



April-August 2002

Vancouver Community College *Discover* CONTINUING EDUCATION



Exciting New Programs...See Page 2

Creative Writing

Culinary Arts

Customer Relationship Management

Intensive TEFL Certification for Canadians

Modern Languages

WWW.VCC.CA

S > EXPERIENCE > DIFFERENCE > VALUE > FUTURE

Discover

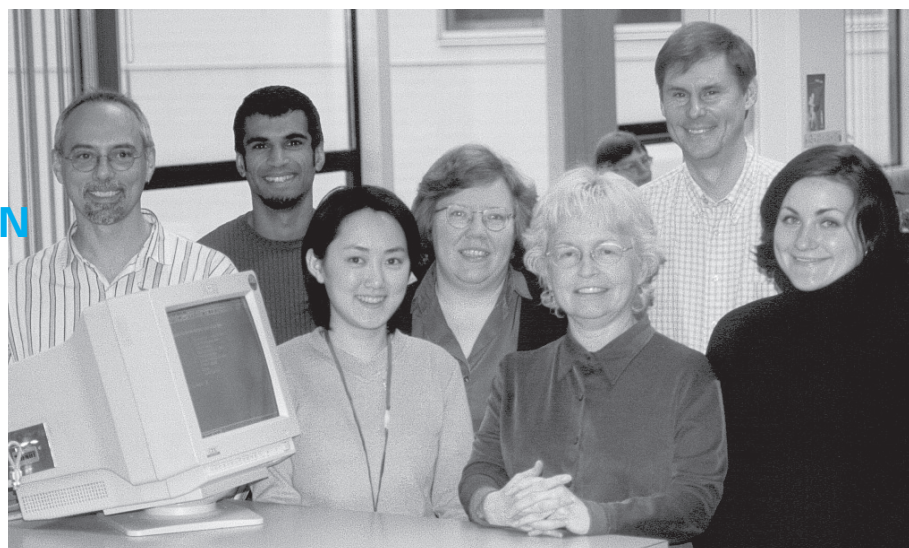
CONTINUING EDUCATION

Questions?

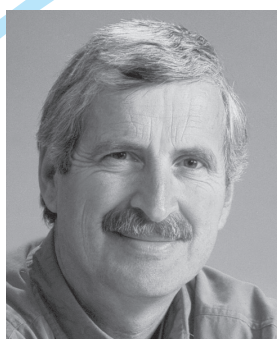
VCC Continuing Education Registration staff ▶
are happy to help.

We're open **Monday to Thursday 09:00-19:30;**
Friday 09:00-17:00; Saturday 09:00-14:00.

Visit our website at: vcc.ca



**New
courses
for
students
this
spring
and
summer**



VANCOUVER
COMMUNITY
COLLEGE



Come, learn and enjoy with Continuing Education.

CREATIVE WRITING...New Creative Writing courses will inspire beginning and experienced writers. Join us on campus, by e-mail, or correspondence to sharpen your skills, focus your creative energy, and learn how to sell and tell your stories. See page 4.

CULINARY ARTS...The city's finest chefs offer Culinary classes. A variety of delicious courses offer exciting treats for amateur and professional cooks. Enjoy a night out, learn something new, tempt your palate, and take home the knowledge you can do it again in your own kitchen. See page 22.

CUSTOMER RELATIONSHIP MANAGEMENT...Build relationships with your customers with this exciting new concept. Through CRM, they will see mutual benefit and value in continuing to do business with you, and view moving to another company as an inconvenience. Explore this leading edge topic in one-day seminars: Business Planning and Customer Relationship Management, Practical Customer Relationship Management, and Profit = E-Commerce + CRM. See page 10.

INTENSIVE TEFL CERTIFICATION FOR CANADIANS...Designed for Canadians who want to teach English internationally. Obtain your certification in only four weeks. Taught by a team of professional teacher/trainers who are among the finest in Canada. The program is comprehensive and features both theory and practice. Call for a Program Guide 604.443.8484, or e-mail dgiroux@vcc.ca. See page 31.

MODERN LANGUAGES...Whether learning for business or pleasure, our conversational language classes will assist you to quickly and enjoyably master a new language. Study Spanish, Italian and French with instructors who teach in their first language. See page 28.

ESTHETICS...Coming in September, 2002, a part-time/evening program. Can't study during the day? Now you can work toward your esthetic certification during the evenings and obtain hands-on practice in an on-campus working salon. Start with the first-term Nail Technician program. Call for a Program Guide 604.443.8335, or e-mail cspence@vcc.ca.

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Photography • Lauch McKenzie / Steven Baldwin
Calendar Coordinator • Constance Brissenden
Thanks to the VCC students and staff who helped with this calendar.

Special events at Vancouver Community College...
Music, art and more.
Check www.vcc.ca

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FREE Information Sessions •April-August 2002•

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Counselling Skills Certificate (pg 26)
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Wednesday, June 26, 18:30-19:30, City Centre
Rm 203, Continuing Education Office

Interpreting & Translation (pg 28)
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Legal Assistant Certificate Program (pg 12)
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Wednesday, June 26, 18:30-19:30, City Centre
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Creative Writing

Information and Application: Cherie Spence, 604.443.8335, cspence@vcc.bc.ca

Program Coordinator: Cecelia Deare, 604.443.8386

Vancouver Community College is pleased to introduce the following offerings for beginning and experienced writers. Join us on campus, by e-mail or through correspondence to sharpen your creative writing skills, focus your creative energy and gain the know how to tell and sell your stories!

Writing a Romance Novel to Sell (051761)

For beginning enthusiasts with some writing experience and stories to tell! Designed to give writers of romance novels experience and critique in the most important aspects of writing and submitting a saleable manuscript. Interactive writing sessions will focus on character development; plotting; writing the quick, snappy dialogue that is so popular in romance novels today; and creating believable conflict. Students are encouraged to bring a work-in-progress to the class. Business topics include targeting to the appropriate publisher and some marketing. Writing exercises and discussion of students' work will be featured. (Clark) \$190

4 eve - We. Apr 17, 18:30-21:30 - CC

Writing and Publishing a Romance Novel (051750)

How to sell a Romance Novel and work with a publisher. Have you almost finished the first draft of your romance novel? Now you need to polish it and figure out how to sell it! This workshop is designed to give you a basic understanding of the highly competitive marketplace in which you will be selling your work and how you can best make inroads into this market. An overview of plotting, character development and structure will be included to assist you to review and polish your manuscript, but the focus will be on the business aspects of writing - how to market a finished manuscript; working with a publisher; contracts & royalties; publishers' responsibilities and your responsibility for self-promotion. (Clark) \$190

4 eve - We. May 22, 18:30-21:30 - CC

Writing for Radio: An Introduction (050506)

If you have ever wondered what it would be like to work as a radio/news media journalist, this course is for you! Learn to write for newscasts and other information-driven radio shows. How do writers extract the core facts and balance these between the story line and narrative? Through practical exercises students will gain proficiency in media writing, learn basic journalism skills such as news writing and interview techniques and gain a better understanding of public versus private sector media organizations. Attention paid to writing for on-air as well as other jobs existing behind the scenes in the industry. (Lew) \$195

6 day - Sa. Apr 20, 09:30-12:30 - CC

No time to come to classes regularly? Study by Distance Education.

Become a Professional Writer!

Learn by e-mail or correspondence - whichever you prefer. Set your own pace and time to study. Start anytime. Start now if you are ready to write. End within a few weeks or take up to 12 months to complete if you need it. Your instructor is a professional, published writer with over 20 years experience in the field.

Please phone Cheri Spence at 604.443.8335 or e-mail at: cspence@vcc.bc.ca for a Free Detailed Information Package prior to enrolling. This package contains course and registration details, how-to's and other important information.

Please note: for all distance education writing courses: NO REFUNDS after manual has been forwarded or first lesson has been downloaded.

\$150 extension fee to extend the completion time beyond 12 months.

Write for Fun and Profit - Part 1: Correspondence (051757); On-line (051758)

Like to write but don't know how to make money at it? Take this course and become a producing, selling author! Earn while you learn with a clear, step-by-step home study course. Master manuscript mechanics, writers' etiquette, fiction, nonfiction, editing and more. Your personal writing coach ensures your success if you work at it. Several past students have become published authors before they have even finished the course. Self-paced. Phone 604.443.8335 for free, detailed information package. (Drake) \$350

12 lessons - continuous registration April-August

Write For Fun and Profit - Part 2: Correspondence (051759); On-line (051760)

And now for the business of writing. Learn what you need to know about copyright, agents, business letters, dealing with editors, home office management, and freelance finance. Take the FREE out of freelancing! Individual help and writing critique by personal writing coach for your success. Prerequisite: Part 1 or instructor approval. Self-paced. Phone 604.443.8335 for free detailed information package. (Drake) \$350

12 lessons - continuous registration April-August

Write Fiction from Plot to Print - Correspondence (051753); On-line (051754)

Create a world where your imagination is your only limit! Learn to create believable characters, courageous plots and scintillating syntax. Then sell it to an editor and move on to your next creation. Your imagination can lead you to complete dynamic works if you just sit down and get at it! It takes work but you, too, can be a pro. Self-paced. Phone 604.443.8335 for free, detailed information package. (Drake) \$350

8 lessons - continuous registration April-August

Write for You: Magazine Article Writing - Correspondence (051755); On-line (051756)

Break into print the easy way. Write what you know and find a market that suits you. Whatever your background, there's a market out there waiting for you. Your personal coach has 20 years experience as a published author. Self-paced. Phone 604.443.8335 for free, detailed information package. (Drake) \$350

6 lessons - continuous registration April-August

Write Yes! - Correspondence (051751); On-line (051752)

Got the writing blues and blahs? Can't get started? Is writing a dream instead of a reality? Say "Yes!" to yourself and write! Easy exercises, fun ideas and a personal coach to show you how. Self-paced. Say "Yes" and phone 604.443.8335 for free, detailed information package. (Drake) \$350

10 lessons - continuous registration April-August

Related Courses

Buying Printing Services (050564)

Do you need the services of a printer? Educate yourself so that you know what to look for and how to get what you want and need. Learn about paper options, colour basics, prepress requirements, how to prepare your print job, costing, proofing and how to communicate with print shops. Includes a tour of a commercial printing facility on the fourth session. (Novinc) \$149

4 eve - We. Apr 24, 18:30-21:30 - CC

Copy Writing and Editing (050476)

Copy is the core of the advertising business. Good copy delivers a powerful message. As a result, good copywriters are always in demand. Learn the techniques and trade tips in this 18-hour, hands-on workshop. Learn to write brilliant headlines and bright, tight body copy. You will participate in a brainstorming session and develop a multimedia advertising campaign. Progressive, creative ideas will be explored and portfolios examined. You will learn to work with an art director and how to find copywriting jobs. (Johnston) \$149

6 eve - Mo. Apr 29, 18:30-21:30 - CC

Newsletter Production - Print and On-line Publications (050459)

An all-inclusive course in producing printed and on-line materials for newsletters, brochures, direct mail, print ads and press releases. Learn how to creatively combine text and graphics in a way that powerfully communicates your message. With the emphasis on newsletters, you'll explore all the elements that go into producing outstanding publications - including layout design, writing techniques, typography, graphics and photos, copyright laws, cost-saving tips and the latest technology. A non-computer course that includes a soundly researched course manual. (Johnston) \$375

10 eve - Tu. Apr 23, 18:30-21:30 - CC

Fashion Arts

Program Coordinator: Evelyn May, 604.443.8387

Register early by calling 604.443.8484. To ensure enrollment, please register at least three business days prior to course start date.

Coming Soon

Due to popular demand, the VCC Fashion Arts Program is in the process of developing a daytime Fashion Design Program. For more information, call 604.443.8387.

New Designer Fashion Show Fiat Mode XIV - June 2002

Come and attend a premier showing of original designer collections. This exciting event showcases the work of up-and-coming new designers who will be launching their lines to the fashion industry in a professionally produced runway show. For more details, please call 604.443.8484.

These Fashion Arts courses are designed to introduce fashion skills, assist individuals planning to apply for the Fashion Arts Certificate Program, upgrade the skills of those already experienced in Fashion Arts and introduce new fashion-related courses. Limited enrollment.

Introduction to Fashion Design (050971)

This creativity workshop will explore the fundamentals of good fashion design. Working on fashion figures, students will learn how to create fashionable "mini-collections" starting with the basic sketch and following through to finished presentation quality. Topics to be covered include: symmetry and proportion; line and silhouette; colour theory; fabric pattern and texture. Basic figure drawing will be taught, but no previous drawing or design experience is necessary. Bring to first class: 9" x 12" tracing paper, HB pencil, blue and red fine-tipped felt pens, 12" ruler, scotch tape, fashion magazines. (Pearson) \$275

10 mng - Sa. Apr 13, 09:30-12:30 - DS

Computer Aided Drafting (050960)

Develop computer operating skills as they are applied in the garment industry. Learn to use the CAD system - digitizing process, data file creation, piece marking, plotting, grading, and basic pattern manipulation. (Fanzega) \$395

10 eve - We. Apr 24, 18:30-21:30 - CC

Merchandising Strategies for Fashion (050958)

This course involves the study of techniques and procedures used to develop and produce a fashion product line for a manufacture or retail environment. Topics include sourcing colour and style trends, step-by-step methods to find raw materials, time management, and merchandising principles. Students will become familiar with the buying practices of retailers and develop interpretive skills for product development using sales records and buying trends. (Richardson) \$165

7 eve - Th. May 2, 18:30-21:30 - CC

Personal Pattern Making (050924)

Learn to make patterns to your own measurements with a perfect fit ensured. You will construct a set of personal Blocks (Slopers) and learn how to draft patterns for any design of your choice. This course also allows for individual instruction. Bring to first class: HB pencil, eraser, 30 cm ruler - clear plastic, metric tape measure, a three-ring binder. Come prepared to be measured; wear usual bra and a simple slip. For women dressmakers only. (Sustersich) \$195

6 aft - Sa. Apr 20, 12:30-16:30 - CC

Distance Education Offerings



For those who prefer to study at home, we offer the following courses/programs by distance education.

Business

Non-Profit Management, 604.443.8663

Telecommunications Management, 604.443.8670

Health

Sterile Supply Technician Correspondence, 604.443.8635

For registered nurses only: Peri-Anaesthesia

Nursing Correspondence, 604.443.8677

Teacher Training

TESOL In-Service Diploma, 604.443.8335

Creative Writing 604.443.8335

Social Services

Introduction to Court Interpreting, 604.443.8389

Introduction to Family Child Care: Good Beginnings, 604.443.8416

Fashion Merchandising Associate Certificate Program

When you select a career in fashion merchandising, you enter the dynamic and fast-paced worlds of retail and wholesale marketing. Merchandisers are “people-persons” who have an eye for colour, a flair for fashion, and an aptitude for management.

This comprehensive core program is offered on a part-time evening basis. It takes a multi-dimensional approach in educating students for careers in the fashion industry by combining studies in business fundamentals with fashion theory. Curriculum is delivered from both a theoretical and practical perspective, depending on subject content.

Note

All courses are not offered each semester:

Fashion Merchandising (050969)

Textiles (050904)

Retail Sourcing and Buying (050967)

History of Fashion (050905)

Fashion Retailing and Management (050977)

Fashion Merchandise Analysis and Evaluation (050978)

Fashion Marketing and Promotion (050979)

Strategies for Effective Fashion Consultation (050980)

Merchandising Fashion (050969)

From initial concept to consumer demand, students will explore the merchandising process. Topics include trends, top designers, social influence on fashion, the necessity of higher-priced apparel, and the timing of fashion. This course is ideal for those who are looking for a career in the field of fashion merchandising (design, manufacturing, and retail) or for those who want to advance their careers in the fashion industry. (Pearson) \$290

12 eve - Apr 8, 18:30-21:30 - CC

History of Fashion (050905)

A study of the evolution of western fashion from early Europe to the 20th century provides the designer with an understanding of the development of fashion and the ability to apply this knowledge to current and future fashion. The course promotes research and provides design inspiration, with the student demonstrating personal interest in the completion of an individual design project or reproduction garment. (Pearson) \$290

12 eve - We. Apr 10, 18:30-21:30 - CC

Fashion Retailing and Management (050977)

Focusing directly on the strategic issues facing Canadian fashion retailers, this course covers the challenges faced by retailers, describes alternate ways to classify the retail structure, outlines steps involved in strategic retail planning, explains the strategic dimensions of the location decision, and determines store layout and merchandise presentation. Students will develop the essential skills necessary for professional sales and showroom management. This will be realized through understanding customer needs, greeting and approaching customers, presenting merchandise, handling objectives, and closing the sale in retail and wholesale situations. (Choy) \$290

12 eve - Tu. Apr 9, 18:30-21:30 - CC

Fashion Merchandise Analysis and Evaluation (050978)

The purpose of this course is to develop students' skills in the analysis and evaluation of fashion merchandise. The course builds upon the knowledge of textiles and introduces new concepts in mass production environments. The course is designed to provide students with the skills necessary to perform effectively as retail marketers and buyers or fashion product managers in a manufacturing/marketing environment. (Rootman) \$290

12 eve - Mo. Apr 8, 18:30-21:30 - CC

Available September 2002

Merchandising Fashion (050969)

Retail Buying and Sourcing (050967)

Fashion Arts Certificate Program

The Fashion Arts Certificate Program is designed for individuals entering the fashion industry and for those already in the industry who need to upgrade their skills. This flexible part-time program is offered evenings and is taught by discipline experts who emphasize the development of technical skills and individual creativity. Program graduates are often sought by companies to work in design, pattern making and grading. Many graduates make their mark on the local, national and international fashion scenes. Others successfully launch their own companies, work freelance, become illustrators, costume designers or instructors.

Note

All terms are not offered each semester

Fashion Design Certificate

Term One - Fashion Drawing (3 credits)

Term Two - Fashion Design (3 credits)

Term Three - History of Fashion (3 credits)

Term Four - Collection Design (3 credits)

Term Five - Textiles (3 credits)

Pattern Making Certificate

Term One - Block Construction (3 credits)

Term Two - Design Drafting Theory (3 credits)

Term Three - Design Drafting Practical (3 credits)

Term Four - Designer Patterns/Draping (3 credits)

Term Five - Production Patterns/Grading (3 credits)

Garment Construction Certificate

Term One - Sewing Techniques (3 credits)

Term Two - Industrial Sewing (3 credits)

Term Three - Tailoring (3 credits)

Term Four - Couture (3 credits)

Term Five - Collection Toiles (3 credits)

After graduation from these three certificate programs the student is eligible for the Fashion Arts Certificate.

Fashion Arts Certificate

Term Six -

Fashion Graphics (1 1/2 credits)

Collection Portfolios (2 credits)

Collection Manufacture (3 credits)

Fashion Show Preparation (1 1/2 credits)

At the end of this term students present their individual collection at the Graduate Fashion Show.

Application Deadline

The Fashion Arts Certificate Program has two entries per year. Applications for the spring entry (April) must be received by February 15, 2003. Deadline for the fall entry (September) is June 15, 2002. Early application is advised. Interviews will be scheduled subsequent to each application deadline. To request a Fashion Arts Certificate Program brochure and application form, call 604.443.8484.

Entry Requirements

Secondary school completion or equivalent;

A working knowledge of the English language, plus the ability to speak, read and write clearly and accurately;

Submit a letter with the application form, stating reasons for applying to the Fashion Arts Program;

Present examples of fashion-related work (designs, illustrations and garments) at a successful interview prior to the commencement of the program.

Gemmology

Information: Cherie Spence, 604.443.8335, cspence@vcc.bc.ca

Program Coordinator: Cecelia Deare, 604.443.8386

Gemmology Certification Program

Gemmologists are certified in Canada by the Canadian Gemmological Association after an intensive program of study leading to a final exam. This is an intensive, two-year, part time program which requires regular classroom attendance, considerable home study, weekly homework, and regular quizzes - all culminating in a final exam. On successful completion of the exam, you will be certified as an internationally recognized gemmologist. You will obtain proficiency with a range of gemmological equipment and will learn to test and identify a wide variety of gemstones. In addition, you will learn to differentiate between natural and synthetic gemstones as well as treatments and enhancements. Diamond grading, coloured stone grading, and appraisal formats are also studied. Please call us for a Program Guide for full details.

Preliminary year classes (051109)

\$1,350, one night a week from September to June.

Diploma year classes (051113)

\$2,235, two nights a week from September to June. The first night is a theory class and the second night each week is a hands-on lab class.

Entry Requirements

The Application for Admission to the Gemmology Program, which is found in the back of the Program Guide, must be submitted prior to acceptance into the program. A Program Guide may be obtained by dropping by the office at 250 West Pender Street or phoning the program assistant to have one mailed to you. Applications are now being accepted for September 2002.

Professional Studies

Master(r)/Valuer Program (051135)

This is the appraisal program approved by the Canadian Jewellers Association. The five-day workshop includes: jewellery appraising, principles of valuation, nomenclature and appraisal definitions, research techniques, understanding market values, accurate report writing, identifying manufacturing

methods, metals testing, valuation of diamonds and coloured gemstones, value factors in phenomenal gems, valuing synthetic and treated gemstones, hallmarks, understanding provenance and how it affects value, valuing contemporary, antique and estate jewellery, writing antique jewellery appraisals, valuing for insurance appraisals and more!

Registration deadline is April 11, 2002. (Miller) \$1,050

5 day - Mo/Tu/We/Th/Fr. May 27-31, 09:00-16:00 - CC

Gemmology Institute of America (GIA) courses

Registration: 604.443.8484

Program Assistant: Cherie Spence, 604.443.8335

Senior Program Coordinator: Cecelia Deare, 604.443.8386

Registration deadline is March 1, 2002 for all GIA courses.

Diamond Grading (051115)

The creators of the international Diamond Grading System teach you the art and science of diamond grading so you can grade diamonds consistently and accurately. Registration deadline is March 1, 2002. (GIA) \$1,849

5 day - Mo/Tu/We/Th/Fr. Apr 15-19, 09:00-17:00 - CC

Gem Identification (051184)

Learn how GIAs renowned experts identify natural and synthetic gemstones while studying the latest gem treatments. Learn to identify 60 gem species using the latest gem testing equipment and procedures. Gain confidence in using the microscope, refractometer, polariscope and discroscope. Registration deadline March 1, 2002. (GIA) \$1,849

5 day - Mo/Tu/We/Th/Fr. Apr 8-12, 09:00-17:00 - CC

Pearl Grading (051181)

Discover how the experts instantly discern the quality of akoya, fresh water, South Sea, and Tahitian pearls and learn to recognize pearl value factors. Capitalize on the booming pearl market and transfer your new knowledge into consumer benefits. Registration deadline March 1, 2002. (GIA) \$359

1 day - Fr. Apr 5, 09:00-17:00 - CC

Advanced Gemmology: Synthetic and Treatment Update (051145)

Become aware of fakes and modifications. Learn the secrets to recognizing heat-treated, diffusion-treated, oiled, fracture-filled and dyed gems. Familiarize yourself with the unique characteristics of treated gemstones including: diamond, emerald, ruby, sapphire and jadeite. Learn to recognize key inclusions and other features of numerous synthetics including moissanite. Registration deadline March 1, 2002. (GIA) \$649

1 day - Th. Apr 4, 09:00-17:00 - CC

College CLOSURES

Easter

March 29 - 31, April 1

May 20, Victoria Day

July 1, Canada Day

August 5, BC Day

September 2, Labour Day

Interior Design

Registration: 604.443.8484

Program Assistant: Cherie Spence, 604.443.8335

Program Coordinator: Cecelia Deare, 604.443.8386

Interior Design Certificate Program

A part-time program focusing on the development of skills required in the practice of residential design. Tailored to the needs of the home building and renovation industry, this program will give you a solid foundation to prepare you for entry-level employment in the industry or for further study if you wish to become a Registered Interior Designer. The Certificate of Interior Design consists of four required Foundation courses, six required Design Study courses, plus Professional Development courses for a total of 400 hours.

Most courses have been articulated to BCIT's Interior Design Program and may be used for credit with BCIT for further education in the area, subject to specific requirements. In addition, we are pleased to cooperate with Capilano College as they initiate their Interior Design Program in April 2002. That program is also articulated with the VCC and BCIT programs. Ask for our Program Guide for full details of courses and articulation requirements. Not all courses are offered each term.

Foundation Courses for Interior Design

Registration: 604.443.8484

Program Assistant: Cherie Spence, 604.443.8335, cspace@vcc.bc.ca

Program Coordinator: Cecelia Deare, 604.443.8386

Where possible, courses should be taken in the following order.

Design Basics (051650)

An introduction to the field of Interior Design. Focuses on design theory, process, principles and elements, their practical application and the development of problem solving skills. Introduces you to space planning techniques, colour, lighting and drafting. Required text: available at College Bookstore: Inside Today's Home. 3 credits (Saatkamp) \$365

12 eve - Tu. Apr 23, 18:30-21:30 - CC

Design Drawing (051651)

Learn the basic concepts of expressing your ideas in freehand drawing. Develop skills in manipulating line, form, space, volume, proportion, perspective and value to effectively communicate ideas in a visual format. 3 credits (Zalatnai) \$365

12 eve - Mo. Apr 22, 18:30-21:30 - CC

Colour Theory and Application (051615)

Introduces a variety of colour systems, traditional and contemporary colour theory, as well as colour mixing, relationships and applications. 2.5 credits \$320

10 eve - Th. Apr 25, 18:30-21:30 - CC

Furniture Design and Style (051602)

Available in subsequent terms

Design Studies for Interior Design

Basic Drafting Concepts (051610)

Covers the principles of drafting for Interior Design, use of drafting instruments, terminology, scale, line weights, and lettering. Students will be introduced to conventions for presentation and construction drawing of floor plans, elevations, millwork drawing, electrical layout and reflected ceiling plan. Some supplies will be required. Prerequisite: Design Basics (051650); Recommended: completion of Foundation Studies. 2.5 credits (Saatkamp) \$320

10 eve - Mo. Apr 22, 18:30-21:30 - CC

Space Planning I (Residential) (051609)

Working with the concepts introduced in the Foundation Studies, this course focuses on design development and programming, space planning, presentation techniques and creative problem solving related to residential environments. Topics also include the behavioural aspects of design, psychological and social needs, ergonomics and anthropometrics. Prerequisites: Foundation Studies plus Basic Drafting Concepts (051610) \$320

10 eve - We. Apr 24, 18:30-21:30 - DS

Note

Remainder of Design Studies available in subsequent terms including:

Graphic Presentation (051652)

Introduction to Business Practices (051612)

Portfolio Project (051654)

Lighting (051637)

Professional Development Workshops

History of Contemporary Interiors (051632)

Following from Furniture Design and Style (051602), this course provides the knowledge and background required to identify and distinguish styles originating in the late 19th century through to current trends. Periods include Arts and Crafts, Art Nouveau, Art Deco, Modern, Post Modern and Contemporary. Prerequisite: Furniture Design and Style (051602). 1.5 credits (Thomson) \$250

7 day - Sa. Apr 20, 13:30-16:30 - DS

Colour Schemes and Paint Technology (051640)

What you need to know if planning to paint any part of your home. Learn about advancements in paint applications - including tough, new paints for kitchen counters and odourless paints for trims. This information also applies to faux finishes. No prerequisites. (Bell) \$39

1 day - Sa. May 4, 09:30-12:30 - DS

Fabric Magic (051641)

Well-chosen fabrics create the style and look for your home decor. They can be elegant, homey, traditional, outrageous, fun or sumptuous - each creating the look you want. Learn to purchase wisely and choose the ideal fabric for any application. Find out where the pros buy interesting fabrics. No prerequisites. (Kramer) \$39

1 day - Sa. May 25, 09:30-12:30 - DS

Unraveling Oriental Rugs (051656)

Learn the difference between rugs from Iran, Nepal, Turkey, India, China and other carpet-making centres. What makes a rug valuable? Are synthetic or natural dyes best? How do you tell the difference? Are factory or "tribal" rugs best? Why are some rugs more expensive? What is quality and how long should it last? Learn while you examine rugs through the eyes of an expert. Workshop located at a carpet centre. (Saatkamp) \$39

1 eve - We. May 1, 18:30-21:30 - TBA



Decorating in a Day

Enjoy a day with others creating and working with beautiful decorating ideas. Dress in comfortable, old clothes for hands-on projects and bring a lunch to the following courses:

Embossing with Metal (051645)

Want to add interest and depth to special items for your clients or yourself? The ancient art of embossing with metals - tin, tin foil, copper and brass - is once again being revived. By using your imagination and skills, learn from an expert to create simple to exquisite designs on functional and/or aesthetic pieces. Materials provided. Bring a lunch. (Choices) \$59

1 day - Sa. Apr 27, 09:30-16:00 - CC

Accessories (051644)

Accessories are the personal finishing touches that add the most impact to a decorating scheme. The appropriate colour, texture and placement of accessories are all imperative to creating the desired look. Learn from an expert how to highlight and achieve the maximum effect from your collection of ornaments, artwork, plants, sculptures, cushions, handicrafts, etc. Manual included. Bring a lunch (Choices) \$59

1 day - Sa. Apr 27, 09:30-16:00 - CC

Creative Tile Painting (051643)

Unique tiles in strategic places in the home add individuality and richness. During this class you will learn from an expert to apply the techniques required to create a basic design using china paint on a porcelain glazed surface. Your beautiful tile and a small accessory will be fired for you. Materials included. Bring a lunch. (Choices) \$59

1 day - Sa. May 4, 09:30-16:00 - CC

Small Spaces (051657)

Learn from an expert how to resolve some of the major challenges to decorating a small apartment. We will walk through the rooms and present solutions to help with colours, lighting, wall coverings, dual-purpose furniture and storage. Bring your specific issues which the instructor and group can address and give you positive feedback. Bring a lunch. (Choices) \$59

1 day - Sa. Apr 27, 09:30-16:00 - CC

Faux Painting (051642)

You've seen it done well and you've seen it done poorly. You may have even tried it yourself. Come and learn new techniques from an expert for adding interest and texture to walls with faux painting. Practice boards, paint and full directions will be provided. Bring a lunch (TBA) \$59.

