



**DIVERSEcity**  
SKILLS TRAINING CENTRE



# Course Schedule

**April to July 2025**



**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 – varies	Online & in-person at DIVERSEcity	14-15 (9:30 am – 2 pm) & 16-17	12-14 (5:30 – 8:30 pm) & 15-16	2-6	7-11
Customer Service Basics (3 sessions) & SuperHost (1 day)	\$450	9:30 am – varies	Online & in-person at DIVERSEcity	14-16	12-15	2-5	7-10
Customer Service Basics (3 sessions) & Cashier Training (1 day)	\$400	9:30 am – 3:30 pm	Online & in-person at DIVERSEcity	14-15 & 17	12-14 & 16	2-4 & 6	7-9 & 11
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (8 sessions)	\$600	9:30 am – 12:30 pm	Online	8-11 & 14-17	N/A	N/A	15-18 & 22-25
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (5 days)	\$600	9:30 am – 3:30 pm	Online	28 – May 2	20-23 (9:30 am – 4:30 pm) or 26-30	9-13 or 23-27	28 – Aug 1
	\$630		In-person at North Delta Campus*	7-11	12-16	9-13	7-11
Microsoft Excel Essentials (2 days)	\$300	9:30 am – 3:30 pm	Online	30 – May 1	28-29	25-26	30-31
			In-person at DIVERSEcity	9-10	14-15	11-12	9-10
Microsoft Excel Essentials (4 sessions)	\$300	9:30 am – 12:30 pm	Online	14-17	N/A	N/A	22-25
Introduction to Computer Skills (4 days)	\$450	9:30 am – 3:30 pm	Online	22-25	20-23	24-27	22-25
			In-person at North Delta Campus*	29 – May 2	27-30	17-20	22-25
Financial Customer Service Basics (2 days)	\$450	9 am – 4 pm	Online	24-25	29-30	26-27	24-25
Essential Self-Employment Skills	\$600	9:30 am – varies	In-person at DIVERSEcity	June 2-6 (5 days) or June 23 – July 4 (9 sessions)			
Introduction to Python Coding (3 days)	\$400	9:30 am – 3:30 pm	In-person at DIVERSEcity	N/A	21-23	N/A	9-11
Essential AI Skills for the Future of Work (4 days)	\$500	9:30 am – 3:30 pm	In-person at DIVERSEcity	N/A	27-30	June 30 & July 2-4	
Basic Life Skills & Essential Workplace Skills	\$650	By private group booking only at this time.					
Workplace Health and Safety Training	\$350	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

\*Unit 102, 9486-120 Street, Surrey, BC

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**DIVERSE***city*  
**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.
- In-person courses are held at North Delta Campus (Unit 102, 9486-120 Street, Surrey, BC) until further notice.

REQUIREMENTS: Computer with Microsoft Word, Excel and PowerPoint (2016 version preferably)

#### Introduction to Computer Skills

- Get a basic understanding of computer parts and functions.
- Learn the basic functions of Microsoft Word and Excel.
- Learn more about the Internet and email.
- In-person courses are held at North Delta Campus (Unit 102, 9486-120 Street, Surrey, BC) until further notice.

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

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