



DIVERSECITY

SKILLS TRAINING CENTRE



Course Schedule

July to September 2022



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

Courses	Fee	Time	Location	July	August	September
Customer Service Basics (3 sessions) & Cashier Training (1 day)	\$400	9:30 am – 12:30 pm	Online & in-person at DIVERSECITY	5–7 & 8		6–8 & 9
Customer Service Basics (3 sessions)	\$250	9:30 am – 12:30 pm	Online	5–7	9–11	6–8
Cashier Training (1 day for students who have completed Customer Service Basics)	\$150	9:30 am – 3:30 pm	In-person at DIVERSECITY	8		9
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (8 sessions)	\$600	9:30 am – 12:30 pm	Online	5–8, 12–15	2–5, 9–12	6–9, 13–16
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (5 days)	\$600	9:30 am – 3:30 pm	Online	25–29	22–26	26–29 + Oct. 3
Microsoft Excel Essentials (2 days)	\$300	9:30 am – 3:30 pm	Online	27–28	24–25	28–29
Microsoft Excel Essentials (4 sessions)	\$300	9:30 am – 12:30 pm	Online	12–15	9–12	13–16
Introduction to Computer Skills (4 days)	\$450	9:30 am – 3:30 pm	Online	12–15	16–19	13–16
Introduction to Computer Skills (4 days)	\$450	9:30 am – 3:30 pm	In-person at DIVERSECITY	19–22		6–9
Financial Customer Service Basics (2 days)	\$450	9 am – 4 pm	Online	18–19	29–30	26–27
Essential Skills (Skills for Success) (4 days)	\$450	By private group booking only at this time.			This schedule is subject to change.	

REGISTER



604-547-2010



skillstraining@dcrs.ca



dcrs.ca/STC



13455 76 Avenue, Surrey, BC

See next page for course information and requirements.

Go to dcrs.ca/STC for in-depth course overviews and the most current schedule.

VISIT US AT [DCRS.CA/STC](https://dcrs.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)
 - Online courses 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 held at DIVERSEcity Surrey Community Campus (13455 76 Avenue, Surrey, BC) and hosted at WorkBC Centres throughout the province.

Course Descriptions & Requirements

Customer Service Basics & Cashier Training

- 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.
- Get hands-on cashier training to complete your training

Note: This course can be taken together, or in two separate parts: Customer Service Basics (online) and Cashier Training (in-person).

Essential Computer Skills for the Workplace

- Learn general office administration and computer skills for the workplace using computer applications (Word, Excel, PowerPoint and Outlook).
- This course is also available in a **distance-learning option**, which includes three complimentary one-on-one sessions.

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.

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