1 day - Sa. Apr 27, 09:30-16:00 - CC

Jewellery

Registration: 604.443.8484

Program Assistant: Cherie Spence, 604.443.8335

Program Coordinator: Cecelia Deare, 604.443.8386

For pleasure or for profit, these courses will introduce you to the world of jewellery and help you explore techniques, design and the pleasure of being creative.

Jewellery Techniques I (051167)

Learn the basic techniques in jewellery-making including piercing, filing, soldering, shaping, and forming, as well as design layout and application. Additional costs for tools and materials approximately \$150. List of supplies to be given at first class. (Brechtalt) \$375

10 eve - Mo. Apr 22, 18:30-21:30 - CC

Jewellery Techniques II (051170)

Further your knowledge and experience as you explore advanced jewellery projects, design, construction and detailing. Additional costs for tools and materials approximately \$150. List of supplies to be given at first class. Pre-requisite: Jewellery Techniques I or the equivalent. (Brechtalt) \$375

10 eve - We. Apr 24, 18:30-21:30 - CC

Jewellery Design: Introduction (051169)

The difference between magnificent and boring is design! Learn the latest in contemporary jewellery designs. Through slides and videos, students will explore current trends in studio craft. Simple exercises and assignments will assist you to become familiar with methods and processes of jewellery design development. Bring a sketchbook and pencil to first class. (Brechtalt) \$185

2 day - Sa. May 4, 10:00-16:30 - CC

24-hour clock

This calendar uses the 24-hour clock system to avoid confusion between a.m. and p.m.. Please refer to the following conversion chart:

1 a.m.	=	01:00
2 a.m.	=	02:00
3 a.m.	=	03:00
4 a.m.	=	04:00
5 a.m.	=	05:00
6 a.m.	=	06:00
7 a.m.	=	07:00
8 a.m.	=	08:00
9 a.m.	=	09:00
10 a.m.	=	10:00
11 a.m.	=	11:00
12 noon	=	12:00
1 p.m.	=	13:00
2 p.m.	=	14:00
3 p.m.	=	15:00
4 p.m.	=	16:00
5 p.m.	=	17:00
6 p.m.	=	18:00
7 p.m.	=	19:00
8 p.m.	=	20:00
9 p.m.	=	21:00
10 p.m.	=	22:00
11 p.m.	=	23:00
12 p.m.	=	24:00

New Media & On-line Publishing

Registration: 604.443.8484

Program Assistant: Cherie Spence, 604.443.8335, cspence@vcc.bc.ca

Senior Program Coordinator: Cecelia Deare, 604.443.8386

Develop skills on Macintosh computers to assist you to work in the industry, to prepare your portfolio for further study or for other personal development reasons. Taught to industry standards, our courses provide you with skills for a variety of print-based and on-line use. We frequently hear the following from our industry-based advisory groups: "Learning the software is not enough - students must learn more design skills if they want to work in the industry." The programs have been designed to respond to this need.

We offer:

A certificate in Electronic Publishing and Design (300 hours) consisting of two Associate Certificates (Design or Software - 180 hours each) for those who are interested in print-based results (see Program Guide), and

An Associate Certificate in New Media and On-line Publishing (208 hours) for those who are interested in web-based results.

Please ask for a Program Guide for full details.

The Foundation courses below apply to all certificates and in addition are useful for building portfolios for those are applying for full-time programs.

Foundation Courses

All courses may be taken individually or as part of a Certificate. Some courses have definite prerequisites.

Graphic Design: Introduction (050408)

A non-computer course examining the many aspects of the graphic design industry with an emphasis on creativity and problem solving. You will explore a wide variety of processes and techniques and gain an understanding of basic typography and design concepts. (Lyn) \$325

10 eve - Tu. Apr 23, 18:30-21:30 - CC

Introduction to the Macintosh (050441)

A broad overview of the Macintosh computer, its' operating system and use in the graphic design industry. Learn essential keyboard commands, file hierarchy and effective file management, three ways to create folders, moving and copying files, basic troubleshooting and shortcuts. It is essential that you learn to navigate efficiently and effectively before you go on to Photoshop, QuarkXpress and similar programs. Grades are given - you must obtain a C or better to pass. Independent access to a Macintosh is recommended. (Morse) \$365

10 eve - Mo. Apr 22, 18:30-21:30 - CC

Macintosh Computer Refresher (050461)

For the serious-minded student who wants to work to industry standards, this course provides a review of the key Macintosh functions you need to refresh your skills between terms before starting complex software programs. Will assist with needed skills for the first-day exams that take place at the beginning of some courses. Prerequisite: Intro to the Macintosh (050441) or equivalent. (Morse) \$60

1 day - Sa. Apr 20, 09:30-16:30 - CC

Photoshop I (050443)

Photoshop is universally recognized as the leader in image editing and photo manipulation. Learn a range of features and terminology. Through lecture, demonstration and assignments, you will gain a solid foundation and skill-set to create, manage and edit basic Photoshop files. Independent access to a Macintosh is necessary to complete assignments. Prerequisite: Intro to Macintosh (050441). Quiz given first class to ensure sufficient Mac navigational skills, experience in creating and finding folders, etc. prior to starting. Text extra. (Thiessen) \$410

10 eve - Tu. Apr 23, 18:30-21:30 - CC

Intro to Photoshop for the Web (050512)

(Intro to Photoshop and Visual Communication) Create images for the Internet by using your design skills while learning "hands-on" applications of Photoshop 6/Image Ready. You will be able to adapt and enhance images, apply special effects and create layers. Working within layers, the design process of interface development with rollover buttons will be covered. Image Ready will be used for optimizing images, creating buttons, image maps and animation for the web. Text extra. Prerequisite: Intro to Mac (050441). (Sullivan) \$410

9 mng - Sa. Apr 20, 08:30-12:30 - CC

Web Image Prep I (050493)

(Web Design using Dreamweaver and Photoshop I)

Create content for the web from image creation to page layout. Become versed in understanding, creating and producing graphical user interfaces through flow charts, storyboards and content architecture maps. Work with a web editor, Dreamweaver, to create on-line pages and learn image compositing. Web image preparation includes secondary applications in Photoshop and Image Ready. By the end of the class, students will understand on-line delivery and design through a WYSIWYG and image editor. Prerequisite: Photoshop I (050512) or (050443). (TBA) \$465

9 aft - Sa. Apr 20, 13:00-17:00 - CC

CD-ROM Portfolio: Director (050487)

Students with knowledge of Photoshop and flatbed scanning will be introduced to the concepts and techniques required in producing their own CD-ROM and floppy disk promotional presentation. Produce your own disk/CD based on your photo documents and through digital works created in class. Projects will be composited using a combination of Photoshop and Macromedia Director. A useful addition to your portfolio! Prerequisites: Photoshop (050512) or (050443). \$420

10 eve - Fr. Apr 26, 18:00-21:00 - CC

Intro to Flash (050478)

This is the program that allows you to design, animate and create web-rich media. A popular tool for those with experience in web design. The use of vector shapes brings entirely new dynamics and vibrancy to your web work! \$295

6 day - Sa. Apr 27, 09:30-12:30 - CC

Portfolio Preparation and Professional Presentation (050449)

You've taken both design and computer courses (including Photoshop and Illustrator) and now you're ready to put it all together into a professional presentation package for further training or a future employer. You're training and education is important, but you need to be able to convince others of what you can DO. Learn to promote yourself and your professional image by analyzing methods of presentation, composition of content and other important factors. Areas covered include building a winning portfolio; your stationery package; preparing a resume, handling interviews and more. Prerequisites: (050408, 050443, 050440). (Lyn) \$375

10 eve - We. Apr 24, 18:30-21:30 - CC

QuarkXpress (050447)

The comprehensive page layout program that provides all the tools needed to produce effective, well-designed products. Learn basic concepts including: the toolbox, menus and palettes, sizing, importing and editing text, manipulating typographic controls, adding graphic elements, creating tabs, and inserting dingbats. Prerequisite Intro to Macintosh (050441) (Thiessen) \$410

10 eve - We. Apr 24, 18:30-21:30 - CC

Creative Computer Classes for VCC Summer Program



Our summer program focuses on producing tangible results with a variety of software programs. These classes are for the students who like to learn in an encouraging and creative environment and are dedicated to developing concrete skills in a blend of programs. On Macintosh computers with OS 9.1 you will learn: software applications, and much more; how to create tangible portfolio pieces; how to import and export to other software applications.

Photoshop for New Media (050520)

Photoshop is a very powerful program used in many aspects of the print and new media industry. This is the best place to start learning about creating images for your new digital media projects. Learn the basics of scanning images for various outputs and saving files in different extensions. In addition learn to retouch, adjust, apply filters and effects on your layered images all in Photoshop. With a solid understanding of working in the various windows and options of this software package you will create various digital images for your portfolio. (Sullivan) \$325

4 eve - Tu-Fr. Jul 2, 18:00-21:30 - CC

Photoshop with Image Ready for the Web (050521)

Working in Photoshop and Image Ready you will learn the basic software applications to create web images, buttons, and animations for your web site. After learning specific aspects of Photoshop you will be able to: enhance images, apply special effects and create layered images. Image Ready will be used for optimizing of images, creating rollovers, animations and producing code. Upon completion of this course you will have a website posted, displaying your digital images and animations. (Sullivan) \$410

4 day - Tu-Fr. Jul 2, 09:00-16:00

Web Image Prep II (050492)

(Web Design using Dreamweaver and Photoshop II)

Learn advanced features of web publishing using the industry standard visual web editing program Macromedia Dreamweaver. This course provides student with the practical, hands-on instructions for writing and designing dynamic and interactive web pages. Enhance the rather static HTML pages by using layers for more precise layout controls. Use Dreamweaver's Timelines to add animation to web pages through Dynamic HTML. Create and define framesets and use links to target between frames. Use CSS (Cascading Style Sheets) for better type layout. Learn to create HTML forms to collect data such as surveys and feedback. Advanced web image preparation using Adobe Photoshop and ImageReady, basic Javascript programming and sound are also covered. Prerequisite: Web Image Prep I (050493) or equivalent. \$350

8 eve - Mo/We. Jul 3, 18:30-21:30 - CC

Digital Imagery (050522)

Working in Photoshop and Illustrator you will learn the basic software applications to create bitmap images or vector graphics. By learning the differences between the strengths and usefulness of each, you will produce images for various digital applications. Drawing with the computer or scanning your original material, then manipulating, retouching, working in layers, and applying effects will all be taught. Upon completion of this class, you will have in both bitmap and vector images for your other digital projects. \$410

5 day - Mo-Fr. Jul 8, 09:00-16:00 - CC

Web Page Development/Publishing (050523)

Working with Dreamweaver as an HTML editor you will learn the fundamentals of web pages, including tags, heading, body, and images as well as adding text, images and hyperlinks to internal and external media. In addition, learn to communicate with your Internet provider, publish your pages, how to attract the FTP client and advertise your site on the Web. Upon completion of this class you will have a complete website designed and published. \$325

4 eve - Mo-Th. Jul 8, 18:00-21:30 - CC

Animation for the Computer Screen (050516)

Working in Flash and Illustrator you will learn the basic software applications used to create animations. By learning the basic principles of classical animation of squash and stretch you will create vector graphics. Coloring, applying special effects, and flying text will also be covered. Importing your graphics and then creating interactive computer animations with various navigation styles will be done by learning the basic principles of Flash. Upon completion of this class, you will have created various electronic greeting card animations for your portfolio. \$410

5 day - Mo-Fr. Jul 15, 09:00-16:00 - CC

Digital Video Editing (050517)

In this course, you will learn various software applications (including Premiere, Adobe After Effects, Final Cut Pro and Sound Sculptor) that will teach you how to work with non-linear video editing. You will learn to capture and digitize video footages, then edit, add transition, filters and special effects to create new digital material for your multimedia projects. Importing and applying sound and other graphics will also be covered. You will create projects which will greatly enhance your portfolio. Prerequisite: Photoshop. (Habbas) \$410

5 day - Mo-Fr. Jul 22, 09:00-16:00 - CC

Beyond the Box (050518)

Enhance your design skills to fit the demands of industry. Starting with the creative process, you will learn about creativity, exploring creatively, and sharing your creative energy. In addition all the elements of graphic design (line, space, texture color and contrast) will be covered along with how to adapt them within the rigid, confined space of a computer screen. Develop projects for your portfolio for entrance to full-time programs or to present to a potential employer. \$325

4 eve - Mo-Th. Jul 22, 18:00- 21:30 - CC

Interactive Design (050519)

You will learn the steps of digital publishing, from defining the market and user, to creating storyboards, flowcharts and prototypes. Learning to create interfaces that are clearly defined for navigation, as well as how to place text with the use of other media elements will be explored. How interactivity of the screen effects traditional narrative structure in games, educational and business applications for CD-ROM will be covered. \$375

4 day - Tu-Fr. Aug 6, 09:00-16:00 - CC

Flash (050478)

This hands-on course emphasizes how to create animation, add sound and interactivity for websites. Working with Layers, importing bitmaps and other vector artwork, creating symbols (graphics, buttons, and movie clips) and applying basic scripting language for interactivity will be covered. This program adds vibrancy and emphasis to your web pages and adds significantly to the look and quality of your portfolio projects. \$410

5 day - Mo-Fr. Aug 12, 09:00-16:00 - CC

Automotive

Registration: 604.443.8484

Course advice: Fred Grimm, 604.871.7397,
fgrimm@vcc.bc.ca

Note

These courses are held in the Automotive Shop on the North side of KEC. Go to room listed below on first night. Registration is at City Centre only.

Auto Maintenance and Know-how (100171)

Designed for persons with little or no training in auto mechanics, this course will explain the basic operation, repair and adjustment of automobiles. Students will use hand tools and learn techniques to service ignition systems, the drive train, brake, wheel, electrical, cooling, fuel and lubrication systems. The course is equally divided between theory, demonstration and shop practice. Classes are held in a friendly, supportive atmosphere to encourage the curious beginner and those considering a career in auto maintenance. Coveralls are recommended and you may bring your own car for practice. (Chu) \$260

8 eve - We. Apr 24, 18:30-21:30 - KEC Room 1042

CONTINUING EDUCATION Locations

CC • Vancouver Community College
City Centre Campus, 250 W. Pender St.
Vancouver

KEC • Vancouver Community College
King Edward Campus
1155 East Broadway, Vancouver

BCC • BC Cancer Agency
600 West 10th Avenue, Vancouver

DS • Design Studio (third floor)
440 Cambie Street, Vancouver

FCO • Federal Court of Canada
701 West Georgia Street, Vancouver

GPC • George Pearson Centre
700 West 57th Avenue, Vancouver

HSA • Henry Schein Arcona
1619 Fosters Way, Delta

IEC • International Education Centre
1080 Alberni Street, Vancouver

LIS • Listel Vancouver Hotel
1300 Robson Street, Vancouver

MIN • Minoru Residence
6111 Minoru Blvd., Richmond

OAK • Oakridge Shopping Centre
#320 (North Tower)
650 West 41st Avenue, Vancouver

VV • Volunteer Vancouver
#301 - 3102 Main Street, Vancouver

Building Management & Services

General Information and Registration: 604.443.8484

Course advice: Brian Pink, 604.443.8388

We invite you to register for any of the following courses on an individual basis or as components of the Building Manager Certificate Program.

Building Cleaning - Methods, Equipment, Supplies and Safety (109008)

Designed for building supervisors, staff, contract cleaners and others who are responsible for general cleaning and floor maintenance. This introductory course will examine 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 and liability issues will also be covered, including an overview of WHMIS regulations. Course content applies to residential, commercial and institutional buildings. This course does not include hands-on training with powered equipment. Upon successful completion, students will be issued a transcript and a College Statement of Completion. (Dallas) \$220

5 day - Sa. Apr 27, 09:00-16:00 - CC

Building Service Management (109036)

Intended for building supervisors, building service staff and others who wish to advance in the building management field. This course will explore basic supervisory and management skills with a focus on practical solutions to everyday problems. Specific topics include: budget preparation and controls, estimating and costing of building service work, purchasing of equipment and chemicals, inventory control, scheduling and motivation of staff. Special emphasis is given to teamwork and leadership skills and supervising a multi-cultural staff. The selection and care of powered equipment is also covered. This course is recognized by the Canadian Administrative Housekeeping Association (CAHA) and the Canadian Building Servicing Association (CBSA) for Professional Certification credit. (Neuls) \$325

10 day - Sa. Apr 20, 09:00-13:00 - CC

Building Maintenance and Cost Control (109002)

An introductory course in the physical maintenance of apartment buildings and other multi-unit residential properties. The course will review the primary maintenance responsibilities of the residential building manager. Topics include: maintenance planning and cost control, preventative maintenance, building inspections, supervising on-site trades work, basic appliance repair, fire safety, security, and an introduction to heating and plumbing systems. Classes include field trips for the building inspection, and fire safety sessions. There may be one Saturday field trip session. \$220

Available September 2002 term

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. The course examines screening steps, tenancy applications, tenancy contracts, handling evictions, dispute resolution, landlord/tenant rights, the Residential Tenancy Act, and arbitration hearings at the Residential Tenancy Branch. Condominium law is also covered. (Chauvin) \$200

Available September 2002 term

Bidding and Estimating for Cleaning Contractors (109037)

Designed for persons with professional experience in contract cleaning. Topics include bidding on government and private-sector jobs, standard cost and cleaning time estimates, strategies for maximizing profit and minimizing labour costs, and quality control while serving the contract. This course provides ideas and techniques for successful contract bidding and estimating. (Dallas) \$45

1 day - Sa. Jun 8, 09:00-13:00 - CC

Building Manager Certificate Program

Program Coordinator: Brian Pink, 604.443.8388

Registration: 604.443.8484

This program is designed for building managers who wish to improve their skills. Participants are trained in building service management and leadership, landlord-tenant law, basic building maintenance, fire safety and security matters, and about relevant office forms and record keeping. Supervisory skills covered include: goal setting, problem-solving techniques, staff supervision and tenant/owner relations. Graduates are prepared for building service supervisory roles in hospitals, schools and commercial buildings, as well as on-site manager positions in apartment buildings.

The program is recognized and supported by The Professional Association of Managing Agents (PAMA), which is committed to the overall improvement of educational standards within the property management industry.

The Canadian Administrative Housekeeping Association (CAHA) and the Canadian Building Services Association (CBSA) also support the program. The CBSA and CAHA recognize the Building Service Management course for Professional Certification credit.

Scholarships

The BC Apartment Owners and Managers Association also supports the Building Manager Certificate Program. Each year, an academic scholarship is awarded to the top Building Manager graduate through the BCAOMA Endowment Fund. A second scholarship award is provided by the Coinomatic Company.

Entry Requirements

Completion of Grade 12 is not necessary, but students must possess good oral, reading and writing skills. Good manual dexterity is highly preferred. Students may register directly into any of the program courses.

Language Skills Requirement

The courses in Law and Tenant Relations and Building Service Management require a minimum proficiency in English at the Grade 10 level (English 059). As these courses cover legal and supervisory topics, a greater level of expression and comprehension is required to complete assignments and other written work. Persons with language difficulties should contact the program coordinator (604.443.8388) prior to course registration.

Certificate Requirements

The certificate program consists of four required courses: Building Service Management (109036) Law and Tenant Relations (109001) Building Maintenance and Cost Control (109002) Building Cleaning (109008)

See course descriptions under Building Management & Services. These courses may be completed in any order. Program students must achieve a minimum grade of 60 per cent in each course in order to qualify for the certificate. Upon successful completion of all required courses, the student may apply for a College certificate.



Courses marked with the Destinations logo are part of a job retraining program for BC's tourism and hospitality fields. To qualify for these government-funded courses, participants must meet the eligibility requirements noted below.

In partnership with Destinations, an employment agency for BC's tourism industry, VCC's Continuing Education Division offers two Destinations programs designed for individuals receiving provincial income assistance.

Every second Tuesday, VCC offers a day-long, no-fee Destinations workshop called Orientation to Tourism and Hospitality Careers. This workshop is for individuals who are just coming on to assistance, to prepare them for a new career in the tourism and hospitality industry. After completing the workshop, participants will work with Destinations staff to find a job placement.

If you have been on income assistance for seven months or more, Continuing Education offers a week-long course in Destinations "Work-based Training Program." This five-day, no-fee week course includes a one-day SuperHost training. The course is informational with no formal testing.

Destinations workshops and courses are offered through VCC Continuing Education in partnership with Camosun College and Destinations, a division of Grant Thornton Chartered Accountants and Management Consultants.

Are you in the tourism or hospitality industry? Many VCC Continuing Education courses qualify for funding support through the Destinations program to provide upgrading of skills for people employed in the tourism and hospitality industries. The courses that qualify for funding support are identified with:



Find out whether you could qualify for the funding under the Destinations Tourism Employment program. Learners who qualify should contact their employer and the Destinations office before registering for these courses; phone **604-893-8566** to confirm that the course you are interested in can be funded.

For more information contact:

dest_vancouver@telus.net

or **604.893.8566**

or Peggy Worobetz at **604.434.8670**.

Business

Business & Technical Writing Certificate Program

Program Coordinator: Anne Tollstam, 604.443.8668

Program Assistant: Lynda Boothby, 604.443.8383

Information Session:
Thursday, April 4, 17:30
- City Centre Room 237

What about Technical Writing? Join Janet Dean for an informal session exploring current issues and the growing demand for technical writing skills.

1 eve - Thursday, April 4, 17:30 - CC Room 237

Clear and concise writing can work for you! Learn to sell your ideas and present information in a variety of written forms.

Technical communication requires special skills. Today's professionals spend much of their time producing written documentation. Courses will be of interest to those in diverse fields, including science, health, technology, engineering, education, and all business occupations. Assignments are designed to build your professional portfolio.

This program consists of nine courses. Each course is one day in length. Participants may register for courses individually. Courses will be offered on Saturdays on a rotating basis.

Program Courses

Technical Communication (100350)

Editing (100352)

Current Issues in Technical Communication (100351)

Document Project Management (100353)

Proposal Writing (100354)

On-line Documentation (100356)

Designing and Writing Manuals (100357)

Industry Specific Report Writing (100358)

Information Design and Human Factors (100360)

Proposal Writing (100354)

An effective proposal sets you apart in the current competitive market place. This course examines the principles and techniques of writing and presenting winning proposals. The course covers process, style, content and delivery. (Dean) \$155

1 day - Sa. Apr 27, 09:00-16:30 - CC

Designing and Writing Manuals (100357)

Review the document development process for producing effective manuals and training guides. You will learn techniques for increasing the usability of your manuals through reader analysis and peer reviews. Learn techniques of information design and considerations for internationalizing your document. (Stewart) \$155

1 day - Sa. May 25, 09:00-16:30 - CC

Industry Specific Report Writing (100358)

This course focuses on the structure, content, format, audience, purpose, and style of reports. Topics covered include understanding the components of the report format and using these in a manner that facilitates reader access and comprehension; communicating effectively and clearly with reader(s) as a result of addressing leader concerns, needs, and interest; and analyzing and developing a clear and appropriate structure to facilitate reading and comprehension. (Vigna) \$155

1 day - Sa. Jun 15, 09:00-16:30 - CC

Information Design and Human Factors (100360)

A step-by-step guide to effective audience-centred information design for print and web-based media. Although the on-line industry is now almost ten years old, there are still few models of effective design to follow - this session explores some principles and processes of effective design you can successfully apply to the electronic medium, as well as human factor issues for consideration and analysis. This is not a computer course. (TBA) \$155

Available Fall 2002 term

Document Project Management (100353)

This session covers the critical steps in managing document projects from conception or proposal through to delivery. Learn how to produce a document plan and how to monitor project process. Topics include: what is project management, the project development process and document project flow, preparing for the project, planning the project, conducting the project, completing the project and delivering the final project. (TBA) \$155

Available Fall 2002 term

On-line Documentation (100356)

This session provides an overview of tips and success strategies for writing on-line documentation. This session focuses on the principles of good writing and design in an on-line environment. Topics include: what is "on-line," determining project scope and terms of reference, standards of the development process, developing a document plan or storyboard, principles of on-line writing and design, creating a prototype, user-testing and delivering the final project. (TBA) \$155

Available Fall 2002 term

Technical Communication (100350)

Learn the art of writing for business and the professions. This course will help you evaluate your current writing skills and identify what is required to master the art of technical writing. The emphasis is on creating clear, professional communications. Topics include: technical communication, form and style in technical communication, creating audience-centred documents and the profession of technical writing. (Dean) \$155

Available Winter 2003 term

Editing (100352)

Successful technical writers have good style and design skills built on a foundation of strong technical skills in writing mechanics, editing and plain language usage. This course focuses on the use of editing skills to improve writing. Practise the three levels of editing, as well as peer review and group editing. Topics include: grammar review, plain language, conceptual and stylist editing, proofreading, peer and group editing, interpersonal issues in editing, and computerized document checkers. (Vigna) \$155

Available Winter 2003 term

Current Issues in Technical Writing (100351)

Update your writing skills by adopting the techniques of successful technical writers. Review trends in the technical communication profession and growth in the application of on-line writing. Discuss the development of a work portfolio and its use as an employment aid. Review the key characteristics necessary for success in this field. (Vigna) \$155

Available Winter 2003 term

Withdrawal and Refund Policy

Courses held at VCC campuses: Withdrawals received by telephone, fax or in writing up to 48 hours before the course start date are subject to an administrative charge of \$30. Alternatively, a "deferred fee credit" for 100 per cent of the course registration fee will be issued upon request and is redeemable for a period of up to one year. The total course fee is forfeited for withdrawals received at less than 48 hours notice.

Business English Skills

Program Coordinator: Anne Tollstam, 604.443.8668

Program Assistant: William Alvarado, 604.443.8711

Polish Your Business English!

The following four courses are offered on Saturdays. Enroll individually at the regular price of \$80 or register for all four courses for a total of \$285 - a saving of \$35. This is not an ESL course. It is recommended that students register in Grammar Review for Productive Business Writing (104407) prior to enrolling in Writing Dynamic Business Letters (104406).

All Four Courses Listed Below: (104419) \$285

Grammar Review for Productive Business Writing

Building a Powerful Vocabulary

Writing Dynamic Business Letters

Effective Memo and Report Writing

Grammar Review for Productive Business Writing (104407)

Review points of grammar and basic sentence structure. Bring your own questions and concerns to share in this workshop. 6 hours (Gossen) \$80

1 day - Sa. Apr 27, 09:30-15:30 - CC

Building a Powerful Vocabulary (104411)

No other undertaking can boost your performance as quickly and surely as increasing your vocabulary. This seminar will outline a system of ongoing study and give a large number of new words and meanings. Please bring a dictionary. 6 hours (Gossen) \$80

1 day - Sa. May 11, 09:30-15:30 - CC

Writing Dynamic Business Letters (104406)

Learn to use a more effective business vocabulary and writing style. Learn strategies of writing a variety of letters (self-marketing, request letters, refusal letters, sales letters, thank-you letters, etc.). Some feedback will be given, but this seminar focuses on providing data on the most up-to-date ways of expressing business communications to achieve maximum results. 6 hours (Gossen) \$80.

1 day - Sa. May 25, 09:30-15:30 - CC

Effective Memo and Report Writing (104414)

Get results! Learn the standard formats for memoranda and reports and review the modern and powerful language of business writing. 6 hours (Rogers) \$80

1 day - Sa. Jun 8, 09:30-15:30 - CC

Note

Business English Skills Test (104539)

Sa. Jun 15, 09:30 - CC

Administered at the end of the Business English Skills Package (four courses). No charge. For students who wish credit toward Office Administration Program.

English Elective

Business English Skills: You Asked for More! (104574)

Improve business-writing skills and build your vocabulary! The course is designed to help you write more clearly, as well as read and comprehend more effectively. You will learn to take notes and participate in discussing content. You will practise expressing your ideas orally and in writing. Written in-class assignments, such as letters, memos, outlines, etc., will be checked and revised for correct grammar and sentence structure. Class size limited. Bring dictionary. 18 hours. (Gossen) \$145

6 eve - Mo. Sep 23, 18:30-21:30 - CC

Professional Development: Career Success

Program Coordinator: Anne Tollstam, 604.443.8668

Program Assistant: William Alvarado, 604.443.8711

We all want to realize our dreams, do work we love and enjoy working with rather than against others.

