



**DIVERSEcity**  
SKILLS TRAINING CENTRE



# Course Schedule

**December 2024 to March 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	December	January	February	March
Customer Service Basics (3 sessions), SuperHost (1 day) & Cashier Training (1 day)	\$600	9:30 am – varies	Online & in-person at DIVERSEcity	3–5 (5–8 pm) & 6 & 13	6–8 (5–8 pm) & 9–10	24–28	17–21
Customer Service Basics (3 sessions) & SuperHost (1 day)	\$450	9:30 am – varies	Online & in-person at DIVERSEcity	3–5 (5–8 pm) & 6	6–8 (5–8 pm) & 9	24–27	17–20
Customer Service Basics (3 sessions) & Cashier Training (1 day)	\$400	9:30 am – 3:30 pm	Online & in-person at DIVERSEcity	3–5 (5–8 pm) & 13	6–8 (5–8 pm) & 10	24–26 & 28	17–19 & 21
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (8 sessions)	\$600	9:30 am – 12:30 pm	Online	N/A	14–17 & 21–24	11–14 & 18–21	11–14 & 18–21
Essential Computer Skills for the Workplace (Word, Excel & Powerpoint) (5 days)	\$600	9:30 am – 3:30 pm	Online	9–13 or 16–20	27–31	24–28	24–28
	\$630		In-person at North Delta Campus*	2–6	6–10 or 27–31	10–14	3–7 or 24–28
Microsoft Excel Essentials (2 days)	\$300	9:30 am – 3:30 pm	Online	11–12 or 18–19	29–30	26–27	26–27
			In-person at DIVERSEcity	4–5	8–9 or 29–30	12–13	5–6 or 26–27
Microsoft Excel Essentials (4 sessions)	\$300	9:30 am – 12:30 pm	Online	N/A	21–24	18–21	18–21
Introduction to Computer Skills (4 days)	\$450	9:30 am – 3:30 pm	Online	17–20	14–17	11–14	11–14
			In-person at North Delta Campus*	10–13	14–17	18–21	11–14
Financial Customer Service Basics (2 days)	\$450	9 am – 4 pm	Online	19–20	30–31	27–28	27–28
Essential Self-Employment Skills	\$600	9:30 am – 1 pm	In-person at DIVERSEcity	N/A	N/A	18–21 & 24–28	N/A
Introduction to Python Coding (3 days)	\$300	9:30 am – 3:30 pm	In-person at DIVERSEcity	N/A	28–30	N/A	N/A
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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**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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