



**DIVERSECITY**

**SKILLS TRAINING CENTRE**



# Financial Customer Service Basics

**Getting you ready for the workforce!**

**Build a foundation for a career in banking or finance. Get the knowledge and skills you need to deliver great customer service in the financial services industry.**

Course Information	
Training time	2 days / 14 hours
Fee	\$450*
Upcoming course dates	See our Course Schedule at <a href="http://dcrs.ca/STC">dcrs.ca/STC</a>
Delivery options	<ol style="list-style-type: none"> <li>1. Online training via Zoom</li> <li>2. Off-site training at WorkBC and other locations</li> <li>3. (ON HOLD) Classes at DIVERSECITY Community Campus (13455 76 Avenue, Surrey, BC)</li> </ol>

### Course Outcomes

- Understand the role and responsibilities of a financial customer service representative
- Understand Canadian banking, investment and other financial policies, procedures and compliances
- Familiarize yourself with financial products, tools and terminologies
- Explore job requirements and employment opportunities in the financial services sector

\*Subsidies may be available through WorkBC.



**Find our Course Schedule and descriptions of all our courses at [dcrs.ca/STC](http://dcrs.ca/STC).**

**REGISTER**

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