

V.C.C.
Training for
Business

VANCOUVER
COMMUNITY
COLLEGE



PROGRAMS
ARCHIVES

Training For Business

WITHDRAWN

ADMINISTRATION MANAGEMENT
BUILDING MANAGEMENT COMPUTERS
SALES & MARKETING SMALL BUSINESS
TELECOMMUNICATIONS TRAINING

PROGRAMS, COURSES & SEMINARS

Discover how VCC can help you **MAXIMIZE** your Training Dollars by...

TRAINING YOUR OWN TRAINERS

Design your own Training Programs through VCC's

5 COST-EFFECTIVE TRAINING SKILLS PROGRAMS:

- | | |
|---|---|
| <p>1 How to Plan Great Training Programs (100152)★</p> <p>2 How to Write Great Training Materials (100154)★</p> <p>3 How to be a Great Trainer (100151)★</p> | <p>4 Advance Training Skills, Understanding Group Dynamics (100153)★</p> <p>5 The Provincial Instructional Diploma Program</p> <p>★ See Course descriptions under Training Skills in this publication</p> |
|---|---|

These programs can be **Customized** to meet your needs and offered at your Work site.

Your business may be eligible for Government training assistance to train your staff to be instructors and to assist you in developing an on-going Employee Training Program.

For further information, contact Glen Witter at:

682-0725 OR FAX 682-2857

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Vancouver Community College
City Centre
Library
250 West Pender Street
Vancouver, B.C. V6B 1S9

FOR REFERENCE

Do Not Take From This Room

T A B L E O F C O N T E N T S

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Please Note: Information about the courses in this calendar is correct at the time of publication. However, Vancouver Community College 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.

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	VCC/CE OAKRIDGE COMPUTER CENTRE, North Tower: 320-650 West 41st Avenue
CITY CENTRE: 250 W. Pender Street Registration and information: 682-5844	Registration and information: 682-5844.
KING EDWARD CAMPUS: 1155 E. Broadway Registration and information: 875-8200	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 headings above.

To register by Fax: Use the form on page 44.

A D M I N I S T R A T I O N A N D M A N A G E M E N T

APPLIED BUSINESS SKILLS CERTIFICATE PROGRAM

CONTINUING EDUCATION

324-5322

Your survival and advancement as a manager or supervisor will be determined by your performance as a specialized generalist. The Applied Business Skills Program is designed to develop your ability to perform a unique combination of tasks, both as a generalist and a specialist.

The program contains four (4) generalist courses in: Management, Accounting, Computers and Communication. Participants can then design the specialist component of the program to meet their own needs by selecting from over 35 course options. Specializations are available in Accounting, Communications, Computers, Law, Management, Personnel, Real Estate, Sales and Marketing, and Telecommunications.

For information, program guide or registration, call Program Assistant: Joanne Bydal, 324-5322 (10:00-15:00)

Entry Requirements

Prospective participants must:

1. Possess a Grade 12 diploma or equivalent
2. Have successfully completed the English Language Proficiency Index* examination as determined by the College.

*Language Proficiency Index Exam (102055)

This exam is mandatory for all students registering in Communications 1115 or 1118. The fee for this exam is non-refundable.

Application Procedure

Call 324-5322 to obtain a program guide containing an application form.

Certificate Requirements

156 hours of Generalist courses required. 156 hours of Specialized course work to be selected by each participant. See program structure for specifics.

Scheduling

The courses in the Applied Business Skills Certificate Program are offered in the September (Fall); January (Winter) and April (Spring) terms. Some courses may not be offered in all terms.

Program Structure

Required courses four (4), (156 hours of instruction). All four courses are from the Business Administration Certificate Program:

1. Managing for Accountability and Broad-based Effectiveness 1000 (102005) **Or:** Managing Through People 1000 (102011)
2. Accounting 1115 (102001)
3. Computer Applications in Business 2000 (102008)
4. Communications 1115 (102007) or Communications 1118 (102016)

*All students must successfully complete the Language Proficiency Index Exam.

COURSES/CERTIFICATE PROGRAM

1. ACCOUNTING

Accounting 2215 (102005)
Accounting 3321 (102003)
Accounting 3421 (102004)
(Accounting courses from the Business Administration Certificate Program)

2. COMMUNICATIONS

Communications 1115 (102007)
Communications 1118 (102016)
(Communications courses from the Business Administration Certificate Program)

3. COMPUTERS

Introduction to Personal Computers and DOS (100501)
Introduction to Programming (100503)
Word Processing Using WordPerfect 5.1 (100504)
Advanced Word Perfect 5.1 (100520)
Using dBase III Plus (100505)
Using Lotus 1-2-3 (100506)
Accounting Using AccPac G/L (100513)
Accounting Using AccPac A/R (100522)
Accounting Using Bedford (100507)
DOS and Hard Disk Management (100509)
Introduction to Windows 3.0 (100523)
Desktop Publishing and Graphic Design with PageMaker 3.0 (100516)
Local Area Network Management: Level 1 (100518)
Local Area Network Management: Level 2 (100519)
(Computer courses from the Computer Skills for the Workplace Certificate Program)

4. LAW

Business Law 1115 (102006)
Business Law 2215 (102014)
(Law courses from the Business Administration Certificate Program)

5. MANAGEMENT

Managing for Accountability and Broadbased Effectiveness (102005)
Managing Through People (102011)
(Management courses from the Business Administration Certificate Program)

6. PERSONNEL

Personnel Management 1115 (102018)
(Personnel course from the Business Administration Certificate Program)

7. REAL ESTATE

Property Management 1415 (109101)
 Property Management 2415 (109102)
 Property Management 3415 (109103)
 Real Estate Investment Analysis for Property Management 1535 (109110)
 Real Estate Law 1325 (109104)
 Real Estate Appraisal 1118 (Part 1) (109105)
 Real Estate Appraisal 1118 (Part 2) (109106)
 Real Estate Marketing 1420 (109109)
 Law and Tenant Relations 1000 (109001)
 Building Maintenance and Cost Control 1100 (109002):
 (Property Management and Real Estate courses from the Property Management Certificate Program, Law and Tenant and Building Maintenance courses from the Building

Manager Certificate Program)

8. SALES AND MARKETING

Sales and Marketing (102012)
 Advanced Marketing (102017)
 (Sales and Marketing courses from the Business Administration Certificate Program)

9. TELECOMMUNICATIONS

Understanding Telecommunications 1 1000 (102208)
 Telecommunications Management 1 Voice 2000 (102201)
 Telecommunications Management 2 Voice 3000 (102202)
 Data Communications 4000 (102204)
 Designing the Integrated Office 5000 (102205)
 (Telecommunications courses from the Telecommunications Management Certificate Program)

BUSINESS ADMINISTRATION CERTIFICATE PROGRAM (BAC)

CONTINUING EDUCATION

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 (10:00:15:00)

Non-Certificate students may enroll in any course.

Certificate Requirements

Eight (8) courses completed successfully in no more than five (5) years, 15 terms, including one (1) core 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.

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.

Communications 1115 or 1118

Entry Requirements

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.

Note: To Accounting Students

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

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 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)

Examine 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.

COMMUNICATIONS 1115 (102007)

Improve your 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)

Learn 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 to effectively use computers to solve business problems. By using practical exercises, 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.

MANAGING FOR ACCOUNTABILITY AND BROAD-BASED EFFECTIVENESS (VALUE-FOR-MONEY) 1000 (102005)

Accountability and value-for-money can be achieved in

all organizations in the public, private and voluntary sectors of our economy by utilizing the double loop concept. The "care loop" establishes the Mission Statement to be the foundation for the strategic and operational levels in the organization; and the "productive loop" articulates the Purpose/Mission of the organization. No text required: current literature utilized.

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.

PERSONNEL MANAGEMENT 1115 (102018)

Explore human and industrial relations with an emphasis on the various processes and techniques of establishing and maintaining efficient employee relations with high morale. Specifically, participants will study Human Rights Legislation, procedures and approaches to employee selection, development, evaluation performance and compensation as well as the issue of labour-management relations.

SALES AND MARKETING 2000 (102012)

Learn the principles, techniques and practices involved in the marketing and sales functions of a business enterprise. Focus on market identification, product research, advertising and promotion, sales strategies, distribution planning, staffing and training. Designed for those 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: 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.

BUSINESS ENGLISH SKILLS

CONTINUING EDUCATION

324-5322

Polish your Business English! The following four classes are offered on four Saturdays.

These are not ESL Courses. It is recommended that

GRAMMAR REVIEW FOR PRODUCTIVE BUSINESS WRITING 1215 (104407)

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

BUILDING A POWERFUL VOCABULARY 1315 (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.

students register in Grammar Review for Productive Business Writing (104407) prior to enrolling in Writing Dynamic Business Letters (104406).

WRITING DYNAMIC BUSINESS LETTERS 1415 (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 1515 (104414)

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

ESSENTIAL SKILLS FOR SUPERVISORS

CONTINUING EDUCATION

875-8200

Roll up your sleeves, sharpen your pencils, and get down to work! If you are a new or prospective supervisor, or just need some helpful techniques and skill reinforcement, this series is designed especially for you.

Each of our one-day courses is chock full of practical information and skill building exercises that will be indispensable to you in your daily work life. The format is

STEPPING UP TO SUPERVISION (102840)

Becoming a supervisor is not an easy transition. It requires a whole new set of skills, as well as an understanding and acceptance of new roles, from "doer" to "delegator". Former colleagues may have difficulty in accepting the new supervisor's role. Recognition must be given to the human relations and productivity aspects of supervision. Most new supervisors enter into this role without proper preparation and support. The purpose of this course is to help the new or potential supervisor to develop the knowledge, skills, and confidence required to supervise staff.

At the end of this course the participant will understand the skills required to effectively supervise;

- Using leadership skills,
- Coaching staff,
- Giving performance feedback,
- Creating a motivational workplace,
- Delegating work, and
- Employing problem solving techniques.

Interactive lectures, individual work, group discussion and skill practice sessions will be used.