These interactive seminars provide down-to-earth, step-by-step approaches to help you prepare for and deal with the changes and demands of today's workplace while building your career success.

These courses may serve as elective credit in the Business Career section. Please contact program assistant for details.

Additional seminars may be offered in coming terms. Seminars will vary each term.

Workplace Wellness and Achievement (104515)

Through interactive lectures, group discussions and learn-by-doing practice sessions, learn how to effectively handle workplace stress, plan, organize and meet deadlines, time management delegation, and how to reduce workplace anxieties. (Stene Murphy) \$95

1 day - Sa. Apr 20, 09:30-15:30 - CC

A Mission Statement for Work and Life (104524)

People are searching for meaning at work and in life. They are no longer satisfied with mediocre jobs and want to feel that what they do has impact. Those working at jobs they dislike will burn out, while those who have a clear sense of direction will excel. Do you have a direction that inspires and energizes? Do you live with a sense of purpose and passion? The first step in gaining direction is creating a personal and professional mission statement that reflects your purpose in life and at work. In this workshop, you will learn how to develop a vision, a mission statement, goals and strategies. The outcome will be enhanced personal meaning and motivation in work and at home. You will learn in a stimulating hands-participatory environment. (Fitzgerald) \$95

1 day - Sa. Apr 27, 09:30-15:30 - CC

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Balanced Leadership (104526)

NEW!

Masculine and feminine leadership traits exist in all people. How and when we choose to use these complementary styles determines the effectiveness of our leadership. This course provides opportunities for you to broaden your definition and examine the masculine and feminine sides of leadership. Come prepared to reflect upon your own leadership, engage in meaningful dialogue and share some stories. (Mangione) \$95

1 day - Sa. May 4, 09:30-15:30 - CC

Effective Notes and Minutes (104440)

Effective note taking will contribute to the success of a meeting and enhance a company's productivity. Learn to separate the important from the unnecessary and how to use the role of a recorder to contribute to the success of a meeting. Learn to prepare an effective agenda, how to prepare for a meeting and how to follow up after the meeting. (Kaye) \$95

1 day - Sa. May 11, 09:30-15:30 - CC

Mediation: Alternate Dispute Resolution (104521)

Participants will gain an understanding of the process of mediation and how it may help in both business and personal relationships. This session focuses on alternate ways for resolving disputes to avoid going through the courts of grievance procedures. Join us for a session on win/win solutions. (Sharp) \$135

1 day - Sa. May 25, 09:00-15:00 - CC

Interdependence: Seeing Systems in the Workplace (104525)

NEW!

When we recognize that systems are everywhere, we see that nothing in the workplace happens in isolation. How does system-thinking affect your leadership? This course uses Oshry and Senge's work to help you examine this question and see the systems in your own workplace. Come prepared to look at the relationships between Tops, Middles and Bottoms, examine the statement "there is no blame" and see systems everywhere. (Mangione) \$95

1 day - Sa. Jun 8, 09:30-15:30 - CC

See Customer Relationship Management Program for additional Professional Development courses.

Students with Special Needs

Services including interpreting, note-taking and braille, for students with disabilities who are registered in CE certificate programs may be arranged. City Centre and King Edward Campuses and many other CE locations are wheelchair accessible and provide parking for the disabled.

For further information, please call Counselling at 604-443-8596.

Customer Relationship Management

Program Coordinator: Peggy Worobetz: 604.443.8670

Registration and general information: 604.443.8484

Customer Relationship Management is one of the hottest business trends today. CRM is a business philosophy in which the customer plays a central and critical role in all business activities. To be successful, a business must create a customer strategy, then design its business processes and technology solutions to address the strategy objectives.

The goal of CRM is to build relationships with your customers where they see mutual benefit and value in continuing to do business with you and view moving to another company as an inconvenience. The principles of CRM apply to business regardless of size. Both small and large companies can use CRM to increase their bottom line and customer satisfaction.

Customer Relationship Management Packages

We are excited to introduce three, in-depth Customer Relationship Management seminars. Each six-hour course has been designed to build on the knowledge gained in earlier course(s), but each can be taken as stand alone course. Each course is offered for six hours per day at a cost of \$395 or two packages are available at a reduced cost.

Package A (106132)

- all three courses for a \$975 - a saving of \$210

Package B (106131)

- two courses only (Practical Customer Relationship Management and Profit = E-Commerce + CRM), both courses for \$700, a saving of \$95.

Business Planning and Customer Relationship Management (CRM) (106133)

Whether your business is a start-up or existing business, it is critical to stay focused on your goals and your customers. Clarifying your customer relationship philosophy is an integral part of your business plan. You'll learn how the business plan and Customer Relationship Management (CRM) go hand in hand for increased revenues. You will understand how CRM fits in a successful business and learn the basics of business plan development. (Osborne) \$395

1 day - We. Apr 24, 09:00-16:00 - DS

Practical Customer Relationship Management (CRM) (106134)

Do it with what you have - Put Customer Relationship Management principles to work quickly and cost effectively using your company's existing resources. Sophisticated CRM processes and technology combined with sound management principles will enable your company to become more customer focused, which will translate into increased profits. You will understand the role and importance of CRM to your company, the steps required to ensure a successful CRM project, and the variety of technologies, which could be part of your CRM strategy. (Osborne) \$395

1 day - Th. Apr 25, 09:00-16:00 - DS

Profit = E-commerce + CRM (106135)

This course cuts through the hype and shows how e-commerce fits in traditional "bricks and mortar" companies. Learn how e-commerce and CRM processes and technology combined with sound management principles will enable your company to become more customer focused, leading to increased profits. You will understand customer expectations of business on the Net, the steps required to ensure a successful CRM and e-commerce project, and how "Bricks and Mortar" companies can compete and WIN in an e-world. (Osborne) \$395

1 day - Fr. Apr 26, 09:00-16:00 - DS

Leadership Certificate Program

Program Coordinator: Anne Tollstam, 604.443.8668

Program Assistant: Lynda Boothby, 604.443.8383

This certificate program is a great partnership opportunity for employer and employee. The employer shows commitment through financial support and the employee shows commitment by attending the majority of these courses on his/her own time.

Leadership positions are complex. A new leader requires many new skills as well as an understanding and acceptance of new roles. Preparation and support are vital for new leaders. This certificate program will help you develop knowledge, skills and confidence to lead, supervise and manage others. The program consists of 72 hours: 42 core hours (7 courses) and 30 elective hours (5 courses). Each course is one day in length. Participants may register for individual courses. To complete the certificate program, participants must complete a combination of core and elective courses. Students who successfully complete 72 hours of course time will receive a Certificate in Leadership.

Core Courses

Stepping Up to Leadership (100317)
Using Leadership Language (100318)
Building a Productive Team (100319)
Finding Time for Results (100320)
Critical Thinking (100303)
Managing Change (100304)
Problem Solving and Action Planning (100306)

Elective Courses

Hiring the Right Person (100309)
Creative Thinking at Work (100316)
Speak Up! (100315)
Conflict to Collaboration (100307)
Performance Management: Goals and Reviews (100308)
Facilitation Skills for Team Leaders (100311)
Coaching for High Performance (100323)
The Science and the Art of Leadership (100329)
Additional elective courses may be offered in coming terms. Electives will vary each term.

Credit Transferability

Graduates of the Leadership Certificate Program may ladder into BCIT's certificate programs in Management Systems or Human Resource Management. Please contact program coordinator for details.

VCC will accept participant substitutions if an employer-sponsored individual is unable to attend.

Coaching for High Performance (100323)

Coaching is unlocking a person's potential to maximize their own performance. It is helping them rather than teaching them. At the end of this session, participants will be able to state success factors for coaching, identify when to coach and which type of coaching is required, describe essential steps in the coaching process, conduct a coaching discussion to improve/sustain performance, offer effective feedback regarding employee performance, assess your coaching skills effectiveness and develop a personal improvement plan. (Lewis)

1 day - Sa. Apr 20, 09:00-16:30 - CC - \$150

1 day - Fr. Sep 27, 09:00-16:30 - IEC - \$165

Building a Productive Team (100319)

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. Participants will be able to:

- Understand the importance of team building;
 - Identify the characteristics of an effective team;
 - Apply measures and techniques to build synergy in the workplace;
 - Use skills to identify and resolve key team concerns.
- The net result? Increased work productivity, improved work quality and enhanced team morale. (Lewis) \$150

1 day - Sa. May 4, 09:00-16:30 - CC

Finding Time for Results (100320)

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. (Cuzzetto) \$165

1 day - Fr. May 10, 09:00-16:30 - IEC

Problem Solving and Action Planning (100306)

Leaders always encounter problems in the workplace. The effectiveness of leaders is often determined by their ability to successfully resolve complex problems, both on their own and with their work team. This course provides knowledge and practice sessions on the following:

- Interpersonal skills for successful group/team participation in the problem-solving process;
- Steps in the problem-solving process;
- Leading the problem-solving process;
- Techniques for assisting in the problem-solving and decision-making process;
- Getting from a solution to an action plan;
- Successful implementation of an action plan. (Brindle) \$150

1 day - Sa. May 25, 09:00-16:30 - CC

Stepping up to Leadership (100317)

Becoming a leader 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." At the end of this course you will understand the skills required to effectively supervise by:

- Using leadership skills;
- Coaching staff;
- Giving performance feedback;
- Creating a motivational workplace;
- Delegating work;
- 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 applying their newly acquired skills. (Hannah) \$165

1 day - Fr. May 31, 09:00-16:30 - IEC

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Using Leadership Language (100318)

"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 supervisors, clear, direct communication results in more productive interactions and effective actions of others. 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 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;
- Have analyzed communication styles in organizations, to assist in more effectively getting the job done. (Stene Murphy) \$150

1 day - Sa. Jun 8, 09:00-16:30 - CC

From Conflict to Collaboration (100307)

This course provides practical information and skills to resolve conflict caused by differences in goals, employee performance and work habits. In this course you will:

- Define the causes of conflict;
- Understand conflict management concepts and styles;
- Assess your current strengths and areas for improvement in resolving conflicts;
- Use specific communication skills to clarify and understand issues, interests and concerns;
- Apply the conflict resolution process to your everyday work situations;
- Set goals for building competency in the use of conflict resolution skills and methods. (Hannah) \$165

1 day - Fr. Jun 14, 09:00-16:30 - IEC

Critical Thinking Skills (100303)

This course uses real-life reasoning processes to emphasize and define your abilities in critical thinking. Critical thinking was identified by the Conference Board of Canada as one of the most-desired skills in leaders of today. Using case studies and current events, this course will help you apply the concepts of critical thinking in what you do at work and show you what immediate benefits to expect. (Dean) \$150

1 day - Sa. Jun 22, 09:00-16:30 - CC

Speak Up! (100315)

Formerly named "Thinking on Your Feet." In this highly participatory course you will learn proven techniques to communicate your ideas more powerfully, overcome nervousness, gain and maintain favourable attention, "read" your audience, prepare and use visual aids, handle impromptu speaking situations, and get the results you want. Participants will learn how to think quickly, organize and practice for a business presentation, and use non-verbal communication to reinforce the spoken message. Attend this course and learn more about how your audience sees YOU, and how to make your presentation more memorable. Participants will have the opportunity to make presentations and receive constructive feedback in a supportive environment. (Swankey) \$150

1 day - Sa. Sep 21, 09:00-16:30 - CC

Creative Thinking at Work (100316)

People today are being asked to do more with less and to find innovative ways to save money. Creative thinking is a tool you can use to accomplish both of these. It can help you solve problems, save money and make do with less - all things required in today's business environment. This course covers the fundamentals of creative thinking and its applications. The program is taught using examples, exercises and applications for creative thinking. Topics covered include: what is creative thinking, opening mental locks, soft and hard thinking, the creative process, and challenging the rules. (Dean) \$150

1 day - Sa. Oct 5, 09:00-16:30 - CC

Facilitation Skills for Team Leaders (100311)

Leading productive teams is an acquired skill. Learn how to focus the work team without stifling creativity. Assist your team to analyze issues from different perspectives and to build on their collective synergy. Participants will be taught the tools and techniques for generating ideas and determining solutions. All participants will be given the opportunity to lead and/or manage one or more practice sessions. Sharpen your facilitation skills by learning and practising the following tools and techniques: brainstorming, force field analysis, positive/negative analysis, fishbone diagrams (cause-effect diagrams), 5 whys, SCAMPER, grouping, prioritizing, and decision-making tools. (Heath) \$150

1 day - Sa. Oct 19, 09:00-16:30 - CC

Managing Change (100304)

Change is constant nowadays. Employees are tired of hearing that another change is on the way, especially since they are still adjusting to the last one. Organizations need to consider both the business side of change as well as the human side. This course will help managers learn how to address employees' emotions as they manage the change process. During the course participants will recognize how they personally react to change, come to understand their role in the change process, apply five steps to communicating change to employees, deal with employee resistance, and increase team commitment to change. (Lewis) \$150

1 day - Sa. Nov 2, 09:00-16:30 - CC

Performance Management: Goals and Reviews (100308)

Performance management involves working with employees in setting and reaching agreement on goals, action plans and follow-up reviews. Through discussion and practice you will gain the knowledge, skills and confidence to be able to understand the key aspects of effective performance; write performance goals, measures and action plans; provide positive and constructive performance feedback, leadership, training, information and support required for successful achievement of goals. (Hannah) \$165

1 day - Fr. Nov 15, 09:00-16:30 - IEC

The Science and the Art of Leadership (100329)

Creating the balance between science and art is integral to everyday leadership. This course will take you on a fast journey through the current science of leadership from systems thinking to appreciative inquiry. This taste of science will provide you with an overview of many of the ideas currently being used in organizations to create innovation and change. Then we will spend the balance of the day delving into the current thinking on the art of leadership and how personal values, beliefs and ideas create you as a leader. By the end of the day you will be able to see how you, as a leader, balance the science and the art in your work. (McArthur-Blair) \$150

1 day - Sa. Nov 30, 09:00-16:30 - CC

Hiring the Right Person (100309)

Interviewing and selecting the best candidates for hire can be a difficult and time-consuming task. Employee turnover, costly hiring expenses and the constantly changing job market make the role of an interviewer an important one. This course is designed to enhance the interviewing skills for individuals in any organization. During the course participants will increase their awareness of the role of an interviewer, apply a simple five-step process to prepare for an interview, follow a seven-point system when conducting the interview; and practise and obtain written and verbal feedback on their interviewing skills. Each participant is asked to bring to the course a job description of an open position within his or her organization (if possible). These materials allow for immediate application of new skills. (Lewis) \$165

1 day - Fr. Dec 13, 09:00-16:30 - IEC

Withdrawal and Refund Policy

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Associate Certificate in Leadership Coaching

Program Coordinator: Anne Tollstam, 604.443.8668

Program Assistant: Lynda Boothby, 604.443.8383

This program is offered as a subset of the Leadership Certificate Program. Students who complete any six Coaching courses from the list below may apply for the Associate Certificate in Leadership Coaching. In addition, Coaching for High Performance (100323) plus one other Coaching course may serve as elective credits towards the Leadership Certificate Program.

Coaching is vital to linking organizational goals with the creativity and ingenuity of people. Coaching is a process for challenging and supporting people to continually explore new ideas and expand their capacity to produce results.

In almost every field where performance is crucial, coaching plays an integral part. The more outstanding the performer, the more likely they are to have an organized and committed partnership with a coach. Coaching fosters a genuine partnership for building and creating success together.

Coaching courses will be offered on a rotating basis:

- Coaching for High Performance (100323)
- Coaching: Bridging the Motivation Gap (100324)
- Coaching: Skill Coaching (100325)
- Coaching: Taking your Leadership Coaching to the Next Level (100326)
- The Coach's Toolkit (100327)
- Team Coaching (100328)

Coaching for High Performance (100323)

Coaching is unlocking a person's potential to maximize their own performance. It is helping them rather than teaching them. At the end of this session, participants will be able to state success factors for coaching, identify when to coach and which type of coaching is required, describe essential steps in the coaching process, conduct a coaching discussion to improve/sustain performance, offer effective feedback regarding employee performance, assess your coaching skills effectiveness and develop a personal improvement plan. (Lewis) \$150

1 day - Sa. Apr 20, 09:00-16:30 - CC

Coaching: Skill Coaching (100325)

Teaching or modeling behaviours on the job is a large part of coaching. Successful coaches know how to do this in a timely and efficient manner so that both the coach and coachee feel satisfied with the coaching outcome. Skill coaching involves assessing performance, providing advice/instruction, modeling behaviours, and providing timely feedback to enable the coachee to reach higher levels of performance. In this workshop you will learn how to use a systematic approach in skill coaching to achieve performance results. Specifically, you will learn how to:

- Determine when to skill coach;
- Understand how adults learn;
- Identify learning styles;
- Design coaching to suit the coachee's learning style;
- Develop a repertoire of coaching methods;
- Use a job/task analysis;
- Prepare, conduct, and follow up skill coaching;
- Check for coachee understanding;
- Assess your skill coaching strengths and weaknesses;

Commit to a personal action plan to enhance your skill coaching effectiveness. (Lewis) \$150

1 day - Sa. May 25, 09:00-16:30 - CC

Taking Your Leadership Coaching to the Next Level (100326)

Prerequisites: Coaching for High Performance (100323) and Bridging the Motivation Gap (100324).

Leader-coaches need to continuously expand their capacity to assist individuals and teams to achieve practical outcomes. This course builds on previous knowledge and experience of leadership coaching strategies and skills and provides additional information and opportunities for skill practice and feedback. At the end of this course, participants will be able to:

- Determine when to use skill coaching and/or motivational coaching;
- Conduct collaborative focused performance discussions;
- Help employees overcome performance obstacles;
- Forward team communications and provide structure for managing conflict;
- Develop skills in self-management, creative collaboration and accountability. (Hannah/Lewis) \$150

1 day - Sa. Jun 22, 09:00-16:30 - CC

Coaching: Bridging the Motivation Gap (100324)

Coaching achieves the important balance between being supportive and being clear and direct. Successful coaches know how to build a real partnership based on trust. This course helps leaders apply and implement sound coaching techniques so that they can help develop a team of dedicated, competent and motivated employees. After this course you will be able to:

- Achieve shared agreement about the need for coaching: clarify performance goals; reach consensus about needs and outcomes;
- Coach for change: coach motivational issues and performance deficiencies; increase confidence and commitment when experienced employees have setbacks and disappointments; deal with blind spots that detract from the otherwise outstanding performance;
- Create a leadership coaching action plan: apply leadership coaching skills to work situations. (Hannah) \$165

1 day - Fr. Nov 1, 09:00-16:30 - IEC

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The Coach's Toolkit (100327)

Prerequisites: Coaching for High Performance (100323) and Bridging the Motivation Gap (100324). This course focuses on tools and skills that are the building blocks of leadership coaching. Each tool and skill will be demonstrated and then practised in short exercises involving coaching situations. Specific tools and skills will include: creating the coaching environment, building support in the workplace and a selection of practical resources to support the coaching partnership. (Hannah/Lewis) \$165

1 day - Fr. Nov 22, 09:00-16:30 - IEC

Team Coaching (100328)

This course focuses on the leader-coach applying coaching values and fundamentals to creating productive work teams. The leader-coach works with the team in creating a common vision, developing a strategy and agreeing on roles and responsibilities and ways of operating together. The leader-coach continues working with the team, learning with them, reviewing progress, helping the team resolve issues and drawing out capabilities and commitments until the vision is achieved. In this course you will gain knowledge and will practice:

- Creating the team coaching environment;
- Asking coaching questions so the team can gain understanding and take effective action;
- Observing team dynamics;
- Providing useful feedback;
- Fostering team self-responsibility;
- Holding team accountability (Hannah/Lewis) \$165

1 day - Fr. Dec 6, 09:00-16:30 - IEC

Withdrawal and Refund Policy

Courses held at VCC campuses: Withdrawals received telephone, fax or in writing up to 48 hours before the course start date are subject to an administrative charge of \$30. Alternatively, a "deferred fee credit" for 100 per cent of the course registration fee will be issued upon request and is redeemable for a period of up to one year. The total course fee is forfeited with withdrawals received at less than 48 hours notice. The College will accept substitutes.

Legal Assistant

Legal Assistant Certificate Program

Program Coordinator: Anne Tollstam, 604.443.8668

Program Advisor: Katherine Wellman, 604.443.8649

Program Assistant: William Alvarado, 604.443.8711

**Information Session: Wednesday,
April 3, 17:30, City Centre,
Room 237**

Program Structure

As a legal assistant, you can have an invaluable role in a law office that strives to deliver high-quality service to its clients.

We can provide you with the skills necessary to increase your competence in file management, interviewing, legal research and writing, and principles, practice and procedures in litigation, conveyancing, corporate/commercial, and family and estate law - areas where there is an ever-increasing demand for qualified legal assistants. All courses are taught by experienced legal professionals. Students have access to QUICKLAW for computer research.

You may register for any course without seeking a Legal Assistant Certificate or pursue a certificate in one of these four practice areas:

Litigation Certificate
Conveyancing Certificate
Corporate and Commercial Certificate
Family and Estate Certificate

In addition to the required courses, you may select from a number of elective courses to fulfil program requirements and meet your needs. Students complete a minimum of 200 classroom hours and a 500-hour (four-month) practicum. Successful students will have the legal skills required for their chosen area of study and will be able to function effectively in a law office.

Entry Requirements

These certificate programs are designed for persons currently employed as legal secretaries or legal assistants who wish to improve their skills and career positions. To enter the certificate program a student must:

- Possess a Grade 12 diploma
- Demonstrate English proficiency; and
- Have one year of legal office experience, including exposure to word processing or have successfully completed a legal secretarial program and acquired a minimum of six months' office experience, including exposure to word processing.

Legal Assistant Certificate Requirements

Core Courses (required by all certificate students):

Canadian Legal Process - 12 hours

Legal Research - 18 hours

Legal Communications - 12 hours

Torts - 18 hours

Contracts - 18 hours

Agency, Partnership and Incorporation - 18 hours

Total - 96 hours

Practice Area Courses

Litigation (72 hours)

Personal Injury Practice - 24 hours

Commercial Litigation - 24 hours

Creditors Remedies - 12 hours

Chambers Practice - 12 hours

Conveyancing (72 hours)

Property Law - 24 hours

Personal Property Security - 12 hours

Mortgages - 12 hours

Commercial Conveyances - 24 hours

Corporate and Commercial (72 hours)

Company Law - 24 hours

Advanced Corporate Administration - 24 hours

Personal Property Security - 12 hours

Commercial Transactions - 12 hours

Family and Estate Law (72 hours)

Family Practice Essentials - 18 hours

Family Law Precedents and Procedures - 18 hours

Will and Estate Planning - 18 hours

Estate Administration - 18 hours

Elective Courses

In addition to the core and practice area courses, certificate students complete two or more additional courses appropriate to their practice area for a total of at least - 32 hours. These courses are electives and may change from term to term. Students may also choose electives from practice area courses in a different practice area or from the Federal Court Registry Officer Development Program.



Practicum

Each student will be required to complete a 500-hour (four-month) practicum under the supervision of a qualified lawyer. The practicum may be completed while taking courses in the practice area or within 12 months after completion of course work. Students pursuing an additional certificate in a different practice area will take an additional practicum to complete the tasks in that practice area. There is no time specified for the additional practicum.

Total Certificate Requirements

Classroom Courses - 200 hours

Practicum - 500 hours (four months)

Location

Courses are offered at City Centre Campus. Legal Research classes meet at City Centre & UBC Law Library.

Courses

Estate Administration (104881)

Examines the process and documents for Probate and Administration applications, types of grants, asset gathering and distribution, and resealing. (Rodiuk) \$240

6 eve - Tu. Apr 2, 18:00-21:00 - CC

Commercial Litigation (104814)

Learn to manage a commercial litigation file, the usual complications and additional steps required. (Barbour) \$240

8 eve - We. Apr 3, 18:0-21:00 - CC

Securities (104874)

Covers securities law and practice in corporate administration, filing requirements, CDN listings, due diligence, BCSC policies, public financing and related matters. (Sheremeta) \$180

6 eve - Mo. Apr 8, 18:00-20:00 - CC

Interviewing for Legal Assistants (104870)

Learn skills and techniques for client and witness interviews. Class discussion and role playing interviews. (Rogers) \$240

4 eve - Tu. Apr 9, 18:00-21:00 - CC

Canadian Legal Process (104816)

An introduction to Canada's legal system, legal institutions, and basic legal principles. Examines the sources of law and the structure of the court system. (Wellman) \$110

4 eve - We. Apr 10, 18:00-21:00 - CC

Small Claims Court Practice (104865)

Learn Small Claims Court Rules and all the stages of a Small Claims court matter from preparation, settlement conference, trial and appeal to supreme court and collection procedures. In-class workshop on drafting the Claim and reply. (Windwick) \$180

4 eve - We. Apr 10, 18:00-21:00 - CC

Commercial Conveyances (104808)

Covers commercial conveyancing matters, special issues in commercial conveyances, commercial sales, subdivisions and commercial leases. (Baylis) \$240

8 eve - Th. Apr 11, 18:00-21:00 - CC

Bills of Costs and Assessments Before the Registrar 104886

Examines the documents, procedures and back-up cases used for preparation, review and assessment of a Bill of Costs. (Barzo) \$80

1 mng - Sa. Apr 13, 09:30-13:30 - CC

Advanced Corporate Administration (104822)

Learn to do corporate alterations, roll-overs, amendments, changes in share structure, amalgamations, continuations, extra-provincial registrations and federal incorporation. Includes New Company Act. (Cofman) \$240

8 eve - Tu. Apr 16, 18:00-21:00 - CC

Case Document Management (104828)

Learn to electronically manage the large volume of documents and related forms that accompany a litigation case. Design a database and organize, store, code, index, provide security and backup, and use other timesaving, helpful tools. Tested methods, directions, tips and hints that lead to successful and speedy retrieval of information. (Nystrom) \$180

4 eve - Mo. Apr 22, 18:00-21:00 - CC

Legal Communications (104818)

Useful to legal assistants with all levels of experience. Topics covered include: listening skills and legal writing for correspondence, opinion letters and memorandums. (Dean) \$130

4 eve - Mo. Apr 29, 18:00-21:00 - CC

Agency, Partnership and Incorporation (104821)

Explains agency relationships and liabilities, formation of partnerships and general concepts underlying incorporation including limited liability, corporate structure and duties of directors and officers. (Wellman) \$170

6 eve - Mo. May 6, 18:00-21:00 - CC

Part 7 Benefits (104826)

Learn about the benefits available under Part 7 of the Regulations to the Insurance (Motor Vehicle) Act, how to liaise with ICBC, and manage the rehabilitation portion of a personal injury file. Review the steps necessary to initiate a Part 7 claim, access benefits and submit receipts and documentation relating to claims. (Rogers) \$60

1 eve - Tu. May 7, 18:00-21:00 - CC

Mortgages (104809)

Covers the nature of mortgages, features, legal and equitable interests, principles of interest, priorities, assignment and extinguishment, insurance issues and payout strategies. (Barbour) \$180

4 eve - We. Jun 5, 18:00-21:00 - CC

Company Act Forms (104827)

In anticipation of implementation of the NEW Company Act, this course will introduce you to the new forms and the online procedures that will be used to complete and file them. (Cofman) \$60

1 eve - Tu. Jun 11, 18:00-21:00 - CC

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Practicum I (104824)

Practical work experience. Prerequisites: Core and practice area courses and written approval of program coordinator/program advisor. (Wellman) \$105

500 hours - Ongoing

Practicum II (104888)

Practical work experience in an additional practice area - for those students who have completed Practicum I and are pursuing a further certificate in a different practice area. With the approval of program coordinator/program advisor. (Wellman) \$65 - Ongoing

Ongoing

Available September 2002

Company Law (104807)
Creditor's Remedies (104813)
Personal Injury Practice (104815)
Canadian Legal Process (104816)
Legal Research (104817)
Contracts (104820)
Criminal Law (104866)
Buying and Selling a Business (104871)
Family Practice Essentials (104882)
Legal Drafting (104864)

Available January 2003

Legal Research (104817)
Chambers Practice (104812)
Property Law (104811)
Personal Property Security (104855)
Commercial Transactions (104806)
Family Law Procedures and Precedents (104856)
Will and Estate Planning (104877)
Small Claims Practice (104865)
Mortgages (104809)
Legal Communications (104818)
Torts (104819)
Agency Partnership and Incorporation (104821)

Management Skills for Supervisors Certificate Program

Program Coordinator: Anne Tollstam, 604.443.8668

Program Assistant: Lynda Boothby, 604.443.8383

This program is designed for current and future supervisors and managers in the private, public and non-profit sectors. It provides practical, up-to-date supervisory/management training in three convenient modules that can be taken in any sequence:

Interpersonal Skills
Group Skills
Administrative Skills

The three modules total 72 hours. Training includes individual, small and large group experiences and lectures using participants' actual work experiences. Enrollment is limited to optimize the effectiveness of this process. One of the strengths of the program is the diversity of experience shared by participants.

