



**DIVERSE**city

**SKILLS TRAINING CENTRE**



# Course Schedule

## January to March 2022

**DIVERSEcity Skills Training Centre offers online training courses to help jobseekers enter the workforce with job-ready skills, information and confidence! All courses are online unless noted otherwise.**

Courses*	Fee	January	February	March
Customer Service Basics (3 sessions)	\$250	25-27 (9:30 am - 12:30 pm)	23-25 (9:30 am - 12:30 pm)	23-25 (9:30 am - 12:30 pm)
Essential Computer Skills for the Workplace (Microsoft Word, Excel and Powerpoint) (5 days)	\$600	24-28 (9:30 am - 3:30 pm)	22-25 & 28 (9:30 am - 3:30 pm)	21-25 (9:30 am - 3:30 pm)
Essential Computer Skills for the Workplace (Microsoft Word, Excel and Powerpoint) (8 sessions)	\$600	11-14 & 18-21 (9:30 am - 12:30 pm)	8-11 & 15-18 (9:30 am - 12:30 pm)	1-4 & 8-11 (9:30 am - 12:30 pm)
Microsoft Excel Essentials (2 days)	\$300	26-27 (9:30 am - 3:30 pm)	24-25 (9:30 am - 3:30 pm)	23-24 (9:30 am - 3:30 pm)
Microsoft Excel Essentials (4 sessions)	\$300	18-21 (9:30 am - 12:30 pm)	15-18 (9:30 am - 12:30 pm)	8-11 (9:30 am - 12:30 pm)
Introduction to Computer Skills (4 days)	\$450	18-21 (9:30 am - 3:30 pm)	15-18 (9:30 am - 3:30 pm)	8-11 (9:30 am - 3:30 pm)
Financial Customer Service Basics (2 days)	\$450	27-28 (9 am - 4 pm)	17-18 (9 am - 4 pm)	24-25 (9 am - 4 pm)
Essential Skills (Skills for Success) (4 days)	\$450		15-18 (9:30 am - 3:30 pm)	15-18 (9:30 am - 3:30 pm)
Traffic Control Training (in-person) (2 days)	\$250		9-10 (9 am - 4:30 pm)	

\*Please check the opposite page for course requirements. See [drsc.ca/STC](http://drsc.ca/STC) for the most current schedule, in-depth course overviews and our refund policy. This schedule is subject to change.



Courses are primarily online due to COVID-19, with some in-person options.

### REGISTER

- 📞 604-547-2010
- ✉️ [skillstraining@dcrs.ca](mailto:skillstraining@dcrs.ca)
- 👉 [dcrs.ca/STC](http://dcrs.ca/STC)

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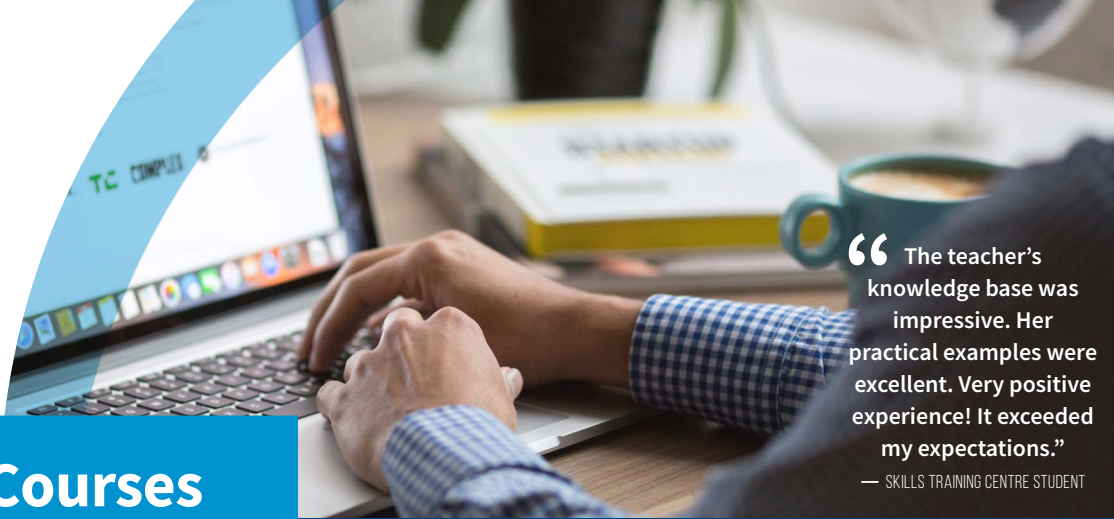
VISIT US AT [DCRS.CA/STC](http://DCRS.CA/STC) | FOLLOW US @DIVERSECITYBC





**DIVERSECITY**

**SKILLS TRAINING CENTRE**



“ The teacher’s knowledge base was impressive. Her practical examples were excellent. Very positive experience! It exceeded my expectations.”  
— SKILLS TRAINING CENTRE STUDENT

## Skills Training Courses

**Getting you ready for the workforce!**

- 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)
  - Most courses currently 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, for online classes. See other specific requirements for each course below.
  - Some in-person classes are hosted at WorkBC Centres.

### 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)

#### Introduction to 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)

#### 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.

#### Essential Skills (Skills for Success)

- Gain the soft skills you need for work, learning and life.
- Skills include reading, document use, numeracy, writing, oral communication, teamwork and more

#### Traffic Control Training (In-person training)

- Get the skills to launch a career as a traffic control person.
- Earn a three-year certification from BCCSA.