Participants will write a "back-home" personal plan for

practical, interactive, and hands-on, with time allowed for discussion and to practice newly acquired skills and techniques.

For program information, call Jacqueline Bradshaw, Program Coordinator, 875-8200. For registration and invoicing call Lynda Boothby, 875-8200. Registrations will be accepted up to one week prior to the course date.

applying their newly acquired skills.

COMMUNICATION FOR SUCCESS (102838)

"Lack of Communication" is one of the most frequently cited causes of a multitude of workplace ailments. Whether it is with your staff, peers, or superiors, clear direct communication results in more productive interactions and effective actions of others. However, it can often be difficult to achieve. Communication is more than the process of speaking clearly. It is the transmission and reception of ideas, attitudes, and feelings, verbally and non-verbally. 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 communications.

At the completion of this course, participants will;

- Understand the communication process in organizations,
- Have improved awareness of key problems in organizational communication
- Understand the impact of perception on the communication process, and

- Have analyzed communication styles in organizations, to assist in more effectively getting the job done.

BUILDING AND COACHING A PRODUCTIVE TEAM (102844)

Building your team from a diverse group of people is never easy, but it is essential in producing the results you and your employer require. To get maximum results, you need the cooperation of all your employees. As a new supervisor, an integral part of the team building process consists of developing an environment where open communication and a shared vision exists. Your effectiveness as a supervisor will be enhanced by your understanding and practise of some key coaching and motivation measures used in the teambuilding process. At the completion of this course, participants will;

- Understand the importance of team-building,
- Be able to identify the characteristics of an effective team,
- Apply measures and techniques to build synergy in the workplace,
- Have the skills to identify and resolve key team concerns.

The net result? Increased work productivity, improved work quality, and enhanced team morale. This one day practical workshop begins by reviewing the importance of teambuilding and the characteristics of an effective team.

FINDING TIME FOR RESULTS (102845)

There never seems to be enough time in a day! Learn how to get daily results through practical techniques. Manage your day, your projects, and yourself. In this course you will learn the following time "diet" techniques;

- Analyzing your day
- Setting goals and priorities
- Delegating
- Creating productive meetings
- Handling interruptions
- Understanding your self-motivation to complete your day and projects.

You will gain a new confidence by taking control of your workday and improving the productivity and the success rate of your team and yourself.

INTRODUCTORY LEGAL OFFICE 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

ALL SIX COURSES 1115 (104425)

Introduction to The Legal Office Program
Civil Litigation
Corporate
Matrimonial
Wills and Estates
Conveyancing

INTRODUCTION TO THE LEGAL OFFICE PROGRAM 1215 (104426)

This class will cover the various types of law firms in existence and the roles of legal support staff in the profession as well as introduce reference sources and discuss the various areas of law. An overview of the "package" content and presentation will also be covered.

CIVIL LITIGATION 1315 (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.

respect to the five major areas of law.

Introduction to The Legal Office Program is the first of six (6) courses.

CORPORATE 1415 (104428)

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

MATRIMONIAL 1515 (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 1615 (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 1715 (104431)

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

LEGAL ASSISTANT CERTIFICATE PROGRAMS

CONTINUING EDUCATION

The legal assistant of today plays an invaluable role in a law office that strives to deliver high-quality service to its clients. Skilled legal assistants are able to perform legal research, prepare legal documents and enhance client relations.

We can provide you with the necessary skills including drafting, file management, financial management,

CONVEYANCING CERTIFICATE (104801)

The buying and selling of real property generates a flood of paperwork. This program will teach you how to prepare the documents and forms that must be drafted in order to complete a real estate transaction effectively and on time. You will also master the legal terms and concepts that a real estate conveyancer utilizes on a daily basis. Topics include: The Torrens System in British Columbia; relevant legislation including the *Land Title Act*; *Real Estate Act*, *Property Purchase Tax Act*; contract law in a real estate transaction; preparing and understanding mortgages, leases, and related documents; on-line computer registration of transfer documents; and dealing with strata-lots and mobile homes.

CORPORATE/COMMERCIAL CERTIFICATE (104802)

Organization and file management are the cornerstones in maintaining a company's corporate records and minute books. In this program you will learn these and other necessary skills to become a legal assistant in a law firm's corporate/commercial department. You will also learn how to incorporate and organize both provincial and federal companies; how to register and maintain extra-provincial companies, and how to handle the restoration of a company to the registry, or its dissolution. Topics include: business organizations and institutions, public versus private companies; corporate arrangements and amalgamation; relevant legislation including the *B.C. Company Act*, *Personal Property Security Act*, and *Canada Business Corporations Act*; corporate finance, insolvency, and transactions; and capital structures and reorganizations.

LITIGATION CERTIFICATE (104803)

Learn how to manage a litigation file from the initial client interview to the file's ultimate resolution, and in the process compile a comprehensive precedent system. This program will provide you with a solid foundation in the principles of general litigation, with an emphasis on the areas of personal injury law and creditor's remedies law. Topics include: the Court System in Canada and British Columbia; preparing and understanding pleadings and file documentation; chambers applications, relevant legislation including the *Supreme Court Rules*, *Insurance (Motor Vehicle) Act*, and *Court Order Enforcement Act*; and preparing for trial.

682-5844

interviewing, legal research, and writing; and substantive knowledge in the areas of conveyancing, corporate/commercial law, or litigation, areas where there is an ever-increasing demand for qualified legal assistants.

Choose one of these programs and prepare to embark on an exciting and rewarding career as a qualified legal assistant!

CONVEYANCING, CORPORATE/COMMERCIAL OR LITIGATION

Who Should Attend?

These programs are designed for those individuals currently employed as legal secretaries or legal assistants wishing to improve their skills and career positions. Prospective students must meet the following requirements: 1) Possess a Grade 12 diploma, 2) Have successfully completed an English Language Proficiency Index examination as set by the College, and 3) (a) Have one year of current legal office experience, including exposure to word processing; or (b) possess a VCC-VVI (now City Centre) Legal Secretary Certificate (or acceptable equivalent) and a minimum of six months' office experience; or (c) have completed a VCC Continuing Education Introductory Legal Secretarial course and a minimum of six months' office experience.

Format

Classroom. Classes in each program will run for a 32-week period.

Practicum

In addition to the in-class lectures, each program will offer the students practical experience. Each student will be required to complete a 640-hour, full-time practicum under the supervision of a qualified lawyer. Preferably, practicums will begin immediately following the classroom portion of the program; however, some flexibility will be allowed in this regard.

Certification

Students planning to complete a program and obtain the corresponding certificate must successfully complete the eight-month classroom portion of the program, and the four-month practicum portion of the program in no more than eighteen months.

Location

The location of each program will be confirmed at the time of registration.

Registration and Information

Registration may be completed by credit card (MasterCard or VISA) or by cheque, by 1) Telephoning 682-5844 from 09:00 to 15:00, Monday to Friday, or 2) Completing the attached FAX and mail-in registration form at the back of this calendar.

For more information, contact Anne Tollstam,

Program Coordinator, or Millie Anderson, Program Assistant, by telephone at 682-5844, or in writing at:

Legal Assistant Programs
Continuing Education Division

Vancouver Community College
City Centre Campus
250 West Pender Street
Vancouver, B.C. V6B 1S9

LIBRARY AUTOMATION SKILLS

CONTINUING EDUCATION

875-8200

COMPUTERS IN LIBRARIES (106067)

Do you feel that you've missed something in your training? You work in libraries but computers and automation are mysteries to you? What are CD-ROM, electronic mail, UTLAS? Offered in conjunction with VCC's Library Technician Program at the request of the Library Technician Association of B.C. (LTBC), this course is for all library personnel who wish to update their knowledge of current microcomputer applications programs for libraries.

The course consists of fifteen hours of instruction and lab time including the following components:

1. Applications Programs and Hardware

Introduction to the components of a microcomputer system and library uses of common software programs such as those for wordprocessing, spreadsheets, and database management.

2. Cataloging

Introduction to derived cataloging using Bibliofile and

UTLAS CD-CATSS; basic introduction to MARC coding for derived cataloging and input of original records.

3. Reference

Introduction to the use of CD-ROM reference sources, including Grolier's Electronic Encyclopedia, ERIC, MEDLINE, Library Literature.

4. On-line Technology

Introduction to communications protocol and search techniques for sources such as CAN/OLE and Dialog, use of electronic mail (Envoy), and searching of local on-line library catalogs.

5. Integrated Library Systems

Introduction to Columbia Library System and to the Eloquent Librarian, micro-computer based library systems, with emphasis on acquisitions and circulation use.

A statement of completion will be granted.

Please call Jacqueline Bradshaw for information on our next scheduled class: 875-8200.

MANAGEMENT SKILLS FOR SUPERVISORS CERTIFICATE PROGRAM

CONTINUING EDUCATION

875-8200

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

Management Skills for Supervisors Provincial Certificate Program

Program Goal

To provide comprehensive realistic up-to-date supervisory

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:

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.

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 program 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.

For information call Jacqueline Bradshaw, Program Coordinator: 875-8200.

For registration and invoicing call Lynda Boothby: 875-8200. Registrations will be accepted up to one week prior to the course start date.

ADVANCED MANAGEMENT SKILLS

CONTINUING EDUCATION

875-8200

ADVANCED MANAGEMENT SKILLS (100104)

This course is for the participant who wants to mobilize a top performance, results oriented, and visionary team committed to taking risks and responsibility. As a result of this program the participant will be a catalyst in developing an environment of continuing growth and achievement where rewarding and enjoyable Team Work is a reality.

What Will You Learn?

This is a hands-on course, designed to energize and empower experienced supervisors. Emphasis will be on Common Sense Management Style. At the completion participants will be able to:

1. Identify individual styles of communication.
2. Identify and practice effective intergroup dynamics.
3. Identify the importance of strategic long term planning.
4. Apply the principles of win-win negotiation techniques.
5. Turn difficult people situations to their advantage.
6. Implement effective hiring techniques.
7. Initiate and support a motivational climate to create "Heroes".
8. Delegate efficiently and effectively utilizing this

technique as a tool for Staff Development.