Language Skills Requirement

These courses require a minimum proficiency in English at the Grade 10 level (English 059). Persons with language difficulties should contact the program coordinator.

Certificate

Participants who successfully complete all three modules qualify for the Management Skills for Supervisors Certificate.

Credit Transferability

Graduates of the Management Skills for Supervisors Certificate Program may ladder into BCIT's certificate programs in Management Systems or Human Resource Management. Please contact program coordinator for details.

Interpersonal Skills - Part I (100115)

In this session, you'll learn how to use effective verbal and non-verbal communication skills, conduct organized interviews, use decision-making methods in individual and group situations, utilize appropriate assertiveness techniques, and make win/win decisions one-on-one and in groups. (Cuzzetto) \$310

8 eve - Tu. Sep 24, 18:30-21:30 - CC

Group Skills - Part II (100116)

Build your skills to identify personal leadership styles; learn to demonstrate appropriate and flexible leadership skills; identify things that motivate and demotivate work groups; develop and implement strategies to improve employee motivation, and display leadership and group participatory skills in meetings. (Brindle/Ramsey) \$310

8 eve - Tu. Apr 23, 18:30-21:30 - CC

Administrative Skills - Part III (100117)

On completion you will be able to develop and implement performance management strategies; use effective business writing skills develop and institute a goal-setting/achievement plan managing time and priorities efficiently. (Stene Murphy) \$310

8 eve - We. Apr 24, 18:30-21:30 - CC

Withdrawal and Refund Policy

Courses held at VCC campuses: Withdrawals received by telephone, fax or in writing up to 48 hours before the course start date are subject to an administrative charge of \$30. Alternatively, a "deferred fee credit" for 100 per cent of the course registration fee will be issued upon request and is redeemable for a period of up to one year. The total course fee is forfeited for withdrawals received at less than 48 hours notice.

Office Administration Certificate Program

Program Coordinator: Anne Tollstam, 604.443.8668

Program Assistant: William Alvarado, 604.443.8711

**Information Session: Wednesday,
April 10, 17:45
City Centre, Room 218B**

The Office Administration Certificate Program is designed for persons who want to upgrade their office skills and for those entering the office workplace for the first time. The program consists of 186 hours of classroom study. Students seeking a certificate in Office Administration may select any of the four specialization options:

Administration and Supervision
Legal Office Skills
Medical Office Skills
Records Management Skills

Entrance Requirements

The Office Administration Certificate Program offers a flexible admissions policy to meet a variety of educational backgrounds and experience. Certificate and non-certificate students may register in any course, subject to prerequisites as identified in the course descriptions. There is no entrance application procedure.

Language Skills Requirement

These courses require a minimum proficiency in English at the Grade 10 level (English 059). Persons with language difficulties should contact the program coordinator.

Certificate Requirements

To earn a certificate, students must successfully complete the required core and specialization courses, plus provide evidence of competency in basic Computer Skills relevant to the chosen specialty area. See Computer Skills requirement (below) for details. For further information call the program coordinator.

Core Office Administration Courses

These courses are required under any of the certificate options. Courses will be rotated from term to term and may be taken in any order:

Office Procedures (104502) - 18 hours
Business English Skills Package (104419) - 24 hours
Supervisory/Management Decision Making (104507) - 24 hours

One accounting, bookkeeping or payroll course (104510) or (104511) or (104409) - 18 or 24 hours
Keyboarding (Beginners or Speed building) (104404) or (104402) - 18 hours

Note

Office Procedures (104502) is not a required course for the Legal or Medical option but may be taken as an elective course in the Legal option.

Challenge exam available for Office Procedures (104558)

Exemptions permitted for Keyboarding (104404) or (104402)

Specialization Courses

Option 1 Administration and Supervision

This option further develops specific functional office skills and provides increased knowledge of office automation. Supervisory/management skills are also developed:

Records Management I (104509) - 30 hours
Effective Oral Communication (104546) - 18 hours

Any elective course/s from the Office Administration Program and the Career Success section - 36 hours

Option 2 Legal Office Skills

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

Introductory Legal Office Program Package (104425) - 39 hours

Legal Terminology (104530) - 9 hours
Legal Office Procedures (104531) - 12 hours
Legal Ethics and Confidentiality (104532) - 9 hours

Any elective course/s from Office Administration Program and the Career Success section - 33 hours

Option 3 Medical Office Skills

Medical Office Skills provides an introduction to terminology, procedures, practices, records, forms, billings and routines:

Medical Terminology I (104417) - 30 hours
Medical Terminology II (104420) - 30 hours
Medical Office Procedures (104424) - 24 hours
Medical Office Billing II (104520) - 12 hours

Option 4 Records Management Skills

Records Management Skills provides an introduction to the systematic control of all records, from their creation or receipt through processing, distribution, organization and retrieval to their ultimate distribution. This is a unique skill area that is highly valued in many organizations:

Records Management I (104509) - 30 hours
Records Management Advanced (104556) - 30 hours
Records Management Specialized (104557) - 24 hours

Electives

Students taking the Administration and Supervision and/or the Legal Office Skills options, may select any course from the Office Administration Program, the Career Success section or the Registry Officer Development Program areas to fulfill elective requirements. These courses may change from term to term. Students may also take courses from other specialization options to make up elective courses.

Computer Skills

To graduate from this program, students must have basic computer knowledge relevant to their area of specialization. Because many Office Administration students already have practical computer skills from previous experience, the College does not stipulate specific computer courses as a certificate requirement. Please call the program coordinator for further information on computer courses held at City Centre Campus.

Scheduling

Program courses are scheduled in one or all of three terms - Fall (September to December), Winter (January to March), and Spring (April to June).

Accounting/Bookkeeping/Payroll

Accounting for the Non-Accountant (104510)

A management overview of accounting. Previous knowledge is not required. You will learn the role of an accountant, the double-entry accounting system, how to prepare and interpret financial statements, working capital concepts and general accounting terms. It will be accounting made easy and fun! Textbook: Accounting: Nanci Lee, see City Centre Bookstore for textbook purchase prior to class. 18 hours (Huston) \$150

6 eve - We. Apr 24, 18:30-21:30 - CC

Introduction to Payroll (104409)

For small business owners and payroll personnel who wish to learn how to prepare hourly, salaried and commission payroll. Learn payroll law, record maintenance, pay cheque and statement preparation, T4 preparation, and how current source deduction rules affect payroll preparation. WCB, Revenue Canada Taxation, Records of Employment and Stats Canada reporting are covered, as well as Employment Standards. 24 hours (Kaye) \$160

8 eve - We. Sep 25, 18:30-21:30 - CC

Introduction to Bookkeeping (104511)

This introductory course will deal with the procedures that make up the accounting cycle for a service business. You will be introduced to transactions, journals, general ledgers, trial balanced, as well as preparing simple financial statements. The text/kit is Accounting Fundamentals, Fifth Edition, Hoffman Pacy Flashner, This text should be purchased from City Centre Bookstore before the first class. 24 hours (Huston) \$165

8 eve - We. Sep 25, 18:30-21:30 - CC

Administration and Supervision Workplace Wellness and Achievement (104515)

Through interactive lectures, group discussions and learn-by-doing practice sessions, learn how to effectively handle workplace stress, plan, organize and meet deadlines, time management delegation and learn how to reduce workplace anxieties. (Stene Murphy) \$95

1 day - Sa. Apr 20, 09:30-15:30 - CC

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A Mission Statement for Work and Life (104524)



People are searching for meaning at work and in life. They are no longer satisfied with mediocre jobs and want to feel that what they do has impact. Those working at jobs they dislike will burn out, while those who have a clear sense of direction will excel. Do you have a direction that inspires and energizes? Do you live with a sense of purpose and passion? The first step in gaining direction is creating a personal and professional mission statement that reflects your purpose in life and at work. In this workshop, you will learn how to develop a vision, a mission statement, goals and strategies. The outcome will be enhanced personal meaning and motivation in work and at home. You will learn in a stimulating hands-participatory environment. (Fitzgerald) \$95

1 day - Sa. Apr 27, 09:30-15:30 - CC

Balanced Leadership (104526)



Masculine and feminine leadership traits exist in all people. How and when we choose to use these complementary styles determines the effectiveness of our leadership. This course provides opportunities for you to broaden your definition and examine the masculine and feminine sides of leadership. Come prepared to reflect upon your own leadership, engage in meaningful dialogue and share some stories. (Mangione) \$95

1 day - Sa. May 4, 09:30-15:30 - CC

Effective Notes and Minutes (104440)

Effective note taking will contribute to the success of a meeting and enhance a company's productivity. Learn to separate the important from the unnecessary and how to use the role of a recorder to contribute to the success of a meeting. Learn to prepare an effective agenda, how to prepare for a meeting and how to follow up after the meeting. (Kaye) \$95

1 day - Sa. May 11, 09:30-15:30 - CC

Mediation: Alternate Dispute Resolution (104521)

Participants will gain an understanding of the process of mediation and how it may help in both business and personal relationships. This session focuses on alternate ways for resolving disputes to avoid going through the courts of grievance procedures. Join us for a session on win/win solutions. (Sharp) \$135

1 day - Sa. May 25, 09:00-15:00 - CC

Interdependence: Seeing Systems in the Workplace (104525)



When we recognize that systems are everywhere, we see that nothing in the workplace happens in isolation. How does system-thinking affect your leadership? This course uses Oshry and Senge's work to help you examine this question and see the systems in your own workplace. Come prepared to look at the relationships between Tops, Middles and Bottoms, examine the statement "there is no blame" and see systems everywhere. (Mangione) \$95

1 day - Sa. Jun 8, 09:30-15:30 - CC

Supervisory/Management and Decision Making (104507)

This course will focus on the techniques and skills required to manage effectively within today's organization. Topics covered include communication, decision making and leadership skills, all vital skills for an effective supervisor/manager. 24 hours (Kaye) \$155

8 eve - Mo. Sep 23, 18:30-21:30 - CC

Office Procedures (104502)



This course analyzes the tasks and responsibilities of the administrative assistant within the context of today's business office. In this course you will learn to better understand how to handle business information and learn how technology can enhance productivity. Discussions and assignments will focus on interpersonal skills and written communication, scheduling and organizing work activities, processing information, and organizing and managing manual and electronic records. This course will be offered in the January term of each year. Text: The Electronic Office. Purchase at City Centre Bookstore prior to class.

Available January 2003 term

Business English

Business English Package

Business English Skills Package (104419)

The following four courses may be taken individually at the regular price of \$80 each or for the package price of \$285 - a saving of \$35.

Grammar Review for Productive Business Writing

Building a Powerful Vocabulary

Writing Dynamic Business Letters

Effective Memo and Report Writing

This is not an English as a Second Language group of courses. It is recommended that students register in Grammar Review for Productive Business Writing (104407) prior to enrolling in Writing Dynamic Business Letters (104406). \$285

Grammar Review for Productive Business Writing (104407)

Review points of grammar and basic sentence structure. Bring your questions and concerns to share in this workshop. 6 hours (Gossen) \$80

1 day - Sa. Apr 27, 09:30-15:30 - CC

Building a Powerful Vocabulary (104411)

No other undertaking can boost your performance as quickly and surely as increasing your vocabulary. This seminar will outline a system of ongoing study and provide a large number of new words and meanings. Please bring a dictionary. 6 hours (Gossen) \$80

1 day - Sa. May 11, 09:30-15:30 - CC

Writing Dynamic Business Letters (104406)

Learn to use a more effective business vocabulary and writing style. Learn strategies of writing a variety of letters (self-marketing, request letters, refusal letters, sales letters, thank-you letters, etc.). Some feedback will be given, but this seminar focuses on providing information and direction on the most up-to-date ways of communicating in business. 6 hours (Gossen) \$80

1 day - Sa. May 25, 09:30-15:30 - CC

Effective Memo and Report Writing (104414)

Get results! Learn the standard formats for memoranda and reports and review examples of modern and powerful business writing. 6 hours (Gossen) \$80

1 day - Sa. Jun 8, 09:30-15:30 - CC

Note

Business English Skills Test (104539)

Must have 100 per cent attendance in order to write Business English Skills Test. Administered at the end of the Business English Skills Package (four courses). No charge.

Sa. Jun 15, 09:30 - CC

Business English - Non Package

Business English Skills: You Asked for More! (104574)

Improve business-writing skills and build your vocabulary! The course is designed to help you write more clearly as well as read and comprehend more effectively. You will learn to take notes and participate in discussing content. You will practise expressing your ideas orally and in writing. Written in-class assignments, such as letters, memos, outlines, etc., will be checked and revised for correct grammar and sentence structure. Class size limited. Bring dictionary. 18 hours (Gossen) \$150

6 eve - Mo. Sep 23, 18:30-21:30 - CC

Communication/Work Skills

Effective Oral Communication (104546)



Become a more effective communicator! At this course you will learn to express yourself with greater clarity, confidence and impact. You will learn success strategies for impromptu speaking, delivering prepared speeches, speech evaluation, audience analysis, creative visualization, role playing, and evaluation of thinking and learning styles. The goals of the learning process are for you to become more knowledgeable of oral communication barriers and skills and be more confident and comfortable in the public forum. You will become a more successful communicator with family, friends, colleagues, clients and supervisors. 18 hours (Kaye) \$190

6 eve - Mo. Apr 22, 18:30-21:30 - CC

Computers/Keyboarding

Keyboarding for Beginners (104404)



Keyboarding is a skill needed for success in virtually every career. Because keyboarding is a skill, to be successful you must apply proper techniques and meaningful practice in each class. You will learn to key letters, numbers and symbols. The classes are taught on computers with a keyboarding text and exciting Windows software. Textbook: College Keyboarding to be purchased at City Centre Bookstore prior to first session. 18 hours. (Wong) \$115

6 mng - Sa. Apr 20, 09:30-12:30 - CC

6 eve - Mo. Apr 22, 18:30-21:30 - CC

Keyboarding for Speed Building (104402)



This course is designed to help students increase their speed and accuracy on the computer. Each session will consist of skill building exercises and timings. Textbook: College Keyboarding to be purchased at City Centre Bookstore prior to first session. 18 hours (Wong) \$125

6 aft - Sa. Apr 20, 13:00-16:00 - CC

Medical Office Billing - Computerized (104520)

For description, see Medical, page 16.

Legal

Legal Package

Introductory Legal Office Program Package (104425)

This five-course program package will introduce you to basic concepts and legal office routines. You will gain an understanding of the value of discretion and confidentiality in the legal field, and familiarity with basic legal forms and procedures in respect to the five major areas of law. Introduction to the Legal Office Program (3 hours) is the first of five courses. All other courses are nine hours in duration. Enroll in individual courses or register for the package of all five courses at a reduced rate of \$350:

Introduction to the Legal Office Program

Civil Litigation

Corporate

Family Law

Conveyancing

Introduction to the Legal Office Program (104426)

This course will cover the various types of law firms in existence and the roles of legal support staff, as well as introduce reference sources and discuss the various areas of law. An overview of the "package" content and presentation is also included. 3 hours (Komorowska) \$45

1 eve - Tu. Sep 24, 18:30-21:30 - CC

Litigation (104427)

Discusses the levels of Court in British Columbia and takes you step-by-step through the procedures of a civil case, from Writ of Summons to trial, judgement and execution. 9 hours (Harrison) \$85

3 eve - Th. Sep 26, 18:30-21:30 - CC

Corporate (104428)

Outlines the steps to incorporate a British Columbia company, plus annual reports and filings, keeping minute books and extra-provincial registrations. 9 hours (Komorowska) \$85

3 eve - Tu. Oct 1, 18:30-21:30 - CC

Family Law (104429)

Covers the "Family" court system in British Columbia and the various procedures and forms used in matrimonial law. Focus will be on Divorce Act Applications and Family Relations Act proceedings. 9 hours (TBA) \$85

3 eve - Th. Oct 17, 18:30-21:30 - CC

Conveyancing (104431)

This introductory course will provide an overview of the responsibilities and duties of conveyancing staff, including the steps required to complete a typical residential conveyance. 9 hours. (Cheng) \$85

3 eve - Tu. Oct 22, 18:30-21:30 - CC

The Legal Office Skills Test (104540)

Administered at the end of the Introductory Legal Office Program (five courses). No charge.

1 eve - Tu. Nov 12, 18:30-21:30 - CC

Legal - Non-Package Courses

Legal Terminology (104530)

This course covers the rules of legal language and terminology unique to each area of law. This course consists of mini-workshops to familiarize students with the main areas of law. Handouts included. Please bring a dictionary. 9 hours (Komorowska) \$105

3 eve - We. Apr 24, 18:30-21:30 - CC

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Legal Office Procedures (104531)

This course is designed to provide you with an overview of what happens in a law office. You will analyze the structure of a law office and the various types of legal practice and areas of law. In addition, you will look at the importance of effective systems and procedures and the ramifications of system failure in the practice of law. We will also discuss the various types of legal support staff and their specific responsibilities. 12 hours (Cheng) \$110

4 eve - We. Sep 25, 18:30-21:30 - CC

Legal Ethics and Confidentiality (104532)

This program will cover legal ethics as they apply to support staff in the various areas of law. Using case studies reviewed by the Bar Association, how the ethics of the profession bind you will be discussed. Emphasis will be placed on the importance of confidentiality. 9 hours (Halkett) \$105

3 eve - We. May 15, 18:30-21:30 - CC

Wills and Estates (104430)

Learn the importance of having a will, taking client instructions and setting up simple wills. The course will guide you through the necessary steps and legal forms leading to Grant of Letters, probate and Letters of Administration. 12 hours (Komorowska) \$120

4 eve - We. Oct 23, 18:30-21:30 - CC

Medical

Medical Terminology I (104417)

This course approaches medical language through the study of word parts, prefixes, stems and suffixes. You will learn the basics of selected body systems, including symptomatic and diagnostic 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 a related medical technology field. Textbook to be purchased from City Centre Bookstore before the class. 30 hours (Hay) \$175

10 eve - Tu. Apr 23, 18:30-21:30 - CC

Medical Documentation/Transcription (104580)

A basic course in the production of medical documents and transcribing of medical reports. Prerequisite: medical terminology, basic computer skills and typing speed of 25 wpm is recommended. Please bring Walkman-type earphones and computer diskette. Textbook: Medical Transcription, to be purchased from bookstore prior to first class. (Wong) \$145

6 eve - We. Apr 24, 18:30-21:30 - CC

Medical Terminology II (104420)

This course follows Medical Terminology I and will be offered in the September and January terms only. You will continue with the terminology of selected body systems. You will learn surgical terms, abbreviations and review case histories. Prerequisite: Medical Terminology I or a comparable course which must be approved by the instructor. The textbooks used in Medical Terminology I will be used again in this course. Textbook available at City Centre Bookstore. 30 hours (Hay) \$175

10 eve - Th. Apr 25, 18:30-21:30 - CC

Clinical Procedures (104579)

Introduction to basic clinical procedures and tests performed in medical offices or settings. Basic theory and practical hands-on teaching methods used. Course offered in November and June. Textbook: Medical Office Assistant Handbook. 6 hours (Hay) \$95

1 day - Sa. Jun 22, 09:30-15:30 - CC

Medical Office Procedures/Administrative Assistant (104424)

Learn administrative and clinical duties to effectively manage a medical office. Topics covered: scheduling appointments and receptionist duties, patient records management, classification of drugs and routes of medication, fundamentals of medical billing and laboratory procedures. Medical Office Assistant Handbook to be purchased from the City Centre Bookstore. 24 hours (Wong) \$165

8 eve - We. Sep 25, 18:30-21:30 - CC

Medical Office Billing - Computerized (104520)

Prerequisite: Medical Office Procedures (104424) or current experience working with a non-computerized medical billing system. Become familiar with data processing tasks required to bill for medical office visits, surgical procedures, diagnostic procedures as well as WCB/ICBC and out-of-province billing. 12 hours (Wong) \$145

2 day - Sa. Dec 7/14, 09:30-15:30 - CC

Records Management

Records Management I (104509)

A valuable course for anyone working with records and information systems in business or government. Important contemporary issues around freedom of information and privacy are among the topics covered. 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. Textbook to be purchased from City Centre Bookstore prior to class, Information and Image Management, Ricks, Swafford & Gow. This course is supported by the Association of Records Managers and Administrators. This course is offered once a year. 30 hours (Bradley) \$185

10 eve - We. Sep 25, 18:30-21:30 - CC

Records Management - Advanced (104556)

This course continues the development of concepts introduced in Records Management I. Students will be expected to do case studies based on outside research in a field which will require the application of skills and knowledge in records/information management. This course is supported by the Association of Records Management and Administrators. This course will be offered once a year. 30 hours (Bradley) \$185

Available January 2003 term

Records Management - Specialized Functions (104557)

This course will introduce you to specialized functions within records/information management. You will explore several functions such as forms management, micrographics, reprographics, disaster recovery and optical disk technology. This course is supported by the Association of Records Managers and Administrators. 24 hours (Bradley) \$175

8 eve - We. Apr 24, 18:30-21:30 - CC

Note

Most certificate students are exempt from the computer skills requirement due to previous computer experience/education. Students who do not have practical computer experience may choose from a variety of computer courses at VCC, in consultation with the program coordinator. To determine how this requirement applies to you, please contact the program coordinator.

Project Management

Program Coordinator: Brian Pink, 604.443.8388

Information: Pat Cooper, 604.443.8428, pcooper@vcc.bc.ca

Fundamentals of Project Management is suitable for all persons who have or will have responsibility for the planning, control or implementation of projects. For a detailed course outline contact Pat Cooper. Course outline can be faxed to you or sent by e-mail via pcooper@vcc.bc.ca.

Fundamentals of Project Management (100168)

This course will give participants an understanding of the project management discipline, an insight into the application of project management in their job, a framework for successful implementation of project management techniques and practical tools for process improvement, team motivation and communication. Case studies are used to illustrate successful applications of project management in a variety of business settings. (Mogan) \$210

4 eve - Tu. Apr 16, 18:30-21:30 - CC

Registry Officer Development Program

Program Coordinator: Anne Tollstam, 604.443.8668

Program Advisor: Katherine Wellman, 604.443.8649

Program Assistant: William Alvarado, 604.443.8711

In cooperation with the Federal Court of Canada, this program is offered to students who wish to obtain employment in the Federal Court Registry Office or those currently working in an office that specializes in immigration, patents, trademarks, tax, admiralty, citizenship and tribunal matters within the jurisdiction of the Federal Court of Canada. Courses in this program may also be used as electives in the Legal Assistant Certificate Program and Legal Skills section of the Office Administration Certificate Program. In addition to receiving an Office Administration Certificate or a Legal Assistant Certificate, students will be awarded a Document of Completion by the College and the Federal Court of Canada.

The program will be offered once a year by staff of the Federal Court Registry Office and will be held at their Vancouver office. Enroll in the program package or in an individual course.

Available September 2002 term

Small Business

Program Coordinator: Peggy Worobetz: 604.443.8670

Registration and general information: 604.443.8484

How to Start a Business Package (106038)

This step-by-step, five-week program guides you through information on all pertinent topics required to successfully begin your own small business. Each course is six hours of instruction offered on two evenings for three hours per night. \$105 per course or a total of \$395 for all five courses for a saving of \$130. Participants attending all five courses will receive a Statement of Completion. See course descriptions below. \$395

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 seven key steps to developing your successful new business. (Vonas) \$105

Week 1 - Tu/Th. Apr 30, 19:00-22:00 - CC

Identifying and Marketing Business Opportunities (106040)

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 customers' needs to products, prices, promotion and distribution to create your marketing plan.

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. (Vonas) Both parts \$105

Week 2 - Tu/Th. May 7, 19:00-22:00 - CC

Bookkeeping from Start to Finish (106042)

This course will explain in easy to understand terms the five basic steps of bookkeeping, from recording the transactions to producing financial statements. (Vonas) \$105

Week 3 - Tu/Th. May 14, 19:00-22:00 - CC

Financial Statements - Forecasting and a Cash Budget (106043)

Tuesday - Understanding Financial Statements

Making the right decisions depends on your knowledge of financial statements. This course teaches you how to read them and what needs to be controlled.

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. (Vonas) Both parts \$105

Week 4 - Tu/Th. May 21, 19:00-22:00 - CC

Financing and Business Strategy (106041)

Tuesday - How to Win Funds and Influence Your Banker

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

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. (Vonas) \$105

Week 5 - Tu/Th. May 28, 19:00-22:00 - CC

Note

For additional professional development, please see courses under Leadership Skills page 11; Management Skills page 13 and Customer Relationship Management page 10.

continued on page 16...

...continued from page 15

Vancouver Centre for Professional Development - Small Business

Fundamentals of a Profitable e-Business Strategy (106127)

This workshop is designed for companies who are considering or just starting to add e-Business to their overall business strategy. Learn how e-Business fits in traditional "Bricks and Mortar" companies, how e-Commerce works hand-in-hand with CRM and sound management principles to enable your company to become more customer-focused, which will translate into increased profits, and the steps required to ensure a successful e-Commerce project so you can increase sales in your company. (Osborne) \$225

1 eve - Th. Apr 11, 17:30-21:30 - CC

The Entrepreneurial Style and Success Indicator (106128)

(Understanding how to increase your chance for business success.) If you are thinking of starting a small business, this six-hour workshop will assist you in developing self-awareness of your communication style and tendencies as an entrepreneur.

Understanding your communications style, your attitude and background can influence the potential for success in operating your small business. Learn how to increase cooperation and productivity by understanding your entrepreneurial style, and develop a plan to respond more creatively with your customers. (Kyle) \$130

1 day - Sa. Apr 27, 09:00-16:00 - CC

E-Mail Marketing (106130)

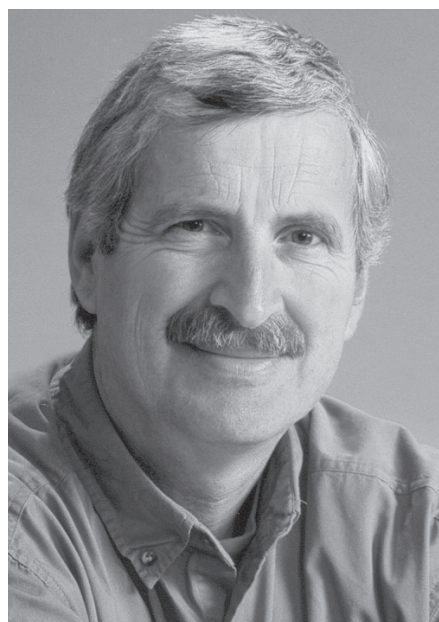
E-mail has become as essential as the telephone to help us communicate more effectively with our customers, suppliers, and within our company. Learn how to use this critical business tool professionally and effectively to increase sales and improve your marketing efforts by understanding customer expectations of business e-mail communication, by understanding how to use e-mail professionally and effectively to increase sales, and by knowing how to use e-mail to stay in touch with your customers, suppliers, co-workers and others within your company. (Osborne) \$225

1 eve - Th. May 16, 18:00-21:00 - CC

Human Resources for Small Business (106129)

Human resources is often overlooked by small business owners, and often little time is devoted to recruiting, training and managing staff, even when employees are often in contact with your customers. Their skills, attitudes and motivation play a major role in the success of your business. You will learn the basics of how to access the information that you need to manage your business. The topics covered are recruiting and selection, benefits, staff training, rewards and recognition. (Kyle/Punjani) \$250

2 day - Sa. June 8/15, 09:00-16:00 - CC



Worksafe Education

Program Coordinator, 604.443.8674

Program Assistant: Sarah Mokaber, 604.443.8635

Information and Registration: 604.443.8484

Worksafe educational and training programs on occupational safety and health (OS&H) were developed by Workers' Compensation Board (WCB) of BC to help employers and workers prevent workplace injuries and reduce associated costs. These one-day courses are designed to help workplaces comply with the requirements of Bill 14 regarding mandatory worker OH&S representatives for small companies or joint employer/worker OS&H committees for larger companies, and to meet yearly training requirements. Small firms wishing to have one or more employees attend one of these courses may wish to combine with other firms with similar needs. We can facilitate this and arrange a cost-effective contract course. WCB Certificates are offered for each course.

Courses offered this term:

Investigating and Controlling Strains and Sprains (201081)

For supervisors, workers, safety committee members and business owners, and of particular interest to office and health care workers. Musculoskeletal injuries (MSI) and repetitive strain injuries (RSI) are responsible for 60 per cent of all WCB claims and lost days. Learn how to effectively use a risk assessment tool in your workplace and how to implement cost-effective strategies to prevent repetitive strains, back injuries and other musculoskeletal injuries. (Finch) \$90

1 day - Mo. Apr 15, 09:00-17:00 - KEC

Joint Health and Safety (H&S) Committee Training (201085)

This course is for new or established safety committee members to maximize their effectiveness in maintaining a safe premise and operation. Course includes elements of an effective OS&H program, responsibilities of committee members, how to use the new WCB Regulation, how to conduct effective workplace inspections and accident investigations, and how to deal with situations involving a refusal to do unsafe work. (Finch) \$90

1 day - Fr. Apr 19, 09:00-17:00 - KEC

Distance Education Offerings



For those who prefer to study at home, we offer the following courses/programs by distance education.

