



DIVERSEcity
SKILLS TRAINING CENTRE



Course Schedule

April to July 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	April	May	June	July
Customer Service Basics (3 sessions), SuperHost (1 day) & Cashier Training (1 day)	\$600	9:30 am – varies	Online & in-person at DIVERSEcity	17–21	29–31, June 1–2	26–30	24–28
Customer Service Basics (3 sessions) & SuperHost (1 day)	\$450	9:30 am – varies	Online & in-person at DIVERSEcity	17–20	29–31, June 1	26–29	24–27
Customer Service Basics (3 sessions) & Cashier Training (1 day)	\$400	9:30 am – varies	Online & in-person at DIVERSEcity	17–19 & 21	29–31, June 2	26–28 & 30	24–26 & 28
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (8 sessions)	\$600	9:30 am – 12:30 pm	Online	11–14 & 18–21	9–12 & 16–19	6–9 & 13–16	11–14 & 18–21
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (5 days)	\$600	9:30 am – 3:30 pm	Online	24–28	23–26 & 29	26–30	24–28
	\$630		In-person at DIVERSEcity	17–21 (Ukrainian & English)	15–19 (Russian & English)	19–23 (English)	17–21 (English)
Microsoft Excel Essentials (2 days)	\$300	9:30 am – 3:30 pm	Online	26–27	24–25	28–29	26–27
Microsoft Excel Essentials (4 sessions)	\$300	9:30 am – 12:30 pm	Online	18–21	16–19	13–16	18–21
Introduction to Computer Skills (4 days)	\$450	9:30 am – 3:30 pm	Online	3–6	9–12	20–23	18–21
			In-person at DIVERSEcity	11–14	23–26	13–16	11–14
Financial Customer Service Basics (2 days)	\$450	9 am – 4 pm	Online	27–28	25–26	29–30	27–28
Workplace Health and Safety Training (1 day)	\$350	9:30 am – 3:30 pm	In-person at DIVERSEcity	13		15	
Workplace Health and Safety Training (3 sessions)	\$350	6:30–9 pm	Online		23–25		25–27
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

VISIT US AT **DCRS.CA/STC**

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DIVERSEcity

SKILLS TRAINING CENTRE

Skills Training Courses

Getting you ready for the workforce!

“The teacher’s knowledge base was impressive. Her practical examples were excellent. Very positive experience! It exceeded my expectations.”

— SKILLS TRAINING CENTRE STUDENT

- 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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