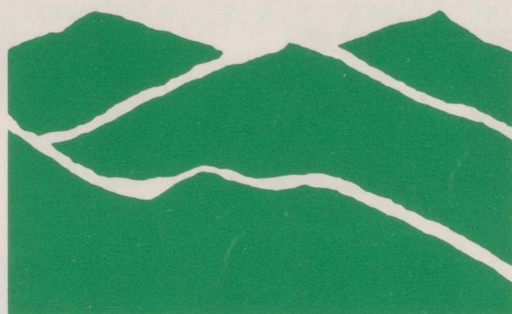# VANCOUVER COMMUNITY COLLEGE

TRAINING FOR BUSINESS

1990 - 1991

PROGRAMS, COURSES & SEMINARS

Learn how to maximize your training dollars by

TRAINING YOUR OWN TRAINERS

Design your own training programs
through V.C.C.'s
four cost effective training skills programs

How to Plan Great Training Programs (100152)

How to be a Great Trainer (100151)

How to Create Effective and Productive Groups (100153)

The Provincial Instructional Diploma Program

Each of these Programs can also be offered in-house.

VCC can assist you to determine your training needs.

Your business may be eligible for up to $50,000 in cost sharing
from the B.C. Government Training Investment Program
to train your staff to be instructors
and to assist you in developing an on-going training program
for your employees.

For further information contact
Glen Witter at **682-0725** or FAX us at **682-2857** for more information.

VANCOUVER COMMUNITY COLLEGE

COURSE LOCATIONS

Courses are available at the following locations.
One is sure to be near you.

Langara Campus: 100 West 49th Avenue
Registration and information: 324-5322
City Centre: 250 W. Pender Street
Registration and information: 682-5844
King Edward Campus: 1155 E. Broadway
Registration and information: 875-8200

VCC/CE Oakridge Computer Centre, North Tower: 320-650 West 41st Avenue
Registration and information: 682-5844.
O'Doul's Hotel, 1300 Robson Street
Registration and information: 875-8200

FOR DATES, TIMES, CLASS SIZE AND FEE INFORMATION:

On individual courses, please call the Information Number listed in the section heading above selected course listings.

To register by Fax: Use the form on page 43.

Business Training for Professionals Taught by Professionals

When you're serious about getting down to business, you can count on Vancouver Community College for help.

We specialize in business education. Thousands of people come to us each year for the kind of training that pays off. That's because we pay attention to the changing needs of business and industry and offer courses and programs specifically tailored to meet those needs.

This is our second *Training for Business* calendar and we've added several new programs and courses to help you get ahead and stay ahead. For those who want to get the most out of their computer network systems we've created the Local Area Network Administrator Program. And to keep pace with the increasing complexity of business administration, we've added the Office and Administrative Skills Certificate Program. You'll find other new courses and programs in this calendar that could offer just what you need to help your business grow and prosper.

We've designed the courses and programs in this calendar to serve you — whether you're just thinking about starting a business or would like to upgrade your skills within another business or organization. We can also help when it comes to upgrading the skills of your employees.

Most of the courses are taught by successful business professionals so that theoretical knowledge is backed up by hands-on experience. You'll learn from people who know the ropes.

Our programs are offered during the day, evening and on weekends so you're sure to find a course that will fit your busy schedule.

If you have special needs that aren't covered in this calendar, call us. We can also custom design programs to fit your specific requirements.

When you're looking for the very best in training, come to Vancouver Community College for the help you need.

EARN A CERTIFICATE

BUILDING MANAGER (RESIDENTIAL)
BUSINESS ADMINISTRATION
COMPUTER SKILLS FOR THE WORKPLACE
LOCAL AREA NETWORK ADMINISTRATOR
MANAGEMENT SKILLS FOR SUPERVISORS
OFFICE AND ADMINISTRATIVE SKILLS
PROPERTY MANAGEMENT
TELECOMMUNICATIONS MANAGEMENT

If you need training to get ahead in your job, to broaden your career path or blaze a new one, a Vancouver Community College - Continuing Education Certificate Program is designed specifically to meet your need.

Representatives of industry and the professions help plan these programs for adults who want to get a thorough background in a particular field, but who do not want to undertake a degree program.

Each Certificate Program must meet the following critieria:

1. An established, sanctioned curriculum with a logical grouping of courses.

2. A Program Advisory Committee composed of members with expertise in that field.

3. A Program based on an employer, outside agency, or industry standard.

4. A formal procedure for evaluation.

FUNDING SUBSIDIES

Funding subsidies are available for many of the courses listed in this calendar and are noted for each course that is eligible.
Contact your local **Canada Employment Centre** to determine your firm's eligibility for funding assistance.
Under the **Canadian Jobs Strategy** or **Skills Shortages Programs**, employers may be eligible for financial assistance in purchasing training and subsidizing employee wages.

Please Note: Information about the courses in this calendar is correct at the time of publication. However, Vancouver Community Colleges reserves the right to make changes during the year. For current information, please contact the appropriate division of the college for courses in which you may be interested.

Business Administration Certificate Program

CONTINUING EDUCATION

324-5322

This program offers you the opportunity to enhance your business talents through a broad range of options. Courses are taught by practising business professionals who bring first-hand experience and knowledge to the classroom. Learn a wide variety of skills and techniques designed to improve your effectiveness at work and increase your job potential. For registration and detailed course information and program guide call Program Assistant: Joanne Bydal, 324-5322.

Non-Certificate students may enroll in any course.

Certificate Requirements:

8 courses completed successfully in no more than 5 years, 15 terms, including 1 core course: Communications 1115 or 1118

Changes to Program for Winter 1990

Communications is the only mandatory course required for a Certificate in Business Administration.

Entry Requirements:

LPI (102055)

Language Proficiency Index Exam. This exam is mandatory for all students registering in Communications 1115 or 1118. The fee for this exam is non-refundable. The exam will be written once each semester. Call for information.

ACCOUNTING 1115 (102001)

Learn the application of the debit and credit process, prepare the books of original entry and prepare the financial statements which include the balance sheet and income statement. Learn methods of evaluating balance sheet items such as cash, accounts receivable, notes receivable, inventory, plant and equipment, and depreciation. Preparation for Accounting 2215.

ACCOUNTING 2215 (102002)

Increase your knowledge of financial accounting techniques through theoretical and practical experience. Topics include payroll, partnership and corporation accounting, intercorporate investments, statements of changes in financial position and analysis of financial statements. Preparation for Accounting 3321 and Accounting 3421. Prerequisite: Standing of "C" or higher for entry into Accounting 3321.

ACCOUNTING 3321 (102003)

Gain an in-depth knowledge of intermediate financial accounting with emphasis on the asset and liability components of a balance sheet. Topics include the foundations

No formal educational requirements are necessary except for Communications 1115 or 1118. Prerequisite for these two courses will be the successful completion of the LPI (Language Proficiency Index) Exam.

Scheduling:

The courses in the Business Administration Certificate Program are offered in the September (Fall); January (Winter) and April (Spring) terms.

Refund Policy: See Applicant Information, Withdrawals, Refunds and Course Cancellations in this flyer.

Note: To Accounting Students

There will be common midterm and final exams for Accounting 1115 and 2215.

Note: To All Students

Textbooks for each BAC class cost between $40 and $50 and are not included in the price of the course. It is advisable for first time students to register in one course only.

of financial accounting and reporting, the accounting model and information processing, review of financial statements, cash, temporary investments and receivables, inventories, property, plant and equipment, intangible assets and current liabilities. Prerequisite: Standing of "C" or higher in Accounting 2215.

ACCOUNTING 3421 (102004)

In this continuation of the intermediate level accounting, utilize all of your background in in-depth problem solving. Topics include formation of corporation, capital structure, long-term investments, changes in accounting methods, incomplete records, statements of changes in financial position, accounting for income taxes, pension costs, leases, and financial statement analysis.

BUSINESS ETHICS 1000 (102015)

Examines the basis of ethical business activity. Specifically, participants will review the fundamental criteria that make a business ethical. In addition, participants will learn how to develop and apply ethical standards in the context of the day-to-day reality of business. As well, participants will, upon completion, be able to create specific procedures and policies for their own business situation.

BUSINESS LAW 1115 (102006)

An introduction to Canadian business law including the law of contracts, negotiable instruments, partnerships, sales of goods, labour/management, insurance, banks and banking.

BUSINESS LAW 2215 (102014)

Focus on various legal aspects, including business organizations, creditor rights, real estate law, and consumer protection. This is the follow-up course to Business Law 1115. All students must have credit for 1115 in order to take 2215.

CANADIAN ORGANIZATIONAL PERSPECTIVES 1000 (102005)

Gain a broad perspective of the structure of a business enterprise operating within the Canadian economic and social environment. Students will focus on achieving accountability and the value-for-money concept in the public, private and voluntary sectors of our economy. A key task will be to develop a mission statement for an organization of their choice.

COMMUNICATIONS 1115 (102007)

Designed to improve interpersonal skills. Develop the skills of clear speaking and active listening in a variety of work-related situations. Activities and assignments will require you to work in small groups to solve problems, work in pairs to interview for employment, and work individually to speak to a group. Prerequisite: Successful completion of the LPI exam.

COMMUNICATIONS 1118 (102016)

This course is designed to prepare students to compose business correspondence. Training in writing skills, with emphasis on business writing in a career context. Writing projects include memos, letters, reports, resumes and employment correspondence. Pre-requisite: Successful completion of the LPI Exam.

COMPUTER APPLICATIONS IN BUSINESS 2000 (102008)

Learn how to effectively use computers to solve business problems. By using practical exercises you will learn how various computer applications; word processing, spreadsheets, database management and data

communications knowledge will improve the effectiveness of your office or business. A knowledge of typing is highly recommended for this course.

MANAGING FOR ORGANIZATIONAL EFFECTIVENESS 2000 (102010)

Gain an understanding of the requirements for achieving organizational effectiveness through performance. The processes of strategic management and planning will be applied to the managerial functions of organizing, planning, leading and controlling. Prerequisite for this course is Canadian Organizational Perspectives 1000.

MANAGING THROUGH PEOPLE 1000 (102011)

Learn to identify and understand the qualities of effective leadership and develop the skills necessary for successful supervision. Interpersonal skills, goal setting, motivational and problem-solving techniques, responding to changing needs and developing human resource potential will be explored.

SALES AND MARKETING 2000 (102012)

Learn the principles, techniques and practices involved in the marketing and sales functions of a business enterprise. The focus will be on market identification, product research, advertising and promotion, sales strategies, distribution planning, staffing and training. For those students who wish to increase their practical knowledge in the skills of market research, product design, packaging, advertising and media selection. Prerequisite for Advanced Marketing 3000.

ADVANCED MARKETING 3000 (102017)

A hands-on course following Sales and Marketing 2000. This course will focus on the skills required in marketing management; examples being, market research, the use of primary and secondary data, advertising and media selection. All students must have credit for Sales and Marketing 2000 or equivalent.

Leadership Skills for Business
CONTINUING EDUCATION
875-8200

The difference between success and failure is Leadership. This seven-course series is designed to provide you with the essential skills to succeed in an exceedingly competitive world. Each one-day course is practical and hands-on with time built-in to refine newly-acquired skills and techniques.

LEARNING TO LEAD (102843)

Leadership is more than providing direction. It is the ability to establish and manage a comfortable work climate in which people can be self-motivated and creative as the result of a shared vision. You are encouraged to attend, prepared for an interactive experience, including practical and theoretical components promoting the development and refinement of responsible leadership. Your focus will include: a contemporary view of leadership, leadership and creativity, setting standards and clarifying goals, leadership styles; performance discussions; and constructive criticism.

At the completion of this six-hour course participants will:

1) understand the theory of leadership and its practical workplace implications

2) know how to analyze and evaluate the effectiveness of their present approach to leadership and management

3) be able to develop a plan to improve their personal leadership abilities; and

4) be aware of strategies on the implementation of enhanced leadership techniques in their present work environment.

All materials, including handouts and lunch are provided.

SUPERVISION (102840)

The supervisory role is a necessary organizational function that calls for responsibility and competence. Most supervisors enter the role without preparation for the problems that occur in the complex relationships they must manage daily. Some supervisors find it difficult making the transition from peer/follower to accountable leader. This one-day survey of the supervisory role will illuminate the function of the supervisor in his or her organization through hands-on practice, lecture, and discussion. Topics include: the role of the supervisor; the supervisory cycle; and the stages of group development.

At the completion of this six-hour course, participants will:

1) understand the supervisor's role, responsibilities

2) know improved skills for managing the workplace environment

3) be able to identify behaviours that enhance efficiency and get the job done; and

4) have built improved awareness of group effectiveness.

All materials, including handouts and lunch are provided.

DELEGATION (102841)

In making the transition from non-supervisor to supervisor, knowledge of effective delegation theory and techniques is essential. This module defines supervision as "getting the job done through the active support of others." Understanding delegation as a tool of leadership is the focus of this one-day leadership primer. Come prepared for a hands-on approach, theory, and discussion as you explore the leader/follower relationship in organizations. Topics include leadership; aspects of delegation, factors affecting delegation, contracting for results, constructive criticism, and skills for resolving conflict.

At the completion of this six-hour course, participants will:

1) understand delegation as a tool of effective leadership

2) have sufficient skill to practise effective delegation techniques; and

3) have an awareness of the positive impact that effective delegation and contracting have on conflict areas in the workplace.

All materials, including handouts and lunch are provided.

EFFECTIVE COMMUNICATION (102838)

Effective communication is the key to success in business. Progressive employers know that effective communication is more than the process of speaking clearly. It is the transmission and reception of ideas, attitudes and feelings, verbally and non-verbally. This course is recommended for individuals whose results depend on the effective actions of others and who choose to interact in a more productive way. At the completion of this one-day course, participants should be able to analyze their co-workers' communication patterns, respond more effectively, and speak with clarity to enhance the accuracy and speed of workplace communication.

At the completion of this six-hour course, participants will:

1) understand the communication process in organizations

2) have improved awareness of key problems in organizational communication

3) understand the impact of perception on the communication process; and

4) have analyzed communication styles in organizations, to assist in more effectively getting the job done.

All materials, including handouts and lunch, are provided.

TEAM BUILDING (102844)

Building a team from a diverse group of employees is never easy. A key leadership role — team building, is essential in developing an environment in which open communication and a shared vision can, when combined, result in a startling increase in productivity. Your effectiveness as a leader will in fact be determined by your understanding and practise of good team dynamics. This one-day survey course will introduce you to the importance of team building, the characteristics of effective and ineffective teams, the process of team building, including timing, the manager's role, team building techniques and resolving team problems.

At the completion of this six-hour course, participants will:

1) know the characteristics of an effective team

2) have sufficient information to improve existing or develop new teams; and

3) be able to assess team effectiveness and know how to implement the six key steps to develop team cohesiveness.

All materials, including handouts and lunch are provided.

