

Centre for Lifelong Learning 1230 King Street, London ON N5W 2Y2

Specialized language training for Administrative/clerical and Customer Service Occupations

Program aim:

If you are interested in working in an office or customer service environment and you have prior experiences or training in these or related areas, this program is for you. The program focuses on business and customer service communication. You will build confidence in using English in simulated business situations such as meetings or making presentations. You will explore the world of work and understand the cultural practices in a Canadian workplace. You will also learn communication skills in interacting with the public as it is an important component of the business world. You will get basic computer training such as Microsoft Word and Excel. You will also learn how to use the Internet for emails, information gathering, on-line transactions, etc. After the training, you will have both the language and the basic skills to get into entry-level jobs in the administrative/clerical and customer service sector.

The program will also help you to gain Canadian working experience and employment references by having a 6 to 9-week unpaid work placement. Counselors from the London Employment Help Centre will help you to secure placement positions with local businesses and work with you to ensure that the placement will be a beneficial experience to you.

Class schedule

Classes will be run Monday to Friday 5 hours daily for 9 weeks. You will attend classes at the Centre for the first 9 weeks. You will practice language you need to communicate professionally in an office environment and improve your computer skills in business applications. You will also receive training in workplace safety (WHMIS).

In the next 6 to 9 weeks, you will receive job search training and the London Employment Help Centre will help you to find placement positions related to the program. For the next six or seven weeks when you are in a job, the London Employment Help Centre will provide on-going support to you by making on-site visits and liaising with your placement employer to monitor how you are doing and to help you to remain in your job. In the last week of the placement, we will help you to prepare your employment portfolio.

Certification

By passing the test in workplace safety, you will get WHMIS Certification.

Requirements to enter the program

You must be at a Canadian benchmarks ESL level 6 - 8, be 18 years or older and be a landed immigrant, conventional refugee, refugee claimant or Canadian citizen. ***There is no charge for the training if you meet these criteria.***

Class start date:

Classes offered 5 times through 2010 and will continue into 2011. Next 2 dates are April 14 and July 5. Registration Tuesday at 1 pm. Contact Margaret Yau 519-675-4436 x 20018 for more information.