

Connecting immigrant women to successful careers.



START Customer Care Program

The START Customer Care program is designed to support immigrant women with launching their careers in the customer care sector in Canada. This is a growing industry with new jobs across multiple sectors. This 9-week program provides participants with industry-recognized certifications, computer training, job search support and coaching.

Program Components:

- Canadian Workplace and Customer Care Essentials certifications
- Job shadow experience with a local employer
- Effective job search strategies
- Applied computer skills training
- Workplace culture and communication skills preparation
- Individualized Career Planning support
- Understanding of customer care roles in different organizations
- Connections with employers that are hiring

“The START program helped prepare me for my current role which involves providing exceptional customer service. I am deeply grateful to the START program for all your teaching, guidance and support which has helped me to land my current role.”

**Carolyn T.,
Customer Service Associate,
START Customer Care Program Graduate**

We specialize in helping you find employment.



ACCES Employment offers a range of programs and services to assist you in finding employment and achieving your career goals. We provide resources and information, job search workshops, individual employment counselling and connections to employers.

All of our services and programs are customized to meet the employment and training needs of each individual. We work closely with employers to ensure that our services and programs are relevant to today's job market and that they reflect current industry trends.

ACCES Employment has a strong history of delivering results for job seekers and employers in the Greater Toronto Area.

ACCES Employment START Customer Care Program

"I learned computer skills that I never had. I also learned business communication skills that I now use in my job."

START Customer Care Program Graduate

**Meet some of our
successful clients
and employers!**



For more information, please visit:

www.accesemployment.ca



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