MANAGING CONFLICT AND CHANGE (102842)

The bottom line to the success of any people manager, supervisor, or leader is that individual's ability to keep communication channels open, manage change and the conflicts that result from change, as they occur. You are encouraged to attend this one-day conflict management session with a workplace conflict in mind. Through focusing on your issue and collaborating with others, you will explore effective conflict management strategies. Topics include: the nature of conflict; conflict styles; managing conflict — traditional and contemporary views; and the process of change.

At the completion of this six-hour course participants will:

1) be able to identify effective and ineffective conflict resolution strategies and behaviours

2) have sufficient knowledge to apply conflict resolution and analytical techniques to specific job-related situations; and

3) know how to assess their motivating beliefs and values in order to plan changes in behaviour in the workplace.

All materials, including handouts and lunch are provided.

TIME AND STRESS MANAGEMENT (102845)

Learn how to decrease your stress by gaining control of your time. During this intensive one-day course you will explore stress in your personal and professional life areas; assess your present use of time and energies; learn stress reduction strategies; explore workplace boundaries; identify ways to improve your ability and comfort in delegating tasks to others; discuss effective communication techniques; and enhance your goal-setting methods.

At the completion of this six-hour course participants will:

1) be able to decrease stress by gaining control of their time

2) know how to enhance efficiency, set limits, and reduce stress

3) have improved their delegating ability

4) understand goal-setting methods; and

5) have learned improved stress-reduction and relaxation techniques

All materials, including handouts and lunch are provided.

Course Instructors:

Lise Dixon, B.A., former Bank Manager and Training and Development Consultant for Royal Trust and Bank of Montreal; currently working with Vancouver and B.C. companies in course development and training.

Val Hunter, a consultant in Organizational Development, lectures throughout Western Canada using leading edge theory, creative learning techniques, and humour to assist participants to improve their communication and human relations skills.

For registration and invoicing: call Lynda Boothby at 875-8200.

Management Skills for Supervisors (Provincial Certificate Program)

CONTINUING EDUCATION
875-8200

Offered in cooperation with The Ministry of Advanced Education, Training and Technology and The British Columbia Business Council.

Program Goal:

To provide comprehensive realistic up-to-date supervisory management training in three parts:

Interpersonal Skills: Part I

Group Skills: Part II

Administrative Skills: Part III

Each Part I, II and III can be taken independently, or all three parts to be eligible for the Provincial Certificate.

INTERPERSONAL SKILLS: PART I (100101)

Objectives: Participants will be able to:

1. Demonstrate effective use of verbal and non-verbal communication skills

2. Conduct organized interviews

3. Implement decision-making methods in individual and group situations

4. Utilize appropriate assertiveness techniques

5. Create win/win decision-making one on one and in groups

GROUP SKILLS: PART II (100102)

Objectives: Participants will be able to:

1. Identify personal leadership style

2. Demonstrate appropriate and flexible leadership skills in sync with situational requirements

3. Identify motivators and demotivators within work groups

4. Develop and implement strategies to enhance a motivational climate

5. Display leadership and group participatory skills in meetings

6. Determine personal and organization stress factors

7. Implement stress reduction techniques

ADMINISTRATIVE SKILLS: PART III (100103)

Objectives: Participants will be able to:

1. Develop and implement performance management strategies

2. Demonstrate effective business writing skills

3. Develop and institute a goal setting/achievement plan

4. Manage time and priorities efficiently and effectively

Who Should Attend?

Management Skills for Supervisors has been designed for current and future managers and supervisors in any occupation in the private, public and non-profit sectors.

Format:

The program is a twelve-day participant-centered opportunity offered in three 4-day modules.

Training techniques utilize individual, small and large group experiences and lecturettes using the participants actual work experiences in groups of no more than 25 participants.

Certification:

Participants that complete all three parts, Interpersonal Skills, Group Skills and Administrative Skills qualify to receive the provincial certificate from the Ministry of Advanced Education, Training and Technology and endorsed by the Business Council of British Columbia.

Trainer:

Sherrilee Schaffer is a dynamic, energetic individual who is highly qualified in Human Resource Development. Her expertise helps participants bridge the gap of training to reality in transferring concepts to knowledge to actual skills that can be used in today's work environment.

Sherrilee is a graduate of the University of Ottawa and has studied at the University of Victoria, McMaster and University of British Columbia. Sherrilee currently works as a Management Consultant and Trainer in Vancouver.

For registration and invoicing call Lynda Boothby: 875-8200.

Schedule for September, 1990-April 1991

FALL 1990 Group A	WINTER 1991 Group B	SPRING 1991 Group C
Part I: Oct 2-5, Interpersonal Skills	Part I: Feb 5-8, Interpersonal Skills	Part I: Apr 9-12, Interpersonal Skills
Part II: Oct 30/31, Nov 1/2, Group Skills	Part II: Feb 26-28, Mar 1, Group Skills	Part II: Apr 30, May 1/2/3, Group Skills
Part III: Nov 27-30, Administrative Skills	Part III: Mar 19-22, Administrative Skills	Part III: May 28-31, Administrative Skills
All sessions Group A, 08:30-16:30 — O'Doul's Hotel, 1300 Robson Street	All sessions Group B, 08:30-16:30 — O'Doul's Hotel, 1300 Robson Street	All sessions Group C, 08:30-16:30 — O'Doul's Hotel, 1300 Robson Street

Office and Administrative Skills Certificate Program

CONTINUING EDUCATION   682-5844

The Office Administration Certificate Program has been designed for those who are in a clerical or administrative role, and for those who are new or returning to the workplace. The courses will focus on technology in the office, communication skills both written and verbal, organization concepts and practices, traditional and electronic information as well as records management. Students graduating from this program will be able to function effectively as Administrative Support Staff in the changing office environment.

For information call Program Coordinator, Anne Tollstam at 682-5844.

For registration call 682-5844.

Non-certificate students may enrol in any course.

Certificate Requirements:

Students must complete the following core courses and electives within 4 years.

Core Courses:

Typing Business Correspondence and Documents 1000 (104501)

Administrative Procedures: Level I 1115 (104502)

Administrative Procedures: Level II 1215 (104503)

Communications 1118 (102016)

FALL TERM 1990

TYPING BUSINESS CORRESPONDENCE AND DOCUMENTS 1000 (104501)

Learn how to turn ordinary text into business documents. Topics will include typing business documents, memoranda, tables, various styles of business correspondence incorporating special features, minutes, reports and various business forms. Prerequisite 20 wpm or completion of either Keyboarding or Speed Building Course. (Textbook to be purchased at City Centre Bookstore prior to first session.)

ADMINISTRATIVE PROCEDURES: LEVEL I 1115 (104502)

This course is designed to provide the student with the skills and knowledge necessary to meet the challenges of today's rapidly changing automated integrated office. Topics will include organization and people, productivity, time management and automated workstation environments.

ADMINISTRATIVE PROCEDURES: LEVEL II 1215 (104503)

Continuation of the Administrative Procedures - Level I. Focus will be on filing systems and how modern technology has changed the way documents are filed. The section on records management will define the necessity for a

Computer Applications in Business 2000 (102008)

Advanced WordPerfect 1210 (100520)

Management Practices 1315 (104507)

Elective Courses:

Either:

Communications 1115 (102007)

Or Both:

Desktop Publishing 1800 (100516)

Accounting for the Non-Accountant 1415 (104510)

Entry Requirements:

Participants must have completed Grade 12, keyboarding speed of 20 words per minute or completion of either Typing-Keyboarding or Speed Building Courses.

LANGUAGE PROFICIENCY INDEX EXAM - LPI (102055)

This exam is mandatory for all students wanting to register in the Communication Courses 1115 or 1118. The exam will be written once each semester. Call for information.

Advisory Committee:

The program is subject to an ongoing review through the counsel of a select committee of Office Administration Support Professionals and those in related fields.

systematic approach to managing the information resources of a company. Traditional and electronic information resources such as videotext will be covered.

MANAGEMENT PRACTICES 1315 (104507)

This course will give you an understanding of the organization and how it functions. Topics covered will be decision-making, leadership skills, the motivation process, techniques for managing change and conflict and characteristics for success, as seen from a manager's perspective. Textbook to be purchased at CC Bookstore prior to first class.

COMMUNICATIONS 1118 (102016)

This course is designed to prepare students to compose business correspondence. Training in writing skills, with emphasis on business writing in a career context. Writing projects include memos, letters, reports, resumes and employment correspondence. Prerequisite: Successful completion of the LPI Exam. Please call 324-5322 to register. $170

COMPUTER APPLICATIONS IN BUSINESS 2000 (102008)

Learn how to effectively use computers to solve business

problems. By using practical exercises you will learn how various computer applications; word processing, spreadsheets, database management and data communications knowledge will improve the effectiveness of your office or business. A knowledge of typing is recommended for this course.

CSW4B: ADVANCED WORDPERFECT 1210 (100520)

This course is designed for those who already have some basic knowledge of WordPerfect and wish to learn more. The advanced features will cover math columns, indexing, statistical typing, macros, long document preparation and much more. Prerequisite: Computer Applications in Business 2000.

COMMUNICATIONS 1115 (102007)

Designed to improve interpersonal skills. Develop the skills of clear speaking and active listening in a variety of work-related situations. Activities and assignments will require you to work in small groups to solve problems, work in pairs to interview for employment, and work individually to speak to a group. Prerequisite: Successful completion of

the LPI Exam. Please call 324-5322 to register.

CSW10: DESKTOP PUBLISHING AND GRAPHIC DESIGN WITH PAGEMAKER 3.0 1800 (100516)

Teaches the participant how to use a microcomputer with desktop publishing software to design and produce a newsletter, brochure, and a catalog. Typography, graphic design, and page layout principles will be covered. Learn how to produce attractive printed products with this flexible and creative software package. Prerequisite: Computer Applications in Business 2000.

ACCOUNTING FOR THE NON-ACCOUNTANT 1415 (104510)

Take the mystery out of accounting. This course is designed for the Administrative Support Person who does not require detailed bookkeeping knowledge, but wants an overview of the subject. You will learn by practical examples and gain an understanding of the various types of transactions, budgets and terminology. Day to day accounting work will be reviewed from expense reports to accounts payable invoices. Computerized and manual accounting systems will be explained.

Office and Administrative Skills Non-Certificate Courses

CONTINUING EDUCATION   682-5844

TYPING/KEYBOARDING

KEYBOARDING FOR COMPUTER (104206)

This course is designed for people who want to learn how to keyboard at a minimum keyboarding speed of 25 words per minute with zero errors using the touch method. Using the "Keyboarding for the Information Processor" software and textbook, the student will complete 24 lessons in which the alphabetic keyboard, the numeric keyboard, and the symbolic keyboard are presented. Keyboarding skills are based first on the development of good techniques. Emphasis is then placed on building speed. The text used will be "Keyboarding for the Information Processor," Sharon Burton and Ralph Holloway.

TYPING BUSINESS CORRESPONDENCE AND DOCUMENTS 1000 (104501)

See Office Administration Certificate Section for details on this course.

TYPING: KEYBOARDING FOR BEGINNERS (104404)

Learn to touch type the alpha numeric keyboard on an electronic typewriter. Recommended for those who want to use a computer terminal or typewriter for business or personal use. Theory such as tabulating, centering and

letters will not be taught. Therefore more emphasis is placed on typing and keyboard skills. Access to a typewriter/keyboard between class time would be helpful. Please bring your own paper. (Textbook to be purchased at CC Bookstore prior to first session.)

TYPING: SPEED BUILDING (104402)

Designed to help all levels of typists, including word processing operators, develop speed. Course devoted to intense typing drills and timings. Time will be allotted to cover questions about any typing format. Please bring your own typing paper. Textbook provided in class.

FORMATTING BUSINESS LETTERS (104403)

Brush up your skills. Join us in this three-hour workshop and learn how to set up professional style letters by reviewing current up-to-date styles, punctuation patterns and proper margin settings. You will type letters on the electronic typewriter. Please bring your own paper.

ADMINISTRATIVE PROCEDURES: LEVEL I 1115 (104502)

See Office Administration Certificate Section for details on this course.

ADMINISTRATIVE PROCEDURES: LEVEL II 1215 (104503)

See Office Administration Certificate Section for details on this course.

MANAGEMENT PRACTICES 1315 (104507)

See Office Administration Certificate Section for details on this course.

ACCOUNTING/BOOKKEEPING

INTRODUCTION TO PAYROLL (MANUAL AND COMPUTERIZED) (104409)

For small business owners and personnel who wish to learn how the current income tax rules affect payroll preparation. Learn how to prepare hourly and salaried payroll. In addition, this course will cover payroll law, payroll deductions, record maintenance, T4 preparation and government reports. Students will learn both manual and computerized payroll preparations.

INTRODUCTION TO BOOKKEEPING (104410)

This introductory course will cover the preparation of books of original entry and posting of journals to the general ledger, as well as simple reconciliations of certain balance sheet accounts. Students will record the business transactions for a complete accounting cycle, including the preparation of simple financial statements.

ACCOUNTING FOR THE NON-ACCOUNTANT 1415 (104510)

Take the mystery out of accounting. This course is designed for the Administrative Support Person who does not require detailed bookkeeping knowledge, but wants an overview of the subject. You will learn by practical examples and gain an understanding of the various types of transactions, budgets and terminology. Day to day accounting work will be reviewed from expense reports to accounts payable invoices. Computerized and manual accounting systems will be explained.

COMMUNICATION/INTERPERSONAL SKILLS

BECOMING A SUCCESSFUL SUPERVISOR (100202)

Intended for persons who are or are about to become new supervisors. Review of essential skills to deal with this new position and discuss the role of a supervisor, how to delegate, leadership skills, effective people skills and problem-solving techniques. Please bring a lunch.

DEALING WITH PEOPLE AND TIME (100203)

For those who deal with other people and who must also deal with time restrictions. Focus on being organized and utilizing your capabilities in your career. Topics include communicating effectively, making the most efficient use of your time, handling interruptions, dealing with clients and/or customers. Please bring a lunch.

JOB SEARCH TECHNIQUES — FOCUSING ON THE HIDDEN JOB MARKET (104416)

Don't lock yourself into a clerical position with little chance for advancement. This workshop will provide you with the confidence and tools that are essential to find the employment that you are trained for. You will learn the many facets of networking — how to pursue hidden job markets, successful interviewing techniques and professional resume preparation with the appropriate covering letters. If you currently have a resume that needs improving, please bring it.

COMMUNICATION SKILLS (104423)

This workshop provides an introduction to communication skills that allow us to become more effective on the job. Goals for the day include enhancing communication skills by gaining an understanding of listening skills, body language, assertiveness, conflict resolutions and group dynamics.

MEDICAL

MEDICAL TERMINOLOGY I (104417)

This program approaches the medical language through the study of word parts, prefixes, stems and suffixes. The students will review case histories and be introduced to symptomatic, diagnostic and surgical terms with the appropriate abbreviations. This course is the first half of a two part course designed for people currently working, or who would like to work or study in related medical technology. (Textbook to be purchased from Langara bookstore.)