9. Implement strategies to manage personal management time.
10. Participate with success in meetings and use them as opportunities for career development.
11. Plan for and manage change as an opportunity for growth.
12. Apply effective project management tracking skills.

Who Should Attend?

If you are a manager or supervisor in the private, public, or not-for-profit sector with previous management training, or equivalent experience, this course is for you. This course will be of particular interest to graduates of the Management Skills for Supervisors Certificate Program.

What is the Format?

This is an intensive four-day course offered from 08:30 to 16:30.

For information call Jacqueline Bradshaw, Program Coordinator: 875-8200.

For registration and invoicing call Lynda Boothby: 875-8200. Registrations will be accepted up to one week prior to the course start date.

MENTORING

CONTINUING EDUCATION

875-8200

BETTER THAN CHANCE: PLANNING FOR A MENTOR IN YOUR CAREER (102879)

Your career development is important to you. Why leave it up to chance? One of the most effective ways to progress in your career is through the support of a mentor or career coach.

This workshop series uses a variety of formats to establish a solid understanding of the "most complex of all human relationships". It provides participants with practical how-to's and strategies which they can use to find and work successfully with a mentor. This course is for professionals new to a field requiring a long period of training such as lawyers, architects, and teachers; women wishing to break the glass ceiling; employees in organizations without planned mentoring programs. (This is not a "how to" course for someone wishing to establish a planned mentoring program for their organization.)

Topics will include:

1. The Mentor as an empowering agent in your life: Myths and realities; selecting different mentors in your career time line; barriers to mentoring; and six types of mentors. **Coaching session:** *Strategies successful mentors and protégés use.*

2. The Mentor as a keystone in your career: What's the difference; coaches, role models, advisors, and others; gender differences; building your "mentoring" team; mentoring styles; career specific strategies. **Coaching session:** *Identify good career mentors.*

3. Coaching: One strategy for your career success: What is coaching? Ground rules for success. **Coaching session:** *Step-by-step practice in coaching.*

For more information contact Jacqueline Bradshaw, Program Coordinator, 875-8200.

For registration information, call Lynda Boothby, 875-8200.

Office Administration Certificate Program (OAC)

CONTINUING EDUCATION

The Office Administration Certificate Program is designed for those who want to upgrade their office skills or those who are entering the workplace and want to have a working knowledge of not only the new technology being used in the office, but to have an understanding of the organization, interpersonal skills and ability to apply their knowledge in an effective and professional manner. Courses are taught by business professionals who bring hands-on experience and knowledge to the classroom. You will be updated on new office technology and office procedures which will improve your effectiveness at work and increase your job or employment potential.

The Office Administration Certificate Program consists of 219 hours and has been designed for maximum flexibility. The OAC Program is divided into two (2) levels with four (4) specialties which are:

1. Secretarial/Administrative Assistant Skills
2. Legal Office Skills
3. Medical Office Skills
4. Office Supervisory Skills

A Level I Certificate is available to students in each of the four specialties after the successful completion of Level I (102) hours. After completion of both Level I and Level II, students will have the office skills required for their chosen area of study and will be able to function effectively in the automated office of the 1990s.

For Whom?

The four specialties are designed as follows:

Secretarial/Administrative Assistant Skills further develops specific functional office skills and provides increased knowledge of office automation.

Legal Office Skills is an introduction to procedures, practices, forms and office routines. Participants will develop an understanding of the value of discretion and confidentiality.

Medical Office Skills is an introduction to terminology, procedures, practices, records, forms, billings and routines.

Office Supervisory Skills is an introduction to supervisory/managerial skills, office procedures and practice.

The following are required courses for students in the Office Administration Certificate Program:

SECRETARIAL/ADMINISTRATIVE ASSISTANT SKILLS

The following courses are required:

Level I

- *Typing/Keyboarding for Beginners
- First 3 courses from Business English Section
- Typing-Speed Building
- Any course from Business Accounting Section

Option: Any course/s from OAC Section

Level II

Office Automation I

682-5844

Computer Applications in Business
Additional courses from OAC Section
*Exemptions permitted

LEGAL OFFICE SKILLS

The following courses are required:

Level I

- *Typing/Keyboarding for Beginners
- First 3 courses from Business English Section
- Office Automation I
- Any course/s from Business Accounting Section
- Any courses from Introductory Legal Office Program

Level II

- Remaining Courses from Introductory Legal Office Program
- Legal Ethics and Confidentiality
- Legal Office Procedures
- Legal Terminology
- Computer Applications in Business
- Additional course/s from OAC Section totalling
- *Exemptions permitted

MEDICAL OFFICE SKILLS

The following courses are required:

Level I

- *Typing/Keyboarding for Beginners
- First 3 courses from Business English Section
- Office Automation I
- Any course from Business Accounting Section
- Medical Terminology I

Level II

- Medical Office Procedures
- Medical Terminology II
- Medical Office Billing
- Computer Applications in Business
- Additional course/s from OAC Section totalling
- *Exemptions permitted

OFFICE SUPERVISORY SKILLS

The following courses are required:

Level I

- *Typing/Keyboarding for Beginners
- Any 3 courses from Business English Section
- Office Automation I or II
- Employee Selection, Appraisals, Benefits and Relations
- Any course from Business Accounting Section

Level II

- Supervisory/Management and Decision Making
- Computer Applications in Business
- Records Management
- Additional courses from OAC Section totalling
- *Exemptions permitted

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 required courses within 4 years.

TYPING/KEYBOARDING

KEYBOARDING FOR COMPUTER 1010 (104206)

Learn 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 textbook is optional and can be purchased at City Centre Bookstore), 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.

TYPING: KEYBOARDING FOR BEGINNERS 1020 (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 1030 (104402)

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

INTRO TO WORD PROCESSING ON THE ELECTRONIC TYPEWRITER 1040 (104434)

Introduces learners to the Panasonic electronic typewriter. Students will learn to store, retrieve, edit information and gain an understanding of the electronic typewriter. This course will be of benefit to those who want to further their skills in the workplace, as well as provide a good grounding for further studies in word processing, such as WordPerfect and MS Word.

COMPUTERS

COMPUTER APPLICATIONS IN BUSINESS 2000 (102008)

Learn to effectively use computers to solve business problems. By using practical exercises, 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.

Scheduling

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

MEDICAL OFFICE BILLING 1415 (104520)

(See Medical Section for details)

ADMINISTRATIVE/MANAGEMENT

OFFICE AUTOMATION I: 1115 (104502)

This course will cover basic office procedures, computer technologies, telecommunication systems and information processing. Textbook: "Administrative Office Management," to be purchased at City Centre Bookstore prior to first class. This text will be used in both Automation I and II.

OFFICE AUTOMATION II: 1215 (104503)

Focus will be on administration procedures and how technology affects the business organization. Topics will include: principles of office management, integrated office automation and issues affecting productivity. Textbook: same as Automation I and to be purchased at City Centre Bookstore prior to class.

SUPERVISORY/MANAGEMENT AND DECISION MAKING 1315 (104507)

This course will focus on the techniques and skills required to manage effectively within today's organization. Topics covered will be communication, decision making, leadership skills, the motivation process and managing for success as seen from a manager's perspective. Textbook, "Management Concepts and Applications" to be purchased from City Centre Bookstore prior to class.

EMPLOYEE SELECTION, APPRAISALS, BENEFITS AND RELATIONS 1515 (104508)

This course will focus on the supervisory skills required to meet changes in the current workplace. Topics covered will be employee selection, orientation and training of the employee, job descriptions, employee appraisals and labour management relations. Textbook: "Administrative Office Management" to be purchased at City Centre Bookstore prior to class.

RECORDS MANAGEMENT 1615 (104509)

Records Management includes the development and execution of procedures and methods for the creation, maintenance and disposition of business records of all physical forms and content types. As the volume of information being processed by business has increased, so has the need for a systematic approach to creating, classifying, storing, retrieving and disposing of that information. Records management affects all levels of systems and personnel within all types of business. Textbook to be purchased at City Centre Bookstore prior to class.

ACCOUNTING/BOOKKEEPING/BUDGETING

INTRODUCTION TO PAYROLL (MANUAL/COMPUTERIZED) 1315 (104409)

For small business owners and personnel who wish to learn how the current source deduction rules affect payroll preparation. Learn to prepare hourly, salaried and commission payroll, payroll law, record maintenance, paycheque and statement preparation and T4 preparation. Understand employer reporting such as WCB, Revenue Canada Taxation, Records of Employment and Stats Canada.

INTRODUCTION TO BOOKKEEPING PART I: 1115 (104511)

The first of the introductory course in bookkeeping will deal with the procedures that make up the accounting cycle of a service business. Students will be introduced to transactions, journals, general ledgers, trial balance, as well as preparing simple financial statements. The text/kit for Part I and Part II is "Accounting Fundamentals Fourth Edition," Hoffman Pacy Flashner. This text should be purchased from the City Centre Bookstore before the first class.

INTRODUCTION TO BOOKKEEPING PART II: 1215 (104512)

The second part (Chapter 11-23) of the Introductory Course in Bookkeeping will deal with the procedures that make up the accounting cycle. Students will learn how to analyze transactions, record journals, post, as well as worksheet adjustments. Same text/kit as Bookkeeping Part I.

BUDGETING SKILLS FOR NON-FINANCIAL MANAGERS AND SUPERVISORS 1515 (104435)

This class will assist all those who have ever been asked to prepare their own budget with little or no budgeting experience. Learn the basics of budgeting through all phases including planning, preparation, presentation and monitoring. Budgeting terminology and basic financial analysis will be explained. Personal budgeting will also be covered.

ACCOUNTING FOR THE NON-ACCOUNTANT 1415 (104510)

This course will appeal to those wanting an overview of accounting and financial planning. Previous knowledge is not required. Topics will include the role of an accountant, double-entry accounting systems and computer vs. manual systems, budgeting and understanding financial statements. It will be accounting made easy and fun! Textbook: "Accounting for Non-Accountants" to be purchased at City Centre bookstore prior to class.

