DIVERSE*city*
SKILLS TRAINING CENTRE

Online Training Courses

October – December 2020 Schedule

DIVERSEcity Skills Training Centre offers online skills training courses to help jobseekers enter the workforce with job-ready skills, information and confidence!

Online Courses*	Fee	October	November	December
Customer Service Basics *(3 sessions)*	$250	14 – 16 (1:30 – 4:30 pm)	4 – 6 (9:30 am – 12:30 pm)	9 – 11 (9:30 am – 12:30 pm)
Essential Computer Skills for the Workplace (Microsoft Word, Excel and Powerpoint) *(5 days)*	$600	26 – 30 (9:30 am – 3:30 pm)	30 & December 1 – 4 (9:30 am – 3:30 pm)	14 – 18 (9:30 am – 3:30 pm)
Essential Computer Skills for the Workplace (Microsoft Word, Excel and Powerpoint) *(8 sessions)*	$600	13– 16 & 20 – 23 (9:30 am – 12:30 pm)	9, 10, 12, 13, 17, 18, 19, 20 (9:30 am – 12:30 pm)	
Microsoft Excel Essentials *(4 sessions)*	$300	20 – 23 (9:30 am – 12:30 pm)	17 – 20 (9:30 am – 12:30 pm)	
Microsoft Excel Essentials *(2 days)*	$300	28 – 29 (9:30 am – 3:30 pm)		2 – 3 (9:30 am – 3:30 pm) 16 – 17 (9:30 am – 3:30 pm)
Introduction to Sage 50 Accounting Modules *(8 sessions)*	$950	6, 8, 13, 15, 20, 22, 27, 29 (7:00 – 10:00 pm)	3, 5, 10, 12, 17, 19, 24, 26 (7:00 – 10:00 pm)	
Basic Computer Skills *(4 days)*	$450	6 – 9 (9:30 am – 3:30 pm)	24 –27 (9:30 am – 3:30 pm)	
Financial Customer Service Basics *(4 sessions)*	$350	20 – 23 (1:30 – 4:30 pm)	17 – 20 (1:30 – 4:30 pm)	

*Please check the opposite page for course requirements. See drsc.ca/STC for the most current schedule, in-depth course overviews and our refund policy. The schedule is subject to change.

BUY SOCIAL™

Skills Training Centre courses are online due to COVID-19 until in-class sessions can also resume.

REGISTER

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

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Online Training Courses

Getting you ready for the workforce!

Online courses are:
- Taught by industry experts who teach the latest in-demand skills
- Open to all jobseekers (Canadian citizens, immigrants and temporary residents)
- Fee-based (subsidies may be available through WorkBC)
- Taught via ZOOM video conferencing. A free Zoom link will be emailed to registered students.
- Students require internet access and a computer/smartphone with microphone, camera and speaker. See other specific requirements for each course below.

Course Descriptions & Requirements

Customer Service Basics
- Gain comprehensive knowledge of the duties and responsibilities of a customer service representative and/or cashier in the retail industry
- Develop skills in engaging with customers and handling their inquiries effectively

Note: In-person cashier training will be at a later date for a fee.

Essential Computer Skills for the Workplace
- Learn general office administration and computer skills for the workplace using computer applications (Word, Excel, PowerPoint and Outlook)

REQUIREMENTS: Computer with Microsoft Word, Excel and PowerPoint (2016 version preferably)

Basic Computer Skills
- Get basic understanding of computer parts and functions
- Learn basic Microsoft Word for writing resumés and letters
- Use search engines and email for job search and communication

REQUIREMENTS: Computer with Microsoft Word, Excel and PowerPoint (2016 version preferably)

Introduction to Sage 50 Accounting Modules
- Learn how to install Sage 50, set up user roles, company and user settings
- Learn to set up and process receivables, payables, general ledgers, banking, budgets, etc.

REQUIREMENTS: PC/laptop (no Mac computers) with Microsoft Windows 8 or 10; minimum 1.0 GHz processor; minimum 4GB RAM; 5GB free hard disk space 256-colour SVGA monitor or higher, and latest Internet Explorer

Microsoft Excel Essentials
- Learn how to use VLOOKUP, create pivot tables and charts
- Create, use, edit and manage macros and more

REQUIREMENTS: Microsoft Excel (2016 version preferably)

Financial Customer Service Basics
- Gain the skills and knowledge necessary to enter the financial services industry, including cheque cashing, cash handling and balancing procedures
- Understand Canadian banking policies, procedures and compliance