



DIVERSEcity
SKILLS TRAINING CENTRE



Course Schedule

August to November 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	August	September	October	November
Customer Service Basics (3 sessions), SuperHost (1 day) & Cashier Training (1 day)	\$600	9:30 am – 3:30 pm	Online & in-person at DIVERSEcity	July 31 – August 4	5–6* & 7–8	23–27	20–24
Customer Service Basics (3 sessions) & SuperHost (1 day)	\$450	9:30 am – 3:30 pm	Online & in-person at DIVERSEcity	July 31 – August 3	5–6* & 7	23–26	20–23
Customer Service Basics (3 sessions) & Cashier Training (1 day)	\$400	9:30 am – 3:30 pm	Online & in-person at DIVERSEcity	July 31 – August 2 & 3	5–6* & 8	23–25 & 27	20–22 & 24
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (8 sessions)	\$600	9:30 am – 12:30 pm	Online	8–11 & 15–18	12–15 & 19–22	10–13 & 17–20	7–10 & 14–17
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (5 days)	\$600	9:30 am – 3:30 pm	Online	21–25	25–29	23–27	20–24
	\$630		In-person at DIVERSEcity	14–18 (Ukrainian)	18–22 (Russian)	16–20	13–17
Microsoft Excel Essentials (2 days)	\$300	9:30 am – 3:30 pm	Online	23–24	27–28	25–26	22–23
Microsoft Excel Essentials (4 sessions)	\$300	9:30 am – 12:30 pm	Online	15–18	19–22	17–20	14–17
Introduction to Computer Skills (4 days)	\$450	9:30 am – 3:30 pm	Online	8–11	5–8	17–20	14–17
			In-person at DIVERSEcity	22–25	12–15	24–27	21–24
Financial Customer Service Basics (2 days)	\$450	9 am – 4 pm	Online	28–29	25–26	30–31	27–28
Workplace Health and Safety Training	\$350	By private group booking only at this time.					
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

*9:30 am – 2 pm (due to Labour Day)

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

FOLLOW US **@DIVERSECITYBC**





DIVERSE*city*
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

REGISTER



604-547-2010



skillstraining@dcrcs.ca



dcrcs.ca/STC

VISIT US AT **DCRS.CA/STC** | FOLLOW US **@DIVERSECITYBC**