Business

Non-Profit Management, 604.443.8663

Telecommunications Management, 604.443.8670

Health

Sterile Supply Technician Correspondence, 604.443.8635

For registered nurses only: Peri-Anaesthesia

Nursing Correspondence, 604.443.8677

Teacher Training

TESOL In-Service Diploma, 604.443.8335

Creative Writing 604.443.8335

Social Services

Introduction to Court Interpreting, 604.443.8389

Introduction to Family Child Care: Good Beginnings, 604.443.8416

Hazard Recognition and Control (201096)

For small business owners, supervisors, safety committee members and workers striving to improve safety performance. Includes who is responsible for identifying and controlling workplace hazards, how to identify and evaluate hazards, how to find information in the new Regulation, and how to identify causes of repetitive strain and musculoskeletal (bone, muscle, ligament, tendon and nerve) injuries. (Finch) \$90

1 day - Fr. May 31, 09:00-17:00 - KEC

Supervisor Safety Management (201084)

For supervisors and aspiring supervisors, this program provides key information to help you effectively manage health and safety in your workplace. Course includes what practising "due diligence" means, how to identify and analyze workplace hazards, how to conduct an effective workplace safety inspection, and the key policies that WCB safety and hygiene officers apply when inspecting work sites. (Finch) \$90

1 day - Fr. Apr 26, 09:00-17:00 - KEC

Preventing Workplace Violence (201083)

In this program for managers, supervisors and frontline workers, learn how to conduct a workplace violence risk assessment, interpret WCB regulations on Protection of Workers from Violence in the Workplace, and develop preventive measures as part of a workplace violence prevention program. (Finch) \$90

1 day - Fr. May 3, 09:00-17:00 - KEC

Occupational Safety and Health in Small Business (201086)

For small business owners and operators who need to know their legal responsibilities for employee safety, how to prevent injury and diseases, and how to manage workers' compensation costs. Course content includes the concept of "due diligence," the policies applied by WCB safety and hygiene officers when they inspect work sites, key components of a workplace safety and health program, tips to manage WCB assessment and claims costs, and how to navigate through the new Regulation. (Finch) \$90

1 day - Fr. May 17, 09:00-17:00 - KEC

Workplace Hazardous Materials Information System (201082)

The Workplace Hazardous Materials Information System enables workers to know more about safety and health hazards of materials used in the workplace. This course is designed to provide basic information about WHMIS such as regulatory requirements, controlled product labelling, material safety data sheets (MSDS), and safe work procedure and WHMIS Program development. (Finch) \$90

1 mng - Sa. Apr 13, 09:00-13:00 - KEC

Instructor Training

With one-third of the college instructors expected to retire in the next 5 years, teaching opportunities will be available to those with an area of expertise and instructor training.

The BC Provincial Instructor Diploma Program is offered by the Ministry of Advanced Education in more than 30 locations throughout the province including VCC.

You will learn to design adult education courses, deliver instruction, facilitate learning, understand how adults learn, design and use instructional media, evaluate learning and instruction.

For more information,
phone: 604.871.7488
or visit us at
www.instructordiploma.com

Vancouver Community College offers a wide range of courses - from beginners to advanced - at both the Oakridge Computer Lab and the City Centre Computer Lab. See page 20 for City Centre courses which have expanded this year.

Oakridge Computer Lab

Location: Oakridge Centre, 320 North Office Tower, 650 West 41st Avenue

Please call 604.261.2806 for directions or visit our website at www.vccoaklab.com

Registration: 604.443.8484

Class Sizes and Information

Classes at the Oakridge Computer Lab permit a maximum of 6 or 12 students. For information on individual courses, please call 604.261.2806.

Counseling

Oakridge courses only - Mishele Mathern or Pat Austin (604.261.2806), e-mail: mmathern@vccoaklab.com

What do you wish to learn?

An Introduction to Computers

Courses available are listed on page 17.

How to Operate a Specific Software Program

Courses are listed according to the application area (e.g. Accounting, Word Processing, etc.) Courses start on page 19. Please pay particular attention to the required prerequisites.

Internet and Web Publishing

Courses are available on page 18.

Desktop Publishing

Courses available are listed on page 20.

Networking and LAN Management

Courses available are listed on page 17.

Computer Hardware

Courses available are listed on page 17.

Programming

Courses available are listed on page 20.

Does our schedule suit your needs?

Additional classes may be added after the publication of this calendar. If the Oakridge Computer Lab class you want is full, or there are no more scheduled dates, call 604.261.2806 to inquire about alternate dates. Additional classes may be added if there is sufficient interest. Custom training can also be arranged for groups of five or more students.

Note

All courses require some typing. If you have not done any typing before, or you are a bit "rusty," typing practice is useful before you attend. Introduction to Computers (100605) is recommended for all students without previous computer experience. Mouse skills are essential. Introduction to Windows (101138) is strongly recommended as a prerequisite. Computer accounting students must have a basic knowledge of accounting principles. Students taking Access, PageMaker, CorelDRAW!, PowerPoint, Windows 2000 Server, or Windows NT courses must have mouse skills and experience in the Windows environment.

General Information

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

The Oakridge Lab offers computer courses in these areas:

Introduction to Computers

Microsoft Windows

Computer Applications: Microsoft Office, Word Processing, Worksheets/Charts, Database Management, Accounting, Desktop Publishing and Personal Information Managers

Internet and Web Publishing

Networks - LAN Management

Computer Hardware

Programming in Visual Basic and Visual Basic for Applications (VBA) in Excel and Access

Introductory courses at the Oakridge Lab are designed to give you a "running start" in the software programs of your choice. Other classes are available to further round out your skills. Our classes provide maximum benefit when you have access to practice on a computer with the appropriate software. Notes are provided for use both as in-class material and as a reference guide to serve you long after the class has been completed.

Every student will have a personal workstation. Classes at the Oakridge Lab are limited to 6 or 12 students. Course materials, including take-home reference notes, are provided for all classes.

Our courses will get you "up and running" quickly. Oakridge Lab courses run in a one-day format on weekdays and weekends. Choose the timing that best suits your schedule.

All courses at the Oakridge Lab offer seven hours of instruction.

Introduction to Computers

Introduction to Computers (100605)

This course is designed for individuals with little or no previous personal computer experience. Fundamental hardware and software operations are explained. Understand CPUs, RAM, floppy disks and disk drives, hard disk drives, files, and operating systems. Hands-on training involves overviews of a variety of topics including: word processing, spreadsheets, Windows and the Internet. Some typing is required. \$190

1 day - Mo. Mar 11, 09:00-17:00 - Oak
1 day - Sa. Apr 6, 09:00-17:00 - Oak
1 day - Tu. Apr 30, 09:00-17:00 - Oak
1 day - Su. May 12, 09:00-17:00 - Oak
1 day - Mo. Jun 3, 09:00-17:00 - Oak
1 day - Tu. Jul 9, 09:00-17:00 - Oak
1 day - Tu. Aug 6, 09:00-17:00 - Oak

Windows

Introduction to Windows (101138)

This course is designed for new or inexperienced Windows users. Learn window manipulation and screen navigation using the mouse. Understand files, folders, and the structure of your hard disk. Use the Explorer and My Computer programs to find, copy, delete and move files and folders. Work with the taskbar, organize your Windows Desktop, and more. Introduction to Computers (100605) is a strongly recommended prerequisite for those with little or no computer experience. \$190

1 day - Tu. Mar 5, 09:00-17:00 - Oak
1 day - Sa. Mar 16, 09:00-17:00 - Oak
1 day - Tu. Mar 26, 09:00-17:00 - Oak
1 day - Su. Apr 7, 09:00-17:00 - Oak
1 day - Th. Apr 18, 09:00-17:00 - Oak
1 day - Mo. May 6, 09:00-17:00 - Oak
1 day - Fr. May 24, 09:00-17:00 - Oak
1 day - Mo. Jun 10, 09:00-17:00 - Oak
1 day - Sa. Jun 22, 09:00-17:00 - Oak
1 day - Th. Jul 11, 09:00-17:00 - Oak
1 day - Sa. Jul 27, 09:00-17:00 - Oak
1 day - Fr. Aug 9, 09:00-17:00 - Oak
1 day - Sa. Aug 24, 09:00-17:00 - Oak

Intermediate Windows 98 (101164)

Learn how to modify the desktop, create shortcut icons, and customize the Start and Document menus. Use the Control Panel to adjust mouse, keyboard, regional and display settings. Learn about the Maintenance Wizard, ScanDisk and Disk Defragmenter. We will also discuss the boot sequence, and backing up the Registry. Experience with Windows 98 is essential. Introduction to Windows (101138) is recommended. \$190

1 day - Th. May 2, 09:00-17:00 - Oak
1 day - Mo. Jun 3, 09:00-17:00 - Oak

Introduction to Windows 2000 Professional

If you require an introduction to the working environment (the look and feel) of Windows 2000 Professional, see Introduction to Windows (101138). If you are interested in Windows 2000 Professional functionality (how W2K works) and networking, see Windows 2000 Server - Level 1 (101180) in the LAN Management section.

Computer Hardware

Hardware Basics (101184)

This is a hands-on course that gives students experience with hardware. Take a computer apart and put it back together. Identify components on a motherboard. Understand different kinds of CPUs, RAM, and peripheral devices. Install a video card, upgrade RAM, add a CD-Rom drive, replace a floppy disk drive. Understand IDE requirements for hard disk drives, CD-Rom drives, CD-RW drives, DVD players, etc. Learn about hard disk drives and ATA66/100 technology. Experience using computers is essential. \$240

1 day - Tu. Mar 5, 09:00-17:00 - Oak
1 day - Sa. Mar 16, 09:00-17:00 - Oak
1 day - Tu. Apr 9, 09:00-17:00 - Oak
1 day - Sa. Apr 20, 09:00-17:00 - Oak
1 day - Fr. Apr 26, 09:00-17:00 - Oak
1 day - Sa. May 4, 09:00-17:00 - Oak
1 day - Th. May 9, 09:00-17:00 - Oak
1 day - We. May 15, 09:00-17:00 - Oak
1 day - Sa. May 25, 09:00-17:00 - Oak
1 day - Fr. May 31, 09:00-17:00 - Oak
1 day - Sa. Jun 8, 09:00-17:00 - Oak
1 day - Fr. Jun 14, 09:00-17:00 - Oak
1 day - Sa. Aug 10, 09:00-17:00 - Oak
1 day - Mo. Aug 19, 09:00-17:00 - Oak

Networks - LAN Management

Introduction to Networking (100920)

Basic concepts and terminology are essential for anyone involved in using a network. Use peer-to-peer and server-based networks. Understand the requirements for physical connectivity (network interface cards, cabling, and hubs) and logical connectivity (drivers, protocols, and clients). Explore network security features associated with authentication processing, access to resources, and administrative authorization. Familiarity with Windows is essential. \$190

1 day - We. Mar 13, 09:00-17:00 - Oak
1 day - Sa. Apr 13, 09:00-17:00 - Oak
1 day - We. Apr 24, 09:00-17:00 - Oak
1 day - Tu. May 14, 09:00-17:00 - Oak
1 day - Sa. Jun 1, 09:00-17:00 - Oak
1 day - Th. Aug 8, 09:00-17:00 - Oak

Windows 2000 Server - Level 1 (101180)

This course presents fundamental concepts and skills for Windows 2000 Server networks. Learn about security services, authentication processing, Security Access Tokens, access to resources, and administrative authorization. Explore shares, permissions, and NTFS. Learn about the Active Directory for managing network resources. Introduction to Networking (100920) is strongly recommended as a prerequisite. Familiarity with Windows is essential. \$190

1 day - Sa. Apr 20, 09:00-17:00 - Oak
1 day - Fr. Apr 26, 09:00-17:00 - Oak
1 day - Fr. May 31, 09:00-17:00 - Oak
1 day - Mo. Aug 12, 09:00-17:00 - Oak

Windows 2000 Server - Level 2 (101181)

As a continuation of Windows 2000 Server - Level 1, this course explores W2K Server skills for administrators. Understand and install client software. Understand and manage Active Directory. Create and manage user accounts, set and change account properties, and more. Windows 2000 Server - Level 1 (101180) is the recommended prerequisite. \$190

1 day - We. Mar 6, 09:00-17:00 - Oak
1 day - Tu. Apr 30, 09:00-17:00 - Oak
1 day - Fr. Jun 7, 09:00-17:00 - Oak
1 day - We. Aug 14, 09:00-17:00 - Oak

Windows 2000 Server - Level 3 (101182)

This course builds on concepts and skills from Windows 2000 Server - Level 2. Understand how built-in groups and delegation manage administrative control. Create and manage custom groups. Manage file resources using NTFS file and folder permissions. Create shares and control share permissions. Windows 2000 Server - Level 2 (101181) is the recommended prerequisite. \$190

1 day - Fr. Mar 15, 09:00-17:00 - Oak
1 day - Fr. May 3, 09:00-17:00 - Oak
1 day - We. Jun 12, 09:00-17:00 - Oak
1 day - Fr. Aug 16, 09:00-17:00 - Oak

Introduction to Windows NT Networking (101150)

This course presents fundamental skills for NT networking, with an emphasis on server-based networks. Accounts, domains, logon procedures and security services are explored. Learn about shares, permissions, and NTFS. Understand access to resources. Introduction to Networking (100920) is strongly recommended as a prerequisite. Familiarity with Windows is essential. \$190

1 day - Tu. Apr 16, 09:00-17:00 - Oak

Intermediate Windows NT Server (101151)

As a continuation of Introduction to Windows NT Networking, this course explores Windows NT skills for administrators. Understand and install client software. Create and maintain logon scripts to set drive mappings. Create and use local and roaming profiles. Understand the differences between profiles for NT workstations and profiles for Windows 95/98 workstations. Create and manage user accounts, set and change account properties. Introduction to Windows NT Networking (101150) is the recommended prerequisite. \$190

1 day - We. Apr 17, 09:00-17:00 - Oak

Advanced Windows NT Server (101152)

This course builds on concepts and skills from Intermediate Windows NT Server. Understand how built-in groups and rights manage administrative control. Create and manage custom groups. Understand and use policies to customize security requirements. Understand and manage NTFS file and directory permissions. Create shares and control share permissions. Intermediate Windows NT Server (101151) is the recommended prerequisite. \$190

1 day - Th. Apr 25, 09:00-17:00 - Oak

Internet and Web Publishing

Introduction to the Internet (101141)

This course is a practical, hands-on introduction to the Internet. Get an overall perspective on the Internet and the skills to find what you need. Learn about selecting an Internet service provider and configuring your Internet software. Learn all the basics of e-mail. Browse the World Wide Web, search for specific topics and find Web sites that interest you. Learn about "netiquette"; what to do, what not to do, and standard ways of communicating. Introduction to Windows (101138) is the recommended prerequisite. \$190

1 day - Th. Mar 21, 09:00-17:00 - Oak
1 day - Tu. Apr 9, 09:00-17:00 - Oak
1 day - Su. Apr 28, 09:00-17:00 - Oak
1 day - Tu. May 21, 09:00-17:00 - Oak
1 day - Th. Jun 13, 09:00-17:00 - Oak
1 day - We. Jul 10, 09:00-17:00 - Oak
1 day - Th. Aug 22, 09:00-17:00 - Oak

Intermediate Internet (101142)

Now that you are comfortable with the basics of sending e-mail and using the Web, move onto more advanced topics. Improve your search strategies. Find different places to search. Learn to find and download free software on the Internet such as helper applications for your Web browser, anti-virus software and specialty software. Experience with the Internet is a prerequisite. Introduction to the Internet (101141) is strongly recommended. \$190

1 day - Th. May 2, 09:00-17:00 - Oak
1 day - Th. Jun 20, 09:00-17:00 - Oak
1 day - Tu. Jul 16, 09:00-17:00 - Oak
1 day - Th. Aug 29, 09:00-17:00 - Oak

Introduction to Publishing Web Pages (101143)

Learn how to write your own Web pages using HTML - HyperText Markup Language. Compose pages that incorporate regular text, various levels of headings, bulleted and numbered lists, graphics and colour. Create hypertext links to other Web pages. Use FTP (File Transfer Protocol) to upload your Web pages to the Web server, so anyone in the world can view your Web pages. Experience in Windows and the Internet are prerequisites. Introduction to the Internet (101141) is strongly recommended. \$190

1 day - Mo. Mar 18, 09:00-17:00 - Oak
1 day - Sa. Apr 6, 09:00-17:00 - Oak
1 day - Mo. Apr 15, 09:00-17:00 - Oak
1 day - Mo. May 13, 09:00-17:00 - Oak
1 day - Th. Jun 6, 09:00-17:00 - Oak
1 day - Mo. Jul 8, 09:00-17:00 - Oak
1 day - Th. Aug 15, 09:00-17:00 - Oak

Intermediate Web Publishing (101156)

This course is designed for those who know the basics of HTML, can create basic Web pages, and want to take their work to a higher level. Learn how to use tables and frames to control page layout. Add forms to your Web site so users will be able to submit their comments. Learn to create image maps. Register and promote your Web site for maximum exposure. Experience with publishing Web pages is essential. Introduction to Publishing Web pages (101143) is recommended. \$190

1 day - Th. Mar 7, 09:00-17:00 - Oak
1 day - Mo. Apr 22, 09:00-17:00 - Oak
1 day - Tu. Jun 11, 09:00-17:00 - Oak
1 day - Mo. Jul 15, 09:00-17:00 - Oak
1 day - Tu. Aug 20, 09:00-17:00 - Oak



Advanced Web Publishing (101169)

This course is designed for those who are experienced working with HTML at the Intermediate level and want better strategies for managing Web pages. Learn how style sheets can make writing and managing Web pages easier. Use style sheets to create a consistent page layout and reduce tedious editing and repetitive formatting. This course will cover the basics of Cascading Style Sheets including inline styles, document level style sheets, and external style sheets. Experience with publishing Web pages is essential. Intermediate Web Publishing (101156) is strongly recommended as a prerequisite. \$190

1 day - Mo. Mar 11, 09:00-17:00 - Oak
1 day - Tu. May 7, 09:00-17:00 - Oak
1 day - Mo. Jun 17, 09:00-17:00 - Oak
1 day - Th. Jul 18, 09:00-17:00 - Oak
1 day - Mo. Aug 26, 09:00-17:00 - Oak

Introduction to Dreamweaver (101174)

This course is designed for those who know how to create Web pages using HTML. Dreamweaver is a powerful visual Web site editing program, often used by professionals in the Web industry. Dreamweaver's time-saving methods will help you efficiently create and maintain your Web site. Learn to define your site, specify page and text properties, and add links. Insert images and rollover images. Experience with HTML is the prerequisite. Introduction to Web Publishing (101143) is strongly recommended. \$190

1 day - Su. Mar 10, 09:00-17:00 - Oak
1 day - Th. Apr 18, 09:00-17:00 - Oak
1 day - Th. May 16, 09:00-17:00 - Oak
1 day - Su. Jun 2, 09:00-17:00 - Oak
1 day - Tu. Jun 18, 09:00-17:00 - Oak
1 day - Tu. Jul 9, 09:00-17:00 - Oak
1 day - Th. Aug 22, 09:00-17:00 - Oak

Intermediate Dreamweaver (101183)

Learn new strategies for writing and managing Web pages with Dreamweaver. Automate your work using templates and code libraries that can be applied to more than one page. Use layers for more precise layout control. Define framesets and target links within frames. Create and apply cascading styles. Familiarity with Dreamweaver is essential. Introduction to Dreamweaver is recommended. \$190

1 day - Su. Mar 17, 09:00-17:00 - Oak
1 day - Mo. May 27, 09:00-17:00 - Oak
1 day - Su. Jun 9, 09:00-17:00 - Oak
1 day - Th. Jul 11, 09:00-17:00 - Oak
1 day - Tu. Aug 27, 09:00-17:00 - Oak

Introduction to Flash (101177)

Macromedia flash is the key to creating, designing and delivering low-bandwidth animations, presentations and exciting, interactive Web sites. Students will become familiar with the Flash interface, customize movie properties, and explore Timeline Events. Learn to work with symbols and text effects, create and organize layers and import graphics. Produce exciting animations with motion and shape tweening, using tweening effects to produce natural-looking motion. Learn how to export and publish your movies, and incorporate them into your Web pages. Previous experience with creating Web pages is useful. \$190

1 day - Th. Jun 27, 09:00-17:00 - Oak
1 day - Sa. Aug 17, 09:00-17:00 - Oak

Understanding Java and JavaScript (101173)

This course is designed for those who want to spice up their Web pages without learning to program. Understand the differences between Java and JavaScript. Modify Java "applets" and write simple JavaScripts, then incorporate them into your Web pages. Learn how to understand and modify those that are freely available on the Internet. This is not a programming course. Students must be familiar with HTML and downloading files from the Internet. Intermediate Web Publishing (101156) is recommended. \$190

1 day - Fr. May 10, 09:00-17:00 - Oak
1 day - Fr. Jun 7, 09:00-17:00 - Oak
1 day - Tu. Aug 6, 09:00-17:00 - Oak

Computer Applications

Microsoft Office

Introduction to Microsoft Office

Microsoft Office is a software suite that has several programs in it. We offer introductory classes for the individual programs in Office. For information on introductory courses for the specific Microsoft Office program of your choice, please see the following sections: the Word Processing section for Introduction to Word for Windows (100796); Spreadsheet/Charts section for Introduction to Excel (100795); the Database section for Introduction to Access (101131); the Personal Information Managers section for Introduction to Outlook (101155); and the Desktop Publishing section for Introduction to PowerPoint (101137).

Word Processing

Introduction to Microsoft Word (100796)

This course covers fundamental Microsoft Word commands and concepts. Introductory topics include all the basic skills that allow you to create and edit documents easily. Also included are various types of formatting to improve document presentation, setting tabs and margins, previewing and printing documents. Introduction to Windows (101138) is strongly recommended as a prerequisite. Basic mouse skills are essential. Those with experience in other word processing programs may want to consider Fast Track Microsoft Word (101119). \$190

1 day - Tu. Mar 19, 09:00-17:00 - Oak
1 day - Mo. Apr 8, 09:00-17:00 - Oak
1 day - Sa. May 11, 09:00-17:00 - Oak
1 day - Mo. May 27, 09:00-17:00 - Oak
1 day - Tu. Jun 18, 09:00-17:00 - Oak
1 day - Tu. Jul 16, 09:00-17:00 - Oak
1 day - Sa. Aug 10, 09:00-17:00 - Oak

Fast Track Microsoft Word (101119)

Do you have experience with another word processing program, or have you used Word but aren't comfortable yet? Ease the transition by learning key concepts, commands, and shortcuts. This intensive course is taught at a faster pace and covers more detail than the Introduction to Microsoft Word (100796). Introduction to Windows (101138) is strongly recommended as a prerequisite. Basic mouse skills are essential. \$190

1 day - Tu. Mar 12, 09:00-17:00 - Oak
1 day - We. Apr 17, 09:00-17:00 - Oak
1 day - Tu. May 14, 09:00-17:00 - Oak
1 day - Th. Jun 13, 09:00-17:00 - Oak
1 day - We. Aug 14, 09:00-17:00 - Oak

Intermediate Microsoft Word (101114)

Explore some of the more powerful features of this program. Intermediate topics include: creating and using AutoText and AutoCorrect. Also covered are templates, styles, page numbers, headers and footers, creating and formatting tables and creating and editing newspaper columns. Experience with Microsoft Word is essential. Introduction to Microsoft Word (100796) is recommended. \$190

1 day - Tu. Apr 23, 09:00-17:00 - Oak
1 day - We. May 29, 09:00-17:00 - Oak
1 day - Tu. Aug 20, 09:00-17:00 - Oak

Advanced Microsoft Word (101115)

This course focuses on customizing and automating Microsoft Word operations, with special emphasis on field codes. Learn tables of contents, indexes, creating and running basic macros, and inserting graphics into documents. Basic merge commands are also covered. Experience with Microsoft Word is essential. \$190

1 day - We. Mar 6, 09:00-17:00 - Oak
1 day - We. May 1, 09:00-17:00 - Oak
1 day - Tu. Jun 11, 09:00-17:00 - Oak

Spreadsheets/Charts

Introduction to Excel (100795)

Learn the fundamentals of Excel: worksheet creation and editing; entering data and formulas; relative and absolute addressing; saving, opening and printing worksheets and improving worksheet presentation. Shortcuts using the keyboard, mouse, and the standard and formatting toolbars will be explored. Introduction to Windows (101138) is strongly recommended as a prerequisite. Basic mouse skills are essential. \$190

1 day - Th. Mar 14, 09:00-17:00 - Oak
1 day - Sa. Mar 23, 09:00-17:00 - Oak
1 day - Fr. Apr 12, 09:00-17:00 - Oak
1 day - Th. Apr 25, 09:00-17:00 - Oak
1 day - Su. May 5, 09:00-17:00 - Oak
1 day - Tu. May 21, 09:00-17:00 - Oak
1 day - We. Jun 5, 09:00-17:00 - Oak
1 day - Mo. Jun 17, 09:00-17:00 - Oak
1 day - Fr. Jul 12, 09:00-17:00 - Oak
1 day - Th. Aug 8, 09:00-17:00 - Oak
1 day - Su. Aug 18, 09:00-17:00 - Oak

Intermediate Excel - Worksheets and Charts (100798)

Expand your knowledge of Excel worksheets. Intermediate topics include: working with dates and date math, using data series and AutoFill, and using 3-dimensional workbooks. Learn how to create decision-making formulas using the IF function. Build charts using the Chart Wizard and graphics capabilities. Experience with Excel is essential. Introduction to Excel (100795) recommended. \$190

1 day - Th. Mar 21, 09:00-17:00 - Oak
1 day - Tu. Apr 16, 09:00-17:00 - Oak
1 day - Th. May 23, 09:00-17:00 - Oak
1 day - Fr. Jun 21, 09:00-17:00 - Oak
1 day - We. Jul 17, 09:00-17:00 - Oak
1 day - Mo. Aug 12, 09:00-17:00 - Oak

continued on page 19...

