

# START Customer Care Program

The START program is free 9-week online program designed to support women with pursuing careers in the customer care sector in Canada. This program provides participants with industry-recognized certifications, computer training, job search support and coaching. Supported by Toronto Employment and Social Services, this program is highly effective in motivating participants and preparing them for achieving success with their employment goals.



“ The START Program helped me gain confidence and the training gave me the skills I needed to start afresh in a new environment. ”

—  
ADEKUNBI ADEYEMI, DONOR RELATIONS & SUPPORT ASSISTANT, SPECIAL OLYMPICS ONTARIO, START CUSTOMER CARE PROGRAM ALUMNI

## Program Benefits Delivered by a Team of Employment Experts



Customized one-to-one support to help you start your job search



Orientation to the customer care sector in Canada



Training from a recognized provider



Customer Care Essentials certification, applied computer skills training and job-shadow experience with a local employer



Connections to employers who are hiring



Access to mentors who are professionals in your field



Experiential and hands-on learning



Coaching and support after you're hired

## Program Eligibility

- ✓ Women who are citizens, refugee claimants, landed immigrants, and convention refugees
- ✓ Receive Ontario Works, a social assistance program administered by Toronto Employment Social Services. Clients must be working with a Toronto Ontario Works caseworker and be residents of Toronto\*.
- ✓ Legally able to work in Canada (having applied for a work permit is sufficient)
- ✓ Interested in pursuing a career in the customer service industry

\*Includes Etobicoke, Scarborough, North York, and central Toronto. If clients are working with an OW caseworker within the catchment area of Toronto Employment Social Services (TESS), they are eligible for the program.

Visit us online to learn more:  
[acesemployment.ca/  
start-customer-care-program](https://acesemployment.ca/start-customer-care-program)





You belong in a job that reflects your skills and experience. ACCES will give you the support, coaching and connections you need to realize your full potential and make a lasting impact in your new job.



**56,000+**

JOBSEEKERS HELPED EACH YEAR

**4,200+**

EMPLOYERS IN OUR NETWORK FOR YOU TO CONNECT WITH

**37+**

YEARS OF EXPERIENCE DELIVERING EMPLOYMENT & RECRUITMENT SERVICES

### How can we help you find a job?



Job search support and guidance including customized one-to-one support and a variety of job search workshops.



Specialized services for women, youth, trades, bilingual (English/French) newcomers and newcomer entrepreneurs.



Programs & services across various professional sectors:

- Cloud Computing Connections
- Cybersecurity Connections
- Digital Marketing Connections
- Electrical Engineering Connections
- Engineering Connections
- Financial Services Connections™ in a Digital World
- Financial Services Connections en Français
- Healthcare Connections
- HR Connections: Strategies for the Canadian Workplace
- IT Connections: Digital Economy Connections
- Leadership Connections in Finance, IT and Consultancy
- Microsoft Skills for Employability
- Project Management for Engineering
- Supply Chain Connections



Online services & programs:

- Connecting Canada (pre-arrival)
- Electrical Engineering Connections
- Financial Services Connections en Français
- Webinars and online resources



Connections to employers who are hiring through job fairs, networking, mentoring and employment opportunities.

Visit our website to learn more: [acesemployment.ca](http://acesemployment.ca)



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