



DIVERSEcity

SKILLS TRAINING CENTRE



Course Schedule

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

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

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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.
- 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

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