COMMUNICATION/INTERPERSONAL SKILLS

COMMUNICATION SKILLS 1115 (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.

PROFESSIONAL TELEPHONE COMMUNICATION SKILLS 1215 (104433)

This course is designed for all employees who communicate via telephone. Emphasis will be placed on the development of professional call handling skills. You will be provided with strategies for recognizing and dealing with difficult telephone clients. Learn to identify and encourage use of new skills to help display telephone courtesy and professionalism while under pressure. Increase personal effectiveness of telephone communication skills and improve tone of service.

JOB SEARCH TECHNIQUES: FOCUSING ON THE HIDDEN JOB MARKET 1315 (104416)

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 on the first evening.

LEGAL

LEGAL ETHICS AND CONFIDENTIALITY 1815 (104532)

This program will cover legal ethics as it applies to support staff in the various areas of law. Using case studies reviewed by the Bar Association we will discuss how the ethics of the profession bind you. Emphasis will be placed on the value of confidentiality.

INTRODUCTION TO LEGAL OFFICE PROCEDURES 1915 (104531)

As an introduction to procedures in the legal office this class covers the expectations and potential for secretaries in the law office. Such things as daily office routines, billing, telephone skills, xeroxing, using basic office equipment for legal needs, diarize systems, bring forward systems as well as organization of files and the use of filing agents will be covered.

LEGAL TERMINOLOGY 2015 (104530)

This course will cover the rules of legal language, terminology unique to each area of law.

MEDICAL

MEDICAL TERMINOLOGY I: 1115 (104417)

This program approaches the medical language through the study of word parts, prefixes, stems and suffixes. You will review case histories and be introduced to symptomatic, diagnostic and surgical terms. 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: 1215 (104420)

This course is the second half of a two-part program.

SHORTHAND

SHORTERHAND BEGINNERS 1115 (104421)

Learn the basic theory of Pitman Shorterhand. 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 1215 (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.

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 1315 (104424)

Learn the skill involved in managing a medical office, maintaining doctors' records, scheduling appointments, handling medical and legal forms, making referrals, a study of body systems, laboratory procedures, classifications of drugs and routes of medication. Medical Office Assistant handbook to be purchased from Langara Bookstore.

MEDICAL OFFICE BILLING 1415 (104520)

The purpose of this course is to provide training on the use of electronic Medical Billing Systems. MED-TRAC will be used as the example. The course is designed for students with little or no knowledge of computers or medical billing systems. A brief introduction to computers is included. This program is suitable for ANY office requiring electronic medical billing.

EARN A CERTIFICATE

**APPLIED BUSINESS SKILLS
BUILDING MANAGER
BUSINESS ADMINISTRATION
COMPUTER SKILLS FOR THE WORKPLACE
LEGAL ASSISTANT
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 criteria:

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.

BUILDING MANAGER 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. Supervisory skills are also covered, including goal setting, problem-solving techniques and people management.

The program is recognized by PAMA (The Association of Professional Residential Property Managers). PAMA holds a strong commitment to the overall improvement of educational standards within the property management industry. PAMA's support of the Building Manager Program is part of that commitment.

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

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. 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 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 and plumbing systems. Classes include field trips and hands-on demonstrations using a variety of appliances and other equipment.

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 and Tenant Relations, Building Maintenance and Cost Control, Managing Through People 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.

MANAGING THROUGH PEOPLE (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 and responding to changing needs will be explored.

BUILDING SERVICE WORKER: LEVEL 1 (109008)

Learn general cleaning and floor maintenance. Students will explore types of soils, types of cleaners, cleaning chemicals, germicides and disinfectants, washroom and window cleaning, sweeping methods and equipment, floor machines and servicing specialty areas. Safety issues will also be covered. This is a theoretical course which prepares students for the hands-on program.

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 the Certified Professional Residential Property Manager (CPRPM) Designation from PAMA. For further information call the PAMA office at 684-6717.

Appraisal 1118 (Parts 1 and 2), Real Estate law 1325, Real Estate Investment Analysis for Property Management 1535, and Business Ethics meet the 'core course' requirements towards obtaining the CPM designation. The two economics courses, 221 and 222, meet the university elective requirements. For further information on the CPM designation, contact the Institute of Real Estate Management, BC Chapter #50 at 683-9106.

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; Real Estate Investment Analysis 1535; and Real Estate Marketing 1420.

Certificate Requirements

Students must complete the following 12 of 14 courses in no more than 6 years:

Manadatory Courses:

Property Management 1415

Property Management 2415

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

Property Management 3415
Real Estate Law 1325
Real Estate Appraisal 1118: Part 1
Real Estate Appraisal 1118: Part 2
Computer Applications in Business 2000
Real Estate Marketing 1420
Accounting 1115
Communications 1118

Plus any two of the following:

Macro Economics 221
Micro Economics 222
Business Ethics 1000 (102015)
Real Estate Investment Analysis for Property Management 1535 (109110)

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.

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%. Students with a current Real Estate Sales License will be exempt from Real Estate Marketing 1420 only.

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.

managing Commercial and Industrial Type Properties.

PROPERTY MANAGEMENT 3415 (109103)

An indepth course that discusses the management of shopping centres. Topics will include: stopping 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.

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 1118: PART 1 (109105)

Introduction to the basic principles of real estate

appraising. 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 Courses Appraisal 1101 and 1102.

REAL ESTATE APPRAISAL 1118: PART 2 (109106)

More focus on building construction. In-depth discussion on the three approaches to value. Preparation of appraisal reports will be discussed. Prerequisite: Successful completion of Part 1.

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 precicensing examination to obtain real estate 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 INVESTMENT ANALYSIS FOR PROPERTY MANAGEMENT 1535 (109110)

An introduction to the basic fundamentals of investment analysis as they apply to real estate. Topics include nature of investments, business mathematics, mortgage equity concept, taxation, discounted cash flow concepts and feasibility studies.

BUSINESS ETHICS 1000 (102015)

Examine the basis of ethical business activity. Review the fundamental criteria that make a business ethical. Learn to develop and apply ethical standards in the context of the day-to-day reality of business. Participants will, upon completion,

be able to create specific procedures and policies for the own business situation.

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 to effectively use computers to solve business problems. By using practical exercises 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.

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.

OAKRIDGE COMPUTER COURSES

CONTINUING EDUCATION

682-5844

The Vancouver Community College Computer Series is a comprehensive program of multi-level courses, designed to teach practical operating skills for all levels of microcomputer users. Business professionals, office personnel and others can develop and refine their computer operating skills in any one of the areas listed below.

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 at Oakridge Lab are 286's with two megabytes of RAM and SVGA graphics cards, displaying on colour monitors. Every student will have a personal work station and classes will be limited to six or twelve to allow more personal contact with the instructor.

Course Locations

Oakridge Centre North Tower, 320-650 West 41st Avenue

Registration and information: 682-5844

VCC Langara Campus: 100 West 49th Avenue

Registration and information: 324-5322

Class Sizes and Information

VCC Langara classes have a maximum of 20 students.

Classes at the Oakridge Microcomputer Lab permit a

INTRODUCTION TO COMPUTERS

Note: DOS is covered in both "Introduction to Microcomputers" and in "Introduction to DOS." Students should not enroll in both courses.

INTRODUCTION TO MICROCOMPUTERS (100605)

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

INTRODUCTION TO DOS (100903)

This course is an introduction to the basic concepts and commands of DOS, the Disk Operating System. Exercises will

maximum of 6 or 12 students.

Note:

Basic keyboarding skills are recommended for most computer courses. We also recommend Basic Instruction in DOS, or Introduction to Microcomputers, 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 (100605)

DOS Introduction (100903)

CSW1: Introduction to Computing Concepts (100501)

B. How to Operate a Specific Software Program

Courses are listed according to the application area (eg. accounting, word processing, etc.) 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

Pat Austin/Mishele Mathern (261-2806)

Don Birosh (324-5322)

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 to meet your needs. Custom training can also be arranged: 261-2806.

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. No previous experience with computers is necessary. Some typing is required. Suitable for all versions of DOS.

INTERMEDIATE DOS (100912)

Explore the full powers of DOS. Learn the purpose of, and how to write and change Config.sys and Autoexec.bat files, as well as basic trouble-shooting for start-up procedures. Find out how a new hard disk is set up for use. Learn how to sort directory listings, find files anywhere on the hard disk, and protect files from accidental deletion. Customize common DOS operations and build your own menu system using batch files and Edlin. Experience with DOS is essential.

Introduction to DOS or Introduction to Microcomputers is recommended.

INTRODUCTION TO WINDOWS (100914)

Windows is a graphic environment for file, disk and program management. Instead of typing DOS commands, learn how to select icons to perform particular tasks: such as finding, copying and deleting files, and formatting disks. Learn screen navigation by using a mouse. Control the structure of your hard disk by expanding and collapsing the directory structure. Use the clipboard to copy information from one application to another. Understand and use multitasking—the capacity to run different software programs at the same time and switch between them. Introduction to Microcomputers (100605) or Introduction to

COMPUTER APPLICATIONS

WORD PROCESSING

Note: The Oakridge Lab offers WordPerfect Practice (101101) and MS-WORD/WORD for Windows Practice (101102) for students who would like a full day of supervised “hands-on” practice after learning basic skills in these programs. See descriptions below.

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. (In the event that WordPerfect for Windows is released in the Fall of 1991, please call for separate course dates.) Also see: WordPerfect Practice below.

WORDPERFECT PRACTICE (101101)

This is a day of “hands-on” structured exercises, designed to reinforce concepts and commands from Introduction to WordPerfect (100710). Under the guidance of an instructor, students will practise what they have learned in the introductory course, and explore valuable tips and tricks which can improve productivity. Persons who have not used WordPerfect for some time may also benefit from this session. Class size is limited. Classes are restricted to those who have taken Introduction to WordPerfect or have permission from the instructor.

INTERMEDIATE WORDPERFECT (100735)

Now that you have mastered the WordPerfect basics, learn how to centre various text columns, create tables (including math calculations), do various merges and sorts, and more. Experience with WordPerfect is essential.