MEDICAL TERMINOLOGY II (104420)

This course is the second half of a two-part program. Prerequisite is Medical Terminology I or a comparable certificate which must be approved by the instructor. The textbook used in Medical Terminology I will be used again in this course. Those who do not have the textbook, may purchase it at the Langara Bookstore.

MEDICAL OFFICE PROCEDURES (104424)

Learn the skill involved in managing a medical office, maintaining doctors' records, scheduling appointments, handling medical and legal forms, making referrals and assisting with basic medical office lab procedures. Medical Office Assistant handbook to be purchased from Langara Bookstore.

SHORTERHAND BEGINNERS (104421)

Learn the basic theory of Shorterhand Pitman. Ideal for office and personal use. This course will cover theory, vocabulary and work towards some speed development. Textbooks to be purchased at the CC Bookstore prior to the first session. Please bring a shorthand note pad and HB pencil to the class.

SHORTHAND SKILL AND SPEED BUILDING (104418)

Increase your shorthand speed and transcription techniques using your present shorthand method. Although this course is suitable to all shorthand or speedwriting users, extra instruction will be given for Pitman Shorterhand phrases and short forms. Please bring a shorthand note pad and HB pencil to the class.

For registration: call 682-5844 or 324-5322.

For detailed program outline, contact Anne Tollstam at: 682-5844.

BUSINESS ENGLISH SKILLS

Polish your Business English! The following four workshops are offered on four Saturdays. Enrol individually at the regular price or register for all four courses for a savings.

ALL FOUR COURSES (104419)

Grammar Review for Productive Business Writing
Building a Powerful Vocabulary
Writing Dynamic Business Letters
Effective Memo and Report Writing

GRAMMAR REVIEW FOR PRODUCTIVE BUSINESS WRITING (104407)

Review points of grammar, punctuation, capitalization and spelling. Bring your own questions and concerns to share in this workshop.

BUILDING A POWERFUL VOCABULARY (104411)

No other undertaking can boost your performance as quickly and surely as increasing your vocabulary. This seminar will outline a system of on-going study and give a large number of new words and meanings. Please bring a dictionary.

WRITING DYNAMIC BUSINESS LETTERS (104406)

Learn to use a more effective business vocabulary and writing style. Learn strategies of writing a variety of letters (self-marketing, request letters, refusal letters, sales letters, thank-you letters, etc.). Some feedback will be given, but this seminar is mainly aimed at giving data on the most up-to-date ways of expressing business communications aimed at getting maximum results.

EFFECTIVE MEMO AND REPORT WRITING (104414)

Learn the standard formats for memoranda and reports, and review the modern and powerful language of business writing to get results.

Introductory Legal Secretarial Program

CONTINUING EDUCATION

682-5844

This six-course program will introduce you to basic concepts and legal office routines. Gain an understanding of the value of discretion and confidentiality in the legal field and familiarity with basic legal forms and procedures in respect to the five major areas of law.

The Introduction to Legal Office Procedures and Legal Ethics is the first of six (6) courses and will be offered for three (3) hours. All other courses are nine (9) hours in duration. Enrol individually or register for the package of six (6) courses for a savings.

INTRODUCTION TO LEGAL OFFICE PROCEDURES AND LEGAL ETHICS (104426)

This three-hour session is designed to introduce basic legal office skills and routines and discuss the five courses comprising the program.

CIVIL LITIGATION (104427)

Discusses the levels of Court in British Columbia and takes you step-by-step through the procedures of a civil case from Writ of Summons to trial, judgement and execution.

CORPORATE (104428)

Outlines the steps to incorporate a British Columbia company plus annual reports and filings, keeping of minute books and extra-provincial registrations.

ALL SIX COURSES (104425) $300

Introduction to Legal Office Procedures and Legal Ethics
Civil Litigation
Corporate
Matrimonial
Wills and Estates
Conveyancing

MATRIMONIAL (104429)

Discuss the "Family" court system in British Columbia and the various procedures and forms used in matrimonial law. Focus will be on Divorce Act Application and Family Relations Act proceedings.

WILLS AND ESTATES (104430)

Review the importance of having a will. Take client instructions and set up simple wills. This session guides you through the necessary steps and legal forms leading to Grant of Letters Probate and Letters of Administration.

CONVEYANCING (104431)

Leads you through a typical land transaction including an overview of conveyancing responsibilities, mortgages, clearing title, forms, closing transfer and completing your file.

Building Manager Residential Certificate Program

CONTINUING EDUCATION

682-5844

This program is designed for persons who are currently resident managers/caretakers and wish to improve their skills as a manager/caretaker in an apartment building or other multi-family complex. Graduates will be trained in basic landlord-tenant law as it applies in British Columbia; in basic building maintenance, fire safety and security matters; and about relevant office forms and record keeping.

Rental property owners and buyers who wish to learn more about the day to day management of their property investment will find these courses to be of enormous practical value.

Non-certificate students may enrol in any courses.

For information call Brian Pink at 682-5844. For registration call 682-5844.

Entry Requirements:
Completion of grade 12 is not necessary, but students must possess reasonably good oral, reading and writing skills. Good manual dexterity is highly preferred.

Certificate Requirements:
The Certificate Program consists of four courses: Law

Courses:

LAW AND TENANT RELATIONS (109001)

Learn to manage residential tenancies through a study of landlord-tenant law, proper record keeping and practical guidelines for dealing with tenants. Students will examine screening steps, tenancy contracts, handling evictions, dispute resolution, landlord/tenant rights, condominium law and the Residential Tenancy Act.

BUILDING MAINTENANCE AND COST CONTROL (109002)

An introductory course in the maintenance of apartment buildings and other multi-family properties. Learn how to maintain your building and control costs through preventative maintenance, pest control measures, basic appliance repair, fire safety, building security and simple analysis of heating, plumbing and electrical systems. Classes shall include field trips and hands-on demonstrations using a variety of appliances and other equipment.

BUILDING SERVICE MANAGEMENT (250404)

Intended for building supervisors and others who wish to advance in the building service field. This course will explore basic supervisory and building management skills including purchasing, budgeting, inventory control, scheduling and motivation of staff. Floor types and the care of powered equipment will also be covered.

and Tenant Relations, Building Maintenance and Cost Control, Building Service Management and Building Service Worker-Level 1. These courses may be completed in any order. Program students must pass the exam for each course in order to qualify for the Program Certificate.

Individual seminars on various landlording issues are also offered for the benefit of residential building managers and rental property owners. These seminars do not carry credit towards the Program Certificate.

Evaluation:
Program students shall be evaluated on the basis of assignments, tests and a final exam. Upon successful completion of all required courses, the student may apply for a College Certificate.

Advisory Committee:
The Program is subject to on-going review through the counsel of a select committee of property management professionals, building owners and those in related fields.

BUILDING SERVICE WORKER-LEVEL 1 (109008)

Learn general cleaning and floor maintenance. A theoretical course in preparation for the hands-on program. Explore types of soils, sweeping methods and equipment, types of cleaners, germicides and disinfectants, washroom and window cleaning, floor machines and servicing specialty areas.

Seminars: Managing Your Rental Property

MANAGING RESIDENTIAL TENANCIES (109009)

For owners of rental houses, single suites and small apartment buildings. Learn tenant screening techniques, handling evictions, dispute resolution, good tenant relations and the Residential Tenancy Act.

FRIDGE AND STOVE REPAIR (109006)

Learn the basic operation and repair of household fridges and stoves. Students will learn to identify common problems and how to perform basic repairs. Use of voltage and OHM meters included. This workshop will be held at 776 Kingsway, Vancouver. Students must pre-register through Continuing Education. There will be no registration at the course site.

WHMIS-WORKPLACE HAZARDOUS MATERIALS INFO SYSTEM (109010)

This course is intended to provide the necessary information for building managers and other building service personnel to understand government regulations regarding hazardous materials. All building service personnel who handle hazardous materials (chemicals, toxic cleansers, etc.) should enroll in this course.

Building Service Worker

CONTINUING EDUCATION

682-5844

BUILDING SERVICE WORKER: LEVEL I (109008)

Learn general cleaning and floor maintenance. A theoretical course in preparation for the hands-on program. Explore types of soils, sweeping methods and equipment, types of cleaners, germicides and disinfectants, washroom and window cleaning, floor machines and servicing specialty areas.

Note:

Students who would like hands-on training in general cleaning and the use of powered equipment should contact the Counselling Department at CC (681-8111) and enquire about the FULL-TIME Building Service Worker Program.

BUILDING SERVICE MANAGEMENT (250404)

Intended for building supervisors and others who wish to advance in the building service field, this course will explore basic supervisory and building management skills including purchasing, budgeting, inventory control, scheduling and motivation of staff. Floor types and the care of powered equipment will also be covered.

BUILDING MAINTENANCE AND COST CONTROL (109002)

An introductory course in the maintenance of apartment buildings and other multi-family properties. Learn how to maintain your building and control costs through preventative maintenance, pest control measures, basic appliance repair, fire safety, building security and simple analysis of heating, plumbing and electrical systems. Classes shall include field trips and hands-on demonstrations using a variety of appliances and other equipment.

WHMIS: WORKPLACE HAZARDOUS MATERIALS INFO SYSTEM (109010)

This course is intended to provide the necessary information for building managers and other building service personnel to understand government regulations regarding hazardous materials. All building service personnel who handle hazardous materials (chemicals, toxic cleansers, etc.) should enroll in this course.

SWIMMING POOL SANITATION (109011)

A basic course in swimming pool sanitation information and procedures. Students will attend a 3-hour lecture in the morning, followed by a 1.5-hour session at a pool site. Topics covered include: pool water chemistry, testing, sanitation, filter maintenance and general accident prevention.

SWIMMING POOL SANITATION (109011)

A basic course in swimming pool sanitation information and procedures. Students will attend a 3-hour lecture in the morning, followed by a 1.5-hour session at a pool site. Topics covered include: pool water chemistry, testing, sanitation, filter maintenance and general accident prevention.

Property Management Certificate Program

CONTINUING EDUCATION

324-5322

Property Management is a comprehensive training program designed to provide participants with the concepts, techniques, knowledge and skills necessary to perform as a Professional Property Manager. This program is officially recognized by PAMA; the Association of Professional Residential Property Managers. Participants who successfully complete this program may be eligible to receive a designation from PAMA.

For information call Program Coordinator, Chuck Dunn at 324-5511.

For registration call 324-5322.

Non-Certificate students may enrol in any course without meeting certificate requirements except Appraisal 1118, Part 2; Property Management 2415 and 3415; and Real Estate Marketing 1420.~

Certificate Requirements:

Students must complete the following 12 courses in no more than 6 years:

Property Management 1415
Property Management 2415
Property Management 3415
Real Estate Law 1325
Real Estate Appraisal 1118 Part 1
Real Estate Appraisal 1118 Part 2

FALL TERM 1990

PROPERTY MANAGEMENT 1415 (109101)

Learn the principles and practices involved in the field of Property Management. This introductory course will focus on Rental Management and Condominium Management as two components of an emerging profession where today's property managers must have the knowledge, communication skills and technical expertise to generate the greatest possible net income for the owners of investment properties. Specific rental topics include: Property Types; Residential Tenancy Act and Regulations; Insurance: Physical Maintenance; Financial Communication and Public Relations Skills. Condominium topics include: Types of Condominiums, Management Techniques; Fiscal Procedures: Property Maintenance; Insurance and Managing People.

PROPERTY MANAGEMENT 2415 (109102)

An intensive course pertaining to the management of commercial and industrial properties. The course will cover leases, merchandising, management agreements, insurance, security, operating budgets and other important aspects of

Micro Economics 222
Macro Economics 221
Computer Applications in Business 2000
Real Estate Marketing 1420
Accounting 1115
Communications 1118~

Entry Requirements:

Participants must have completed Grade 12 and be proficient in English. For Communications 1118, the prerequisite is the successful completion of the LPI (Language Proficiency Index) Exam. Call for information.

Transfer Credit:

Transfer credit for previously completed courses will be considered for Accounting 1115, Communications 1115, Micro Economics 222 and Macro Economics 221 where students have received a grade higher than 65%.

Economics 221 and 222 (Micro and Macro) must be taken through one of the community colleges as they are university credit courses. They are offered at VCC in the evening. Phone 324-5511 for further details on times and days.~

Advisory Committee:

The program is subject to an ongoing review through the counsel of a select committee of property management professionals and those in related fields.

managing Commercial and Industrial Type Properties. Prerequisite: successful completion of Property Management 1415.

PROPERTY MANAGEMENT 3415 (109103)

An indepth course that discusses the management of shopping centres. Topics will include: shopping centre location, tenant mix, leases, insurance, promotion and advertising, security, budgets, problems with retailers, future trends. Prerequisite is the successful completion of Property Management 1415 and 2415.

REAL ESTATE MARKETING 1420 (109109)

This course will focus on the Real Estate Act and code of ethics, mortgage law and financing, and other topics related to the sale and management of real estate. NOTE: 1) Successful completion of this course and the other eleven (11) courses in the Certificate Program will allow the student to challenge the salesman's prelicensing examination to obtain a real estate sales license. 2) Prerequisite for this course is a pass grade in Appraisal 1118, Part 1 and 2, Property Management 1415, Real Estate Law 1325.

REAL ESTATE LAW: 1325 (109104)

A concentrated course in the fundamentals of law relating to real estate in British Columbia. The course will include an examination of contract law, interests in land, the Land Title system, landlord and tenant relations, mortgages, expropriations, condominiums and tort law as it relates to real estate.

REAL ESTATE APPRAISAL 118: PART 1 (109105)

Introduction to the basic principles of real estate appraising. This course will focus on the nature of value, the reasons for appraisals and the appraisal process itself. Also, residential building construction will be discussed. Both Parts 1 and 2 meet the requirements for the Appraisal Institute of Canada Course Appraisal 101.

ACCOUNTING 1115 (102001)

Learn the application of the debit and credit process, prepare the books of original entry and prepare the financial statements which include the balance sheet and income statement. Learn methods of evaluating balance sheet items such as cash, accounts receivable, notes receivable, inventory, plant and equipment, and depreciation. Preparation for Accounting 2215.

Note: To Accounting Students

There will be common midterm and final exams for Accounting 1115 and 2215.

COMPUTER APPLICATIONS IN BUSINESS 2000 (102008)

Learn how to effectively use computers to solve business problems. By using practical exercises you will learn how various computer applications; word processing, spreadsheets, database management and data communications knowledge will improve the effectiveness of your office or business. A knowledge of typing is highly recommended for this course.

LPI (102055)

Language Proficiency Index Exam. This exam is mandatory for all students registering in Communications 1115 or 1118. The fee for this exam is non-refundable. The exam will be written once each semester. Call for information.

COMMUNICATIONS 1118 (102016)

This course is designed to prepare students to compose business correspondence. Training in writing skills, with emphasis on business writing in a career context. Writing projects include memos, letters, reports, resumes and employment correspondence. Pre-requisite: Successful completion of the LPI Exam.

