



DIVERSECITY

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	
Training time	4 days / 12 hours
Fee	\$450*
Upcoming course dates	See our Course Schedule at dcrs.ca/STC
Delivery options	<ol style="list-style-type: none"> 1. Online training via Zoom 2. Off-site training at WorkBC and other locations 3. (ON HOLD) Classes at 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



Find our Course Schedule and descriptions of all our courses at dcrs.ca/STC.

REGISTER

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