DOS (100903) is recommended as a prerequisite.

HOW TO BUY A COMPUTER (100615)

Are you confused by computer ads? Do you understand the language concerning various microcomputer systems and components? This course will provide the answers. Starting with basic concepts and vocabulary, the components of a microcomputer system will be demystified. Learn about different CPU's, RAM, and high/low density floppy disk drives and disks. Understand DOS, hard disk sizes and speeds, and what Windows can do. Learn about printers, mice and modems. You will also see a variety of popular software programs in action. This course is valuable to anyone who is curious about microcomputers, but does not know where to begin.

ADVANCED WORDPERFECT: DESKTOP PUBLISHING (100747)

This course covers the creation of tables of contents, indexes, macros and style sheets. The use of WordPerfect as a desktop publisher is introduced. Topics include lines, 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. Also see: MS-WORD/WORD for Windows Practice below.

MS-WORD/WORD FOR WINDOWS PRACTICE (101102)

This is a day of “hands-on” structured exercises, designed to reinforce concepts and commands from Introduction to MS WORD (100778) or Introduction to WORD for Windows (100796). Under the guidance of an instructor, students will practise what they have learned, and explore valuable tips and tricks which can improve productivity. Persons who have not used the program for some time may also benefit from this session. Class size is limited. Classes are restricted to

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

Vancouver Community College: City Centre

COMPUTER GRAPHICS & ELECTRONICS

FALL, 1991: PART-TIME CREDIT COURSES

Computer Graphics

COURSE 7178: INTRODUCTION TO THE MACINTOSH & PAINT SOFTWARE

You're an artist with no computer experience and want to explore using computers in your art? This course is for you! Topics include: hardware orientation; basic computer skills; general editing; file handling; working with software painting tools; digital colour painting; and special effects. 15 sessions: Mon/Wed (7-10 p.m.) classes start Sept. 9th and end Oct. 30th; Tues/Thurs (7-10 p.m.) classes start Sept. 10th and end Oct. 29th. Fees: \$48.00.

COURSE 7184: DESKTOP PUBLISHING II (USING QUARK XPRESS)

Many businesses are now using Quark as their standard page layout software. Here's your chance to get ahead of the crowd. Learn about page layout; importing files (text, illustrations, photographs); screen and printer fonts; leading and kerning; image control; halftone settings; overlays and colour specs; gray scale; and more. Prerequisites: Course 7178 above or previous Macintosh applications software experience. 20 sessions: Mon/Wed (7-10 p.m.) classes start Nov. 6th and end Jan. 29th. Fee \$64.00.

COURSE 7181: DIGITAL COLOUR DRAWING

Using Adobe Illustrator, you will learn advanced drawing techniques; special effects colour separation, creative problem solving, advanced drawing tools and more. Prerequisites: Course 7178 above, or previous Macintosh applications software experience. 20 sessions: Tues/Thurs (7-10 p.m.) classes start Nov. 7th and end Jan. 23rd. Fee \$64.00.

Note: Successful completion of any part-time credit Computer Graphics course, does not in any way imply that you have met the entrance requirements for the full-time program. If you have been accepted into the full-time program, and you complete a part-time credit course, you may apply for exemption from the completed course.

Electronics

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; semiconductors, 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. **Entrance Requirements:** Grade 12 completion (Algebra 11 and Physics 11 recommended), or permission of Dept. Head. Starts Sept. 10th—Tues. & Thurs (18:45-21:45) and Saturdays (09:00-16:00). Fee \$502.

ELECTRONICS TECHNICIAN (TELECOMMUNICATIONS): 10 MONTHS PART-TIME

This 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 systems. **Entrance Requirements:** Successful completion of Electronics Basic or equivalent, or permission of Dept. Head. Starts Sept. 10th—runs Tues. & Thurs. (18:45-21:45) and Saturdays (09:00-16:00). Fee \$502.

ELECTRONICS TECHNICIAN (COMPUTERS): 10 MONTHS PART-TIME

This program will be of interest to those working in electronics who need advanced training in computer electronics, or to recent Telecommunications option graduates seeking a Diploma in Electronics. This accelerated certificate program covers introduction to computers; computer circuits; microcomputer construction; computer video; mass storage devices; operating systems; structured troubleshooting of PC's and peripherals, networks; and more. **Entrance Requirements:** Completion of Electronics Basic or permission of Dept. Head. Starts Sept. 9th—runs Mon. & Wed. (18:45-21:45) and Saturdays (09:00-16:00). Fee \$502.

Need more information? Call Counselling at 681-8111, Loc. 220.

You can register by phone with your VISA or MasterCard by calling Loc. 210,
Or drop in to the City Centre Admissions dept. at 250 W. Pender St. in Vancouver.

For more information and to register call 681-6111 Local 210

Vancouver Community College: City Centre

TOURISM & HOSPITALITY

BAKING & PASTRY ARTS

BAKING AND PASTRY UPGRADE

This program is designed to upgrade the student who has spent at least one year in the baking or cooking field. Each level deals with the practical methods of a particular specialty. Bread, pastry, cake and decorating crafts are covered.

TRADES QUALIFICATION THEORY: COURSE #4184

This course has been specifically designed for bakers wishing to write the Provincial Trades Qualification exam. The course covers the baking theory required for the exam: baking ingredients, sanitation principles, equipment, basic management skills, etc.

Prerequisite: 4 years industrial baking experience and the permission of the Department Head, George Rudolph, 681-8111, local 293

CAKE BAKING AND DECORATING: COURSE #3489 & #3268

An introduction to the preparation and baking of various cakes such as tortes, mousses, cheese and many others as well as an overview of basic cake decorating.

Prerequisites: Negative TB Test & Completed Health Questionnaire

YEAST DOUGH PRODUCTS: COURSES #1753 & 1754

The theory and practice of preparing various yeast dough products. Students will be involved in the baking of breads, buns, croissants, Danish pastries, sweet doughs and other yeast dough speciality products.

Prerequisites: Negative TB test and completed health questionnaire

PASTRY CHEF

The Pastry Chef program is designed to meet the advanced educational and training needs of the baking and hotel/restaurant sectors of the tourism and hospitality industry.

CHOCOLATE MAKING: COURSE #7129

A hands-on course covering the handling, preparing and tempering of different kinds of chocolate products.

Prerequisites: Negative TB test and completed health questionnaire

BAKESHOP SUPERVISOR

A graduate of VCC's Bakeshop Supervisor Program will

acquire the business, human resources and communication skills necessary to become an effective supervisor in the ever-growing baking industry. The program is offered on a part-time basis in the evenings and Saturdays to allow professionally trained bakers the opportunity to obtain the necessary skills for effective supervision and advancement at times convenient to their working schedule.

Certificate requirements:

- *Supervisory Leadership
- *Tourism Marketing
- *Financial Controls
- Production Management
- *Human Resources Development
- *Basic Computer Skills
- Facility and Equipment Maintenance
- *Human Relations
- Introduction to Baking Industry
- *Denotes (Tourism Supervisory Specialty Program)

T.S.S.P. courses.

CULINARY ARTS

TRADES QUALIFICATION THEORY: COURSE #3656

Designed for people who are employed in food service kitchens but do not have journeyed status. This course covers all areas of the professional kitchen. Students make their own arrangements to write the final T.Q. examination with the Apprenticeship Board. At least 7,000 hours of cooking experience are needed to write the final examination.

Prerequisite: Permission of Department Head, Ulrich Falter, 681-8111, Local 347

KITCHEN MANAGEMENT: COURSE #5096

This course is designed for people who work in professional kitchens and want to become more effective in the area of kitchen management. Lessons include inventory control, recipe conversion, yield tests, labour and food costing, daily record-keeping, menu planning.

Prerequisites: None

CORE & SHORT ORDER COOKING

Prerequisites: Negative TB test and completed health questionnaire

There are 10 courses in this program. It will take at least 3 terms to complete.

FOOD AND BEVERAGE

BARTENDING

The graduate will be prepared to obtain employment as bartender in various hospitality and tourist facilities, private clubs and other institutions holding liquor licences.

Certificate requirements:

Mixology, Wine/Wine Service, Operational Procedures

MIXOLOGY: COURSE #2907

Students will be introduced to both the theory and practice of bartending. Students will learn the preparation and presentation of traditional cocktails and garnishes in the Centre's new mixology lab.

Prerequisite: 19 years of age.

WINE & WINE SERVICE: COURSE #2747

The course is designed to remove the mystique surrounding wines, labels and wine service. This course examines the history and principles of wine-making, the handling and storage of wine, purchasing and stocking wines and dealing with customers.

Prerequisite: 19 years of age.

TOURISM/TRAVEL

TRAVEL AGENT

This program prepares graduates for employment in retail travel agencies as domestic travel agents or as reservations agents with tour wholesalers.

CRUISES: COURSE #7024

This course provides insight into the many cruise companies, ships, routings and ports of call, as well as placing a special emphasis on the selling techniques used when selling a cruise vacation. Instructional materials from CLIA, the Cruise Lines International Association will be used to assist the learner with cruise terminology, identifying passenger requirements and applying selling techniques to cruise bookings.

Prerequisites: None

SALES AND SERVICE: COURSE #7092

The Sales and Service course provides the learner with a "hands-on" application of the consultative selling process used by professional travel counsellors. Topics include diagnosing needs, product presentation, benefit selling, overcoming sales

resistance and closing the sale as well as follow-up selling.

Prerequisites: None

INTRODUCTION TO THE TOURISM/TRAVEL INDUSTRY: COURSE #7027

The tourism travel industry is made up of a number of business sectors and associations providing different services to the travelling public. This course provides the learner with insight into this fast growing industry. The business sectors of the tourism travel industry and the role of associations and government will be covered in this course, together with an understanding of why people travel.

Prerequisites: None

DOMESTIC AIRLINE TARIFFS AND TICKETING: COURSE #7091

This course is designed to develop the basic skills necessary to source airline information, book reservations, calculate air fares, and complete airline tickets and documents to meet the standard of the industry. Upon completion of this course, the student will be able to complete airline tickets within Canada and the United States.

