

# Orion Learning Expands Global ISO Customer Service Certification Programs

**Toronto, Canada – April 22, 2016** – Orion Learning, an international leader in competency-based learning and development solutions, announced that it has expanded their ISO-based international certification programs to include Certified Customer Service Manager.

“We are thrilled to be able to offer a global Certified Customer Service Manager (CCSM) program geared to anyone who manages a customer service/contact center operation or organization” said Ken Kavanagh, founder and president of Orion Learning. This new certification program includes 21 courses covering the topics of professionalism, communication, technology, health & safety, monitoring & leading operations and basic human resources and upon completion of the program, results in a professional designation.

The addition of this program expands Orion’s certification program offering to 5, which include Certified Contact Center Agent, Certified Customer Service Agent, Certified Contact Center Supervisor and Certified Customer Service Supervisor. “All of our certification programs are ISO based and follow the curriculum established by the national occupational standards (NOS) for Canada, UK and USA” said Kavanagh. The NOS defines the competencies that are required for an individual to be skilled for their position and are created by representatives of government, industry and educational institutions.

“What makes our certification programs different from any other certification program in the world, is that our programs are industry neutral, competency based and provides a solid foundation for any employee to receive product and service training from their employer.” says Kavanagh. Additionally, individuals who are registered for a certification program are also added to a global public register of certified individuals. “This allows anyone, anywhere to verify an individual’s certification” said Kavanagh. “We are raising the bar for customer service standards everywhere, by creating competency based certification programs, supported by solid curricula, digital delivery and a public register” said Kavanagh. “Our certification programs are the only ISO based customer service certification programs in the world that follow an ISO standard supported by a solid NOS curriculum that is competency based and is international in scope” says Kavanagh. “No other certification program is like ours and our delivery is 100% digital, meaning you can complete our programs anywhere that has internet access”.

For more information, please go to [www.orionlearning.com/certification](http://www.orionlearning.com/certification) to review Orion’s certification program overviews.



## **About Orion Learning**

Orion Learning offers over 650 learning and development courses and training programs covering a broad range of learning topics. Orion Learning's solutions can be used to train, upskill, or reskill individuals and courses can be used to supply content to an employer's learning management system (LMS). Orion Learning helps professionals obtain certifications and designations that enable them to advance and succeed in their careers. Through digital delivery, Orion delivers learning and development solutions to organizations around the world to a multitude of industries.

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