...continued from page 18

Advanced Excel (100799)

Understand and use Excel's built-in database features to manage lists. Use forms for data-entry. Filter or copy records based on one or more search conditions. Analyze data with database functions and pivot tables. Sort records for easier access and more. Experience with Excel is essential; Intermediate Excel (100798) is recommended. \$190

1 day - Mo. Mar 25, 09:00-17:00 - Oak

1 day - Mo. Apr 22, 09:00-17:00 - Oak

1 day - Th. May 30, 09:00-17:00 - Oak

1 day - We. Jun 26, 09:00-17:00 - Oak

1 day - Fr. Jul 19, 09:00-17:00 - Oak

Excel Programming - Level 1 (101167)

Speed up and automate routine procedures using macros and Excel's programming language - Visual Basic for Applications. VBA uses the standard Visual Basic language with the addition of objects specific to Excel. Learn how to create, manage, and troubleshoot basic personal and workbook macro procedures. Experience in Excel is essential. Intermediate Excel (100798) is recommended. \$190

1 day - We. Apr 24, 09:00-17:00 - Oak

1 day - Tu. Jun 4, 09:00-17:00 - Oak

Computer Accounting

Introduction to MYOB (101178)

Learn how to use the accounting program MYOB. Students will learn how to create a company. Set up the Chart of Accounts, Vendors, and Customers. Enter historical information of outstanding Purchases and Sales invoices. Process Purchases and Bill Payments, Sales and Customer Payments and Chequebook entries. Set up bank reconciliation and recurring entries. This course does not teach principles of accounting. You must already have a basic understanding of accounting and experience in Windows before attending this course. \$190

1 day - Su. Mar 17, 09:00-17:00 - Oak

1 day - Su. Apr 21, 09:00-17:00 - Oak

1 day - Su. Jun 16, 09:00-17:00 - Oak

Advanced MYOB (101179)

Learn about MYOB's Payroll, Inventory modules and Jobs. Set up Employees. Set up Inventory and Inventory accounts. Work with payroll cheques, Inventory Purchases and Sales. Adjust Inventory and make transfers. Set up jobs to enable revenue and expense allocations. Deal with year-end and year-end adjustments. Experience with MYOB is essential. Introduction to MYOB (101178) is strongly recommended. \$190

1 day - Su. May 26, 09:00-17:00 - Oak

1 day - Su. Jul 7, 09:00-17:00 - Oak

Introduction to Simply Accounting (101111)

Learn how to use the accounting program Simply Accounting. Students will learn how to set up a company. This includes the Chart of Accounts, Vendors, and Customers. Enter historical information of outstanding invoices in the Payables and Receivables. Set up bank reconciliation and recurring entries. Enter purchases, payments, sales invoices and deposits. Adjust invoices. This course does not teach principles of accounting. You must already have a basic understanding of accounting and experience in Windows before attending this course. \$190

1 day - Su. Mar 10, 09:00-17:00 - Oak

1 day - Su. Apr 14, 09:00-17:00 - Oak

1 day - Fr. May 17, 09:00-17:00 - Oak

1 day - Su. Jun 9, 09:00-17:00 - Oak

1 day - Su. Jul 14, 09:00-17:00 - Oak

1 day - Su. Aug 11, 09:00-17:00 - Oak

Advanced Simply Accounting (101112)

Learn about Simply Accounting's Payroll, Inventory and Project modules. Set up Employees. Process Payroll, Paycheques and Payroll Cheque Run. Set up Inventory Items. Process inventory purchase and sales transactions. Work with Inventory Adjustment, and Item Assembly. Use Projects to enable revenue and expense allocations. Experience with Simply Accounting is essential. Introduction to Simply Accounting (101111) is strongly recommended. \$190

1 day - Su. Apr 28, 09:00-17:00 - Oak

1 day - Su. Jun 23, 09:00-17:00 - Oak

1 day - Su. Aug 18, 09:00-17:00 - Oak

ACCPAC for Windows - General Ledger (101170)

Learn how to use ACCPAC for Windows General Ledger to set up a general ledger system. Understand and use System Manager functions. Set GL options, create and enter codes, and enter the chart of accounts. Students will learn how to make journal entries, post transactions to the GL, and create recurring entries. This course does not teach principles of accounting. You must already have a basic understanding of accounting and experience in Windows before attending this course. \$190

1 day - Sa. Mar 9, 09:00-17:00 - Oak

1 day - Su. Apr 7, 09:00-17:00 - Oak

1 day - Su. Jun 2, 09:00-17:00 - Oak

1 day - Sa. Jul 6, 09:00-17:00 - Oak

ACCPAC for Windows - Accounts Receivable (101171)

Learn how to set up Accounts Receivable in ACCPAC for Windows. Create the A/R Company Profile, establish Account Sets, define billing cycles, receipt types and payment terms. Create and manage Customers and Customer Groups. Enter recurring charges and customer balances. Perform Invoice and Receipt processing. Post A/R transactions to the General Ledger. Experience in ACCPAC for Windows General Ledger is essential. Introduction to ACCPAC for Windows - General Ledger (101170) is recommended. \$190

1 day - Su. May 5, 09:00-17:00 - Oak

1 day - Sa. Jul 20, 09:00-17:00 - Oak

ACCPAC for Windows - Accounts Payable (101172)

Learn how to set up Accounts Payable in ACCPAC for Windows. Create the A/P Company Profile, establish Account Sets, distribution information, and payment terms. Create and manage Vendors, Vendor Groups, Remit-To locations, and Payment Selection codes. Perform Daily and Periodic processing, enter prepayments and manual cheques, and post A/P transactions to the General Ledger. Experience in ACCPAC for Windows General Ledger is essential. Introduction to ACCPAC for Windows - General Ledger (101170) is recommended. \$190

1 day - Su. May 12, 09:00-17:00 - Oak

1 day - Sa. Jul 13, 09:00-17:00 - Oak

CONTINUING EDUCATION Locations

CC • Vancouver Community College
City Centre Campus, 250 W. Pender St.
Vancouver

KEC • Vancouver Community College
King Edward Campus
1155 East Broadway, Vancouver

BCC • BC Cancer Agency
600 West 10th Avenue, Vancouver

DS • Design Studio (third floor)
440 Cambie Street, Vancouver

FCO • Federal Court of Canada
701 West Georgia Street, Vancouver

GPC • George Pearson Centre
700 West 57th Avenue, Vancouver

HSA • Henry Schein Arcona
1619 Fosters Way, Delta

IEC • International Education Centre
1080 Alberni Street, Vancouver

LIS • Listel Vancouver Hotel
1300 Robson Street, Vancouver

MIN • Minoru Residence
6111 Minoru Blvd., Richmond

OAK • Oakridge Shopping Centre
#320 (North Tower)
650 West 41st Avenue, Vancouver

VV • Volunteer Vancouver
#301 - 3102 Main Street, Vancouver

VCC's International Education Centre

A new school for visitors to Canada and International Students



For more information
Phone: 604.871.7537
Email: study@vcc.ca
Web: www.study.vcc.ca

Desktop Publishing

Windows Environment

Introduction to PowerPoint (101137)

PowerPoint combines desktop publishing capabilities and graphic design management with tools to organize your work into professional presentations. Use PowerPoint to organize your presentation order and style. Create handouts, outlines, presentations, slides, overheads, and on-screen presentations. Previous computer experience with other Windows programs and familiarity with a mouse is required. Introduction to Windows (101138) is strongly recommended as a prerequisite. \$190

1 day - Fr. Mar 22, 09:00-17:00 - Oak
1 day - We. Apr 10, 09:00-17:00 - Oak
1 day - Mo. Apr 29, 09:00-17:00 - Oak
1 day - We. May 22, 09:00-17:00 - Oak
1 day - Sa. Jun 1, 09:00-17:00 - Oak
1 day - Th. Jun 20, 09:00-17:00 - Oak
1 day - Tu. Jul 23, 09:00-17:00 - Oak
1 day - Fr. Aug 16, 09:00-17:00 - Oak

Introduction to PageMaker 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, and adjusting and editing text. Class exercises include the production of a two-sided brochure. Familiarity with a mouse and experience with other programs is essential. \$190

1 day - We. Mar 13, 09:00-17:00 - Oak
1 day - Th. Apr 11, 09:00-17:00 - Oak
1 day - We. May 8, 09:00-17:00 - Oak
1 day - We. Jun 12, 09:00-17:00 - Oak
1 day - Mo. Jul 22, 09:00-17:00 - Oak
1 day - Fr. Aug 23, 09:00-17:00 - Oak

Intermediate PageMaker Desktop Publishing (100766)

Now that you understand PageMaker basics, explore the following topics: setting up a four-page, two-colour newsletter, using master pages, creating spot colour separations; setting up a style sheet; entering text via word processing programs; using additional text editing techniques; and producing templates. Experience with PageMaker is essential. Introduction to PageMaker (100746) is strongly recommended. \$190

1 day - Mo. Mar 18, 09:00-17:00 - Oak
1 day - Th. May 16, 09:00-17:00 - Oak
1 day - Tu. Jun 25, 09:00-17:00 - Oak
1 day - Fr. Jul 26, 09:00-17:00 - Oak

Introduction to Photoshop (101175)

Photoshop's many uses range from retouching photos to creating exciting navigational structures for the Web. This course will teach you the basics of using this program such as: working with Photoshop's interface, using the toolbox and palettes, opening and saving images, modifying selections by transforming, and saving selections for future use. Students will also fill selections with colour, use masks and layers, work with image effects and filters, save graphics for use on the Web and more. Familiarity with a mouse and experience in other Windows programs is essential. \$190

1 day - We. Mar 20, 09:00-17:00 - Oak
1 day - Fr. Apr 19, 09:00-17:00 - Oak
1 day - Mo. May 13, 09:00-17:00 - Oak
1 day - Su. Jun 16, 09:00-17:00 - Oak
1 day - Mo. Jul 15, 09:00-17:00 - Oak
1 day - We. Aug 21, 09:00-17:00 - Oak

Introduction to CorelDRAW! (101103)

Explore various CorelDRAW! 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. Explore curve and node control, and how to set and customize typefaces. Familiarity with a mouse and experience with other Windows programs is essential. \$190

1 day - Fr. May 17, 09:00-17:00 - Oak
1 day - Su. Jun 23, 09:00-17:00 - Oak
1 day - Th. Jul 25, 09:00-17:00 - Oak

Advanced CorelDRAW! (101117)

Learn and use CorelDRAW!'s advanced options and editing techniques. Kern text, convert text to curves and different shapes. Use the special menu to set preferences for duplicate placement, nudging, angles and constraining objects. Class exercises include perspective, blending, extruding, and building a three-colour logo. Experience with CorelDRAW! is essential. Introduction to CorelDRAW! (101103) is strongly recommended. \$190

1 day - Th. May 9, 09:00-17:00 - Oak

Note

For other desktop publishing courses see Electronic Publishing, page 7.

Database Management

Introduction to Access (101131)

Introduction to Access is designed to build a solid foundation for database management. Understand basic database concepts and terminology. Design, define and modify database table definitions. Display, add, change and delete data in tables. Build powerful queries to select and view data based on a variety of criteria. Familiarity with a mouse and experience with other programs is essential. Introduction to Windows (101138) is strongly recommended. \$190

1 day - Th. Mar 7, 09:00-17:00 - Oak
1 day - Th. Apr 11, 09:00-17:00 - Oak
1 day - Sa. Apr 27, 09:00-17:00 - Oak
1 day - Fr. May 10, 09:00-17:00 - Oak
1 day - Sa. May 25, 09:00-17:00 - Oak
1 day - Th. May 30, 09:00-17:00 - Oak
1 day - Fr. Jun 14, 09:00-17:00 - Oak
1 day - We. Aug 7, 09:00-17:00 - Oak

Intermediate Access (101132)

This course builds on the foundation laid in the Introduction to Access. Learn how to use field properties including input masks, and data entry validation. Learn about parameter queries and queries with calculated fields. Create, modify, and use a variety of forms for data input and display. Build basic reports for data printouts. Experience with Access is essential. Introduction to Access (101131) is recommended as a prerequisite. \$190

1 day - Tu. Mar 12, 09:00-17:00 - Oak
1 day - Fr. Apr 19, 09:00-17:00 - Oak
1 day - Sa. May 4, 09:00-17:00 - Oak
1 day - We. May 15, 09:00-17:00 - Oak
1 day - Tu. Jun 4, 09:00-17:00 - Oak
1 day - Fr. Aug 9, 09:00-17:00 - Oak

Advanced Access (101133)

Learn how to create, customize, modify and delete relationships between tables. Understand different types of relationships, join types, primary tables, primary and foreign keys, and related tables. Understand referential integrity and use the Cascade options. Create specialized queries to bring together related data from multiple tables. Create forms and reports with data from related tables. Intermediate Access (101132) is strongly recommended as a prerequisite. \$190

1 day - Th. Mar 14, 09:00-17:00 - Oak
1 day - Tu. Apr 23, 09:00-17:00 - Oak
1 day - Sa. May 11, 09:00-17:00 - Oak
1 day - We. May 29, 09:00-17:00 - Oak
1 day - Th. Jun 6, 09:00-17:00 - Oak
1 day - Tu. Aug 13, 09:00-17:00 - Oak

Access Programming - Level 1 (101168)

Learn how to automate routine procedures in Access. Use IIF, Switch and Dlookup functions in calculated fields and controls to make decisions. Create, manage and use macros. Understand and use events to trigger macro execution. Create a switchboard user interface. Experience in Access is essential. Advanced Access (101133) is recommended. \$190

1 day - We. May 1, 09:00-17:00 - Oak
1 day - Sa. Jun 8, 09:00-17:00 - Oak
1 day - Th. Aug 15, 09:00-17:00 - Oak

Access Programming - Level 2 (101176)

Now that you are familiar with the basics of the Access macro programming language, expand your power to customize Access further with VBA modules. Understand events and create event-driven VBA procedures. Create and use input boxes to request user input and message boxes that respond to actions and events. Understand and use variables to store data in modules. Control program execution using IF and Select case statements. Access Programming - Level 1 (101168) is strongly recommended as a prerequisite. \$190

1 day - Sa. Mar 9, 09:00-17:00 - Oak
1 day - We. May 8, 09:00-17:00 - Oak
1 day - Sa. Jun 15, 09:00-17:00 - Oak
1 day - Mo. Aug 19, 09:00-17:00 - Oak

Personal Information Managers

Introduction to Microsoft Outlook (101155)

Outlook is Microsoft's personal information manager. Learn how to use this powerful tool to manage your appointments, activities, e-mail, and contacts. Specific topics include creating and changing appointments, creating a task list, creating and managing a contact list, taking notes with the journal feature, customizing various views, and more. Experience in Windows is essential. Introduction to Windows (101138) is recommended for those with little experience in Windows. \$190

1 day - Fr. Mar 8, 09:00-17:00 - Oak
1 day - Fr. Apr 12, 09:00-17:00 - Oak
1 day - Fr. May 24, 09:00-17:00 - Oak
1 day - Tu. Aug 13, 09:00-17:00 - Oak

Programming in Visual Basic

Note

Also see the Database Management section (page 20) for programming in Access. See the Spreadsheet section (page 18) for programming in Excel.

Introduction to Visual Basic (101158)

Microsoft Visual Basic is a popular language for programming full-featured Windows applications. Learn how to start, run, and create Visual Basic programs, access text boxes, command button objects, and image objects. Explore option buttons, check boxes, list box objects to process user input. Access variables for storing data in programs, and more. Previous programming experience is not necessary but experience with Windows programs such as word processors and spreadsheets is essential. Some experience in recording macros in a Windows application is recommended. \$190

1 day - Fr. Mar 15, 09:00-17:00 - Oak
1 day - Sa. Apr 13, 09:00-17:00 - Oak
1 day - Tu. May 7, 09:00-17:00 - Oak
1 day - We. Jun 5, 09:00-17:00 - Oak
1 day - We. Aug 7, 09:00-17:00 - Oak

Intermediate Visual Basic (101165)

Now that you are familiar with the topics covered in the introductory course, learn how to work with timer controls, loops, list controls, math expressions, and functions. Use the Common Dialog Control to change background colour and font attributes, as well as opening and saving text files. Create a menu system to make the form more user friendly. Experience with Visual Basic is a prerequisite. Introduction to Visual Basic (101158) is strongly recommended. \$190

1 day - Sa. Apr 27, 09:00-17:00 - Oak
1 day - We. May 22, 09:00-17:00 - Oak
1 day - Mo. Jun 10, 09:00-17:00 - Oak

Advanced Visual Basic (101166)

Now that you are familiar with the topics covered in the Intermediate course, learn about control and data arrays, sub-procedures, and functions. Use the Visual Data Manager to create tables that display data through Visual Basic forms. Connect Visual Basic forms to Microsoft Access databases. Automate procedures by sending keystrokes to other Windows programs. Experience with Visual Basic is a prerequisite. Intermediate Visual Basic (101165) is strongly recommended. \$190

1 day - Tu. May 28, 09:00-17:00 - Oak
1 day - Sa. Jun 15, 09:00-17:00 - Oak

City Centre Computer Lab

Location: All courses in this section are held at the City Centre Campus, 250 West Pender Street.

General Information and Registration: 604.443.8484

Course Advice: Rhyon Caldwell, 604.443.8544, rcaldwell@vcc.bc.ca

Computer Basics

Keyboarding for Beginners (104404)

Keyboarding is a skill needed for success in virtually every career. Because keyboarding is a skill, to be successful you must apply proper techniques and meaningful practice in each class. You will learn to key letters, numbers and symbols. The classes are taught on computers with a keyboarding text and exciting Windows software. Textbook to be purchased at City Centre Bookstore prior to first session. (Wong) \$115

6 mng - Sa. Apr 20, 09:30-12:30 - CC
6 eve - Mo. Apr 22, 18:30-21:30 - CC

Computer Foundations (100401)

A broad introduction to computers for the beginning computer user. Topics include: Windows operating system; applications in word processing and spreadsheets using Microsoft Word and Excel; and an introduction to the Internet. This is a practical, hands-on course with one computer per student using the latest high-speed computers (maximum 18). An excellent foundation for the general computer user. Textbook included. \$295

10 eve - We. Apr 24, 18:30-21:30 - CC

Note

For additional courses and those covering advanced topics see our Oakridge Lab section. The Oakridge Lab one-day format is especially popular with corporate clients, office personnel and professionals who prefer a short-duration course for immediate application in the workplace.

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Web Development and Programming

Building an E-Commerce Site (100419)

This introductory course will give you the knowledge, resources and tools to run your business on the Internet. The course covers basic e-commerce concepts and practical considerations in designing, building and operating an e-commerce enabled website. Topics covered also include e-marketing, e-payments, security as well as legal and ethical issues. Upon completion of this course, you will be able to map out an e-commerce strategy for your business. Instructor will advise on course text - available at City Centre Bookstore. Participants must be familiar with the Internet. \$295

6 eve - We. Apr 24, 18:30-21:30 - CC

Webpage Design (100429)

Learn how to design and build a multi-page website with user interaction. There are three sections in this course. (1) Putting Your Webpage on the Internet - This first section will show the learner how to design and build a basic webpage for personal or small business applications. Topics include: basic HTML code, creating tags, hypertext links to other sites and documents, adding graphics, working with colours, page formatting, using templates and publishing to the Internet. On completion of this section students will have a working webpage on-line. (2) Designing a Professional Webpage - Students will further develop their knowledge of page design and layout, graphics (jpg, gif), tools and utilities, tables and frames. On completion of this section, students will have a professional-looking and functioning webpage. (3) Programming JAVA into your Website - Students will enhance their webpage by adding CGI and JAVA scripting features. Topics such as working with CGI, selection lists, programming objects, creating on-line forms, JAVA scripting, variables and data items will be discussed. On completion of this section, students will have an interactive website that will accept on-line user data and questionnaires. Instructor will advise on course text - available at City Centre Bookstore. \$295

10 eve - Th. Apr 25, 18:30-21:30 - CC

Note

For webpage design on the Mac, see the Electronic Publishing and Design Certificate Program (page 7) in this calendar.

Introduction to Programming Using Objects (100445)

Designed for students with no previous programming experience. Introduces the following topics: data types, variables and constants, arrays, procedures and functions, control constructs, events, GUI design, tracing and debugging. Students wishing to master the principles of modern software development require a thorough understanding of object oriented technology. This course explains objects and their role in conceptualizing the problems in any business domain. It also focuses on the principles of encapsulation, inheritance and polymorphism, in order to facilitate code and behaviour reuse. Prerequisite: none. \$295

10 eve - Mo. Apr 22, 18:30-21:30 - CC

Web Application Development (100446)

This course covers all the elements necessary for building dynamic web applications. Explains the requirements for building efficient server side web applications, hooking them up with the middle tier (controller) layer, and presenting the information to users utilizing principles of front end web application development. The course teaches HTML, XML, Java and ASP. Prerequisite: a basic understanding of web development concepts. \$295

10 eve - We. Apr 24, 18:30-21:30 - CC

Java Programming (100438)

This course provides an introduction to the Java language and explains distributed objects programming. Major topics include: fundamentals of Java computing, concepts of object-oriented development, anatomy of Java classes, messaging mechanisms, proper object construction and initialization, encapsulation, inheritance and polymorphism. Other topics include: program flow, exception handling, event handling and creating end-user interfaces. Recommended prerequisite: knowledge of a programming language. \$295

10 eve - Tu. Apr 23, 18:30-21:30 - CC

Introduction to XML (100447)

Introduces Extensive Markup language and explains its widespread use in today's information processing environment. The course covers Document Object Model (DOM), XML Schema, as well as the utilities for parsing XML documents. It demonstrates how disparate computing platforms can share information using XML technology. Prerequisite: none. \$295

10 eve - Th. Apr 25, 18:30-21:30 - CC

IT Project Management (100441)

Information technology projects require careful application of project management skills in order to achieve a successful completion. Through a study of requirements gathering activities, defining the problem domain, producing a problem narrative, generating estimates for various project milestones, etc., students will learn the principles of sound IT project management. Allocating resources, automating product coding, testing, building, documentation and maintenance are all explained and demonstrated. Prerequisite: none. \$295

5 day - Sa. Apr 27, 09:30-16:30 - CC

A+ Hardware Certification

A+ Computer Hardware Certification Preparation: Building and Configuring Computer Systems (100434)

This course is designed to prepare the student to write the A+ Certification exams. Students will have the opportunity to assemble, configure and install a complete personal computer in class. Topics include: exploring the hardware and software to build a computer, terminology, theory, mother boards, hard drives, memory, floppy drives, installation and configuration. The student will be shown techniques and methods for trouble-shooting computer problems. Topics such as: installation of device drivers, ports, buses, peripherals, memory, video cards, CD-ROMs and UPSs will also be covered. The student will learn how to configure hardware using MS Windows 98/NT. Topics such as Internet connectivity, purchasing a PC, Internet configuration, virus, recovery and maintenance planning are also discussed. Class limited to 14. Students enrolled in this course may purchase A+ Certification Exam vouchers at a reduced rate. Details provided in class. Instructor will advise class on course text - available at the City Centre Bookstore. \$495

12 eve - Tu. Apr 16, 18:30-21:30 - CC

12 eve - We. Apr 17, 18:30-21:30 - CC

Microsoft Certified Systems Administrator (MCSA)

The MCSA certification validates that you are proficient to manage, maintain and troubleshoot the complexities of a Windows 2000 network. In today's IT industry, with constant change and the merging of technologies, the MCSA certification demonstrates to employers that your skills are progressive and you can do the job effectively.

The five IT courses listed below provide students with the skills to obtain the MCSA certification, as well as excellent knowledge of the following: building and configuring computer systems at a hardware level; installing, configuring and troubleshooting basic networking hardware peripherals and protocols; and implementing, administering and troubleshooting information systems and networks that incorporate Microsoft Windows 2000 Professional and Microsoft Windows 2000 Server.

For further information about the MCSA certification, please contact Rhon Caldwell at 604.443.8544 or rcaldwell@vcc.bc.ca.

The five MCSA certification preparation courses are:

MCP Preparation (100440)

This course will prepare students to write the Microsoft Certified Professional (MCP) exam (70-210) to achieve this industry certification. The MCP designation covers the first exam of the MCSE exam-track. Instruction will focus on Windows 2000 Professional. Upon successful completion of this course, students will be prepared for employment in positions such as network technician, user/customer support, helpdesk, etc. Prerequisite: general Windows experience. Instructor will advise class on course text from City Centre Bookstore. \$525

20 eve - Mo/Th. Apr 22, 18:30-21:30 - CC

Windows 2000 Server (100442)

This course will prepare students to write the Microsoft Windows Server (70-215) exam. Windows 2000 Server is the second exam in the MCSE track. Instruction will focus on Windows 2000 Server. Upon successful completion of this course, students will be prepared for employment in positions such as network technician, user/customer support, helpdesk, etc. Prerequisite: general Windows experience. Instructor will advise class on course text - available at the City Centre Bookstore. \$525

20 eve - Tu/Fr. Apr 23, 18:30-21:30 - CC

A+ Computer Hardware Certification Preparation: Building and Configuring Computer Systems (100434)

For course description, see above.

12 eve - Tu. Apr 16, 18:30-21:30 - CC

12 eve - We. Apr 17, 18:30-21:30 - CC

CompTIA Network+ Certification Preparation (100443)

Network+ is a vendor neutral certification that measures the technical knowledge of networking professionals. This course prepares students to write the CompTIA Network+ exam which students may apply towards the Microsoft Certified Systems Administrator (MCSA) certification. The Network+ certification will certify that successful candidates know the layers of the OSI model, the features and functions of network components and possess skills needed to install, configure and troubleshoot basic networking hardware, peripherals and protocols. Prerequisite: CompTIA A+ certification or equivalent knowledge is recommended but not required. Network support or administration experience is also recommended. Instructor will advise on course text - available at City Centre Bookstore. \$495

9 mng - Sa. Apr 27, 09:00-13:00 - CC

Managing a Windows 2000 Network (100444)

Available September 2002 term

Cisco Certified Network Associate (CCNA)



Registration and General Information: 604.443.8484

Course Advice: Jostein Indbryn, 604.443.8561, jindbryn@vcc.bc.ca

The Cisco Certified Network Associate Program is a part-time, four-course program held at City Centre Campus. The program begins at an introductory level, covering the theory and architecture of current and emerging network technology. The program includes hands-on and project-based work, enabling students to develop practical skills in designing, building and maintaining Internet-based networks.

Today, virtually all businesses and organizations are connected to network resources in some way, whether it be mission-critical private-data networking, basic Internet connectivity or business-to-business e-commerce. Change and growth is moving at an unprecedented rate, creating a high demand for qualified network professionals.

Upon successful completion of course levels 1-4, you will be eligible to earn the CCNA Certification.

Cisco Networking - Level I (100430)

This introductory course provides hands-on training and experience in current and emerging networking technology. Students have access to the Cisco server throughout the course. Emphasis is placed on giving the student a strong conceptual understanding of the OSI model and industry networking standards. Specific topics include LANs, WANs, routers, network protocols, the OSI model, cabling, cabling tools, network topologies and IP addressing. Also covered are network trouble-shooting techniques and the use of networking software, tools and equipment. An excellent course for the beginning network administrator or experienced professional seeking enhanced skills. Prerequisite: a strong interest and aptitude in computers. \$975

Next intake: September 2002

Cisco Networking - Level II (100431)

This course builds upon the broad systems knowledge gained in Level I. The student's abilities as a network specialist are further developed through practical training in router configurations and routing protocols. Topics include: routed protocols, transport layer protocols, routing protocols (RIP and IGRP), router elements, Cisco IOS commands, router configuration and management. Prerequisite: Cisco Networking - Level I. \$1,075

Offered January 2003 term

Cisco Networking - Level III (100432)

Practical knowledge and skills are further developed in several areas, including advanced router configurations, LAN switching theory and VLANs, advanced LAN and LAN switched design and Novell IPX. Prerequisite: Cisco Networking - Level II. \$1,075

Offered April 2003 term

Cisco Networking - Level IV (100433)

Major topics include WAN theory and design; WAN technology, PPP, frame relay, ISDN; network trouble-shooting; National SCANS skills; and threaded case studies. Upon successful completion of this course, the student is eligible to write the CCNA Certification examination. Prerequisite: Cisco Networking - Level III. \$1,075

Offered September 2003 term

Part-Time Professional Culinary Training

Registration: 604.443.8484

Information: Department Head, Conrad Leung,
604.443.8473

Program Coordinator: Cecelia Deare, 604.443.8386

Japanese Cuisine - Introduction (250523)

Add a new line to your cooking skills by completing this unique course taught by an Executive Chef from one of Vancouver's finest Japanese restaurants. Designed to provide skills upgrading for experienced trades-people to enable them to prepare basic Japanese Cuisine, members of the general public who are serious about cooking may also attend if space allows. The program is conducted in a modern and excellently equipped commercial kitchen, which operates in conjunction with our college cafeteria that is open to the public. This arrangement will ensure that the student will have practical experience preparing and cooking a wide variety of Japanese foods in a commercial environment. Foods will include sushi, soups, appetizers, entrees (teriyaki, tempura etc.) Must register by April 6 to ensure adequate food is ordered. Bring sharp knife (French knife). \$199

5 day - Sa. Apr 13, 08:00-13:00 - CC

Gold Medal Chefs - The Art of Entertaining

Registration: 604.443.8484

Information: Cherie Spence, 604.443.8335,
cspence@vcc.bc.ca

Program Coordinator: Cecelia Deare, 604.443.8386

Learn to cook delightful dishes from some of Vancouver's top, gold medal chefs! Display your food like the professionals. Taste these delectable treats and take home recipes which you can easily prepare at home for high level entertaining pleasure.

Astounding Appetizers (250510)

From his international competitions and his restaurant La Toque Blanche, John Carlo brings us some of his astounding appetizers to add a whole new dimension to your home or professional entertainment. Learn to prepare a variety of mouth-watering appetizers and enjoy tasting them all and taking home recipes to enhance your home or professional entertainment. (Fellicella) \$90

1 day - Sa. Apr 20, 09:00-15:00 - CC

Succulent Seafood (250515)

Scott Yeager is Executive Chef and owner of the Pear Tree, rated as one of Vancouver's top restaurants. It's hard to choose between poultry, beef and lamb amongst the offerings at the restaurant, but seafood is definitely a specialty! Join Scott and learn some of the "denizen of the deep" items which made the Pear Tree the winner of the Best New Restaurant award. Cost of food included. (Yaeger) \$90

1 day - Sa. May 11, 09:00-15:00 - CC

Beautiful, Bountiful Beef (250522)

Nothing satisfies like a well-cooked beef dish and no meat is more adaptable to delicious and healthy recipes. Learn and taste some of the recipes that win gold medals for Chef Dave Ryan, a member for Team Canada Olympics. Amaze yourself and your friends or clients with your ability to duplicate these delicious recipes at home. (Ryan) \$90

1 day - Sa. June 1, 09:00-15:00 - CC

Delectable Desserts (250521)

The key to desserts is to make them so delicious that a small amount satisfies. Learn from a medal-winning chef just how that is done for a variety of desserts and how they can be elegantly displayed. Your friends or clients will love you for your ability to create these in your own kitchen! (Ryan) \$90

1 day - Sa. Jun 22, 09:00-15:00 - CC

Gourmet Gatherings - Mediterranean

Registration: 604.443.8484

Information: Cherie Spence, 604.443.8335,
cspence@vcc.bc.ca

Program Coordinator: Cecelia Deare, 604.443.8386

Bored with your cooking? Here is your opportunity to learn culinary secrets from a professional who will make you look like a Gourmet Chef. Wonderful for those entertaining evenings when you want to be proud of what you present to friends, family or clients. Chef Marcus von Albrecht will entertain as you develop hands-on skills in The Art of Entertainment. Make Tuesday your night for eating out and enhancing your cooking skills! Demonstration and participation.