Computer Courses

CONTINUING EDUCATION

682-5844

Vancouver Community College offers computer courses in four areas:
1. Introduction to Computer Courses,
2. Computer Applications: Word Processing, Database Management, Spreadsheets/Graphs, Accounting, and Desktop Publishing,
3. Computer Programming, and
4. Computer Operations.

These courses are offered at two different locations: Langara Campus and the VCC Microcomputer Lab in the Oakridge Centre.

At the VCC Oakridge Computer Lab you will learn to operate state-of-the-art computers with the most advanced software available.

The computers are all AT's having 80286 CPU's and a minimum of one megabyte of memory. Every student will have a personal workstation and classes will be limited to six or twelve to allow more personal contact with the instructor.

Laser printers have been included for the benefit of desktop publishing classes.

Course Locations:
VCC Langara Campus: 100 West 49th Avenue
Registration and information: 324-5322
Oakridge Centre North Tower: 320-650 West 41st Avenue
Registration and information: 682-5844

Class Sizes and Information:
For information on individual courses, please call the information number listed for the centre where the course is held.

VCC Langara classes have a maximum of 20 students. Classes at the Oakridge Microcomputer Lab permit a maximum of 6 or 12 students.

INTRODUCTION TO COMPUTERS

INTRODUCTION TO MICROCOMPUTERS (100605)

An introductory course for individuals with no previous microcomputer experience. This course explains fundamental hardware, software and microcomputer operations. Hands-on training involves work with the DOS operating system to manage disks and files (involves some hard disk management). Also included are brief overviews of word processing, spreadsheets and databases.

INTRODUCTION TO DOS (100903)

Learn how to operate any model of the IBM PC or compatible computer. Exercises will show you the purpose of DOS, how to use the keyboard, load DOS, format diskettes and manage files. Hard disk management concepts include creating and using sub-directories efficiently and backing-up

Note: Basic keyboarding skills are recommended for most computer courses. We also recommend Basic Instruction in DOS for all students without previous computer experience. Computer Accounting students must have a basic knowledge of accounting principles.

COMPUTER COUNSELLING GUIDE

What do you wish to learn?
A. An Introduction to Microcomputers
The student has several choices:
Introduction to Microcomputers: Oak
DOS Introduction: Oak/Lan
CSW1: Introduction to Computing Concepts (100501) — Lan.
B. How to Operate a Specific Software Program
Courses are listed according to the application area (eg. accounting, word processing, etc.) Check to see at which campus/centre the course you want is held. Please pay particular attention to prerequisites required.
C. Desktop Publishing and Programming
Courses available are listed under these headings.
D. Certificate Program in Microcomputers
See Computer Skills for the Workplace (CSW) Certificate Program for details.
Counselling:
Oak: Pat Austin/Mishele Mathern (261-2806)
Lan: Bob Andersen (324-5253)
Does our schedule suit your needs?
If you have training requirements which are not met by our printed schedule, please call 261-2806 to enquire about alternative scheduling. We'll do our best.

data. Setting your computer environment automatically is introduced. No previous experience with computers is necessary.

INTERMEDIATE DOS (100912)

A further course for DOS users which explores the full powers of DOS. Topics include: redirection of input and output, finding data in files, sorting files, advanced use of the config.sys and autoexec.bat files, effective use of directories and disk drives, and partitioning and assigning drives. Building a complete menu system and setting up a RAM disk will be covered. Advanced file management is also covered, including changing file attributes to protect data, recovering lost data, and more.

COMPUTER APPLICATIONS

Word Processing

INTRODUCTION TO WORDPERFECT (100710)

Learn fundamental WordPerfect commands for creating and editing documents; moving around, saving, retrieving and printing documents; blocks formatting and moving/copying text. Emphasis is placed on WordPerfect's use of codes. This course is suitable for students with all versions. (At Langara, mail/merge and labels are also covered.)

INTERMEDIATE WORDPERFECT (100735)

Now that you have mastered the WordPerfect basics, learn how to do text and math columns, assorted merges and sorts, transfer text between documents, use the spell checker and thesaurus, and more. Experience with WordPerfect is essential. This course is suitable for students with all versions.

ADVANCED WORDPERFECT: DESKTOP PUBLISHING (100747)

This course covers the creation of tables of contents, indexes, macros and style sheets. Also discussed is the use of WordPerfect 5.0 as a desktop publisher including lines and boxes, and incorporating graphic images within a document. Experience with WordPerfect is essential. Suitable for students with versions 5.0 and 5.1.

WORDPERFECT FOR POWER USERS: MACRO PROGRAMMING (100788)

Beyond advanced, this course focuses on the in-depth aspects of macro programming, including the creation of menu-driven applications using WordPerfect 5.0 and 5.1. This course is suitable for those who have extensive WordPerfect experience.

INTRODUCTION TO MS-WORD (100778)

Learn fundamental MS-WORD commands for creating and editing documents including: selecting commands from the command bar, deleting, inserting, moving and copying text, formatting, setting tabs and margins, searching/replacing text, printing, file management and using windows. Suitable for students with all versions of MS-WORD.

INTERMEDIATE MS-WORD (100779)

Intermediate MS-WORD topics include: using the thesaurus and spell checker, creating and using glossaries,

style sheets and running heads, as well as creating and reorganizing tables, handling newspaper columns and side-by-side paragraphs, and basic merges. Suitable for students with all versions of MS-WORD.

ADVANCED MS-WORD (100780)

This course covers tables of contents, indexes, creating and running macros, inserting graphics into documents and adding paragraph borders (including shading boxes). Also included is: sorting paragraphs, lists, tables and data documents, as well as learning advanced merging commands. Experience with WORD is essential. Suitable for students with all versions of MS-WORD.

INTRODUCTION TO WORD FOR WINDOWS (100796)

Explore many of the exciting new features of this WYSIWYG word processor. Introductory topics include: creating and editing documents; using the mouse to access commands; deleting, inserting, moving and copying text; formatting, setting tabs and margins, searching/replacing text, printing, file management, and using multiple document windows.

INTRODUCTION TO MS-WORKS 2.0 (100790)

MS-WORKS is an integrated collection of four software tools. Learn the basics of WORD PROCESSING (including creating, editing, formatting, printing, and saving documents); SPREADSHEETS (entering numbers, labels and formulas; relative, absolute and mixed references; and printing worksheets). Also covered are fundamentals of DATABASE creation, maintenance and basic information enquiries. Sharing data between environments is also discussed.

INTERMEDIATE MS-WORKS (100794)

Intermediate MS-WORKS includes further WORD PROCESSING commands (such as using the thesaurus, spell checker, inserting automatic page numbers- including running heads, creating and reorganizing tables, handling newspaper columns and side-by-side paragraphs and basic merges). Additional SPREADSHEET commands include using special functions to sort and analyze worksheet data; as well as creating and printing graphs. Also covered are advanced DATABASE commands.

Additional courses in any computer field can be added if demand is sufficient. Custom training can also be arranged. Please call 261-2806

ADVANCED TECHNICAL TRAINING

PART-TIME PROGRAMS

B.C. COMMERCIAL VEHICLE INSPECTION PROGRAM (CVIP)

Attention all Certified Automotive, Diesel & Trailer Mechanics!

If you hold a current T.Q. in one of these specialities, you can become an authorized COMMERCIAL VEHICLE INSPECTOR! Our 30-hour course leads to the writing of the B.C. Inspectors Examination. Conducted on two weekday evenings per week, for five weeks, this course covers procedures, documentation, and component checks relevant to the CVIP, and ends with the qualifying examination.

Compact and convenient, this course could give your career a new dimension.

Enrolment is limited, so phone now for registration details: 875-8202.

Courses start : April 24, May 29, July 3

G.M. IGNITION SYSTEMS

This course starts with a review of the H.E.I. ignition system. The pick-up coin, the different Hall Effect triggers, the ignition modules used, the relationship, and wiring to and from the E.C.M. The Type I, Type II, DIS, and IDI Ignition Systems used are covered in detail. The diagnostic procedures for each of the systems and the scanner relationship are also included.

Course duration is 8 hours.

DIAGNOSTIC SCANNERS

If you use a MPSI Pro-Link 9000, the OTC 2000, the Tech One, or ?, this course is a must for GM. TBI and PFI application.

The course theory is 50%, with the 50% practical application on our T.B.I. mock up and late model GM vehicles. We have a special wiring harness which allows us to plug up to seven (7) scanners into our mock up at the same time for more hands-on-training. Course material includes the information on the ALDL connector and related circuits, VIN application and the differences in the Engine—Computer management systems.

A computer scan sheet is used in the shop and on the road by our students to organize the "SCAN DATA" information and to help with vehicle driveability performance. Blank scan sheets are supplied to the student for their use after the course is completed.

Course duration is 12 hours.

ANTI-LOCK BRAKES

This course incudes the theory of operation, and Computer and Electrical circuit diagnostic routines on the GM Teves system on late model G.M. cars.

This course also includes the theory of operation, computer and electrical circuit diagnostic routines on the GM pick-up truck RWAL systems.

Course duration is 8 hours.

CRUISE CONTROL

The Cruise control Module inputs and outputs, diagnosing and testing of the circuits is covered on our GM system mock up.

Course duration is 8 hours.

WINDSHIELD WIPERS

This course will cover the Round Motor Non-Depressed and Depressed Park, and the Permanent Magnet Depressed Park Motors in both the Pulsed and Non-Pulsed application including multiplex circuits of the different wiper motors, wiring harness circuits and diagnostic procedures on the bench.

Course duration is 12 hours.

GENERIC COMPUTERS

We have developed this course to take the mystery out of the "BLACK BOX". The TYPES and STYLES of computer circuits will be explained in theory and then our students will have the opportunity to test a number of Computer circuits on our generic mock up.

Course duration is 24 hours.

TRACE SCOPES

The time is rapidly approaching when the purchase and use of a Dual Trace Scope is a realistic alternative to the Voltmeters to test a number of computer circuits in todays' automobiles. Although this course is not fully developed at this time, we feel it is very important to the trade and we hope to have it available in the fall of the year with the theory and a very practical application.

Course duration is 8 hours.

DRIVEABILITY DIAGNOSIS

What can we say about the computer that has not already been said, except that we know how hard it is to diagnose a driveability problem with a Computer Management system that does not set a code, and does not run as it was designed to.

Course duration is 16 hours.

CIRCUIT DIAGNOSIS

This course consists of the various circuits in the vehicle and correct testing sequence using the Voltmeters, Ammeter and Ohmmeter while considering voltage drops, resistance and as well as amperage of series and parallel circuits. This course is a must to cover the basics of electricity required in order to comprehend the sophistication of the on board computer circuits.

Course duration is 25 hours.

ELECTRICAL WIRING DIAGRAMS AND CIRCUIT DIAGNOSING

Two thing are required to correctly diagnose electrical circuit: how the circuit/component was designed to work and having a wiring diagram. This course is designed to follow that philosophy. although this course is all theory, we feel it is very important for the technician to gain this knowledge. Logic is the game.

Course duration is 8 hours.

OPTIONAL TOYS

Twilight Sentinel, Illuminated Entry, VATS, Power Door Locks, Dimming Sentinel, Power Antennas, Memory Seats, Vehicle Anti-theft systems, Low Tire Pressure Warning System, electronic Level Control, Power Trunk Lid Closer, and Light Monitoring Circuits are presented in small groups when the course material is finalized.

Note: each 4 hour course will cover two or three subjects.

ELECTRONIC REFRIGERATION — BASIC

The basic principals of the automotive refrigeration system is covered with the use of a use of a GM Clutch Cycling Orifice Tube (CCOT) mock up and available vehicles to demonstrate testing, evacuation, and the recharging procedures.

Course duration is 8 hours.

ELECTRONIC AIR CONDITIONING CONTROLS

Manual controls are covered using our GM mock up, the semi automatic system is covered with additional components. The fully automatic system will be covered with an 1982 Cadillac mock up and available vehicles.

Course duration is 8 hours.

WHEEL ALIGNMENT — 4 WHEEL

This course covers the theory and practical application of alignment and suspension systems, from ball joints, centre line, thrust line, to four wheel steering and electronic suspension systems that affect alignment and driveability of current vehicles.

T.Q. UPGRADING

Automotive Repairmen with sufficient service time in the trade will be eligible to write the Provincial Tradesman Qualification Test (TQ) and become licensed mechanics after successful completion of this cors. Theory and practical instruction in all technical areas of the drive train, chassis, electrical and other systems is included. Application to the Ministry of Advanced Education and Job Training, Job Training Branch is a necessary pre-requisite for this course.

Course duration is 60 hours.

AUTOMOTIVE PROPANE COURSE

This course — designed to appeal to Journeymen Mechanics, Commercial Vehicle Inspectors and Third and Fourth year apprentices — covers LPG theory and installation, and will lead to certification. Upon completion, a written examination will be administered by the Gas Safety Branch of the Ministry of Municipal Affairs. This course is conducted on six successive Saturdays from 9:00 a.m. to 3:30 p.m. Starting Dates are April 7 and May 12.

WHMIS (WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM)

This three hour course is designed to provide the necessary information for employers, employees, suppliers, manufacturers and others to meet the mandate of the federal and provincial government regulations regarding hazardous materials.

M.I.G. WELDING

This course is designed to cover the basics of M.I.G. welding and will include both the theory and practical applications. Included in this course will be: the purposes of various gases used, setting of the machine, lenses, safety, spot-welding, continuous welding (various types of welds). The course will focus specifically on the use of M.I. G. welding in the automotive trades.

This course is offered Tuesdays and Thursdays, from 6:30 p.m. to 10:30 p.m. for three weeks. classes start April 3, April 24, May 15, and June 5.

For more information and to register call 875-6111 Admissions

Vancouver Community College: City Centre

CAREER OPPORTUNITIES IN HEALTH SCIENCES
681-8111

Dental Assisting
Requires Grade 12, Biology 11, 10 months, reading comprehension, medical clearances.
Course Duration: 10 months
A wide range of courses prepares students for employment as a C.D.A. in a general dentistry practice, either chairside assisting or in the area of prevention.

Dental Hygiene
Requires first year university transfer courses in the following: Biology, Chemistry, Psychology, English and elective; medical clearances; references; interview.
Course Duration: 2 years
Students will acquire knowledge and develop the skills required to use preventive, educational and therapeutic methods to control oral diseases and promote dental health. Graduates are eligible for licensure in B.C. as Dental Hygienists.

Dental Reception
Requires Grade 12 and reading comprehension.
Course Duration: 5 months
A knowledge of dental terminology, appointment control, time and records management and communication skills required in a dental office is stressed.

Denturist
Requires Grade 12 with Biology 12, either Physics 11 or Chemistry 11, plus dexterity test, medical clearances.
Course duration: 2 years
The main aim of this program is to provide students with the knowledge required to handle the construction and maintenance of complete dentures. In addition to treatment procedures for patients with removable dentures, students are also taught management practices.

Nursing Aide
Requires Grade 10, medical clearances.
Course duration: 4 months
Prepares students for direct patient care in long-term care residences and facilities.

