



**DIVERSE***city*  
SKILLS TRAINING CENTRE



# Course Schedule

**August to November 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	August	September	October	November
Customer Service Basics (3 sessions), SuperHost (1 day) & Cashier Training (1 day)	\$600	9:30 am – varies	Online & in-person at DIVERSEcity	11–15	15–19	6–10 or 20–24	3–7 or 24–28
Customer Service Basics (3 sessions) & SuperHost (1 day)	\$450	9:30 am – varies	Online & in-person at DIVERSEcity	11–14	15–18	6–9 or 20–23	3–6 or 24–27
Customer Service Basics (3 sessions) & Cashier Training (1 day)	\$400	9:30 am – 3:30 pm	Online & in-person at DIVERSEcity	11–13 & 15	15–17 & 19	6–8 & 10 or 20–22 & 24	3–5 & 7 or 24–26 & 28
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (8 sessions)	\$600	9:30 am – 12:30 pm	Online	N/A	2–5 & 9–12	N/A	18–21 & 25–28
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (5 days)	\$600	9:30 am – 3:30 pm	Online	N/A	N/A	6–10	3–7
	\$630		In-person at DIVERSEcity	5–8* or 18–22	8–12	6–10	3–7
Microsoft Excel Essentials (2 days)	\$300	9:30 am – 3:30 pm	Online	N/A	N/A	8–9	5–6
			In-person at DIVERSEcity	20–21	10–11	8–9	5–6
Microsoft Excel Essentials (4 sessions)	\$300	9:30 am – 12:30 pm	Online	N/A	9–12	N/A	25–28
Introduction to Computer Skills (4 days)	\$450	9:30 am – 3:30 pm	Online	19–22	16–19	21–24	18–21
			In-person at DIVERSEcity	26–29	16–19	14–17	10 & 12–14
Financial Customer Service Basics (2 days)	\$450	9 am – 4 pm	Online	21–22	25–26	30–31	27–28
Essential AI Skills for the Future of Work (4 days)	\$500	9:30 am – 3:30 pm	In-person at DIVERSEcity	July 29 – Aug 1	Sep 29 & Oct 1–3	28–31	N/A
Basic Life Skills & Essential Workplace Skills	\$650	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**



**#201 – 7485 130 Street, 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 – 4:30 pm

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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 West Campus (#201 – 7485 130 Street, 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 DIVERSEcity West Campus (#201 – 7485 130 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 DIVERSEcity West Campus (#201 – 7485 130 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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