Tuscan Cuisine (250520)

We start off this series with delicious dishes from Tuscany. Baked Tuna with olives and herbs, Tuscan beans with fish, Tournedos Rossini, nut-crusted chicken with leeks and mushrooms, orange sorbet with basil sauce, onion tarts, grilled polenta with gorgonzola and walnuts. Learn, cook, enjoy and take home the recipes. (von Albrecht) \$65

1 eve - Tu. Apr 23, 18:00-21:30 - CC

Greek Cuisine (250519)

The second in our Mediterranean series brings you delicacies from Greece. Stuffed mussels and calamari, lamb keftedes, fried cheese and tzatziki, roast potatoes and souvlaki, tomatoes and country pita bread, roast leg of lamb. Learn, cook, enjoy and take home the recipes! (von Albrecht) \$65

1 eve - Tu. Apr 30, 18:00-21:30 - CC

Provençal Cuisine (250518)

And now to France - the home of exquisite cuisine! Learn to make delicious, seafood bouillabaisse, prawns, scallops and clams in pernod, rock salt lamb racks with rosemary demi-glace, potato cakes and baked artichoke hearts, carrots and beans with orange. Learn, cook, enjoy and do it again at home! (von Albrecht) \$65

1 eve - Tu. May 7, 18:00-21:30 - CC

Spanish Cuisine (250517)

Fourth in our Mediterranean series brings us to the tasty treats of Spanish Cuisine. Includes: Seafood Paella, gazpacho, cauliflower salad with Parmesan, ensalada de patatas ricas and prawn pancakes. Learn, cook, enjoy and take home the recipes so you can impress your friends, family and clients at home. (von Albrecht) \$65

1 eve - Tu. May 14, 18:00-21:30 - CC

Tapas! Tapas! Tapas! (250516)

Rounding off this series of culinary delights is an evening of tapas including: agnello pasta and grilled chicken with parmesan emulsion, roast flank stuffed with spinach, roasted pepper and sun-dried cherry, marinated salmon tartar on crisp potato cakes, glazed chili prawn on pita chip, west coast oysters, sherry wild mushroom fillets, grilled Japanese eggplant with lentil salsa and goat cheese. Learn, cook, enjoy and add these tapas to your culinary skills. (von Albrecht) \$65

1 eve - Tu. May 21, 18:00-21:30 - CC



VCC Training and Consulting Services

Each organization is unique, as are your needs. At Vancouver Community College, our team of training and consulting experts will work with you to create the most suitable program to serve your needs. We are confident that our facilities and services will meet your expectations. We understand that quality service is what brings our clients back. With Vancouver Community College, you do more than hire trainers and consultants, you enter into a partnership with professionals committed to your success.

Our Areas of Expertise

Teacher Training/Train the Trainer
Computer Technology
English Communication
Management and Supervision
Tourism and Hotel Management
Technical Services
Health Care Services
Human and Social Services
Arts and Design
Career and Personal Development

Contact the Contract Training Coordinator to see how we can serve you.

E-mail: train-consult@vcc.ca

Tel: 604.871.7052

Fax: 604.682.2857

Drafting

Information: Bill West, 604.443.8536

Registration: 604.443.8484

CADD Technology I (AutoCAD)

This course enables experienced drafters, engineers and architects with little or no CAD training to obtain hands-on computer aided drafting experience. Prerequisite: drafting training. This course is offered four times per year at the City Centre Campus. This course is not administered by Continuing Education. For information and registration concerning this course only, call VCC Admissions at 604.443.8443.

AutoCAD II (050811)

This course is a continuation of the basic AutoCAD course, CADD Technology I. The student will be introduced to fundamentals beyond the basic scope of computer aided drafting. Students will learn to work effectively with selection sets, reference files, raster images, drafting tools, dimension styles, layouts and attributes. Also covered are: advanced object types, reusing and sharing data and an introduction to 3D. Prerequisite: CADD Technology I or equivalent knowledge/experience. Fee includes manual. \$495

16 sessions: 9 eve - We. Apr 17, 18:30-21:30 AND 7 mng - Sa. Apr 20, 09:00-12:00 - CC

AutoCAD III (050812)

Specific topics include: getting started in 3D, viewing 3D drawings, user coordinate systems in 3D, creating solid models, generating 3D drawings from SOLIDS and an introduction to rendering. Prerequisite: AutoCAD II or equivalent training/experience. Fee includes manual. \$495

16 sessions: 9 eve - We. Sep 18, 2002, 18:30-21:30 AND 7 mng - Sa. Sep 21, 09:00-12:00 - CC

Note

If you work within the steel fabrication industry and wish to upgrade your knowledge base and skills, watch for our upcoming part-time evening courses in:

Advanced Steel Detailing

Project Management in Structural Steel

To place your name on a list of interested students, send an e-mail to pcooper@vcc.bc.ca. We will notify you when a schedule is set for these courses.

Students with Special Needs

Services including interpreting, note-taking and braille, for students with disabilities who are registered in CE certificate programs may be arranged. City Centre and King Edward Campuses and many other CE locations are wheelchair accessible and provide parking for the disabled.

For further information, please call Counselling at 604-443-8596.

Personal & Professional Development

Program Coordinator: 604.443.8674

Program Assistant: Sarah Mokaber, 604.443.8635

Energize Your Teaching (202847)

In this energetic workshop you will experience a wide range of activities to adapt to any adult learning session. They are designed to stimulate the mind and body, lift spirits, add fun, and thereby increase learning. In this short workshop you'll learn how to enhance learning by making it pleasurable, no matter what the challenges of your student group or your subject matter. Bring your problems; we'll work with them. (Moore) \$85

1 aft - Fr. Jun 14, 13:00-16:00 - KEC

On the Spot Teaching: Maximizing the Teachable Moment (202896)

Maximize your teaching impact by making the most of spontaneous questions that arise on the job or when you are leading an educational session. For health professionals involved in teaching, coaching or precepting staff or students in a variety of settings. (Moore) \$85

1 mng - Fr. Jun 7, 09:00-12:00 - KEC

Revitalize Your Teaching (202309)

Do you want to add fresh energy and interesting techniques to enliven your inservices, classes and workshops? Immerse yourself in this two-day learning adventure to experience innovative teaching methods and probe leading-edge concepts in adult education. (Moore) \$200

2 day - Th/Fr. May 30/31, 09:30-16:30 - KEC

Teaching in the Health Field (202719)

Health professionals teach in a wide scope of settings for a variety of learners, including clients, residents, patients, families, staff, volunteers, peers, students, and the public. Whether embarking on new teaching responsibilities or expanding and strengthening your current teaching role, this compact, practical and interactive course will assist you to develop and refine your approach, using the cornerstones of effective teaching. With a small group of peers and an innovative experienced instructor in adult education, you will examine the key steps for effective planning, delivery and evaluation and apply these to the teaching challenges that are most pertinent to your role now. Prior to the course, you will receive six modules to be completed before class. A supplementary module for teaching in the clinical setting is included. (Moore) \$425

4 day - May 7/8/9/10, 09:30-16:30 - CC

Case Method Teaching (202705)

Tired of the same old teaching methods? Wanting to improve your students' self-reflection and critical thinking skills? Join this interactive workshop to experience using case method. You will have opportunities to critique the use of case method. Explore with colleagues how case method builds teamwork at the same time that it stimulates students to explore deeply the authentic dilemmas and issues facing health professionals. \$85

1 mng - Fr. Jun 14, 09:00-12:00 - KEC

Transformative Learning (202305)

Transformative learning is the foundation of accountable, reflective practice and innovative problem solving in our complex and changing health care system. In this leading-edge course, you will learn about the purposes and processes of transformative learning, and strategies that you can incorporate in your teaching and mentoring roles. (Moore) \$85

1 aft - Jun 7, 13:00-16:00 - KEC

Osteoporosis Prevention (201079)

Osteoporosis prevention begins with simple, effective choices, and the benefits are increased the earlier we begin! Osteoporosis is a common condition in which bones lose calcium, become brittle, and break easily, and is a high priority in women's health. Learn about risk factors, nutrition, exercise, hormone therapy, and bone density testing. Recommended for adults of all ages. (Osteoporosis Society of Canada, BC Division). Maximum 15 persons. \$35

1 mng - Sa. Apr 20, 09:30-12:00 - KEC

Massage - Level I (200737)

This 12-hour course introduces you to basic relaxation massage techniques. Wear shorts and tank top or loose, comfortable clothing, and come prepared to practise massage techniques. Bring two sheets, two small towels, two pillows, unscented oil, a blanket, and light exercise mat. (Murphy) \$150 (\$200 for both Level I and II). Maximum: 16 persons.

2 day - Sa/Su. May 25/26, 09:00-16:00 - KEC

Massage - Level II (200740)

Prerequisite - Level I (200737). Practice techniques learned in Level I, and learn new techniques. Bring two sheets, two pillows, two small towels, mat, unscented oil and a blanket. Wear loose, comfortable clothing or a tank top and shorts. Come prepared to practise massage techniques. (Murphy) \$95 (\$200 for both Level I and II)

1 day - Sa. Jun 8, 09:00-16:00 - KEC

Alanna Fero of enCOMPASS Coaching - Three-Part Series

Designed for caregivers of all kinds, including health professionals, educators, frontline social service providers and volunteers, this three-part workshop series aims to help participants live more purposefully as well as productively. If you like the work of Oprah coaches Cheryl Richardson and Martha Beck, you'll love this series! Each course individually: \$125. Save \$75 by enrolling in the series for \$300.

Seeing in Focus, Living on Purpose (200753)

In this interactive and experiential workshop, learn to better understand the beliefs and habits of mind which shape your experience and uncover core values and passions you may have lost touch with.

1 day - Sa. May 25, 09:00-16:00 - KEC

Intensive Self Care (200752)

Understand your energy drains and how they keep you from living passionately and purposefully. Brainstorm with others on how to avoid burnout, set boundaries and restore energy, and formulate strategies to take optimal care of yourself so you have more to give.

1 day - Sa. Jun 1, 09:00-16:00 - KEC

Values-Based Time and Priority Management (200754)

Managing your time well, on your terms, is the secret to managing your life. A flexible, individually-tailored time management system and routine use of short- and long-term action plans can help you reconcile competing demands and balance rather than juggle a life filled with multiple priorities. Do more of what you care about in the time you have.

1 day - Sa. Jun 15, 09:00-16:00 - KEC

Foot Care for Older Adults (200711)

For RNs, LPNs, home support workers, and resident care attendants, this course focuses on the structure and function of the foot, common nail and skin conditions, preventive measures, and foot care for older adults with diabetes and peripheral vascular diseases. Wear comfortable clothing, and shoes/socks that can be easily removed for assessment demonstration. Bring towel. (Olson) \$90

1 day - Fr. Jun 7, 09:30-16:30 - KEC

Tube Feeding (200743)

For RNs, LPNs, dieticians and health professionals in acute, long term and home care settings. An introduction to the purposes, types and potential complications of tube feeding, the physical, psychological and social implications for the individual and family, and effective education for caregivers, including tube placement, formula, medications by tube, clean technique, feeding progression, self-monitoring, supplies and resources. Does not include practice in tube feeding procedures. (Schlenker/Ford) \$75

1 mng - Fr. May 3, 08:30-14:00 - KEC

HIV/AIDS Update (201058)

For counsellors, RNs, LPNs, social workers, pastoral care workers, dental personnel, home-support workers, and care staff who require up-to-date information about the differences between HIV and AIDS, how they are transmitted, immune system changes, how to reduce risks, social and psychological implications, related illnesses and treatments, community resources, and current issues concerning women, sexuality, and substance use. (AIDS Vancouver) \$60

1 day - Fr. May 3, 09:00-13:00 - CC

CPR & First Aid

Program Assistant: Sarah Mokaber, 604.443.8635

Learn the latest 2001 standards and earn a Canadian Red Cross certificate when successfully completing the following CPR and First Aid courses, valid for two years.

CPR Basic Rescuer (CPR C) (202010)

8 hours. No prerequisites. Of particular interest to health care and dental personnel. Course includes obstructed airway management for infant, child and adult as well as CPR for infant, child, adult, and two-person CPR. Bring blanket. (Clark) \$60

2 eve - May 14/21, 18:00-22:00 - CC

Standard First Aid (202038)

16 hours. No prerequisite, but previous CPR training recommended. Course includes all the content in Emergency First Aid plus two person CPR and first aid for broken bones, wounds and emergency medical conditions. Meets all provincial licensing requirements for daycare. Bring blanket. (Clark) \$110

2 day - Apr 27/28, 09:00-17:30 - KEC

Foodsafe

Program Assistant: Evonne Fong, 604.443.8672

Call 604.443.8484 to register.

Foodsafe is a program in sanitary food handling to train restaurant and kitchen employees on the procedures and conditions necessary for the prevention of food-borne illnesses. The two courses, Basic and Advanced, each consist of eight hours of instruction, covering such topics as the storage of potentially hazardous foods, personal hygiene, the causes of food borne diseases, and maintaining a sanitary food service operation. All student materials are provided. The program is endorsed by the Restaurant and Foodservices Association of BC and the Provincial Ministry of Health. Students who successfully complete Level I and/or Level II qualify to receive the Foodsafe Certificate from the Provincial Ministry of Health. All instructors are Public Health inspectors.

Foodsafe - Level I (Basic) (250201)

Designed for kitchen staff and dining room attendants. Explore microbiology, food-borne illnesses, personal hygiene and health, serving and dispensing, food protection and preparation, receiving and storing food safely, warewashing and storage methods. \$85

1 day - Sa. Apr 6, 09:00-18:00 - CC

1 day - Sa. Apr 13, 09:00-18:00 - CC

1 day - Sa. Apr 20, 09:00-18:00 - CC

1 day - Sa. Apr 27, 09:00-18:00 - CC

1 day - Sa. May 4, 09:00-18:00 - CC

1 day - Sa. May 11, 09:00-18:00 - CC

1 day - Sa. May 25, 09:00-18:00 - CC

1 day - Sa. Jun 1, 09:00-18:00 - CC

1 day - Sa. Jun 8, 09:00-18:00 - CC

1 day - Sa. Jun 15, 09:00-18:00 - CC

1 day - Sa. Jun 22, 09:00-18:00 - CC

1 day - Sa. Jun 29, 09:00-18:00 - CC

Foodsafe - Level I (Basic) - In Cantonese (250205)

This Level I course is specifically designed for students whose first language is Cantonese. All instruction and course materials offered in Cantonese. \$85

1 day - Sa. May 25, 09:00-18:00 - CC

Foodsafe - Level II (Advanced) (250202)

For owners, managers, chefs and supervisors in restaurants or health care food services. Prerequisite: Successful completion of Foodsafe - Level I; must be in supervisory or management position. Topics include: major types of food-borne illnesses not discussed in Level I, i.e., Hamburger disease; design and maintenance of a food service establishment; managing sanitary practices in a food service establishment; implementing a Hazard Analysis Critical Control Point System (HACCP). \$100

2 day - Sa. May 4/11, 09:00-16:00 - CC

Worksafe Education

Program Coordinator: 604.443.8673

Program Assistant: Sarah Mokaber, 604.443.8635

Call for information about Worksafe courses that can help you meet the new requirements for Bill 14 regarding Joint Health and Safety committees in your workplace, or courses to help you interpret the new Regulation.

For more information on Worksafe Education, see page 16.

College CLOSURES

Easter

March 29 - 31, April 1

May 20, Victoria Day

July 1, Canada Day

August 5, BC Day

September 2, Labour Day

Clinical Competencies

Program Coordinator: Shirley Clarke, 604.443.8674

Program Assistant: Sarah Mokaber, 604.443.8635

Physical Assessment and Intervention

New, practical approach to physical assessment and intervention for nurses in acute care, long term care, home care and community. Advance your ability to make clinical judgements, prioritize your assessment based on the client's presentation/history/risks, and recognize early signs in common clinical conditions. Take the whole series or select courses in any order. \$125 per course (\$110 per course if you register for more than one in the series):

Basics of Physical Assessment (202710)

This workshop will provide a systematic method of assessing clients in any acute care setting. You will have the opportunity to practice the assessment taught or incorporate portions of process into your own system of assessment. Please bring a stethoscope and dress comfortably. (Clarke)

1 day - Fr. May 31, 09:00-16:00 - KEC

Cardiovascular Assessment and Intervention (202702)

Participants in this workshop will review anatomy, physiology, cardiac assessment and the common pathophysiological presentations experienced by clients. Basic review of cardiac A&P would prepare you to participate fully in this workshop. Please bring a stethoscope. (Clarke)

1 day - Fr. Jun 21, 09:00-16:00 - KEC

Respiratory Assessment and Intervention (202718)

This workshop will focus on the concept of oxygenation and apply this physiological deficit to the myriad of respiratory diseases and complaints we encounter. The components of a thorough respiratory assessment will be reviewed and practiced. Basic review of respiratory A&P would prepare you to participate fully in this workshop. Please bring a stethoscope. (Clarke) \$125

1 day - Fr. Jun 7, 09:00-16:00 - KEC

Common Medical Emergencies: Nursing Assessment and Intervention (202796)

For nurses in acute care, home care and long term care working with adults at risk for emergency episodes, such as respiratory failure, angina, myocardial infarction, heart failure, stroke, seizures, hypo/hyperglycemia, delirium. Increase your clinical judgement of how and when to intervene and how to prioritize your assessment and actions. Detailed workbook included. (Clarke) \$125

1 day - May 17, 09:00-16:00 - KEC

Other Courses

Intravenous Therapy (202704)

For RNs and RPNs, this classroom workshop will update your knowledge of current, safe practices and standards for IV therapy, including appropriate sites, equipment, IV insertion, flow rates, potential complications and nursing interventions for the adult patient. In-class written test. Maximum: 12 nurses. Must bring RNABC or RPNABC current practicing registration card. (Brazier) \$135

1 day - Sa. Apr 13, 08:30-16:30 - KEC

1 day - May 18, 08:30-16:30 - KEC

1 day - Jun 15, 08:30-16:30 - KEC

Assisting Clients with Common Physical Disabilities in Mobilizing, Transferring and Positioning (200742)

This course is provided collaboratively with GF Strong Rehabilitation Centre and George Pearson Centre and will provide practical skills for assisting clients with common physical disabilities such as stroke, spinal cord injuries, arthritis, multiple

sclerosis and amputations. Home support workers, residential care aides, rehabilitation and recreational assistants are encouraged to attend. \$65

1 mng - May 31, 08:30-12:30 - GPC

Basic 12 Lead ECG Interpretation (202607)

Introductory level interpretation of 12 Lead ECG including axis deviation, right and left bundle branch block, chamber enlargement, ischemia, inferior and anterior MI. Prerequisite: 201612, 202603, or equivalent. (Cooper) \$125

1 day - Apr 26, 09:00-16:00 - KEC

Basic Pacemaker ECG Interpretation (202604)

Introductory course for nurses, cardiology technologists and health professionals. Addresses how pacemakers work and how to interpret paced rhythms, including indications for pacing, current technology, capture fusion, pseudofusion, sensing, hysteresis, pacemaker syndrome, NBB code, basic dual chamber and sensors. Prerequisite: basic arrhythmia interpretation skills or course 201612 or 202603. (Cooper) \$125

1 day - May 10, 09:00-16:00 - KEC

Arrhythmia Interpretation - Advanced (202601)

This course is for experienced nurses, physicians and health professionals who require more advanced knowledge and skills in the interpretation of supraventricular and ventricular tachycardias, aberrancy and ectopy; in history taking and assessment with patients with arrhythmias; and in the different drugs and interventions for the acute phase and the long term management, including ablation, pacemakers, and ICDs. Prerequisite: basic arrhythmia interpretation skills or course 202603 or 201612. (Cooper) \$125

1 day - May 24, 09:00-16:00 - KEC

12 Lead ECG - Acute MI (202897)

In acute MI, early intervention with thrombolytic agents saves lives and depends on recognizing the 12 lead ECG changes. Using case studies you will learn to correlate the 12 lead ECG with the client's history and clinical presentation. Also addresses differential diagnosis, inclusion and exclusion criteria for thrombolytic therapy, and risk/benefit analysis. For cardiac technologists, lab assistants, nurses and physicians with basic arrhythmia interpretation skills and previous 12 LEAD ECG course (202607). (Cooper) \$125

1 day - Fr. Jun 7, 09:00-16:00 - KEC

The ABCs of PQRST: Cardiac Monitoring and Nursing Interventions (202603)

This three-day course is designed for health care professionals who wish to learn the art of single lead ECG interpretation. The course content includes an overview of cardiac electrophysiology and presents a systematic approach to the interpretation and management of cardiac dysrhythmias. Participants will develop their cardiac monitoring skills through an interactive, hands-on approach to learning. Purchase of a course workbook is required. (Snyder) \$270

3 day - Sa. Apr 20/27, May 4, 09:00-16:00 - KEC

Functional Assessment of the Frail Elderly (202784)

This overview course will help you to select and use assessment tools and clinical practice guidelines, assess significant patterns and changes in client's behaviour, identify priority focuses for care and prevention, and choose effective, individualized interventions. (Earthy) \$125

1 day - Fr. Apr 5, 09:00-16:00 - KEC

Agitation and Excessive Behaviours: Physical, Verbal and Emotional (202845)

This one-day session will assist all health care providers working with the elderly to better identify, categorize observed behaviours and apply appropriate interventions. Participants will be

introduced to a clinical Practice Guideline (CPG) on Identification and Interventions for Agitation and Excessive Behaviours. (Earthy) \$125

1 day - Apr 8, 09:00-16:00 - KEC

Diabetes Mellitus (202773)

Keep abreast of new developments in the pathophysiology, diagnosis and management of Diabetes Mellitus in the older adult with a focus on Type II Diabetes. Emphasis is on up-to-date clinical knowledge and skills that nurses can apply to assist adults with diabetes and to prevent or manage complications. (Ehresman) \$125

1 day - Sa. May 4, 09:00-16:00 - KEC

Clinical Leadership for Gerontological Nurses in LTC (202771)

Leadership is an integral part of professional practice for every nurse. In today's long-term care settings, staff nurses are expected to provide clinical accountability, initiative and leadership for their unit and their shift. In addition to competence in client care, they require practical leadership and communication skills for team building, interdisciplinary problem-solving, delegating, coaching, resolving conflicts, maintaining standards, and facilitating change. This course will help nurses to understand their own leadership style and to develop effective skills to deal positively and systematically with on-the-job situations. \$225

2 day - Fr/Sa. Apr 12/13, 08:30-16:00 - KEC

LPN Upgrading

Program Assistant: Sarah Mokaber, 604.443.8635

The following courses are for practical nurses who require these components for BC licensure or for upgrading purposes. Each course has a home study component, followed by a lab for demonstration, skills check and written multiple choice exam. Register in theory anytime; register in lab after completing theory component. Labs are scheduled each term. Prerequisite: Copy of current practicing license or a copy of College of LPN of BC assessment letter.

Pharmacology Upgrade (Ongoing Registration)

Self-study component requires approximately four months to complete. Includes special emphasis on the influence of drugs on older adults, general pharmacology principles, basic principles of medication administration, drugs affecting body systems, and antidiabetic agents and subcutaneous insulin administration.

Theory and Skills Evaluation Lab (201102)

For those not requiring clinical component. (Boll) \$175

Theory component: 1 eve - Tu. Apr 16, 18:30-21:00 - CC (201104) Skills Evaluation Lab: 1 day - Sa. May 4, 08:00-17:00 - CC

Subcutaneous Injection and Insulin Administration (201009)

Self-study component requires 2-3 weeks to complete. For LPNs currently giving meds. (Boll) \$125

2 sessions: 1 eve - Th. Apr 18, 18:30-20:30 AND

1 day - Sa. May 11, 08:00-14:00 - CC Nursing Lab

2 sessions: 1 eve - Th. July 4, 18:30-20:30 AND

1 day - Sa. Jul 27, 08:00-16:00 - CC Nursing Lab

Catheterization (201101, 201106)

Self-study component requires 3-4 weeks to complete. Includes content on microbiology, infectious disease process, prevention and control of micro-organisms, medical and surgical asepsis, straight and indwelling catheterization, male and female. (Boll) \$135

1 day - Sa. May 25, 08:00-14:00 - CC Nursing Lab

Head to Toe Assessment for LPNs (201111)

Review this systematic method for baseline data collection and how to organize and prioritize your findings. Some of the common barriers to an accurate assessment will also be identified and discussed. (TBA) \$125

1 day - Sa. Jun 8, 08:00-16:00 - CC Nursing Lab

1 day - Sa. Jul 13, 08:00-16:00 - CC Nursing Lab

IM Injections for LPNs (201112)

This course will provide the learner with the theory and clinical skills necessary to safely administer an IM injection. Topics will include site and needle selection, landmarking, and special precautions. (TBA) \$125

Date TBA

IV Therapy for LPNs (201113)

This course provides an overview on peripheral IV therapy topics including site selection, securing an IV catheter and care of the site and tubing. Signs and symptoms of common peripheral IV complications will also be addressed. (TBA) \$125

2 day - Sa. Jun 22, Aug 10, 08:00-16:00 - CC Nursing Lab

Wound Care for LPNs (201110)

This course is designed to provide the student with an overview of the anatomy and physiology of the skin, the stages of wound healing and factors affecting wound healing. Types of wounds will also be discussed. (Reynolds) \$125

Date TBA

Dental

Program Coordinator: Jadina Yip, 604.443.8676

Program Assistant: Sarah Mokaber, 604.443.8635

Registration: 604.443.8484

Radiology Certificate for Level I Dental Assistants: Theory (203461)

This program is designed for Level I Dental Assistants interested in obtaining a Dental Radiology Acknowledgement Certificate from CDSBC. For more information and/or to register, call Sarah Mokaber at 604.443.8635. Limited enrollment. Prerequisite: must be employed in a dental office 2-3 days per week. (Rosko)

Radiology Certificate for Level I Dental Assistants: Clinical (203462)

It is anticipated that a clinical session will be scheduled for Spring 2002 to accommodate students who have successfully completed the theory component of the course. Clinical dates are four consecutive all-day Saturday sessions. (Dennett/Rosko)

Fissure Sealant Application (203529)

This clinical course is designed for Registered Dental Hygienist, Certified Dental Assistants and Dental Assistants who are eligible to take the BC board exams to become a Certified Dental Assistant. It is anticipated that this course will be offered in May 2002. For more information and/or to register, contact Sarah Mokaber at 604.443.8635. Limited enrollment. (Schmitz)

Provisional Prosthodontic Module: Theory (203583)

Advance your clinical practice by learning how to fabricate, try-in, and cement provisional restorations. This program is for licensed, certified Dental Assistants and Dental Hygienists. For more information and/or to register, call Sarah Mokaber at 604.443.8635. Continuous intake. 18 hours (Dennett) \$290

Provisional Prosthodontic Module: Clinical (203584)

It is anticipated that a clinical session will be scheduled for February 2002 to accommodate students who have successfully completed the theory portion of the course. Clinical dates are three consecutive Friday evenings and Saturday all day sessions. 32 hours (Dennett/Rey) \$1,250

Health Certificate Programs

Nursing Management Certificate Program (202801)

Program Coordinator: 604.443.8674

Program Assistant: 604.443.8672.

Call for application form.

This 45-hour, part-time program, specifically designed for nurses responsible for the management of patient/client/resident care, provides the theoretical base and skills necessary for effective management in any health care setting. Participants need to spend about 45 hours of extra reading and assignment preparation. Evaluation is by practice-based assignments, attendance, and class participation. Transfer credit to Health Care Management Program Level I, BCIT, and the U of VIC and UBC BSN programs is available.

Content includes management theory and processes; managing change and transitions; assertiveness and conflict management; communication-principles, styles, written, verbal, interviewing; labour relations processes- disciplinary process, handling the problem employee; issues and trends in the health care system-evidence-based practice, ethical decision making, regionalization; employment processes; team building/group process; staff development; continuous quality improvement; risk management. (Rohrer) \$455

Next offered: Sa. Apr 6/20, May 4/18, Jun 1/15/29 - KEC Registrations being accepted now.

Perianesthesia Nursing Certificate Program (202618)

Program Coordinator, 604.443.8674

Program Assistant: 604.443.8672.

Call for application form.

A program of independent study of six modules that usually take three months to complete. Content includes assessment of the patient in the immediate post-operative period, regional and general anesthesia, theory of drugs used in anesthesia and recovery, complications, and ventilator management of patients. The theory portion can be taken by RNs currently working in PACU. The theory and clinical practicum is recommended for RNs wishing to change careers. Prerequisite: Two years of acute medical/surgical nursing in the past four years. Registrations now being accepted, The ABCs of PQRS Cardiac Monitoring and Nursing Intervention (202603) or recent cardiac monitoring course. Suggested textbook, Basic Dysrhythmias. Huszar, 3rd ed. 2001. Available through the KEC Bookstore. (Magri) \$450

Renal Dialysis Technician Certificate Program (201092)

Program Assistant: 604.443.8672

Call for application form.

Offered once per year. This program prepares participants to work as hemo-dialysis technicians in major hospitals and clinics. Applicants require Grade 12 (includes Grade 12 chemistry), two semesters of post-secondary sciences (chemistry, biology, physics) within past five years, medical terminology, Grade 12 level on Vancouver Community College English language assessment, satisfactory work experience, and absence of health problems which may affect ability to stand for long periods, lift up to 25 pounds, or perform repetitive movements. Program is held once a year. To be accepted onto

the waitlist applicants should complete an English Language Assessment, Medical Terminology and Interpersonal Skills courses. Updated immunizations will be necessary before starting course 201092/201093.

