



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), SuperHost (1 day) & Cashier Training (1 day)	\$600	9:30 am – varies	Online & in-person at DIVERSEcity		22-26	
Customer Service Basics (3 sessions) & SuperHost (1 day)	\$450	9:30 am – varies	Online & in-person at DIVERSEcity		22-25	
Customer Service Basics (3 sessions) & Cashier Training (1 day)	\$400	9:30 am – 12:30 pm	Online & in-person at DIVERSEcity	5-7 & 8	22-24 & 26	6-8 & 9
Customer Service Basics (3 sessions)	\$250	9:30 am – 12:30 pm	Online	5-7	9-11	
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	9-12 (Arabic & English)	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.				

REGISTER



604-547-2010



skillstraining@dcrs.ca



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13455 76 Avenue, Surrey, BC

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**DIVERSE**city

**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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