Dental Technician Cooperative Education
Requires Grade 12 with Biology 12, Cooperative Education either Physics 11 or Chemistry 11, plus an interview and dexterity test.
Course duration: 3 years
This program trains the technicians to work with the dentist in the construction and repair of complete dentures, removable partial dentures, crowns, fixed bridges and orthodontic appliances. Paid study related employment is integrated with academic and laboratory courses.

Medical Laboratory Assistant
Requires Grade 12, Typing 25 w.a.m. Reading Comprehension test, and medical clearances.
Course duration: 4 months
Through a combination of study and practical experience, prepares students to operate as assistants in private labs, hospitals and scientific research labs. Includes a 4 week practicum.

Nursing Unit Clerk
Requires Grade 12, medical terminology, keyboarding skills, reading comprehension assessment, medical clearances.
Course duration: 6 months
Students prepare for a career as a unit clerk in a hospital ward. The program stresses the knowledge required to process physicians' orders and maintain patients' records, as well as the procedures necessary to deal with patients, visitors and members of the health care team.

Practical Nursing
Requires Grade 12 with Biology 11, CPR, reading comprehension assessment, medical clearances.
Course duration: 10 months
Graduates of this program will be prepared to work in hospital medical areas, rehabilitation units, long-term care facilities and home environments for the child, adult or elderly client. Students will be prepared to write the practical nurse licensing exams.

For more Information, call Counselling:
681-8111 (Local 220)

Database Management

INTRODUCTION TO DBASE III PLUS (100705)
Learn fundamental dBase commands to create, use and maintain a database. This course covers creating and changing a database structure, search conditions to select and display records, adding, changing and deleting records, indexing and basic reports. Commands are explored through ASSIST, as well as the dot prompt.

INTERMEDIATE DBASE III PLUS (100775)
This course builds on the knowledge gained in Introduction to dBase III Plus. Topics include: commands from the dot prompt, creating input screens, data validation, and reports and mailing labels. Also covered are creating complex index keys, searching with filters and multiple search conditions, and relating two databases. Suitable for persons with dBase compatible programs.

INTRODUCTION TO DBASE IV (100771)
Learn fundamental dBase commands to create, use and maintain a database. This course covers catalogs; creating and changing a database structure; displaying, adding, changing and deleting records; queries to select records, and basic reports. All commands are given through the Control Centre.

INTERMEDIATE DBASE IV (100781)
This course builds on the knowledge gained in Introduction to dBase IV. dBase IV screen design tools are used to construct input screens. Data validation techniques are explored. Using QBE (Query by Example) tools, complex data queries are constructed. Techniques include relating two databases, indexing and filtering, and searching for inexact matches. Mailing labels and reports are produced in a variety of formats. Suitable for persons with dBase compatible programs.

PROGRAMMING IN DBASE (100825)
This course is for individuals who are familiar with dBase but would like to increase their ability to design systems using programming commands. You will learn how to write subroutines and use control structures to generate your own reports and construct a library of useful program modules. Some knowledge of programming would be helpful.

Spreadsheets/Graphs

INTRODUCTION TO LOTUS 1-2-3 (100711)
This course covers the fundamentals of Lotus 1-2-3 including spreadsheet creation and editing; entering labels, numbers and formulas; relative and absolute addressing; menu navigation; ranges, copying, saving, retrieving and printing worksheets; formatting, column widths, label alignments, and more. Suitable for all versions of Lotus 1-2-3.

INTERMEDIATE LOTUS 1-2-3 (100712)
Intermediate Lotus 1-2-3 topics include database functions (sorting, finding and extracting records) and creating and printing graphs. Other skills such as windowing, locking titles and recalculation are also covered. A basic working knowledge of Lotus is required. Suitable for all versions.

ADVANCED LOTUS: MACRO PROGRAMMING (100716)
Advanced Lotus 1-2-3 has been designed for individuals who want to put the full power of 1-2-3 to work. This course covers the development of detailed macros including the creation of menu systems. A good working knowledge of Lotus 1-2-3 is a prerequisite.

INTRODUCTION TO EXCEL (100795)
This course covers the fundamentals of Excel including spreadsheet creation and editing; entering labels, numbers and formulas; relative, mixed and absolute addressing; and menu navigation. Also covered are saving, retrieving and printing spreadsheets as well as improving spreadsheet presentation.

INTRODUCTION TO MS-WORKS 2.0 (100790)
MS-WORKS is an integrated collection of four software tools. Learn the basics of WORD PROCESSING (including creating, editing, formatting, printing, and saving documents); SPREADSHEETS (entering numbers, labels and formulas; relative, absolute and mixed references; and printing worksheets). Also covered are fundamentals of DATABASE creation, maintenance and basic information enquiries. Sharing data between environments is also discussed.

INTERMEDIATE MS-WORKS (100794)
Intermediate MS-WORKS includes further WORD PROCESSING commands (such as using the thesaurus, spell checker, inserting automatic page numbers — including running heads, creating and reorganizing tables, handling

newspaper columns and side-by-side paragraphs and basic merges). Additional SPREADSHEET commands include using special functions to sort and analyze worksheet data;

Microcomputer Accounting

INTRODUCTION TO BEDFORD (100702)

Learn how to set up a chart of accounts, as well as customer, vendor and payroll files. Students will also learn how to integrate each of the modules (Receivables, Payables and Payroll), and how to properly process data and correct errors. Structuring a chart of accounts and closing the books at the end of the month, calendar year and fiscal year are also covered.

ADVANCED BEDFORD (100765)

Learn how to operate the Inventory and Job Cost modules of the Bedford system; and how to export to Lotus and process data prepared with Bedford.

Desktop Publishing

IBM COMPATIBLE

GRAPHIC DESIGN FOR DESKTOP PUBLISHING (100773)

An introductory course in design skills for the desktop publishing trainee. You will learn the basic techniques of: Typographical design, page architecture, rendering layouts, setting grid structures for DTP; production, marketing in design, print media reproduction techniques and preparation of camera ready art. Please note that this is a preparatory course and microcomputers are NOT used in this class. (Students will require the following supplies at the first class: Beinfang Graphics 360 design layout pad 11" x 14", type scale ruler (6 + 12 pt. increments) and felt tip pens.)

INTERMEDIATE DESIGN FOR DESKTOP PUBLISHING (100783)

Designed for successful students from "Graphic Design for Desktop Publishing" who wish to increase their design skills. Students will learn typography and typographical design techniques; page layouts; catalogue design; creating grid structures; designing multi-page publications; and preparation of camera ready art. Assignments include a catalogue; report front covers; and newsletter design. Students will require a textbook (from the first course); a point rule and design pad. Please note: this class does NOT use microcomputers.

INTRODUCTION TO PAGEMAKER DESKTOP PUBLISHING (100746)

Learn fundamental PageMaker skills for setting-up a

as well as creating and printing graphs. Also covered are advanced DATABASE commands.

ACCOUNTING WITH ACCPAC-G/L (100701)

You will learn how to use ACCPAC-G/L to set up a G/L system. Specifically, you will learn to convert your existing manual data to ACCPAC, add transactions in batches, edit transaction batches, post batches to the ledger and print out the various financial reports. The financial statement report writer will also be explored. A basic understanding of accounting principles is assumed.

ACCOUNTING WITH ACCPAC-A/R AND A/P (100749)

Students will learn how to set up customers'/vendors' files and process charges and payments through their accounts, as well as how to prepare the files for integrating with the Ledger package.

document, typesetting and editing. You will develop skills in using PageMaker's tools, working with text blocks, saving and filing publications, setting-up master pages for multi-page publications, creating a two-fold two-colour brochure, adapting designs at the production stage, adjusting and editing text, and production of corporate stationery from your design.

INTERMEDIATE PAGEMAKER DESKTOP PUBLISHING (100766)

Designed for successful students from the introductory course. Students will learn the following: setting-up a four-page two-colour catalog, using master pages, creating spot colour separations, setting-up a style sheet, creating graphic structures in draw/paint programs, entering text via word processing programs, advanced page editing techniques, and producing a two-page brochure.

ADVANCED PAGEMAKER DESKTOP PUBLISHING (100792)

Learn to produce a two-sided, two-fold, two-colour brochure. Topics include the following: setting-up in PageMaker (style sheet, colour separations); word processing in MS-WORD; graphic construction in PC Paint; plus producing a tabbed form. Prerequisite: students must have completed the intermediate course (or equivalent) along with some DOS/graphics background.

FAST TRACK PAGEMAKER DESKTOP PUBLISHING (100793)

This two-day weekend course combines introduction and intermediate PageMaker to get you productive in a short time. The first day includes setting up a document, typesetting and editing (see Introduction to PageMaker description). The second day involves creating a four-page two-colour catalog; using master pages; setting up a style sheet and more (see Intermediate PageMaker description). Students must be familiar with microcomputers. Some knowledge of graphic design is preferred.

INTRODUCTION TO VENTURA DESKTOP PUBLISHER (100739)

This course covers essential desktop publishing skills

including: basic concepts, how desktop publishing differs from word processing, text formatting, tabs and indents, introducing graphics into documents and special file management techniques. Experience with Multimate, WordPerfect or Microsoft Word is required.

ADVANCED WORDPERFECT — DESKTOP PUBLISHING (100747)

This course covers the creation of tables of contents, indexes, macros and style sheets. Also discussed is the use of WordPerfect 5.0 as a desktop publisher including lines and boxes, and incorporating graphic images within a document. Experience with WordPerfect is essential. Suitable for students with version 5.0 or 5.1.

Computer Programming

"BASIC" PROGRAMMING FOR BEGINNERS I (QUICKBASIC) (100801)

"BASIC" as a programming language that is easy to master even for those who have no programming experience. It is commonly used in personal computers, in business and in scientific applications. You will apply "BASIC" using practical real life situations. Instruction will be in "Quick BASIC." Class time will concentrate on theory and syntax. Programming assignments will be completed outside class time on your own PC. If you do not have access to a PC, time will be made available on a terminal connected to the Prime computer.

"C" LANGUAGE PROGRAMMING (100802)

"C" is an elegant high level programming language that is widely used in business and government. Students must have some programming knowledge. Programming assignments will be completed outside class on your own personal computer or by accessing the Prime computer.

PROGRAMMING IN DBASE (100825)

This course is for individuals who are familiar with

dBase but would like to increase their ability to design systems using programming commands. You will learn how to write subroutines and use control structures to generate your own reports and construct a library of useful program modules. Some knowledge of programming would be helpful.

ADVANCED LOTUS: MACRO PROGRAMMING (100716)

Advanced Lotus 1-2-3 has been designed for individuals who want to put the full power of 1-2-3 to work. This course covers the development of detailed macros including the creation of menu systems. A good working knowledge of Lotus 1-2-3 is a prerequisite.

WORDPERFECT FOR POWER USERS: MACRO PROGRAMMING (100788)

Beyond advanced, this course focuses on the in-depth aspects of macro programming, including the creation of menu-driven applications using WordPerfect 5.0 and 5.1. This course is suitable for those who have extensive WordPerfect experience.

Computer Operations

INTRODUCTION TO DOS (100903)

Learn how to operate any model of the IBM PC or compatible computer. Exercises will show you the purpose of DOS, how to use the keyboard, load DOS, format diskettes and manage files. Hard disk management concepts include creating and using sub-directories efficiently and backing-up data. Setting your computer environment automatically is introduced. No previous experience with computers is necessary.

INTERMEDIATE DOS (100912)

A further course for DOS users which explores the full powers of DOS. Topics include: Redirection of input and output, finding data in files, sorting files, advanced use of the config.sys and autoexec.bat files, effective use of directories and disk drives, and partitioning and assigning drives. Building a complete menu system and setting up a RAM disk will be covered. Advanced file management is also covered, including changing file attributes to protect data, recovering lost data, and more.

Computer Skills for the Workplace Certificate Program

CONTINUING EDUCATION

324-5322

Computer Skills is a comprehensive training program for first-time computer users. It is particularly suited to the working person encountering computers in the workplace for the first time. The program builds computer confidence in the progression from novice user to advanced user with a high level of competence with computers and microcomputer software products. The program is based on the educational premise that people learn best by doing. Each course is taught in a microcomputer laboratory equipped with IBM PCs and the most popular business application software products.

For information and registration, call 324-5322.

Non-Certificate students may enrol in any courses without meeting certificate requirements. Enrol early as classes fill up quickly.

Certificate Requirements:

Eight courses completed successfully in not more than five years, 15 terms, consisting of:

CSW1: Introduction to Personal Computers and DOS
CSW3: Introduction to Programming
CSW4: Word Processing Using WordPerfect 5.0
Or:
CSW4A: Word Processing Using Microsoft Word
CSW5: Using dBase III Plus
CSW6: Using Lotus 1-2-3
CSW7: Accounting Using ACCPAC
Or:

CSW7B: Accounting Using Bedford
CSW9: DOS and Hard Disk Management
and any other CSW course (elective)

Course Credit:

Credit for previously completed introductory course/s to Personal Computers and DOS will be considered for CSW1. No previous credit will be considered toward another CSW course. Students who are confident with DOS commands may register for other courses in the CSW program before receiving confirmation of credit for CSW1. Application for credit must be made in writing and include a transcript of the course/s previously taken. Include contact telephone number/s for follow up. Mail request to Vancouver Community College, Continuing Education office, c/o CSW Coordinator, Langara Campus, 100 West 49th Avenue, Vancouver, B.C. V5Y 2Z6

Entry Requirements:

No formal educational requirements are necessary.

Courses:

Most courses are three hours long, one session per week, for five weeks. Sessions are held in the evenings (eve), mornings (mng), or afternoons (aft), at Langara Campus. There is an optional one hour, supervised, open lab time to go with each session. Participants may use the open lab time as practice time.

CSW1: INTRODUCTION TO PERSONAL COMPUTING AND DOS (100501)

Introduces the components and basic principles of computers. Demystifies what a computer can do. Explores the most frequently used commands of PC/MS-DOS control program for the IBM-PC and compatibles. The most common business applications for the IBM-PC microcomputer are examined: word processing, spreadsheets, and BASIC programming. This course is hands-on oriented with numerous examples for illustration. CSW1 is the foundation course to all other courses.

CSW3: INTRODUCTION TO PROGRAMMING (100503)

Introduces the basic principles of computer programming. The participants will learn how a problem can be formulated and solutions implemented using the popular BASIC programming language. Structured problem solving will be emphasized. A small application program is developed illustrating basic features found in most microcomputer application programs. Prerequisite CSW1.

CSW4: WORD PROCESSING USING WORDPERFECT 5.0 (100504)

Teaches the participant how to use WordPerfect 5.0 to prepare documents. Topics include editing documents, formatting documents with different layouts and styles, checking out spelling mistakes, merging with other documents, sorting and using macro features. Prerequisite CSW1.

CSW4B: ADVANCED WORDPERFECT (100520)

This course is designed for those who already have some basic knowledge of WordPerfect and wish to learn more. The advanced features will cover math columns, indexing, statistical typing, macros, long document preparation and much more. Prerequisite CSW4.

CSW5: USING DBASE III PLUS (100505)

Teaches the participant how to create a database, add data, change data, inquire and retrieve data from the database. The most popular database package, dBase III

Plus, will be used. Prerequisite CSW1.

