



DIVERSECITY

SKILLS TRAINING CENTRE



Course Schedule

April to June 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	April	May	June
Customer Service Basics (3 sessions)	\$250	6-8 (9:30 am - 12:30 pm)	4-6 (9:30 am - 12:30 pm)	8-10 (9:30 am - 12:30 pm)
Essential Computer Skills for the Workplace (Microsoft Word, Excel and Powerpoint) (5 days)	\$600	25-29 (9:30 am - 3:30 pm)	24-27 & 30 (9:30 am - 3:30 pm)	20-24 (9:30 am - 3:30 pm)
Essential Computer Skills for the Workplace (Microsoft Word, Excel and Powerpoint) (8 sessions)	\$600	5-8 & 11-14 (9:30 am - 12:30 pm)	10-13 & 17-20 (9:30 am - 12:30 pm)	7-10 & 14-17 (9:30 am - 12:30 pm)
Microsoft Excel Essentials (2 days)	\$300	27-28 (9:30 am - 3:30 pm)	26-27 (9:30 am - 3:30 pm)	22-23 (9:30 am - 3:30 pm)
Microsoft Excel Essentials (4 sessions)	\$300	11-14 (9:30 am - 12:30 pm)	17-20 (9:30 am - 12:30 pm)	14-17 (9:30 am - 12:30 pm)
Introduction to Computer Skills (4 days)	\$450	19-22 (9:30 am - 3:30 pm)	17-20 (9:30 am - 3:30 pm) May 31-June 3 (9:30 am - 3:30 pm) (in-person at DIVERSECITY)	14-17 (9:30 am - 3:30 pm)
Financial Customer Service Basics (2 days)	\$450	25-26 (9 am - 4 pm)	30-31 (9 am - 4 pm)	27-28 (9 am - 4 pm)
Essential Skills (Skills for Success) (4 days)	\$450	19-22 (9:30 am - 3:30 pm)	24-27 (9:30 am - 3:30 pm)	21-24 (9:30 am - 3:30 pm)

*Please check the opposite page for course requirements. See drcs.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@drcs.ca
- drcs.ca/STC

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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. 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 held at WorkBC Centres and at DIVERSECITY Surrey Community Campus (13455 76 Avenue, Surrey, BC).

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