



**DIVERSEcity**  
SKILLS TRAINING CENTRE



# Course Schedule

**April to July 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                          | April        | May           | June          | July         |
|---|-------|---|-----------------------------------|--------------|---------------|---------------|--------------|
| Customer Service Basics (3 sessions), SuperHost (1 day) & Cashier Training (1 day)  | \$600 | 9:30 am – 3:30 pm                           | Online & in-person at DIVERSEcity | 8–12         | 6–10          | 3–7           | 8–12         |
| Customer Service Basics (3 sessions) & SuperHost (1 day)                            | \$450 | 9:30 am – 3:30 pm                           | Online & in-person at DIVERSEcity | 8–11         | 6–9           | 3–6           | 8–11         |
| Customer Service Basics (3 sessions) & Cashier Training (1 day)                     | \$400 | 9:30 am – 3:30 pm                           | Online & in-person at DIVERSEcity | 8–10 & 12    | 6–8 & 10      | 3–5 & 7       | 8–10 & 12    |
| Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (8 sessions) | \$600 | 9:30 am – 12:30 pm                          | Online                            | 9–12 & 16–19 | 14–17 & 21–24 | 11–14 & 18–21 | 9–12 & 16–19 |
| Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (5 days)     | \$600 | 9:30 am – 3:30 pm                           | Online                            | 22–26        | 27–31         | 24–28         | 22–26        |
|   | \$630 |   | In-person at DIVERSEcity          | 15–19        | 13–17         | 17–21         | 15–19        |
| Microsoft Excel Essentials (2 days)   | \$300 | 9:30 am – 3:30 pm                           | Online                            | 24–25        | 29–30         | 26–27         | 24–25        |
|   |       |   | In-person at DIVERSEcity          | 17–18        | 15–16         | 19–20         | 17–18        |
| Microsoft Excel Essentials (4 sessions)   | \$300 | 9:30 am – 12:30 pm                          | Online                            | 16–19        | 21–24         | 18–21         | 16–19        |
| Introduction to Computer Skills (4 days)  | \$450 | 9:30 am – 3:30 pm                           | Online                            | 16–19        | 14–17         | 18–21         | 16–19        |
|   |       |   | In-person at DIVERSEcity          | 23–26        | 21–24         | 25–28         | 23–26        |
| Financial Customer Service Basics (2 days)  | \$450 | 9 am – 4 pm                                 | Online                            | 25–26        | 30–31         | 27–28         | 25–26        |
| 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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**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

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