Prerequisites: None

PROGRAMS FOR THE TOURISM PROFESSIONAL

TOURISM SUPERVISORY SPECIALTY PROGRAM

The Tourism Supervisory Specialty Program [TSSP] is designed to develop professional standards of knowledge and skill at the supervisory level. The program is intended for three types of individuals:

Those with previous experience seeking employment in tourism beyond the front line

Front-line employees seeking promotion into supervisory positions

Supervisors wishing to upgrade skills while continuing to work.

The program is also open to mature students wishing to make a career change.

The TSSP includes thirteen courses. Seven of the thirteen courses are development (core) courses, which every participant must complete. They are:

- From Tourism to Tourist
- Tourism Marketing for Supervisors
- Human Relations in Tourism
- Supervisory Leadership

FOR MORE COURSES SEE NEXT PAGE

*For more information and to register call Counselling at 681-6111 Local 210
250 West Pender Street*

There's a future for you in...

TOURISM & HOSPITALITY

Human Resource Development
Financial Controls
Basic Computer Applications

The remaining six courses are taken from a specialty area of the student's choice. Currently, successful completion of the program's thirteen courses together with at least one year of documented supervisory experience appropriate to a student's chosen specialty area, leads to a VCC certificate. Graduates may also apply for a letter of recognition from the provincial Pacific Rim Institute of Tourism and, where applicable, certification from the American Hotel & Motel Association.

DEVELOPMENT COURSES

HUMAN RELATIONS IN TOURISM: COURSE #2672

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

Prerequisites: None

FROM TOURISM TO TOURIST: COURSE #3580

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.

Prerequisites: None

HUMAN RESOURCE DEVELOPMENT: COURSE #2675

This course provides the student with an understanding of human resource management concepts on a theoretical and practical level. Special emphasis is placed on recruitment and selection, employment equity, job descriptions, job specifications, job analysis, performance appraisal, training and development, human rights and employment standards, and quality of working life.

Prerequisites: None

SUPERVISORY LEADERSHIP: COURSE #4269

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

Prerequisites: None

TOURISM MARKETING FOR SUPERVISORS: COURSE #4270

The 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.

Prerequisites: None

BASIC COMPUTER APPLICATIONS: COURSE #3530

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

Prerequisites: None

PRINCIPLES OF FINANCIAL CONTROLS: COURSE #2674

The purpose of this course is to provide a general familiarization with the basics of financial recording, reporting and control, and to acquaint students with the concepts of how financial information may be used in making business and operating decisions. More detailed attention is given to employee scheduling and payroll procedures, and to loss prevention in the areas of cash/credit and inventory control.

Prerequisites: None

SPECIALTY AREA COURSES

FOOD & BEVERAGE COST CONTROLS: COURSE #1797

The student will learn to take charge of the complexities of controlling foods, beverages, labour & sales income. Covers standard determination, the operating budget, and income/cost control, as well as control systems. The basics of computers and applications in planning and control functions.

Prerequisites: None

FRONT OFFICE PROCEDURES**: COURSE #1763

Provides theoretical and simulated practical training in the main aspects of the job of front office personnel. Includes information on reservation systems, guest services, front desk, PBX department and hotel security.

Prerequisites: None

MARKETING OF HOSPITALITY SERVICES**: COURSE #1798

This course is designed to provide students with basic knowledge and practical experience which will enable them to develop strategic marketing plans for hotel/motel properties.

Prerequisites: None

SUPERVISORY HOUSEKEEPING**: COURSE #1788

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

PREREQUISITES: None

**Indicates American Hotel & Motel Association (AHMA) course equivalent.

Courses in the full-time Hospitality Administration Program, Semesters I & III, are also offered during the day and are comprised of a 1 hour lecture and a 2 hour lab. Registration is limited to space available and approval from course instructor. A schedule is available by mail. Contact Counselling at 681-8111 to request a copy of the schedule. No information will be given out over the telephone.

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 and to register call 681-6111 Local 210

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

those who have taken Introduction to MS-WORD or have permission from the instructor.

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)

Learn 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

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 multiple search conditions, dates, use of various filters and Query files, and complex index keys. Also explored in detail is the creation and maintenance of a variety of reports and mailing labels. The creation and use of input screens is also covered.

SPREADSHEETS/GRAPHS

INTRODUCTION TO LOTUS 1-2-3 (100711)

Learn 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

text, printing, file management, and using multiple document windows. Also see: MS-WORD/WORD for Windows Practice above.

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 headers and footers, setting and changing tabs, and merging into documents and labels. Additional SPREADSHEET commands include using special functions to sort worksheet data; as well as creating and printing various types of charts. Also covered are advanced DATABASE commands including multiple query conditions.

INTRODUCTION TO DBASE IV (100771)

Learn fundamental dBase commands to create, use and maintain a database. This course covers catalogues; creating and changing a database structure; displaying, adding, changing and deleting records; and queries to select records. All commands are given through the Control Centre.

INTERMEDIATE DBASE IV (100781)

This course builds on the knowledge gained in Introduction to dBase IV. Topics include multiple search conditions, dates and memos, use of various filters and complex index keys. Also explored in detail is the creation and maintenance of a variety of reports and mailing labels. The DOT prompt is explored and creation and use of input screens is discussed.

functions (filling, sorting, finding and extracting records) and creating and printing graphs. Other skills such as windowing, locking titles and date math are also covered. A basic working knowledge of Lotus is required.

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)

Learn 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.

INTERMEDIATE EXCEL (100797)

Intermediate Excel topics include database functions (sorting, finding and extracting records) and creating and printing a variety of graphs. Other skills for managing a large spreadsheet are also covered. A basic working knowledge of Excel is required.

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

MICROCOMPUTER ACCOUNTING

INTRODUCTION TO BEDFORD (100702)

Learn 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. A basic understanding of accounting principles is assumed.

ADVANCED BEDFORD (100765)

Learn how to set up the Inventory and Job Cost modules, as well as the integration of these with Payables, Receivables and Payroll. Students will also learn how to manage sales discounts, purchase discounts, NSF cheques, payroll advances, and adjusting and transferring Inventory. Exporting to Lotus and preparing several different reports (including Budget/Actual; Actual/Last Month; and forecasts) is also included.

DESKTOP PUBLISHING

IBM/IBM COMPATIBLE

GRAPHIC DESIGN FOR DESKTOP PUBLISHING (100773)

An introductory course in design for the desktop publishing trainee. Learn techniques for typographical layout, casting, measuring and identifying typefaces. Learn page layout procedures for designing brochures, catalogues, advertisements, corporate stationery and newsletters. Page architecture and terminology are studied as well. Explore marketing design techniques and camera-ready—print media reproductive procedures. Colour and balance will also be covered. Students will produce four final designs. Please note that this is a preparatory course and microcomputers are NOT used in this class. (Students will require the following

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 headers and footers, setting and changing tabs, and merging into documents and labels. Additional SPREADSHEET commands include using special functions to sort worksheet data; as well as creating and printing various types of charts. Also covered are advanced DATABASE commands including multiple query conditions.

ACCOUNTING WITH ACCPAC: G/L (100701)

Learn 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)

Learn how to set up customer/vendor files; enter sales invoices; enter cheques and make adjustments in the receivable area. Posting and printing journals, and printing a variety of reports (e.g. the Detail Trial Balance) will be covered. Students will also learn how to enter purchase invoices; determine who will be paid; create a cheque register; and retrieve batches from the subsidiary ledger, to post in the General Ledger.

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.)

INTRODUCTION TO COREL DRAW (101103)

This course covers various Corel Draw concepts and commands such as tools, colour palette, the editing window and status line. Learn object manipulation: stretching, rotating, scaling, skewing and other on-screen alignment aids. Learn curve and node control, how to set and customize typefaces, and create logotype. Graphic importing and exporting are also covered, as well as customizing and separating colour graphics.

INTRODUCTION TO PAGEMAKER 4.0 DESKTOP PUBLISHING (100746)

Learn fundamental PageMaker skills for setting-up a document, typesetting and editing. 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. You will complete the production of a two-sided brochure.

INTERMEDIATE PAGEMAKER 4.0 DESKTOP PUBLISHING (100766)

Designed for successful students from the introductory course. Learn 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 DESKTOP PUBLISHING WITH PAGEMAKER AND COREL DRAW (100792)

Learn to produce a newsletter using PageMaker and

Corel Draw. Setting up in PageMaker includes tagging word-processed text, creating a style sheet and 3-colour separations. Corel Draw will be used to create the graphics. Electronic design and assembly will be done in PageMaker 4.0 (IBM). Prerequisite: completion of Intermediate PageMaker (100766) or equivalent, along with some DOS/graphics background.

PAGEMAKER UPGRADE TO 4.0 (101104)

Improve your productivity by upgrading to PageMaker 4.0. Learn to use the new type editing facilities - table editor; the new links system; new menus; expanded style sheet accessories, and keyboard commands operating through Windows 3.

ADVANCED WORDPERFECT: DESKTOP PUBLISHING (100747)

This course focuses on the creation of tables of contents, indexes, macros and style sheets. The use of WordPerfect as a desktop publisher is introduced. Topics include lines, boxes, and incorporating graphic images within a document. Experience with WordPerfect is essential. Suitable for students with version 5.0 or 5.1.

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.

INTRODUCTION TO DOS (100903)

This course is an introduction to the basic concepts and commands of DOS, the Disk Operating System. 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. No previous experience with computers is necessary. Some typing is required. Suitable for all versions of DOS.

INTERMEDIATE DOS (100912)

Explore the full powers of DOS. Learn the purpose of,

and how to write and change Config.sys and Autoexec.bat files, as well as basic trouble-shooting for start-up procedures. Find out how a new hard disk is set up for use. Learn how to sort directory listings, find files anywhere on the hard disk, and protect files from accidental deletion. Customize common DOS operations and build your own menu system using batch files and Edlin. Experience with DOS is essential. Introduction to DOS or Introduction to Microcomputers is recommended.

