



SKILLS TRAINING CENTRE

Financial Customer Service Basics

Getting you ready for the workforce!

Build a foundation for a career in banking or finance. Get the knowledge and skills you need to deliver great customer service in the financial services industry.

Course Information

# Days of training	2 days
Course times	9 am – 4 pm
Fee	\$350*
Upcoming course dates	See our Course Schedule at dcrs.ca/STC
Location	DIVERSEcity Community Campus 13455 76 Avenue, Surrey, BC

**Subsidies may be available through WorkBC.*

Course Outcomes

- Understand the role and responsibilities of a financial customer service representative.
- Understand Canadian banking, investment and other financial policies, procedures and compliances.
- Familiarize yourself with financial products, tools and terminologies.
- Explore job requirements and employment opportunities in the financial services sector.



Our Course Schedule and overviews of all our courses are available at dcrs.ca/STC.

REGISTER

- 📞 **604-547-2010**
- ✉ **skillstraining@dcrs.ca**
- 📍 **dcrs.ca/STC**

When registering by email, please include your full name, email address and phone number.