



DIVERSEcity

SKILLS TRAINING CENTRE



Course Schedule

October to December 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	October	November	December
FOODSAFE Level 1 (1 day)	\$90	9 am – 4 pm	In-person at DIVERSEcity	6, 20	3, 17	1
Customer Service Basics (3 sessions), SuperHost (1 day) & Cashier Training (1 day)	\$600	9:30 am – varies	Online & in-person at DIVERSEcity	3–7	Oct. 31 – Nov. 4	5–9
Customer Service Basics (3 sessions) & SuperHost (1 day)	\$450	9:30 am – varies	Online & in-person at DIVERSEcity	3, 4, 5, 6	Oct. 31 – Nov. 3	5–8
Customer Service Basics (3 sessions) & Cashier Training (1 day)	\$400	9:30 am – varies	Online & in-person at DIVERSEcity	3–5 & 7	Oct. 31 – Nov. 2 & 4	5–7 & 9
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (8 sessions)	\$600	9:30 am – 12:30 pm	Online	11–14 & 18–21	7–10 & 15–18	6–9 & 13–16
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (5 days)	\$600	9:30 am – 3:30 pm	Online	3–7	Oct. 31 – Nov. 4	
	\$630		In-person	24–28 (Ukrainian & English)	21–25 (Russian & English)	19–23 (English)
Microsoft Excel Essentials (2 days)	\$300	9:30 am – 3:30 pm	Online	5–6	1–2	
Microsoft Excel Essentials (4 sessions)	\$300	9:30 am – 12:30 pm	Online	18–21	15–18	13–16
Introduction to Computer Skills (4 days)	\$450	9:30 am – 3:30 pm	Online	11–14	7–10	6–9
Introduction to Computer Skills (4 days)	\$450	9:30 am – 3:30 pm	In-person at DIVERSEcity	18–21	15–18	13–16
Financial Customer Service Basics (2 days)	\$450	9 am – 4 pm	Online	27–28	24–25	19–20
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

Day = 9:30 am – 3:30 pm unless otherwise specified

Session = 9:30 am – 12:30 pm unless otherwise specified

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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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