

Excel Thru Learning: Soft Skills Training and Development specialists providing customized classroom and online programs including Accessible Customer Service, Leadership, Coaching, Performance Management, Communications, Team Building, Problem Solving, and Time Management.

- **Cost Effective Compliance with Accessibility for Ontarians with Disabilities Act, 2005, Accessible Customer Service Regulation**
- **Enhanced Customer Service delivery to differentiate your organization and create customer loyalty**

Enhanced Customer Service capability and increased customer satisfaction	<ul style="list-style-type: none"> ▪ Relevant, quality customer service content ▪ Draws from ETL's extensive Customer Service expertise ▪ Interactive environment to maximize application of learning
<p>Content to address AODA Customer Service Regulation training requirements and support diversity in the workplace</p> <p>(Organizations are also required to provide training on their customer service and accessibility policies and procedures)</p>	<ul style="list-style-type: none"> ▪ Developed in consultation with members of the disabled community and accessibility experts ▪ Value and benefits of providing Gold Standard service for customers with a disability or with accessibility needs ▪ Practical tools for providing customer service to those with disabilities ▪ Communication tips to use with customers with a disability ▪ Accessibility legislation overview and resources
Efficient program administration and delivery process	<ul style="list-style-type: none"> ▪ 24/7 access ▪ Simple technology - high speed internet access/browser/flash ▪ Certificates printed automatically when the program is completed ▪ Online Program Administration for organizations requiring 10 or more program seats ▪ Online Program Administration includes easily generated completion status reports

# of Users		Fee per User (1 Yr Access)
From	To	
1	1	\$ 199
2	5	\$ 139
6	99	\$ 79
100	499	\$ 69
500	999	\$ 59
1000	1499	\$ 49
1500	1999	\$ 39
2000		\$ 29