INTRODUCTION TO WINDOWS (100914)

Windows is a graphic environment for file, disk and program management. Instead of typing DOS commands, learn how to select icons to perform particular tasks: such as finding, copying and deleting files, and formatting disks. Learn screen navigation by using a mouse. Control the structure of your hard disk by expanding and collapsing the directory structure. Use the clipboard to copy information from one application to another. Understand and use

multitasking - the capacity to run different software programs at the same time and switch between them. Introduction to Microcomputers (100605) or Introduction to DOS (100903) is recommended as a prerequisite.

HOW TO BUY A COMPUTER (100615)

Are you confused by computer ads? Do you understand the language concerning various microcomputer systems and components? This course will provide the answers. Starting with basic concepts and vocabulary, the components of a microcomputer system will be demystified. Learn about different CPU's, RAM, and high/low density floppy disk drives and disks. Understand DOS, hard disk sizes and speeds, and what Windows can do. Learn about printers, mice and modems. You will also see a variety of popular software programs in action. This course is valuable to anyone who is curious about microcomputers, but does not know where to begin.

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 (8) courses completed successfully in not more than five (5) years, 15 terms, consisting of:

- CSW1: Introduction to Personal Computers and DOS
- CSW3: Introduction to Programming
- CSW4: Word Processing Using WordPerfect 5.1
- CSW5: Using dBase III/IV Plus
- CSW6: Using Lotus 1-2-3
- CSW7: Accounting Using ACCPAC

Or:

- CSW7B: Accounting Using Bedford

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. Examine the most

CSW9: DOS and Hard Disk Management and any other CSW course (elective)

Course Credit

Credit for previously completed introductory course/s on 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, 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, mornings, or afternoons 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.

Note: Due to shortage of lab space, some courses will have only half hour for open lab time.

common business applications for the IBM-PC micro-computer: 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. Course manual and diskette are included in the fee.

COMPUTER PROGRAMMING**"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.

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. Learn to develop detailed macros including the creation of menu

COMPUTER OPERATIONS

Note: DOS is covered in both "Introduction to Microcomputers" and in "Introduction to DOS." Students should not enroll in both courses.

INTRODUCTION TO MICROCOMPUTERS (100605)

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

CSW3: INTRODUCTION TO PROGRAMMING (100503)

Introduces the basic principles of computer programming. Learn how a problem can be formulated and solutions implemented using the popular BASIC programming language. Structured problem solving will be emphasized. Several application programs will be developed illustrating the practical aspects of computer programming. Prerequisite CSW1. Course notes included in fee.

CSW4: INTRODUCTION TO WORD PROCESSING USING WORDPERFECT 5.1 (100504)

Learn to use WordPerfect 5.1 to prepare documents. Topics include editing documents, margin and tab setting, formatting documents with different layouts and styles, checking out spelling mistakes, merging with other documents, sorting and using macro features. Prerequisite CSW1. Course manual included in fee.

CSW4B: ADVANCED WORDPERFECT 5.1 (100520)

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

CSW5: USING DBASE III PLUS (100505)

Learn 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. Course notes included in fee.

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

Learn 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. Course manual included in fee.

CSW7: ACCOUNTING USING ACCPAC G/L (100513)

Learn 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. Course notes included in fee.

CSW17: ACCOUNTING USING ACCPAC A/R (100522)

This course is intended for those familiar with the ACCPAC General Ledger package. Following a review of G/L features this course concentrates on the Accounts Receivables package, the second most popular in the ACCPAC series. Integration of G/L and A/R are part of this course. Prerequisite CSW7 (may be taken concurrently). Course notes included in fee.

CSW7: ACCOUNTING USING BEDFORD (100507)

Learn how to use Bedford Integrated Software to set up

a complete set of books - G/L, Payroll, Jobcost, A/R, A/P, and inventory. Prerequisite CSW1. Course notes included in fee.

CSW9: DOS AND HARD DISK MANAGEMENT (100509)

Learn 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 commands and menu systems through batch file programming. Prerequisite CSW1. Course manual included in fee.

CSW19: INTRODUCTION TO WINDOWS 3.0 (100523)

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. Course notes included in fee.

CSW10: INTRODUCTION TO PAGEMAKER (100516)

Teaches the participant how to use a microcomputer with desktop publishing software to design and produce a newsletter, brochure, or 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. This course is beneficial to anyone interested in public relations, sales and marketing, graphic arts, technical writing or journalism. Prerequisite CSW1. Course manual included in fee.

CSW10B: INTERMEDIATE PAGEMAKER (100524)

Provides a new user with additional skills necessary in desktop publishing. The student learns the role of a page make-up person, editor and graphic artist. This hands-on course teaches you how to fix typographical errors, adjust line breaks, add headlines, subheads, and print out to a laser printer. You also learn how to create a travel poster and display ad. We will also cover the advanced features in PageMaker, including: the styles sheets, preparing files, using special effects (drop caps, spreading headlines, reversing type). We will also discuss various postscript printers as output devices, scanning and converting documents if time permits. Prerequisite CSW10. Course notes included in fee.

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. Open lab time will be available as indicated by instructor. Prerequisite CSW1 and CSW9. Course manual included in fee.

Note: The following courses are for expert/power users, held in microlabs with state of the art software/hardware:

CSW81: C++-A NEW AND EVOLVING LANGUAGE (100581)

For experienced programmers who want to learn a new, powerful language that will soon be dominant in the software industry. Some experience in C is useful. Course format: lectures, workshops with exercises using turbo C, and programming assignments. Assignments will be completed outside class on your own computer or by using a designated

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. It will 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. Program features are:

- Instructors with industry experience
- Hands-on supervisor privileges
- Dedicated network server for exclusive student use
- True proficiency testing with industry recognition
- Industry speakers—latest trends
- First LAN Certificate Program in Canada, by BC's largest community college
- Reasonable fee

For information and registration, call 324-5322.

Enrol early as classes fill up very quickly.

Certificate Requirements

Five (5) courses completed successfully in not more than two (2) years, six (6) terms, consisting of:

- CSW1: Introduction to Personal Computers and DOS
- CSW9: DOS and Hard Disk Management

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. Examine the most common business applications for the IBM-PC microcomputer: word processing, spreadsheets, and BASIC

microlab at Langara Campus. Prerequisite: be an experienced programmer in some other language. Course notes included in fee.

CSW82: OBJECT-ORIENTED PROGRAMMING: A NEW APPROACH FOR A NEW PARADIGM (100582)

Represents the evolution of structured programming methodology and gives programmers the tools needed to practise software engineering. Workshop format with exercises using Turbo C, as well as programming assignments. Assignments will be completed outside class on your own computers or by a designated microlab at Langara Campus. Prerequisite CSW81 or experience with programming in C. Course notes included in fee.

- CSW12: Local Area Network Management, Level 1
- CSW12A: Local Area Network Management, Level 2
- CSW12B - Local Area Network Management, Level 3

Entry Requirements

No formal educational requirements are necessary.

Note: CSW12B is open to students with industry experience in LAN Administration. It may be taken as a stand alone course, for those interested in "the latest trends."

Courses

Most courses are three hours long, one session per week, for five weeks. Sessions are held in the evenings, mornings or afternoons, 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.

Note: Due to shortage of lab space, some courses will have only half hour for open lab time.

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 and/or documentation of PC related experience. Include contact telephone number/s for follow up. Mail request to Vancouver Community College, Continuing Education, CSW Coordinator, Langara Campus, 100 West 49th Avenue, Vancouver, B.C. V5Y 2Z6

programming. This course is hands-on oriented with numerous examples for illustration. CSW1 is the foundation course to all other courses. Course manual included in fee. Lan

CSW9: DOS AND HARD DISK MANAGEMENT (100509)

Learn 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 commands and menu systems through batch file programming. Prerequisite CSW1. Course manual included in fee.

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 explore network features. Open lab time will be available as indicated by instructor. Prerequisite CSW1 and CSW9. Course manual included in fee.

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. Participants will use the Novell system, equipped with dedicated training server, to transform their knowledge into working network systems. Other network software products will be discussed. Prerequisite CSW12. Course manual included in fee.

CSW12B: LOCAL AREA NETWORK MANAGEMENT-LEVEL 3 (10525)

This course will involve advanced aspects of network administration including a hands-on comparison of alternatives to Novell, such as LAN Manager, Banyan VINES and Unix. As well, the database server concept will be explored with SQL Server and Oracle. At the end of this course, participants will be well equipped to plan and manage the networked information systems of the 90s. Prerequisite: CSW12A. Course notes included in Fee.

Computers for Small Business

SMALL BUSINESS DEVELOPMENT

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
Fax: 682-2857

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

Fax: 682-2857

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

Fax: 682-2857

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, O/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

Fax: 682-2857

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.

SALES AND MARKETING

SMALL BUSINESS DEVELOPMENT

682-0725

WOMEN IN SALES PROGRAM

This program is designed to provide basic sales skills. It is offered by a team of successful women sales personalities lead by Annette O'Shea Roche of the W.I.S.E. women's business owners program. The emphasis is on practical, applied training designed to build confidence and counsel you into the sales field for which you may best be suited. The program includes introductory membership in the WISE Women's Club. Personal coaching is optional. Length: 3 months part-time evenings 36+ hours.

Contact: Glen Witter or Annette O'Shea Roche, 682-0725 or Fax to 682-2857.

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 subsidies may be available for this program.

Contact: Glen Witter, 682-0725 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.

How to start a 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.

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 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

For registration and general information phone 324-5322. **For detailed information** call Peggy Worobetz at 875-8200.

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. Learn to create a business character to stand out in the haze of competition.

PROGRAM 2

Success in Marketing

This three-week program shows you six ways to market your small business. Each course is six (6) hours of instruction offered on two (2) evenings for three (3) hours per night.

WEEK 1

SELLING PROFESSIONALLY/EFFECTIVE CUSTOMER SERVICE (106100)

Part 1: Selling Professionally

Develop the skills to meet new sales opportunities. Are you communicating your image to your customer? Learn how to sell the professional way.