CSW6: USING LOTUS 1-2-3 (100506)

Shows the participant how to set up a spreadsheet and perform "What if..." and "Is it worth it to..." type of analysis. Other topics covered will be: Data Management, Lotus Graphics and introduction to macros. The most popular spreadsheet package, Lotus 1-2-3, will be used.
Prerequisite CSW1.

CSW7: ACCOUNTING USING ACCPAC G/L (100513)

Shows how to set up a chart of accounts, enter transactions and prepare financial statements. The most popular ACCPAC General Ledger package will be used. The participant will also be exposed to the concepts of using the Report Writer. Prerequisite CSW1.

CSW7B: ACCOUNTING USING BEDFORD (100507)

Shows how to use Bedford Integrated Software to set up a complete set of books. G/L, Payroll, Jobcost, A/R, A/P, and inventory will be covered. Prerequisite CSW1.

CSW9: DOS AND HARD DISK MANAGEMENT (100509)

Teaches the participant how to control and make the most effective use of the IBM/PCs via the DOS Operating System. DOS commands, directories, AUTOEXEC.BAT, CONFIG.SYS, RAMDISK, XCOPY, BACKUP will be covered in addition to items pertaining specifically to hard disk management, such as preventing accidental FORMATing of the hard drive and how to develop custom-made menu systems through batch file programming. Prerequisite CSW1.

CSW19: INTRODUCTION TO WINDOWS 3.0 (100523) * NEW

Exploring the practical applications of Windows 3.0 by Microsoft. This software package is intended to simplify the operation of IBM PCs, by acting as an intermediate between the user and DOS. The screen simulates a desktop, through "windows," on which separate tasks may be performed independently. The user may switch from window to window or task to task with ease. Prerequisite CSW1 and CSW9 or comparable experience.

CSW10: DESKTOP PUBLISHING AND GRAPHIC DESIGN WITH PAGEMAKER 3.0 (100516)

Teaches the participant how to use a microcomputer with desktop publishing software to design and produce a newsletter, brochure, and a catalog. Typography, graphic design, and page layout principles will be covered. Learn how to produce attractive printed products with this flexible and creative software package. Prerequisite CSW1.

CSW12: LOCAL AREA NETWORK MANAGEMENT: LEVEL 1 (100518)

This course serves as an introduction to the basics of network systems. Emphasis will be on developing a logical understanding of the basics of network operations and the implications for network management. Participants will use the Novell system, equipped with dedicated training server, to transform their knowledge into working network systems. Prerequisite CSW1 and CSW9. Additional practice time to be determined by the instructor.

Computers for Small Business

SMALL BUSINESS DEVELOPMENT

687-0725

Note: Funding subsidies may be available for the following programs.

OWNER DEVELOPMENT: COMPUTERS

This personalized program starts with an on-site needs analysis and the development of a training plan detailing what you want the computer to do and the setting of personal training goals.

The program mixes seminars, computer labs and on-site tutoring for maximum learning impact. You attend seminars to review various software and their applications and work with selected software in the computer lab. The seminars and labs are followed up with 40 hours of tutoring time spent at your business tutoring you in learning and applying your software to your business needs.

The program includes a 8 a.m. to 8 p.m. trouble-shooting HOTLINE.

The College can provide a computer (at a nominal fee) for on-site use during the program.

Length: 5 months (80 hours)

Contact: Robert Harris (Head Tutor) Circa Communications: 644-3515 or Glen Witter, 682-0725

OWNER DEVELOPMENT: PRIVATE COMPUTER TUTORING

This very personalized program provides you with 80 hours of private tutoring on your premises helping you evaluate, select, learn and apply software to your business needs.

The College can provide a computer (at a nominal fee) for on-site use during the training period.

The program includes a trouble-shooting HOTLINE.

Contact: Robert Harris (Head Tutor) Circa Communications: 644-3515, or Glen Witter, 682-0725

Note: This program is also available in Cantonese, Mandarin and English as a Second Language. Contact: Alice Wong, 875-8224

COMPUTER SKILLS FOR BUSINESS

Designed for the Office Person inexperienced in computers this 80-hour course is a quick, but comprehensive and practical coverage of the popular computer software programs in use in the smaller office. You will cover DOS, WordPerfect, Lotus 123, Introduction to dBase3, Bedford and ACCPAC Accounting. You are encouraged to bring your own business examples to work on.

Some knowledge of bookkeeping is desirable.

Length: 6 weeks part-time or 3 weeks full-time

Contact: Glen Witter, 682-0725

Note: This program is also available in Cantonese, Mandarin and English as a Second Language. Contact: Alice Wong, 875-8224

ADVANCED COMPUTER SKILLS FOR BUSINESS

This 80 hour program is a quick but practical and comprehensive coverage of office software applications beyond the basics. You cover Desktop Publishing, advanced data base applications, a management of hard disks, networking, electronic mail(E-Mail), Window, 0/S2 and personal planners. You are encouraged to bring your own business examples to work on.

Basic familiarity with software applications (as in Computer Skills for Business) is recommended.

Length: 6 weeks part-time or 3 weeks full-time

Contact: Glen Witter, 682-0725

Note: This program is also available in Cantonese, Mandarin and English as a Second Language. Contact: Alice Wong, 875-8224

Funding subsidies may be available for this program.

Local Area Network Administrator Certificate Program

CONTINUING EDUCATION

324-5322

Local Area Networks are one of the high growth areas in computers. The promise of mini/mainframe power at micro prices is attractive. What are the possibilities? The advantages? The drawbacks? This Certificate Program is designed to develop a framework in which to evaluate these questions in the context of the participant's business operations. It will develop and enhance the skills of those who are currently, or are expecting to be, responsible for the purchase and/or administration of a local area network and

demonstrate that networks are as much an administrative as a technical challenge. Participants are offered the opportunity to put network theory into action through the availability of a Novell local area network.

For information and registration, call 324-5322.

Certificate Requirements:

Four courses completed successfully in not more than two years, six terms, consisting of:

CSW1: Introduction to Personal Computers and DOS

CSW9: DOS and Hard Disk Management

CSW12: Local Area Network Management - Level 1

CSW12A: Local Area Network Management - Level 2

Entry Requirements:

No formal educational requirements are necessary.

Courses:

Most courses are three hours long, one session per week, for five weeks. Sessions are held in the evenings (eve), mornings (mng), or afternoons (aft), at Langara Campus. There is an optional one hour, supervised, open lab time to go with each session. Participants may use the open lab time as practice time.

CSW1: INTRODUCTION TO PERSONAL COMPUTING AND DOS (100501)

Introduces the components and basic principles of computers. Demystifies what a computer can do. Explores the most frequently used commands of PC/MS-DOS control program for the IBM-PC and compatibles. The most common business applications for the IBM-PC microcomputer are examined: word processing, spreadsheets, and BASIC programming. This course is hands-on oriented with numerous examples for illustration. CSW1 is the foundation course to all other courses.

CSW9: DOS AND HARD DISK MANAGEMENT (100509)

Teaches the participant how to control and make the most effective use of the IBM/PCs via the DOS Operating System. DOS commands, directories, AUTOEXEC.BAT, CONFIG.SYS, RAMDISK, XCOPY, BACKUP will be covered in addition to items pertaining specifically to hard disk management, such as preventing accidental FORMATing of the hard drive and how to develop custom-made menu systems through batch file

Course Credit:

Credit for previously completed equivalent courses and/or acquired experience will be considered for CSW1 and CSW9. Students who are confident with Hard Disk Management should register in the other courses and not wait for credit confirmation. Application for credit must be made in writing and include a transcript of courses taken as well as documentation of PC related experience. Include contact telephone number/s for follow up. Mail request to Vancouver Community College, Continuing Education office, c/o CSW Coordinator, Langara Campus, 100 West 49th Avenue, Vancouver, B.C. V5Y 2Z6

programming. Prerequisite CSW1.

CSW12: LOCAL AREA NETWORK MANAGEMENT: LEVEL 1 (100518)

This course serves as an introduction to the basics of network systems. Emphasis will be on developing a logical understanding of the basics of network operations and the implications for network management. Participants will use the Novell system, equipped with dedicated training server, to transform their knowledge into working network systems. Prerequisite CSW1 and CSW9.

CSW12A: LOCAL AREA NETWORK MANAGEMENT: LEVEL 2 (100519)

This course will explore the management issues involved in network installations, help the participants formulate and document network strategies, policies and procedures for their particular context and demonstrate what Novell and third-party vendors have to offer in the way of network management. Prerequisite CSW12.

Vancouver Community College: City Centre
Tourism Supervisory Development Program

Seven Core Courses

FROM TOURISM TO TOURIST: AN INDUSTRY PERSPECTIVE

An introduction to the tourism industry, its role in the economy, the scale, impact and major sectors of the tourism industry. Covers the tourism products of B.C., development potential, language and terminology used, structure and organization, revenues/costs and legal aspects.

SUPERVISORY LEADERSHIP IN TOURISM

Covers: supervisory role and responsibilities, motivational techniques, leadership styles, leadership development, negotiation techniques, role modelling, team-building and group dynamics, dealing with organizational change.

HUMAN RELATIONS IN TOURISM

Coves: interpersonal communication skills for supervisors in the tourism industry, conflict resolution, dealing with other cultures, customer complaints, stress management and time management.

HUMAN RESOURCE DEVELOPMENT IN TOURISM

Covers: recruitment, staffing, orienting, interviewing techniques, training on-the-job, giving feedback, human rights guidelines, relevant legislation, employee performance assessment systems and incentive programs.

TOURISM MARKETING

Te principles of marketing, an overview of the elements of marketing, matching the product to the needs of the guest, consumer research, product pricing and costing, service as a primary product, advertising methods, target marketing, factors in consumer preference, assessment of guest satisfaction, staff and supervisory roles in marketing.

COMPUTER APPLICATIONS

Hospitality industry software applications, business applications, word processing, filing, inventory, billing, accounts receivable, scheduling and reservations, control systems.

TOUR 207 - ORGANIZATION AND ADMINISTRATION

Helps aspiring managers gain a better understanding of the responsibilities and personal/professional commitments that accompany a management career within the industry. Takes a people-oriented approach and stresses the importance of communications and interpersonal relations.

TOUR 241 - FOOD AND BEVERAGE MANAGEMENT

Shows employees how a profitable foodservice operation is managed in order to satisfy customer needs and expectations; takes a marketing approach to foodservice and demonstrates how to give the customer the highest priority as all details of a food and beverage operation are planned, implemented and evaluated.

TOUR 332 - FRONT OFFICE PROCEDURE

Increase the efficiency of your front office staff! Shows how front office activities and functions affect management and all other departments; addresses manual, machine-assisted, and computer-based methods for each front office function.

TOUR 338 - SUPERVISORY HOUSEKEEPING

Key staff can learn how to manage the housekeeping department, including supervising, training, purchasing and housecleaning procedures. Demonstrates to employees how attention to housekeeping details can determine whether or not a guest will return to your property.

TOUR 405 - HOTEL/MOTEL SALES PROMOTION

Staff can learn how to plan and carry out sales programs that work. Focuses on "how to sell" techniques for the food, beverage, and rooms division; industry pros give tips on sales promotions that have worked for them; shows staff how to play up the unique features of your property.

TOUR 465 - FOOD AND BEVERAGE CONTROLS

Helps your employees take charge of the complexities of controlling foods, beverages, labour, and sales income. Covers standards determination, the operating budget, and income/cost control, as well as control systems, the basics of computers and applications inplanning and control functions.

PRINCIPLES OF FINANCIAL CONTROLS IN TOURISM

Financial control methods, inventory control, labour costs and controls, employee scheduling, payroll, loss prevention, reporting, accounting applications, financial statements, cash/credit transactions, basic financial planning.

PART-TIME TOURISM CERTIFICATE SPECIALTY AREAS

FOOD AND BEVERAGE

TOUR 100 - Food Safe I
TOUR 200 - Food Safe II
TOUR 348 - Food and Beverage Service
TOUR 241 - Food and Beverage Management
TOUR 465 - Food and Beverage Contro
TOUR 345 - Food Production Principles
TOUR 300 - Supervising Beverage Operations

ROOMS DIVISION

TOUR 332 - Front Office Procedure
TOUR 338 - Supervisory Housekeeping
TOUR 333 - Front Office Accounting
TOUR 468 - Hospitality Industry Computer Systems
TOUR 386 - Hotel/Motel Security Management
TOUR 390 - Hotel/Motel Law
TOUR 405 - Hotel/Motel Sales Promotion
TOUR 371 - Marketing of Hospitality Services

SALES AND MARKETING

TOUR 371 - Marketing of Hospitality Services
TOUR 405 - Hotel/Motel Sales Promotion
TOUR 429 - Convention Management Services

TOUR 332 - Front Office Procedures
TOUR 348 - Food and Beverage Management
TOUR 241 - Food and Beverage Service

SMALL ESTABLISHMENTS

TOUR 332 - Front Office Procedures
TOUR 338 - Supervisory Housekeeping
TOUR 405 - Hotel/Motel Sales Promotion
TOUR 261 - Financial Accounting for the Hospitality Industry
TOUR 400 - Human Resource Development

HUMAN RESOURCES

TOUR 207 - Organization and Administration
TOUR 250 - Human Relations - Supervisory Development I
TOUR 252 - Communications - Supervisory Development II
TOUR 354 - Training - Supervisory Development III
TOUR 468 - Hospitality Industry Computer Systems

For more information on any of the above Programs contact:

Phone 681-8111 or Fax 682-3342 Counselling Department City Centre
250 West Pender Street Vancouver, B.C.

Desktop Publishing: Industry Skills (Part-time)

CITY CENTRE
681-8111

Vancouver Vocational Insitute offers three part-time skills programs in Desktop publishing varying between 60 and 90 hours in length.

(ELECTRONIC TYPESETTING)
DESKTOP PUBLISHING, BEGINNER: MACINTOSH COMPUTERS

Offered by the Printing Production Department, the beginner course covers Macpaint, Macdraw, FullPaint, Microsoft Word and Pagemaker programs. You will design and print out ads, brochures, stationery, menus, rule forms, and posters. Two evenings per week. (60 hours)

For more information and to register, contact C.C. Counselling Department at 681-8111, local 220.

(ELECTRONIC TYPESETTING)
DESKTOP PUBLISHING, INTERMEDIATE: MACINTOSH COMPUTERS

Offered by the Printing Production Department, the intermediate course continues the skills learned in the Beginner sessions using the Pagemaker and FreeHand programs. You will learn how to use FreeHand drawing tools and set your fills for special effects. Create colour-separated jobs with both programs and understand how the colour systems work. You will produce maps, two and four colour separated projects and a magazine cover. (90 hours)

For more information and to register, contact C.C. Counselling Department at 681-8111, local 220.

(ELECTRONIC TYPESETTING)
DESKTOP PUBLISHING, ADVANCED: MACINTOSH COMPUTERS

Offered by the Printing Production Department, the advanced course combines both Beginner and Intermediate experience into practical applications.

