledge and skills required to successfully work in the customer service industry.

A four-week paid job placement follows with an industry employer where you will train to work with industry clients and lead to full-time employment. Both Training and Job Placement are Remote and conducted virtually from your home office.

Regular program sessions take place Monday through Friday from 9am to 4pm, with instructor led sessions and self-paced online learning modules.

Module content will include:

Daily Zoom sessions with an instructor to cover essential content

Independent review of material through our online Learning Management System

Assignments and Quizzes

**Graduates will receive a certificate from Loyalist College and course certifications from LinkedIn Learning and McGill University upon program completion. Once training has finished, full-time, paid employment will begin.**

Must be 18 years of age or older. Unemployed and not registered in another training or education program. Canadian resident and reside in Province of Ontario. This Employment Ontario project is funded in part by the Government of Canada and Government of Ontario.

