



DIVERSEcity

SKILLS TRAINING CENTRE



Course Schedule

December 2023 to March 2024



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	December	January	February	March
Customer Service Basics (3 sessions), SuperHost (1 day) & Cashier Training (1 day)	\$600	9:30 am – 3:30 pm	Online & in-person at DIVERSEcity	11–15	22–26	26 – March 1	11–15
Customer Service Basics (3 sessions) & SuperHost (1 day)	\$450	9:30 am – 3:30 pm	Online & in-person at DIVERSEcity	11–14	22–25	26–29	11–14
Customer Service Basics (3 sessions) & Cashier Training (1 day)	\$400	9:30 am – 3:30 pm	Online & in-person at DIVERSEcity	11–13 & 15	22–24 & 26	26–28 & March 1	11–13 & 15
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (8 sessions)	\$600	9:30 am – 12:30 pm	Online	N/A	16–19 & 23–26	13–16 & 20–23	12–15 & 19–22
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (5 days)	\$600	9:30 am – 3:30 pm	Online	4–8 & 11–15	8–12	5–9	4–8
	\$630		In-person at DIVERSEcity	11–15	15–19	12–16	18–22
Microsoft Excel Essentials (2 days)	\$300	9:30 am – 3:30 pm	Online	6–7 & 13–14	10–11	7–8	6–7
			In-person at DIVERSEcity	13–14	17–18	14–15	20–21
Microsoft Excel Essentials (4 sessions)	\$300	9:30 am – 12:30 pm	Online	N/A	23–26	20–23	19–22
Introduction to Computer Skills (4 days)	\$450	9:30 am – 3:30 pm	Online	12–15	16–19	13–16	25–28
			In-person at DIVERSEcity	5–8	23–26	20–23	25–28
Financial Customer Service Basics (2 days)	\$450	9 am – 4 pm	Online	21–22	25–26	22–23	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

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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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