Electronics: Industry Skills (Part-time)

CITY CENTRE
681-8111

Part-time Credit at City Centre Campus, 250 West Pender Street, Vancouver, B.C., V6B 1S9

ELECTRONICS BASIC
10 months part-time

This program will be of interest to those who need electronics training to move up in their job, but cannot attend school full-time. Electronics Basic is an accelerated introductory certificate program covering: DC and AC theory; semi-conductors; power supplies; linear small signal and power amplifiers; digital electronics; and an introduction to microprocessors. This program is equivalent to the full-time day program, and is the prerequisite for all advanced programs given by the Electronics department. Applicants for this program should have Grade 12 Math and Grade 12 English.

ELECTRONICS TECHNICIAN (TELECOMMUNICATIONS)
10 months part-time

This advanced program will be of interest to those presently working in electronics who need advanced training in telecommunications to further their careers. This accelerated certificate program covers: microprocessors and microcomputers; digital and analog communications systems; video display terminals; radio systems; and multiplex carrier and telephone systems. Applicants for this program will have completed the Electronics Basic program or equivalent, or have the permission of the Department Head.

For More Information Call Counselling: 681-8111, Local 220 or the Electronics Department, Local 356.

You can register by phone: call Admissions at Local 210 (Visa or MasterCard) or register in person.

Sales and Marketing

SMALL BUSINESS DEVELOPMENT
687-0725

SALES DEVELOPMENT COACHING PROGRAM

"Every organization pays for a sales training program...whether it has one or not!"

The Sales Development Coaching Program is designed to sharpen your selling skills and professionalism. It is presented by qualified sales and sales management trainers delivered in a fast-paced and very practical manner. Designed for non-retail merchandising situations, you will identify your strengths and weaknesses, develop a personal improvement plan, attend seminars and participate in intensive workshops which are followed up with personal coaching where a sales trainer attends sales calls with you to critique your methods, help you develop a sales plan and sharpen your skills. The program includes a network club.

Length: 6 months part-time (Approximately 96 hours)
Contact: Glen Witter, 682-0725 or Lori McComb, 681-2869

EVENT AND CONFERENCE MANAGEMENT PROGRAM

Extensive research in the Canadian, U.S. and world markets indicated a crucial need in the meeting, event and conference industry for skilled people. "ECMP" was developed to offer intensive training in this high-growth field. Taught by industry professionals, this program provides information, techniques, and "tools-of-the-trade" that teach participants to develop, plan and implement virtually any type of event — conventions, sales meetings, festivals, product launches, seminars, sporting events, media receptions, trade—shows, and promotions.....to name a few.

"**Event & Conference Management**" is available in several formats:

***3-Day Intensive Workshop**: a 20 hour immersion-style program that "saturates" participants with the most current information available in today's event and meetings industry. Registration is limited to 20 people to encourage active participation and team-building, and to allow facilitators to adapt material to specific needs of each group.

Level: Suitable for all levels, Introductory to Advanced

***100 Hour Training Program: 3 Weeks Full-Time; 6 Months Part-Time**

Seminars, workshops and site tours, combined with a 20 hour "hands-on" industry practicum, enable participants to gain knowledge, develop skills and gain practical experience. Program includes computer training specifically designed to suit the needs of event and meeting planners. Emphasis of the program is on development of skills which meet current industry standards.

Level: Introductory, Intermediate

***In-House Event and Conference Management Programs**

Customized programs are available on all skill levels; introductory, intermediate and advanced: content and length of program adapted to needs of individual client. Training provided to corporations, associations, sports organizations, agencies and municipalities. Programs are developed for project teams; one-to-one advisory services also available.

Contact: Glen Witter, 682-0725 or Lori McComb, 681-2869

Export Sales

EXPORTER'S PROGRAM
682-0725

OWNER DEVELOPMENT: NEW EXPORTER'S PROGRAM

Designed for manufacturers who are ready to develop an export market, the New Exporters' Program helps you develop your ability to export from Canada to the rest of the world. The program consists of 80 hours of instruction, in a combination of seminars, workshops, field trips and personal on-site tutoring to develop an export marketing plan. This program is a joint offering of Vancouver Community College and the Federal Business Development Bank and is co-sponsored by the World Trade Centre, the City of Vancouver, the B.C. Ministry of International Trade and Immigration, the Export Development Corporation, and the federal Department of Industry, Science and Technology.

Length: Part-time over 10 months.
Funding subsdies may be available for this program.

Contact: Glen Witter, 641-1316 **or** John Noonan, 666-7875

Note: This program is also available in Cantonese, Mandarin and English as a Second Language. Contact Alice Wong, 875-8224.

IMPORT/EXPORT FUNDAMENTALS

This 36-hour part-time course covers the basics of importing and exporting.

Contact: Glen Witter, 682-0725.

Note: This program is also available in Cantonese, Mandarin and English as a Second Language. Contact: Alice Wong, 875-8224.

Small Business

CONTINUING EDUCATION

324-5322

The Federal Business Development Bank and Vancouver Community College are pleased to offer the following step-by-step programs.

Program 1
How to Start a Business
This five-week program shows you how to start and manage a business. Each course is six (6) hours of instruction offered on two (2) evenings for three (3) hours per night.

For registration phone 324-5322.
For information call Peggy Worobetz at 875-8200.

PROGRAM ONE

How to Start a Business
All five courses (106038)

WEEK 1

HOW TO START A BUSINESS (106039)

Running your own business doesn't have to be just wishful thinking — it's all in the planning. Learn the 7 key steps to developing your successful new business.

WEEK 2

IDENTIFYING AND MARKETING BUSINESS OPPORTUNITIES (106040)

Part 1: Tuesday — Finding Business Opportunities
Starting a successful business frequently centres on finding an opportunity overlooked by others. This course concentrates on how and where to look, sources of information and accessing ideas for new ventures. Relate your customer's needs to products, prices, promotion and distribution to create your marketing plan.

Part 2: Thursday — Marketing and Advertising
Learn how to answer the questions to create effective advertising; the when, where, what and how, by concentrating on the market, media and message.

WEEK 3

FINANCIAL STATEMENTS — FORECASTING AND A CASH BUDGET (106043)

Part 1: Tuesday — Understanding Financial Statements
Making the right decisions depends on your knowledge of financial statements and how to read them and what to control.

Part 2: Thursday — Forecasting and Cash Budgeting
Preparing a realistic forecast and using it as a basis for your budget to measure how well the business is doing and keeping it in line.

WEEK 4

BOOKKEEPING FROM START TO FINISH (106042)

These two evenings will explain in easy to understand terms the 5 basic steps of bookkeeping, from recording the transactions to producing financial statements.

WEEK 5

FINANCING AND BUSINESS STRATEGY (106041)

Part 1: Tuesday — How to Win Funds and Influence Your Banker

Communication is a two-way street: from your banker and to your banker. Learn how to present yourself and your request for operating credit and term loans. Understand the criteria lenders use in making decisions on loans.

Part 2: Thursday — Developing Your Business Plan and Strategy

Developing your business plan includes all of the factors to create a successful venture — markets, your resources, financing and the competition. Know how to assess the competitor's strengths and weaknesses and build on your advantages. How to create your business character to stand out in the haze of competition.

PROGRAM TWO

How to Get More Business — Building Your Sales Volume

This three-week series will help you build your sales volume through more effective promotion, advertising, personal selling, and networking skills. It is geared for small business, whether you are starting or needing to expand. Each course is six (6) hours of instruction offered on two (2) evenings for three (3) hours per night.

For registration phone 324-5322.
For information call Peggy Worobetz at 875-8200.
How to Get More Business — Building Your Sales Volume
All three courses (106063)

WEEK 1

ADVERTISING AND PROMOTION (106064)

Plan and develop your advertising to build your image and attract customers! How to analyze ads…what works…what media is right for you…what gets attention — headlines, copywriting and putting your promotion to work.

WEEK 2

PERSONAL SELLING SKILLS FOR SMALL BUSINESS (106065)

Learn the skills and techniques to sell — whether in-store or calling on customers. Openings, questioning, listening, finding out customer needs, selling benefits, and closing the sale. These skills are essential to complementing the advertising and promotion work which creates the awareness and attracts your customers.

WEEK 3

BUILDING YOUR PERSONAL MARKETING SKILLS (106066)

Building your sales volume requires working with your customers one-on-one to create solid business relationships. This week covers prospecting, developing contacts, networking, building relationships, confidence, and credibility with potential and existing customers. Converting initial awareness from advertising and personal selling efforts to repeat customers requires constant care. Learn how to monitor your marketing activities to maximize your results.

Small Business Owner Development Program

SMALL BUSINESS DEVELOPMENT

687-0725

SMALL BUSINESS OWNER DEVELOPMENT

"The majority of small businesses start on a dream and determination…" Anon.

If you have a business and are wondering how to make it more effective, we have a SPECIAL program for you. Our Owner Development Programs blend group seminars by practical experts with workshops and on-site tutoring/coaching sessions.

IT WORKS! Success in this type of program is measured by increased business/profitability, reduced stress levels, and the ability to gain time to plan and focus on goals. We have many instances where members have credited sales and profit gains to the program.

For details of the next group forming in your area, call Glen Witter at 687-0725.

OWNER DEVELOPMENT — W.I.S.E. PROGRAM (WOMEN IN SUCCESSFUL ENTERPRISE)

This program is for the woman who has recently become the owner and operator of a small business. The program is specially designed and delivered by successful business women to provide the added knowledge and skills you may need to build your fledgling business into a secure and profitable venture.

The program contains 90 hours of training consisting of high-impact lecturettes, demonstrations, guest speakers, audio-visual presentations, case studies, workshops and on-site coaching. You will learn how to apply this knowledge to real life business situations by participating in individual and small group exercises and private tutoring sessions. Minimum outcome shall be clear goals and a current business plan.

For further information about a group forming in your area contact Glen Witter at 687-0725 or Lori McComb, 681-2869

RESTAURANT OWNER MANAGEMENT PROGRAM

The restaurant-owner management program provides opportunities for restaurant owner-operators to develop and refine their management and technical skills and to increase their overall operational effectiveness.

Over a five-month period the program will focus on:
• Communications
• Kitchen management
• Marketing — sales — advertising
• Menu engineering
• Bankers and financing
• Management techniques
• Human resource management
• Legal and insurance regulations
• Productivity management

Throughout the program participants will have the opportunity to prepare them to obtain the "CFRA Food Service Manager" designation. Each class consists of a mixture of seminars, workshops, and on-site visits by the advisor.

Contact: Glen Witter, 682-0725 or Ken Smith, 681-2869 or **Fax**: 681-2861.
Note: Funding subsidies may be available for this course.

RESTAURANT MANAGEMENT — PERSONAL COACHING

This 80-hour program provides you with a private tutor — a successful restauranteur and trainer — who will come to your premises and work with you to improve your restaurant management skills. The program starts with the development of a learning objectives contract which is the foundation for your private tutoring sessions. Topics will vary depending on your needs and can range from menu planning and costing to marketing.

Length: 80 hours
Contact: Glen Witter, 682-0725
Note: This program is also available in Cantonese, Mandarin and English as a Second Language. Contact: Alice Wong, 875-8224.
Funding subsidies may be available for this program.

Vancouver Community College: City Centre

HOSPITALITY & TOURISM
Your Future Comes First

Restaurant Owners Management Program

Vancouver Community College, and the Restaurant and Foodservices Association of B.C. (Greater Vancouver Branch) are jointly administering an **Owner Development Program** for restaurant and food service professionals.

The program provides many opportunities for restaurant owner/operators to develop and refine their management and technical skills, and to increase their overall operational effectiveness. By registering and completing the restaurant Owner Development Program, the hospitality/food and beverage sector of the tourism industry and the lower mainland economy ALL benefit.

The Restaurant Owner Development Program will offer each participant the opportunity to re-establish or establish themselves as a "great" employer, and to grow in a supportive group environment.

Over a five-month period, the participants, the group advisor, and the seminar leaders will focus on such topics as:
- Communications
- Kitchen management

- Marketing/sales/advertising
- Menu engineering
- Bankers and financing
- Management techniques
- Human resource management
- The law, and insurance regulations
- Productivity management

Each group will focus their learning via the following format:

Seminars — provide the theory

Workshops — provide in-depth discussion

On-Site Visits — provide the application of skills to individual requirements

Throughout the program, participants will have the opportunity to learn and develop skills and information, to prepare them to obtain the "**CFRA Food Service Manager**" Designation.

Contact: Glen Witter at 682 0725 or **Fax**: 682-2857
Ken Smith at 681 2869 or **Fax**: 681-2861
Note: Funding subsidies may be available for this course.

Part-time Courses
Baking and Pastry Arts

CAKE DECORATING
Course #3268 from the Baking and Pastry Upgrade Program

This course will introduce the student to the basic principles of cake decorating. Students will be taught to ice cakes, pipe different kids of flowers, and to write using a cone. No prior experience in required.

CHOCOLATE MAKING
Course #3491 from the Baking and Pastry Upgrade Program

This course introduces the student to handling, preparing and tempering different kinds of chocolates and making some of the chocolate products. No prior experience is required.

TRADES QUALIFICATION THEORY
Course #4184 from the Baking and Pastry Upgrade Program

This course consists only of baking theory: baking ingredients, hygiene, sanitation and equipment, basic baking management, etc. preparing the student to write the provincial Trades Qualification exam. Students should be (or have been) working in the baking industry.

ADVANCED CAKE DECORATING
Course #3268 from the Baking and Pastry Upgrade Program

This course will introduce the student to the art of making wedding cakes and Australian wedding cakes. Students must have previous (Department Head approved) experience in cake decorating.

YEAST DOUGHS
Course #1753 from the Baking and AND **#1754 Pastry Arts Upgrade Program**

Students will learn to prepare, make and bake different kinds of yeast dough products, e.g. bread, Danish pastries and sweet doughs. No previous experience is required.

CAKE BAKING
Course #3849 from the Baking and and **#3269** Pastry Upgrade Program

The student will learn to prepare, mix and bake cakes, and will be introduced to basic cake decorating. No previous experience is required.

COOKING: CORE AND SHORT ORDER
Selection, preparation and cooking of vegetables, meats, poultry and seafood are only a few of the topics covered in this program. No previous experience is required.

Telecommunications Management Certificate Program

CONTINUING EDUCATION

875-8200

This program offers you the opportunity to enhance your telecommunications knowledge and improve your management skills in this constantly changing field. All course instructors are practising telecommunications professionals providing you, the student, with up-to-date "real life" experience and knowledge. The Telecommunications Management Certificate Program will provide you with a unique combination of technical knowledge and management skills enhancing your potential for leadership in this evolving profession.

Non certificate students may enrol in any course.
For registration call 875-8200
For information call Peggy Worobetz at 875-8200
Certificate requirements:

Students who have enrolled in the program before or during September 1989 must successfully complete four (4) courses (excluding Understanding Telecommunications) in no more than two (2) years, (6 terms).

