



## YOUR ONLINE TRAINING CONNECTION

### CUSTOMER SERVICE STANDARD ORIENTATION

In 2005, the Government of Ontario passed the Accessibility for Ontarians with Disabilities Act, also known as the AODA. Its goal is to make Ontario accessible by 2025, by creating and enforcing accessibility standards.

Under AODA, the Accessibility Standards for Customer Service came into force in Ontario in 2008. The standard is aimed at making customer service operations accessible to people with disabilities and applies to all organizations that provide goods or services, either to the public or to other businesses, and have one or more employees in Ontario.

1 in 7 Ontarians have a disability (visible or non-visible) and that number is expected to rise by 2036. Everyone benefits from accessibility – it makes good business sense and allows people of all abilities to participate fully in everyday life.

### Training Solution

This orientation has been developed to address the training obligation under the Accessibility Standards for Customer Service and is designed to provide an awareness of the AODA and the standard.

### Course Overview

After completing this orientation participants should have an understanding of:

- Why accessibility is important
- The existence and purpose of accessibility standards
- Types of disabilities
- Existing barriers to accessibility
- How to provide accessible customer service to people with disabilities.

### Online Course Offers Convenience and Efficiency

These courses are powered by the **Link2eLearning** LMS (Learning Management System), so you can track course progress and completion. Each training solution provides quizzes, a final exam and a course completion certificate.

### Benefits of Link2eLearning

All of Link2eLearning's online courses are offered through our learning management system (LMS).

Link2eLearning online learning is:

- ✓ **Easy to use** – for delivering and tracking employee training across the organization – *providing instant, accurate reporting for workplace audit*
- ✓ **Globally accessible** – available anytime, anywhere there is Internet access
- ✓ **Cost-effective** – eliminating the cost of facility rental, travel cost and lost time required for instructor-led training
- ✓ **Flexible** – courses and administrative functions can be scheduled to suit individual needs
- ✓ **Consistent** – enabling you to provide standard training material to all employees across the organization

### LMS Features

#### Employees can:

- Self-register on a secure site
- View and complete the course at their convenience
- Participate in online quizzes
- Produce certificates of Completion

#### Administrators can:

- Monitor participation
- Easily track results
- Export data

**FOR MORE INFORMATION:**

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