

## **Orion Learning Releases Certification Programs**

*Orion Learning, a leader in the development and delivery of training solutions, announced that it has released ISO-based certification programs for agents and supervisors in service environments such as contact centers or customer service.*

Toronto, ON ([PRWEB](#)) June 18, 2015 -- Orion Learning's ISO based Certified Service Agent (CSA) and Certified Service Supervisor (CSS) certification programs offers professional designations for agents (CSA) and supervisors (CSS) in any service environment which includes contact centers, customer service or any customer focused organization, department or team. "Our certification programs are completely different from any other service certification programs", says Orion Learning president Ken Kavanagh. "Our certification programs are ISO based and follow the national occupational standards for agents and supervisors. There's nothing out there like it and upon successful completion of the program, the program graduates are eligible to use the professional designation of CSA or CSS. For agents, the national occupational standards include learning outcomes covering professionalism, communication skills, technology skills, health and safety and operations for agents. For supervisors, the learning outcomes cover professionalism, communication skills, technology skills, health and safety, monitoring and leading operations and basic human resources management. Delivery of the training is 100% online and is available 24/7."

"There are no designation programs available for staff working in a service environment that is ISO based and following a national occupational standard", says Kavanagh. "In fact, most certification programs offered to service staff are technical in nature and do not cover the learning outcomes covered under the national occupational standard". The benefit to individuals with the Orion program is that the accreditation is personal and would be a first in the world to offer ISO structure with a national occupational standard and provide personal accreditation.

Orion Learning delivers innovative, interactive courseware solutions to organizations who are seeking to train, increase skills and productivity to new and existing staff. Orion Learning offers over 650 online and in-class training courses covering 14 topics. You can obtain additional information about Orion Learning at [www.orionlearning.com](http://www.orionlearning.com) or send your inquiry to: [sales\(at\)orionlearning\(dot\)com](mailto:sales(at)orionlearning(dot)com).



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**Online Web 2.0 Version**

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