Students beginning the program in January 1990 must successfully complete all five (5) courses in no more than two (2) years and one (1) term (7 terms).

Courses include:
Course 1 Understanding Telecommunications: 102208*
Course 2 Telecommunications Management I (Voice): 102201**
Course 3 Telecommunications Management II (Voice): 102202
Course 4 Data Communications: 102204
Course 5 Designing the Integrated Office: 102205***

*Understanding Telecommunications is a prerequisite for courses 2, 3, 4 and 5.

**Telecommunications Management I (Voice) is a prerequisite for courses 3, 4 and 5.

***Please note this course (ADM 245) was previously offered by BCIT. VCC students who successfully completed this course at BCIT will receive credit for this course toward the VCC Certificate Program in Telecommunications.

Entry requirements:
No formal educational requirements are necessary other than successful completion of Grade 12 English or equivalent.

Evaluation:
Certificate students shall be evaluated on the basis of assignments, tests, and a final exam. Upon successful completion of all four (4) courses for students already participating in the program or five (5) courses for students beginning the program in January 1990, a student may apply for a College Certificate.

Scheduling:
The five VCC courses in this program are offered in each of the three semesters, September (Fall); January (Winter) and April (Spring).

* UNDERSTANDING TELECOMMUNICATIONS (102208)
This introductory course is designed as an overview for the newcomer to telecommunications who has little or no experience in the field. The various aspects of telecommunications will be explored at an introductory level giving the student the basic knowledge needed to prepare him/her to progress to the next level.

* TELECOMMUNICATIONS MANAGEMENT I (VOICE) (102201)
Learn the basics of telecommunications (voice) in this course involving the study and review of regulations, exchange services, networks and network services, equipment types and features, tariff costs, interconnect, key systems, system acquisition and implementation, RFP's, and toll networks and facilities. Participants will learn to conduct a system needs assessment, system cost/benefit analysis, determine system selection criteria, select an appropriate system, and monitor and manage the system selected using a case study approach. Textbook required: Voice Data Telecommunications System, Introduction to Technology by Gurrie & O'Connor, Prentice Hall (available at City Centre Bookstore). This text will also be used in the Voice II course.

TELECOMMUNICATIONS MANAGEMENT II (VOICE) (102202)
This course is designed to expand upon the topics that were introduced in the Telecommunications Management I (Voice) program and to introduce and discuss enhanced telecommunication applications from the manager's perspective. Topics discussed during this session will include enhanced PBX hardware/software applications, enhanced network design and network management, voice messaging/processing, ongoing telemanagement applications, voice/data integration, integrated building wire concepts and Integrated Services Digital Networks (ISDN). Textbook required: Voice Data Telecommunications Systems, Introduction to Technology, by Gurrie & O'Connor, Prentice Hall (available at City Centre Bookstore).

*DATA COMMUNICATIONS (102204)
Participants in this course will learn the basics of data terminology. Designed for the Telecommunication Manager,

this course is also a good introduction for the sales or technical representative. Learn about the hardware and software that is available today. Guest speakers from the Telecommunications Industry bring this content into immediate use. Topics include modems, multiplexes, fibre optics, LANs and ISDN.

DESIGNING THE INTEGRATED OFFICE (102205)

This course blends knowledge from previous courses and more! Participants in this course of study develop a solid basis for understanding contemporary, state-of-the-art office automation technology. This course examines many management concerns and decisions related to the person/machine interface. Explanations are given of an information processing system and its different parts: input, processing, replication and distribution. Study is made of the historical aspects of the traditional office and contemporary trend of transition into full automation in the context of management information systems. Textbook required: Automated Office Systems Management by Smith, Baker, Sumner & Bate; John Wylie & Son Inc. 1985 (available at City Centre Bookstore).

Telecommunications Management Seminars
CONTINUING EDUCATION   875-8200

Are you interested in learning the basics of this rapidly expanding field?

Or:

Are you a telecommunications professional seeking to increase your knowledge in this rapidly changing technology?

The following seminars have been designed to suit your needs.

FALL 1990

INTRODUCTION TO TELECOMMUNICATIONS (102230)

This seminar provides a complete overview of voice telecommunications. Upon completion you will understand the evolution of telecommunications, the regulatory environment, common carriers, terminal equipment and products and services.

SELECTING A TELEPHONE SYSTEM (102231)

Selecting the right telephone system for your company can be a very time-consuming, frustrating and potentially disastrous task. This seminar will introduce methods that will help determine the needs of your organization, convert those needs into a detailed Request for Proposal (RFP) and evaluate and select the right system and supplier for your specific telecommunication requirements. At the conclusion

* Challenge Examinations

Challenge Examinations are available for the Understanding Telecommunications, Telecommunications Management I (Voice) and Data Communications courses. These examinations are for students who feel they are very knowledgeable with the material covered in the course. A Program Guide, which includes a detailed outline for each course, may be obtained at the Continuing Education office, King Edward Campus, 1155 East Broadway, Vancouver, or by telephoning 875-8200.

Students will have ONE opportunity to pass the examination. Call for dates.

CHALLENGE EXAMINATION — UNDERSTANDING TELECOMMUNICATIONS (102207)

CHALLENGE EXAMINATION — TELECOMMUNICATIONS MANAGEMENT I (VOICE) (102206)

CHALLENGE EXAMINATION — DATA COMMUNICATIONS (102209)

of this seminar each participant will have a solid understanding of the selection process.

MANAGEMENT'S ROLE IN THE INTEGRATED OFFICE (102232)

This seminar will analyze management's commitment to operating an integrated office. Learn what strategic planning needs to be done and discuss implementation issues. Investigate financial and budgetary considerations and cost justifications. Finally examine the best methods of personnel selection, evaluation and compensation, supervision/management techniques, training and follow-up, productivity improvement, career progression and performance appraisals as directly related to the automated office.

WINTER 1991

VOICE NETWORK DESIGN (102235)

Recent telecommunication regulation changes combined with alternate carrier opportunities and the ongoing changes in long distance rates force today's voice network user to constantly re-examine the voice network performance. This seminar will look at the various components that have an effect on the performance of a typical voice network. Issues

like traffic engineering, alternate long distance carriers, regulatory controls, and enhanced software and hardware products will be introduced and discussed as they relate to the design and implementation of the optimum voice network.

ERGONOMICS IN THE AUTOMATED OFFICE (102236)

How does environment influence productivity? This seminar will look at ergonomic factors and health hazards in the automated offices. Compare open office versus conventional office planning. Learn the how-to's of studying and implementing ergonomic needs. Explore people/energy/cost concerns.

SAVE NETWORK DOLLARS WITH MODEMS AND MULTIPLEXERS (102237)

This seminar answers all you ever wanted to know but were afraid to ask about WAN devices. This non-technical session explains networking in business terms of what/where/why and do I really need to know this.

SPRING 1991

THE LATEST IN TELECOMMUNICATIONS TECHNOLOGY FOR THE MODERN OFFICE (102239)

Explore the technological and sociological aspects of automation for the future. What technology is on the horizon? As a telecommunications professional, you need to be aware of the fast-growing technologies to consider for the future and their sociological impact on the office workplace. The human relations needs in an integrated office will be investigated from a worker's perspective. Legal ramifications of the electronic office will also be studied.

INTRODUCTION TO ISDN (102240)

Integrated Services Digital Network (ISDN) is the telecommunication buzzword for the `90s. ISDN will have an effect on every organization in some way, shape or form. Although ISDN technology is in the primary stages of development, it's critical for every organization to understand the concept and begin to investigate the opportunities. This seminar will present the concept of ISDN as it is today, including current international standards, and then introduce future user applications that are specific to ISDN, including existing and potential hardware and software products.

DESIGNING DATA NETWORK (102241)

Recommended for the telecommunications manager, this seminar will address the problem of initializing a network and keeping it operational. Topics for the day include building distribution networks, network interfacing and interconnecting LANS, WANS and MANS.

Seminar Package:
If the same individual enrolls at one time for three (3) of the nine (9) seminars, the three (3) seminars will then cost less. Please advise campus staff that you wish the seminar package.

All seminars are Non-Credit and Not Transferrable to the Telecommunications Management Certificate Program.

Location:
All seminars will be held at O'Doul's Hotel, 1300 Robson St. (wheelchair accessible). Parking is free.
Lunch is included with all seminars
Cancellation and Refund:
A special policy is in effect. Please enquire.
For registration: call 875-8200.
For information: call Peggy Worobetz at 875-8200.

Training Skills

CONTINUING EDUCATION   **324-5322**

HOW TO PLAN GREAT TRAINING PROGRAMS (100152) NEW*

Training programs occur in a wide variety of settings and may involve full-time or part-time planning responsibilities. Whatever the needs of your organization, one fact remains the same — to invest wisely!

In this practical two-day course, you will learn a logical planning process which will improve your training program success. You will come away with specific approaches for assessing training needs, writing training objectives, designing effective instruction, and evaluating results. Throughout the two days, you will apply the knowledge and skills you have learned to a specific program-planning situation.

Who Should Attend:

This is a course designed for anyone who is involved in planning training programs for adult learners — from business, education, non-profit or government organizations.

Course Objectives:

By the end of this course you should be able to:

1) explain the six-step process for planning effective training programs

2) apply the six-step process to a specific program-planning situation

3) identify common reasons for unsuccessful training programs and know how to overcome them.

Instructor Information

Reva Kalef is an adult education consultant specializing in instruction, instructional design, and program planning. For over ten years she has worked extensively with educational institutions, non-profit organizations, government agencies, and business and industry. Ms. Kalef holds a Masters Degree in Adult Education. Reva Kalef is acclaimed as a dynamic and responsive trainer and is considered to be one of the best in the field.

Call to obtain a brochure or register: 875-8200.

HOW TO BE A GREAT TRAINER (100151)

Training occurs in a wide variety of settings and may involve full-time responsibilities or perhaps only the occasional workshop. Whatever the needs of your organization, one fact remains the same — to invest wisely!

This three-day course will provide you with a fast and effective way to learn training skills that work! You will have the opportunity to practise the art of effective training in a supportive, coaching environment. Class size will be limited to 12 participants to ensure personal attention.

Who Should Attend:

This is a course designed for anyone who is involved in working with adult learners — full-time or part-time trainers from business, education, government or non-profit organizations.

Course Objectives:

By the end of this course, you should be able to:

1) explain special considerations when working with adult learners

2) explain the importance of and strategies for establishing conducive learning environments

3) identify possible instructional styles

4) explain the characteristics of a motivating instructor and motivational strategies

5) explain and demonstrate a variety of instructional techniques

6) explain the concept of evaluation and evaluation strategies

7) explain common instructional challenges and strategies for effectively handling them

8) demonstrate improved one-to-one and group training

Instructor Information

Reva Kalef is an adult education consultant specializing in instruction, instructional design, and program planning. For over ten years she has worked extensively with educational institutions, non-profit organizations, government agencies, and business and industry. Ms. Kalef holds a Masters Degree in Adult Education. Reva Kalef is acclaimed as a dynamic and responsive trainer and is considered to be one of the best in the field.

Call to obtain a brochure or register: 875-8200.

HOW TO MAKE GROUPS EFFECTIVE AND PRODUCTIVE

In this practical, highly-interactive two-day workshop you will learn the fundamentals of group dynamics and specific strategies for enhancing group effectiveness.

Instructor Information

Reva Kalef is an adult education consultant specializing in instruction, instructional design, and program planning. For over ten years she has worked extensively with educational institutions, non-profit organizations, government agencies, and business and industry. Ms. Kalef holds a Masters Degree in Adult Education. Reva Kalef is acclaimed as a dynamic and responsive trainer and is considered to be one of the best in the field.

Call to obtain a brochure or register: 875-8200.

Register by VISA/MASTERCARD or INVOICE *only*
FAX 875-8241 or
PHONE 875-8200 or

MAIL to:
**Vancouver Community College
Continuing Education Division
1155 East Broadway
Box 24785, Station "C"
Vancouver B.C. V5T 4N5**

VANCOUVER COMMUNITY COLLEGE

FAX and MAIL-IN REGISTRATION FORM

PLEASE **TYPE** or **PRINT** in **BLACK** ink.
Note: Only **one** person may register on this form. Photocopy the form for additional registrants.

Mr.☐   Mrs.☐   Miss☐   Ms.☐   S.I.N. _____

SURNAME	GIVEN NAME[S]	TITLE

HOME ADDRESS	CITY	PROVINCE

POSTAL CODE	BUSINESS PHONE	FAX NO.	HOME PHONE

COURSE INFORMATION

	COURSE NUMBER	COURSE NAME	LOCATION	START DATE	TIME
1					
2					
3					

FEES	PAYMENT BY:	CREDIT CARD INFORMATION	VISA☐	MASTERCARD☐
1 _____	☐ INVOICE			
2 _____	☐ CHEQUE (Payable to VCC)	CARDHOLDER'S NAME		
3 _____	☐ MONEY ORDER	CARD NUMBER		
TOTAL $ _____	☐ CREDIT CARD	START DATE _____ END DATE _____		

INVOICE INFORMATION

NAME AND TITLE OF PERSON APPROVING THIS PURCHASE
_____

COMPANY   PURCHASE ORDER NO.
_____

ADDRESS
_____

CITY	PROVINCE	POSTAL CODE	PHONE NO.	FAX NO.

SIGNATURE _____   DATE _____

If you need more detailed information about any of the courses or programs offered in this calendar please check one of the boxes below and mail or fax this form to us.

ADMINISTRATION AND MANAGEMENT

☐ Business Administration Certificate Program
☐ Leadership Skills for Business
☐ Management Skills for Supervisors Certificate Program
☐ Office and Administrative Skills Certificate Program
☐ Office and Administrative Skills Non Certificate Courses
☐ Introductory Legal Secretarial Program

BUILDING MANAGEMENT

☐ Building Manager (Residential) Certificate Program
☐ Building Service Worker
☐ Property Management Certificate Program

COMPUTERS

☐ Introduction to Computers
Computer Applications
☐ Word Processing
☐ Database Management
☐ Spreadsheets/Graphs
☐ Accounting
☐ Desktop Publishing
☐ Computer Programming
☐ Computer Operations
☐ Computer Skills for the Workplace CertificateProgram
☐ Computers for Small Business
☐ Local Area Network Administrator Certificate Program
☐ Desktop Publishing (Industry Skills)

SALES & MARKETING

☐ Sales Development Coaching Program
☐ Event and Conference Management Program
☐ Owner Development: New Exporter's Program
☐ Import/Export Fundamentals

SMALL BUSINESS SKILLS

☐ How to Start a Business
☐ How to Get More Business
☐ Small Business Owner Development
☐ Owner Development — W.I.S.E. Program (Women in Successful Enterprise)
☐ Restaurant Owner Management Program
☐ Restaurant Management — Personal Coaching

TELECOMMUNICATIONS

☐ Telecommunications Management Certificate Program
☐ Telecommunications Management Seminars

TRAINING SKILLS

☐ How to Plan Great Training Programs
☐ How to be a Great Trainer
☐ How to Make Groups Effective and Productive