Part 2: Effective Customer Service

Keeping your customers satisfied and developing new contacts can be a challenge. Learn how service can mean big gains.

WEEK 2

TIPS FOR RETAIL/HOW TO CONTROL SHOPLIFTING (106101)

Part 1: Tips for Retail

Identify the strategies you need to successfully run your business, from layout and design to marketing messages.

Part 2: How to Control Shoplifting

Learn how to create an atmosphere that will deter opportunities for theft.

WEEK 3

MANAGING IN TURBULENT TIMES/CREDIT AND COLLECTIONS (106102)

Part 1: Managing in Turbulent Times

Economic uncertainty has created new challenges for business. Learn how to take a positive approach and uncover new solutions.

Part 2: Credit and Collections
Developing credit policies and collecting the cash can

help your business succeed. Learn tips and techniques to handle collections.

Small Business Owner Development Program

SMALL BUSINESS DEVELOPMENT

682-0725

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 682-0725.

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 682-0725 or Annette O'Shea Roche, 421-4190 or Fax: 682-2857

Note: Funding subsidies may be available for this program.

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:** 682-2857.

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 restaurateur 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

Fax: 682-2857

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.

Telecommunications Management Courses

CONTINUING EDUCATION

875-8200

Are you feeling the crunch? Are you a telecommunications professional needing to review/update yourself in important areas of telecommunications management? The following course has been designed to suit your needs.

TELECOMMUNICATIONS MANAGEMENT: A REVIEW/AND UPDATE (102210)

This breakfast seminar is designed to provide a review of current issues that effect the day-to-day activities of every telecommunications manager. Topics discussed will include:

- A review of current telecommunication technologies
- A discussion on the various alternate network services

- How to evaluate the various maintenance options available
- The value of secondary market suppliers
- Developing a "five year plan"

Each participant will have an opportunity to communicate with telecommunications managers/professionals as the course leader guides the group through a series of exercises. Each participant will leave this seminar with a clearer understanding of the issues that play a significant part of managing any telecommunication system for any organization.

For registration and general information call 875-8200.

For detailed information call Peggy Worobetz at 875-8200.

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 and general course information call 875-8200

For detailed course 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 *

*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 participant to progress to the next level.

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.

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).

*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. Suggested supplemental text: Voice Data Telecommunications System, Introduction to Technology by Gurrie & O'Connor, Prentice Hall (available at City Centre Bookstore).

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). Suggested supplemental text: 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 develop a solid basis for understanding contemporary, state-of-the-art office automation technology. Examine many management concerns and decisions related to the person/machine interface. Learn an information processing system and its different parts: input, processing, replication and distribution. Study the historical aspects of the traditional office and contemporary trend of transition into full automation in the context of management information systems. Textbook required: Office Automation, A Systems Approach, (2nd Edition) by Ray, Palmer & Wohl; Southwestern Publishing Co. 1991 (available at City Centre Bookstore).

* 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.

TRAINING SKILLS

CONTINUING EDUCATION

875-8200

Effective and productive organizations achieve and sustain success as a result of well-trained employees. Whatever the training needs of your organization, one fact remains the same—the maximum benefits are derived from trainers who feel confident about their skills and programs. This series of four participant-centred courses can be taken individually, or as a group. The focus is on skill development applied to work situations with time to practise and apply newly-learned knowledge and skills within the session.

HOW TO BE A GREAT TRAINER (100151)

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.

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

HOW TO PLAN GREAT TRAINING PROGRAMS (100152)

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.

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.

Who Should Attend?

This is a program 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.

For more information, contact Jacqueline Bradshaw, Program Coordinator, 875-8200.

For registration or invoicing, call Lynda Boothby, 875-8200. Registrations will be accepted up to one week prior to the course start date.

ADVANCED TRAINING SKILLS: UNDERSTANDING GROUP DYNAMICS (100153)

Have you ever taught a group and wondered "What's going on now?" Do you know how to make the most of your group's interactions to maximize learning potential? Would you like to understand that challenging and mysterious phenomenon, the "group dynamic". In this highly interactive two-day workshop you will learn the fundamentals of group dynamics and specific strategies for enhancing adult learning in a training environment. You will come away with an understanding of stages of group development, common issues which arise in groups and how to respond to them, and ideas for fostering learning and commitment.

Who Should Attend?

This course is for those trainers who have completed the "How to Be a Great Trainer" course, or who have equivalent training or experience.

Course Objectives

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

- 1) Set optimum climates for effective group learning
- 2) Identify stages of group development
- 3) Identify productive and disruptive roles assumed by group members
- 4) Anticipate common group issues and strategies for dealing with them
- 5) Understand observation guidelines for analyzing group behaviour

HOW TO WRITE GREAT TRAINING MATERIALS (100154)

Do you suffer "writer's block" when it comes to writing training materials? Or do you know what you want to say, but wonder if the message is coming through to your audience? This two-day course is a hands-on approach to writing effective training materials. You will learn what is important for designing and developing print materials that are easy to use and effective—whether you work in business, government, or with community organizations.

Who should Attend?

This course is designed for trainers who are involved in designing, developing, and delivering training programs which require written materials or training manuals. Class

TRAINING SKILLS

size will be limited to 15 participants to ensure personal attention. It is recommended that participants complete the Training Skills course "How to be a Great Trainer" prior to taking this course.

Course Objectives

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

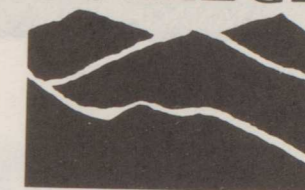
1. Explain the roles of content, organization and structure in developing training materials

2. Apply the steps for designing and developing written materials
3. Identify ways of testing, using and evaluating training materials.

Each of the courses in the Training Skills Program can be offered in-house at your organization. Customized programs in Training Skills can be developed for your organization. Contact Jacqueline Bradshaw, Program Coordinator, 875-8200.

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

VANCOUVER
COMMUNITY
COLLEGE



FAX and MAIL-IN
REGISTRATION FORM

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

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 1 _____ 2 _____ 3 _____ TOTAL \$ _____	PAYMENT BY: <input type="checkbox"/> INVOICE <input type="checkbox"/> CHEQUE (Payable to VCC) <input type="checkbox"/> MONEY ORDER <input type="checkbox"/> CREDIT CARD	CREDIT CARD INFORMATION VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> CARDHOLDER'S NAME _____ CARD NUMBER _____ START DATE _____ END DATE _____
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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

- | | |
|--|--|
| <input type="checkbox"/> Applied Business Skills Certificate Program | <input type="checkbox"/> Library Automation Skills |
| <input type="checkbox"/> Business Administration Certificate Program | <input type="checkbox"/> Management Skills for Supervisors Certificate Program |
| <input type="checkbox"/> Business English Skills | <input type="checkbox"/> Advanced Management Skills |
| <input type="checkbox"/> Essential Skills for Supervisors | <input type="checkbox"/> Mentoring |
| <input type="checkbox"/> Introduction to Legal Office Program | <input type="checkbox"/> Office Administration Certificate Program |
| <input type="checkbox"/> Legal Assistant Certificate Programs | |

BUILDING MANAGEMENT

- | | |
|--|--|
| <input type="checkbox"/> Building Management Certificate Program | <input type="checkbox"/> Property Management Certificate Program |
|--|--|

COMPUTERS

- | | |
|--|--|
| <input type="checkbox"/> Computer Courses and Programs | <input type="checkbox"/> Computer Skills for the Workplace Certificate Program |
| <input type="checkbox"/> Oakridge Computer Courses | <input type="checkbox"/> Local Area Network Administrator Certificate Program |
| <input type="checkbox"/> Introduction to Computers | <input type="checkbox"/> Computers for Small Business |
| <input type="checkbox"/> Computer Applications | |
| <input type="checkbox"/> Computer Programming | |
| <input type="checkbox"/> Computer Operations | |

SALES & MARKETING

- | | |
|--|--|
| <input type="checkbox"/> Women in Sales Program | <input type="checkbox"/> Owner Development: New Exporter's Program |
| <input type="checkbox"/> Event and Conference Management Program | <input type="checkbox"/> Import/Export Fundamentals |

SMALL BUSINESS SKILLS

- | | |
|--|--|
| <input type="checkbox"/> How to Start a Business | <input type="checkbox"/> in Successful Enterprise) |
| <input type="checkbox"/> Success in Marketing | <input type="checkbox"/> Restaurant Owner Management Program |
| <input type="checkbox"/> Small Business Owner Development | <input type="checkbox"/> Restaurant Management — Personal Coaching |
| <input type="checkbox"/> Owner Development — W.I.S.E. Program (Women | |

TELECOMMUNICATIONS

- | | |
|--|--|
| <input type="checkbox"/> Telecommunications Management Courses | <input type="checkbox"/> Telecommunications Management Certificate Program |
|--|--|

TRAINING SKILLS

- | | |
|--|---|
| <input type="checkbox"/> How to be a Great Trainer | <input type="checkbox"/> Advanced Training Skills: Understanding Group Dynamics |
| <input type="checkbox"/> How to Plan Great Training Programs | <input type="checkbox"/> How to Write Great Training Materials |

Training That Pays Off

Vancouver Community College's *Business and Computer Programs* keep you and your company ahead of the competition. **A**t VCC we pay attention to the rapidly changing needs of business and industry. We provide the skill development, computer technology and up-to-date information you need to survive. **O**ur programs are carefully designed to make you productive and competitive today. **O**ur instructors are selected for their knowledge and performance in the real world. **W**e offer certification in ten specific programs: ① *Applied Business Skills* ② *Business Administration* ③ *Building Manager* ④ *Computer Network Administrator* ⑤ *Legal Assistant* ⑥ *Local Area Skills in the Workplace* ⑦ *Management Skills for Supervisors* ⑧ *Office and Administrative Skills* ⑨ *Property Management* ⑩ *Telecommunications Management* **O**ur *Business and Computer Programs* can be customized for your workplace. **Call today for Training That Pays Off.** To register or for more information please call: **875 8200** 324-5322 682-5844

