



# DIVERSEcity

## SKILLS TRAINING CENTRE



# Course Schedule

## January to March 2023



**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	January	February	March
Customer Service Basics (3 sessions), SuperHost (1 day) & Cashier Training (1 day)	\$600	9:30 am – varies	Online & in-person at DIVERSEcity	9–13	6–10	20–24
Customer Service Basics (3 sessions) & SuperHost (1 day)	\$450	9:30 am – varies	Online & in-person at DIVERSEcity	9–11 & 12	6–9	20–23
Customer Service Basics (3 sessions) & Cashier Training (1 day)	\$400	9:30 am – varies	Online & in-person at DIVERSEcity	9–11 & 13	6–8 & 10	20–22 & 24
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (8 sessions)	\$600	9:30 am – 12:30 pm	Online	10–13 & 17–20	7–10 & 14–17	7–10 & 14–17
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (5 days)	\$600	9:30 am – 3:30 pm	Online	23–27	21–24 & 27	20–24
	\$630		In-person at DIVERSEcity	16–20 (Ukrainian & English)	13–17 (Russian & English)	13–17 (English)
Microsoft Excel Essentials (2 days)	\$300	9:30 am – 3:30 pm	Online	25–26	23–24	22–23
Microsoft Excel Essentials (4 sessions)	\$300	9:30 am – 12:30 pm	Online	17–20	14–17	14–17
Introduction to Computer Skills (4 days)	\$450	9:30 am – 3:30 pm	Online	10–13	14–17	14–17
			In-person at DIVERSEcity	24–27	21–24	21–24
Financial Customer Service Basics (2 days)	\$450	9 am – 4 pm	Online	30–31	27–28	27–28
Workplace Health and Safety Training (1 day)	\$350	9:30 am – 3:30 pm	In-person at DIVERSEcity			18
Workplace Health and Safety Training (3 sessions)	\$350	6:30–9 pm	Online			21–23
Essential Skills (Skills for Success) (4 days)	\$450	By private group booking only at this time.				
FOODSAFE Level 1 (1 day)	\$90	By private group booking only at this time.				

**REGISTER**



**604-547-2010**



**skillstraining@dcrs.ca**



**dcrs.ca/STC**



**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.

#### Workplace Health and Safety Training

- Learn to navigate the complexities of health and safety in BC.
- Become confident in hazards identification, risk assessment, incident reporting, emergency preparedness and evacuation, and more

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