



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)

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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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