Medical Terminology for Health Care Workers (104438)

This specially adapted 30-hour course provides the fundamentals of medical word structure and pronunciation, and explores selected body systems and abbreviations for students in the Sterile Supply Technician and Renal Technician Certificate Programs. The required textbook for this course is Language of Medicine and can be purchased at the City Centre Bookstore for approximately \$80 before the first class. (McConnachie) \$175

8 day - Fr. Apr 26, 09:00-13:00 - KEC

Interpersonal Skills for Health Care Workers (100118)

This 24-hour course provides broad and practical interpersonal and teamwork skills that will assist participants to develop stronger communication, decision-making and assertiveness skills for the workplace. Topics include effective communication skills, decision-making, conflict resolution, teamwork, leadership skills, personal motivation and empowerment in self-education. Offered each term. For Sterile Supply Technician and Renal Dialysis Technician students. (Cuzzetto) \$310

4 day - Sa. Apr 27-May 25, 09:00-16:00 - KEC (No class May 18)

Renal Technician

(7 1/2 weeks full time, with integrated theory and clinical). \$2,985

Offered once a year. Next offering: May 2003.

Theory and Clinical (201092/201093)

Prerequisite: successful completion of Course 1. Participants spend 60 hours in classroom/lab setting (approximately one day/week) learning about renal disease and its impact on patients, medical and surgical asepsis, and principles, operation, maintenance and quality control of the hemo-dialysis process. Classroom evaluation is by two multiple choice written exams, and class assignments. Participants spend approximately 165 days and evenings in hospital clinical settings (approximately four days/week) refining their hemodialysis skills and learning to apply principles to their activities. Clinical evaluation is by skills testing and the ability to apply principles to techniques, and on professional attributes.

Note

For medical office employment, see Medical Terminology I (104417) page 15 and Medical Terminology II (104420) page 15.

Gerontology Certificate Program - Nursing

Program Coordinator: 604.443.8674

Program Assistant: 604.443.8672

This progressive, clinically relevant, part-time certificate program will increase nurses competency in the assessment and care of older adults. Completion of courses within this program may be used in preparation for writing the CNA certification exam. Additionally, Vancouver Community College courses may be used as transfer credits to the UBC and UVIC BSN programs, or SFU Gerontology Program. One intake per year. This specialty program is available to RNs, RPNs, BSNs and MSNs working in any community, acute or long term care setting involving older adults. Course open to non-certificate participants on approval of program coordinator.

Prerequisites

Currently practicing as a Registered Nurse (RN) or Registered Psychiatric Nurse (RPN);
Current Basic Cardiac Life Support - C level;
One year of nursing practice in Canada within the past three years.

Course Fees

Vary per course; paid on a course-by-course basis.

Application

Qualified nurses are accepted in order of receipt of application. For a brochure, application form, or more information, contact the program coordinator.

Hospitality Management

VCC is developing a new series of short-duration, part-time hospitality management courses designed for working adults. These courses will have a practical orientation with direct relevance to the workplace. The program will start in September 2002.

Course information can be mailed to you prior to September. To place your name on our mailing list, please leave your name, telephone number and mailing address with Pat Cooper at 604.443.8428 or pcooper@vcc.bc.ca.



Working hard to achieve their goals... Be a part of their success.

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For more information on how you can contribute to a student's future, please call the Executive Director of the VCC Foundation at 604-871-7237.

WWW.VCC.CA

Counselling Skills

Program Coordinator: Sara Menzel, 604.443.8392

Program Assistant: Craig McKenzie-Cook, 604.443.8381

Information Session:
Wednesday, April 10, 18:30-19:30
OR Wednesday, June 26,
18:30-19:30, Continuing
Education Office, City Centre

Since 1987, VCC has offered these two certificate courses which are well respected in the community. They are designed for adults who have initial experience or training in the social services field.

Basic Counselling Skills (101805)

This course is designed to introduce individuals to the skills required for effective listening and interviewing. It examines the nature and process of client-centered counselling and provides students with an opportunity to practice in a supervised setting. This course will require self-disclosure and self-exploration. You can expect to spend at least three hours on reading and written assignments. This course will be of particular interest to staff and volunteers in the social services, and individuals exploring counselling as a career. Basic Counselling Skills or its equivalent is prerequisite for those applying to the Counselling Skills and Substance Abuse Certificate Programs. Please note this course requires fluency in English. Tuition: \$340. Text: Choices, Bob Shebib, available at VCC bookstore. To register, call 604.443.8484.

10 eve - We. Apr 17, 18:30-21:30 AND
1 day - Sa. Apr 27, 09:30-16:30 - CC (Shamai)

11 eve - Th. Apr 11, 18:30-21:30 - CC (Krakow)

10 mng - Fr. Apr 19, 09:15-12:30 AND 1 aft - Fr. Apr 26,
13:00-16:30 - KEC (Rungra)

Summer Session: 10 eve - Tu/Th. Jul 4, 18:30-21:30
AND 1 day - Sa. Jul 6, 09:30-16:30 - CC (Shamai)

Counselling Skills Certificate Program

Program Coordinator: Sara Menzel, 604.443.8392

Program Assistant: Craig McKenzie-Cook,
604.443.8381

Information Session:
Wednesday, Apr 10, 18:30-19:30
OR Wednesday, Jun 26, 18:30-
19:30, Room 203, Continuing
Education office, City Centre

The Counselling Skills Certificate Program teaches knowledge and practical skills in counselling to enable participants with relevant social services experience to work with clients in a helping, rehabilitative or therapeutic support role. Students are evaluated on the basis of assignments, tests and demonstrated skills. Average time to complete the program is two years. Students have a maximum of three years to complete.

Entry Requirements

Grade 12 completion;
Maturity and emotional stability;
Good knowledge of English, both oral and written;
Relevant experience in social services.
Volunteer experience is credited if it is in a structured, supervised setting. Work or volunteer experience must include use of counselling skills;
Three years successful recovery for those affected by chemical dependency;
Satisfactory, documented completion of Basic Counselling Skills course (101805) or equivalent;
Satisfactory interview with program coordinator

Certificate Requirements

Individual Counselling Skills (101831) - 36 hours
Counselling Theories (101830) - 36 hours
Assessment and Referral (101838) - 36 hours
Personal/Professional Development (101842) - 24 hours

Complete 72 hours from the following four courses:
Group Counselling Skills (101832) - 36 hours
Family Counselling Skills (101833) - 36 hours
Vocational Counselling Skills (101839) - 18 hours
Cross-Cultural Counselling Skills (101841) - 18 hours

As well as:

Counselling Practicum (101836) - 112 hours

Course Fees

18 hours - \$175; 24 hours - \$225; 36 hours - \$340,
Practicum - \$340

Application

Call 604.443.8484 for brochure and application form.
Start dates: January, April, September each year.

Individual Counselling Skills (101831)

This course examines the knowledge and skills required when counselling on a one-to-one basis. Content areas include: the counselling process and the nature of the helping relationship; counsellor self-awareness and its impact on the helping process; skill practice and development in all the phases of the process; ethical considerations; record keeping. Participants will experience the client/counsellor relationship and analyze the issues that emerge. (TBA) \$340

12 eve - Th. Apr 11, 16:30-21:30 - CC

Counselling Theories (101830)

This course is an overview of the counselling field in terms of theory and practice. Content includes the major theories of counselling, their contributions and limitations, implications for the practice of counselling, and ethical issues in counselling. The intent of this course is to allow the participants to better articulate their own beliefs, values and approaches to counselling. (Cohen) \$340

Will be offered September 2002 term

Group Counselling Skills (101832)

This course examines the knowledge and skills required when counselling in a group setting. Content includes types of groups, group effectiveness, group structure and organization, roles and responsibilities of group leaders, stages of group development, evaluating change. An exploration of legal and ethical issues, particularly competence is included. The experiential component of this course includes an extended group experience and the opportunity to lead structured exercises. Attendance in Saturday class is required for course credit. 36 hours (Laird) \$340

11 sessions: 10 eve - Mo. Apr 15, 18:30-21:30 AND
1 day - Sa. Apr 27, 09:30-16:30 - CC

Family Counselling Skills (101833)

This course examines the knowledge and skills required in family counselling. Content includes: family dynamics and the Bowenian systems approach, indications for using a systemic approach, the impact of the extended family, family systems assessment, formulating goals with a family, and an introduction to appropriate techniques and strategies. An exploration of legal/ethical issues, counsellor competency, and appropriate record keeping is also included. (Pierce) \$340

Will be offered September 2002 term

Personal/Professional Development (101842)

This course provides an opportunity for students to continue their personal and professional development, especially as they apply to ethical principles. Content areas will build upon and expand the knowledge of ethical principles, as they apply to practice issues. Case studies, small and large group discussion and journal writing will be featured. A large component of this required course will be process-oriented, involving the sharing of students' self-exploration and the individual examination of values and personal limitations. (Robinson) \$225

7 sessions: 6 eve - Th. Apr 11, 18:30-21:30 AND
1 day - Sa. Apr 13, 09:30-16:30 - CC

7 sessions: 6 eve - Mo. May 13, 18:30-21:30 AND
1 day - Sa. May 25, 09:30-16:30 - CC

Assessment, Referral and Community Resources (101838)

This course examines the role of assessment and referral in counselling. Content includes: the purpose of assessment, how to conduct an assessment, the components of an assessment, assessing issues which require specialized referral, the referral process, how to make a good referral, community counselling resources, the legal/ethical issues involved. (Rosen) \$340

Will be offered September 2002 term

Cross-Cultural Counselling (101841)

This course examines cross-cultural counselling issues, theories and approaches, including value orientation, cultural-racial identity development and intercultural communication. It is designed to be both theoretical and practical by giving participants understanding of the cultural factors underlying client and counsellor interaction, as well as by emphasizing practical skill. This course is aimed at those in the helping professions who work in a multicultural milieu. It may be used to fulfill requirements for the Counselling Skills Certificate Program. Prerequisite: Student/graduate of a counsellor training program and/or interest/experience working with a culturally diverse population. (Klassen) \$175

5 sessions: 4 eve - Tu. Apr 16/23/30, May 7 AND
1 day - Sa. Apr 20, 09:30-16:30 - CC

Vocational Counselling (101839)

This course examines vocational counselling with particular reference to the needs of clients who face employment barriers. Participants will acquire practical skills, resources and strategies to assist clients in reaching their career goals. Topics covered include the process of career counselling; career counselling interview techniques; assessment of skills, interests, values and personal style; labour market access and job placement, as well as setting realistic career goals. Upon completion of the course, counsellors will be better prepared to assist their clients in developing action plans that result in positive outcomes. (Coomber, Koopman) \$175

Will be offered January 2003 term

Practicum (101836)

The practicum provides an opportunity to master and display the knowledge and skills which have been covered during the classroom component of the Counselling Certificate Program. Emphasis is placed on gaining counselling experience in an appropriate setting. Continuous liaison with the program will be maintained throughout the practicum, through a series of seminars. Objectives will be written on an individual contract basis. This contract will be negotiated by the student, the practicum site and the program coordinator. (Laird) \$340

Practicum seminar dates: Apr 3/17, May 1/15/29, Jun 12/26, Jul 10/24, Sep 4, 18:30-21:30 - CC (No classes in August)

Practicum information meeting:
We. May 1, 17:00-18:00 - CC

Substance Abuse Counselling Skills Certificate Program

Program Coordinator: Sara Menzel, 604.443.8392

Program Assistant: Craig McKenzie-Cook, 604.443.8381

Information Session:
Wednesday, Apr 10, 18:30-19:30
OR Wednesday, June 26,
18:30-19:30, Continuing
Education Office, City Centre

This is a part-time certificate program for those who wish to develop knowledge and skills in substance abuse counselling. Applicants may be employed in the substance abuse field, or have work or volunteer experience in a helping, rehabilitative or therapeutic role. Students will be evaluated on the basis of assignments, tests and demonstrated skills. Average time to complete the program is two years. Students have a maximum of three years to complete.

Entry Requirements

Successful completion of Grade 12 or equivalent;
Good knowledge of English, both oral and written;
Relevant experience in social services.

Volunteer experience is credited, providing it is in a structured, supervised setting. Work or volunteer experience must include use of counselling skills;
Satisfactory documented completion of VCC Basic Counselling Skills (101805) or equivalent;

Three years of successful recovery for those candidates affected by chemical dependency;
Maturity and emotional stability;
Completion of satisfactory entrance interview.

Certificate Requirements

Introduction to Substance Abuse (200112) - 24 hours
Drugs and Human Behaviour (200127) - 21 hours
Individual Counselling Skills for Substance Abuse (200115) - 36 hours
Substance Abuse - The Aboriginal Context (200153)
Personal/Professional Development (101842) - 21 hours

One of the following two courses:

Group Counselling Skills for Substance Abuse (200116) - 36 hours
Family Counselling Skills for Substance Abuse (200117) - 36 hours

As well as:

Counselling Practicum (101836) - 112 hours

Course Fees

21 hours - \$190; 24 hours - \$225; 36 hours - \$340;
Practicum - \$340

Application

Call 604.443.8484 for brochure and application form.
Start dates: September, January, April each year

Introduction to Substance Abuse (200112)

An overview of the concepts involved in understanding substance misuse, the factors involved in controlling substance misuse, and counselling strategies. Content includes an exploration of terms; history of substance use; patterns of use/abuse; individual, family, societal, cultural and legal factors impinging on substance use; counselling/therapeutic strategies; prevention; factors specific to sub-cultures and minority groups (Reynolds) \$190

7 eve - Tu. Apr 9, 18:30-21:30 - CC

Drugs and Human Behaviour (200127)

Participants will gain the basic pharmacological concept needed to understand the action of psychoactive drugs in the human body, and an overview of the medical and non-medical use of commonly used mood-modifying drugs, including long- and short-term effects on the human body. (May) \$190

7 eve - Th. May 16, 18:30-21:30 - CC

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Individual Counselling Skills for Substance Abuse (200115)

This course examines the skills of counselling as they relate to the counselling relationship and the personal and professional development of the counsellor. It emphasizes skills and strategies used by counsellors working in the area of substance abuse. Content areas build on those covered in Basic Counselling Skills I (101805) and Introduction to Substance Abuse (200112), and includes motivational interviewing. Students will spend additional time outside of class practicing their skills. (Barker) \$340

12 eve - We. Apr 10, 18:30-21:30 - CC

Substance Abuse - The Aboriginal Context (200153)

This course examines substance abuse and healing from an Aboriginal point of view. Considering historical and traditional perspectives, course discussion will focus on cultural approach to recovery, including values and identity; giving participants an understanding of Aboriginal counselling and healing practices. Through examination of texts, class discussions and activities; students will explore how cultural expression and identity provide the basis for healing in a First Nation treatment setting. Opportunities to participate in specific Aboriginal healing methods will be part of the course curriculum. Attendance for the Saturday field trip is required for course credit. (Waboose) \$340

Will be offered September 2002 term

Group Counselling for Substance Abuse (200116)

This course examines the knowledge and skills required, when counselling in a group setting, individuals affected by substance abuse. Content includes an exploration of group dynamics, stages of group development, leadership styles, member roles, types of groups, and specific skill applications when working with substance abuse populations. The experiential component includes an extended group experience and the opportunity to lead structured group exercises. Attendance in Saturday class is required for course credit. (Laird) \$340

Will be offered September 2002 term

Family Counselling for Substance Abuse (200117)

This course examines the knowledge and introductory skills required when counselling the family presenting substance abuse concerns. This course will explore substance abuse in families using a family systems theoretical perspective. Three specific approaches to counselling families will be explored: family of origin, narrative, and solution-focused counselling. Content areas will include: theoretical assumptions, family assessments, counter transference, and ethical issues. (Rypkema) \$340

12 sessions: 11 eve - Mo. Apr 8, 18:30-21:30 AND 1 mng - Sa. May 4, 09:30-12:30 - CC

Personal/Professional Development (101842)

This course provides an opportunity for students to continue their personal and professional development, especially as this applies to ethical principles. Content areas build upon and expand the knowledge of ethical principles, especially as they apply to practice issues. Case studies, small and large group discussion and journal writing are featured. A large component of this required course will be process-oriented, involving the sharing of students' self-exploration and the individual examination of values and personal limitations. (Robinson) \$225

7 sessions: 6 eve - Th. Apr 11, 18:30-21:30 AND 1 day - Sa. Apr 13, 09:30-16:30 - CC

7 sessions: 6 eve - Mo. May 13, 18:30-21:30 AND 1 day - Sa. May 25, 09:30-16:30 - CC

Assessment and Referral for Substance Abuse (200126)

This course examines the procedures and skills used in substance abuse assessment and referral as well as identifies and examines available community resources for individuals who are affected by substance abuse problems. Content includes: criteria for assessing chemical dependency, the assessment interview, assessment tools, assessment with special populations; making a successful referral, and pertinent ethical issues. Participants will be actively involved in the gathering, sharing, and evaluating of information about community resources. (Chadwick) \$340

12 eve - We. Apr 10, 18:30-21:30 - CC

Substance Abuse Practicum (200119)

The practicum provides an opportunity to master and display the knowledge and skills covered during the classroom component of the Substance Abuse Certificate Program. Emphasis is placed on gaining counselling experience in a setting for substance abuse clients. Continuous liaison with the certificate program will be maintained throughout the practicum through a series of seminars. Objectives for the practicum will be written on an individualized contract basis. This contract is negotiated by the participant, the practicum site and the practicum coordinator. (Laird) \$340

Practicum seminar dates: Apr 3/17, May 1/15/29, June 12/26, Jul 10/24, Sep 4, 18:30-21:30 - CC (No Classes in August)

Practicum information meeting:
We. May 1, 17:00-18:00 - CC

Vancouver Centre for Counsellor Development

Developed and facilitated by professionals in the counselling community, the Centre offers workshops and courses designed to meet the needs of counsellors, educators and consultants in the social services area. Courses are also open to students/graduates of a university/college counsellor training program and/or experience in the field.

To register, please call 604.443.8484

Program Coordinator: Sara Menzel, 604.443.8392

Cross-Cultural Counselling (101841)

This course examines cross-cultural counselling issues, theories and approaches, including value orientation, cultural-racial identity development and intercultural communication. It is designed to be both theoretical and practical by giving participants understanding of the cultural factors underlying client and counsellor interaction, as well as by emphasizing practical skill. This course is aimed at those in the helping professions who work in a multicultural milieu. It may be used to fulfill requirements for the Counselling Skills Certificate Program. Prerequisite: Student/graduate of a counsellor training program and/or interest/experience working with a culturally diverse population. (Klassen) \$175

5 sessions: 4 eve - Tu. Apr 16/23/30, May 7 AND 1 day - Sa. Apr 20, 09:30-16:30 - CC

Energize Your Teaching (202847)

In this energetic workshop you will experience a wide range of activities to adapt to any adult learning session. They are designed to stimulate the mind and body, lift spirits, add fun, and thereby increase learning. In this short workshop you'll learn how to enhance learning by making it pleasurable, no matter what the challenges of your student group or your subject matter. Bring your problems; we'll work with them. (Moore) \$85

1 aft - Fr. Jun 14, 13:00-16:00 - KEC

On the Spot Teaching: Maximizing the Teachable Moment (202896)

Maximize your teaching impact by making the most of spontaneous questions that arise on the job or when you are leading an educational session. For health professionals involved in teaching, coaching or preceptor staff or students in a variety of settings. (Moore) \$85

1 mng - Fr. Jun 7, 09:00-12:00 - KEC

Revitalize Your Teaching (202309)

Do you want to add fresh energy and interesting techniques to enliven your inservices, classes and workshops? Immerse yourself in this two-day learning adventure to experience innovative teaching methods and probe leading-edge concepts in adult education. (Moore) \$200

2 day - Th/Fr. May 30/31, 09:30-16:30 - KEC

Three-part Series

Designed for caregivers of all kinds, including frontline social service providers, health professionals, educators, and volunteers, this three-part workshop series aims to help participants live more purposefully as well as productively. Each course individually: \$125. Save \$75 by enrolling in the series for \$300. (Fero)

Seeing in Focus, Living on Purpose (200753)

In this interactive and experiential workshop, learn to better understand the beliefs and habits of mind which shape your experience and uncover core values and passions you may have lost touch with.

1 day - Sa. May 25, 09:00-16:00 - KEC

Intensive Self Care (200752)

Understand your energy drains and how they keep you from living passionately and purposefully. Brainstorm with others on how to avoid burnout, set boundaries and restore energy, and formulate strategies to take optimal care of yourself so you have more to give.

1 day - Sa. Jun 1, 09:00-16:00 - KEC

Values-Based Time and Priority Management (200754)

Managing your time well, on your terms, is the secret to managing your life. A flexible, individually-tailored time management system and routine use of short- and long-term action plans can help you reconcile competing demands and balance rather than juggle a life filled with multiple priorities. Do more of what you care about in the time you have.

1 day - Sa. Jun 15, 09:00-16:00 - KEC

Working with Children

Program Coordinator: Gyda Chud, 604.443.8416

Information: Pat Cooper, 604.443.8428 or

Jane Jimison, 604.443.8660

We offer a variety of exciting programs and courses to prepare you as a child care professional.

Early Childhood Care and Education Level I

This two-year, provincially certified program prepares graduates to work as supervisors in preschool and day care centres for children three to five years old. Please note: This program is FULL for this year. Applications are now being accepted for September 2002.

Infant-Toddler Educator Program

This one-year, POST-BASIC program for already qualified ECCE graduates offers specialized skills and knowledge to supervise infant and toddler group day care settings. The program is offered on alternate years and will be available in September 2003. Please call 604.443.8428 to indicate your interest.

Leadership, Administration and Management in Child Care Program

Designed for experienced child care staff, this exciting new program was launched last fall. Sessions meet on Friday afternoon and full day Saturday, once each month. Please call 604.443.8428 for a brochure, application and information regarding our next offering in September 2002.

School Age Child Care Certificate Program

Designed for those who currently work or wish to work with 5-12 year old children in school-age care facilities, recreation programs, community centres or leadership, service and church groups, this program consists of 150 hours of instruction divided between the prerequisite course, five core courses and a variety of electives. To register in this certificate program, applicants must successfully complete the 24-hour prerequisite course entitled Introduction to School Age Child Care which is offered ONLY in September of each year. Core courses which follow are:

Working with 5 Year Olds

Working with 6-9 Year Olds

Working with 9-12 Year Olds

Working with Children Needing Extra Support

Leadership and Organizational Skills

The core courses offered this term are available ONLY to those who are already registered in this program.

Continuing Studies in Early Childhood Care and Education Program

Information: 604.443.8428

This program offers enrichment, upgrading and continuing professional development for child care staff. Individual courses/workshops are also open to parents and other interested persons. Please note that this program does NOT qualify individuals to supervise in preschool or day care settings. Brochures outlining Spring term offerings are available on request.

Family Child Care

Introduction to Family Child Care: Good Beginnings (103801)

Caring for a small group of children in your own home can provide a rewarding experience and meet the important need of young families for quality child care. Recommended by Community Care Licensing, this course offers the information and skills you will need to ensure a good beginning, and an introduction to a variety of issues related to quality family day care. It provides an overview of child development, health and nutrition, activity planning, guiding behaviour and administration. Please note: This course meets eight evenings AND one Saturday. Course fee includes a workbook. (Hung) \$180

8 eve - Tu. Apr 30, 16:45-21:45 AND

1 day - Sa. May 25, 09:30-15:30 - CC

Note

While classroom attendance is recommended for Lower Mainland residents, this course is also offered for home study through Distance Education. Please call 604.443.8428 for details.

Program Coordinator: Silvana E. Carr, 604.443.8389

Program Assistant: Rosie Jong, 604.443.8661,
ce-interpret@vcc.bc.ca

Call 604.443.8661 for brochure and application form

Information Session:
Thursday, April 11, 17:30-18:30
- City Centre Room TBA

The Certificate Programs in Interpreting prepare bilingual individuals to work as language interpreters in the community, in health care settings and in the court system. The training is language-specific. Bilingual instructor/interpreters instruct in each of the various language combinations selected. The language combinations are determined by the suitability of applicants and the needs of the community, courts and health care systems. Please note that a very high level of language skills is required of professional interpreters.

Community Interpreting Certificate Program

This program is the prerequisite for admission into the Health Care and Court Interpreting Certificate Programs. 72 hours \$650 (subject to change)

To be offered March-May 2003.

Application deadline: January 15, 2003

Entry Eligibility

Excellent knowledge of English and another language, both oral and written;

Successful completion of entrance exam;

University education recommended;

Aptitude for interpreting.

Court Interpreting Certificate Program

Make use of a skill you already possess to create an interesting career. Become an accredited interpreter. If you have a very good knowledge of English and another language turn this asset into qualifications enabling you to be an effective interpreter, in and out of courts. Through court observation, lectures, simulated courtroom situations and interpretation practice in small language-specific classes, close individual instruction is offered. The certificate from this program is recognized as proof of accreditation by the Ministry of the Attorney General, Court Services. Established in 1979, this part-time program enables bilingual men and women to obtain practical training in interpreting techniques, terminologies and procedures, as well as an excellent preparation for other interpreting jobs. \$1,800

*63 eve & mng - Sep 12, 2002-May 10, 2003,
Th. 18:30 - 21:30, Sa. 09:30-12:30 - CC*

Certificate Requirements

Satisfactory completion of Community Interpreting Certificate Program;

Written translation exam;

Core components of the program (courses 150118, 150119, 150120, 150136, 150172, 150173, 150121).

Application deadline: August 1, 2002

Health Care Interpreting Certificate Program

The certificate from this program will enable you to work as a professional interpreter in hospitals, clinics and other health care agencies. Through lectures, simulated health care situations and interpretation practice in small language-specific classes, close individual instruction is offered. This part-time program enables bilingual men and women

to obtain practical training in interpreting techniques, medical terminologies and procedures in preparation for a demanding and satisfying career. \$1,400

*50 eve and mng - Sep 12, 2002 - May 10, 2003,
Th. 18:30-21:30, Sa. 09:30-12:30 - CC*

Certificate Requirements

Satisfactory completion of Community Interpreting Certificate Program;

Written translation exam;

Core components of the program (courses 150118, 150170, 150171, 150172, 150173, 150174, 150175).

Application deadline: August 1, 2002

Required core courses for Court and Health Care Programs:

Professional Orientation (150118) - 15 hours

Interpreting I (150172) - 30 hours

Interpreting II (150173) - 30 hours

Interpreting III - Court (150119) - 30 hours

Interpreting III - Health (150174) - 30 hours

Law for Court Interpreters (150120) - 45 hours

Introduction to Health Care Infrastructure (150170) - 15 hours

Medical Terminology for Interpreters (150171) - 30 hours

Simultaneous Interpreting - Court (150136) - 40 hours

Practicum (150121 or 150175) - 20 hours

Interpreting in the Community Certificate Program - Web-Based

If you are fluent in English and another language, and live in or near Surrey, Prince George, or Kamloops, this course will provide you with basic skills to work as an interpreter in the community. The course is delivered via the Internet with the support of tutors. The certificate from this course will enable you to go on to further training to become a court or health care interpreter. Take part in the first offering of this course and you'll pay less than half the regular fee. 72 hours of home study. \$300 (subject to change)

Offered September 2002 - January 2003.

Application deadline: May 1, 2002

Admission Requirements

Excellent knowledge of English and one of the following languages: Cantonese, Mandarin, Punjabi, Spanish, Vietnamese;

Successful completion of entrance exam;

University education recommended;

Aptitude for interpreting;

PC with Pentium II or better, CD-Rom, MS Windows 98 or later version;

Internet connection (56k modem or ADSL or cable), Internet Explorer or Netscape.

Court Interpreting Certificate Program - Distance Education

The certificate from this program is accepted as proof of accreditation to work in B.C. courts. The modules of the program will be delivered in your home in a variety of formats: printed word, video and audio tapes, electronic mail (optional) and audio conferencing. In this self-paced, part-time program, you will be introduced to the skills required to act as an effective interpreter in and out of our courts. This program is open to persons who have an excellent knowledge of English and one of the following: Cantonese, French, German, Korean, Mandarin, Punjabi, Russian, Spanish and Vietnamese. Please note languages vary from year to year. A very high level of language skills is required for court interpreting. Prerequisite: satisfactory completion of entrance exams. 195 hours of home study. \$1,800

Offered October 2002 - June 2003

Application deadline: September 10, 2002.

For application call 604.443.8661.

Languages

Registration: 604.443.8484

Information: Program Assistant: Cherie Spence,
604.443.8335, cspence@vcc.bc.ca

Program Coordinator: Cecelia Deare, 604.443.8386

Modern Languages

French Conversation 1 (502038)

Learn the language of romance and one of our country's two official languages! How many times have you told yourself you're going to learn French? Here is your opportunity to come, enjoy and learn. Classes are interactive and you will start speaking almost immediately. Make all your mistakes in class and quickly move beyond that point so that you're speaking and understanding short phrases and enjoying it. Text extra. \$150 (includes GST)

8 eve - Tu. Apr 23, 18:30-21:00 - CC

8 eve - We. Apr 24, 18:30-21:00 - CC

Italian Conversation 1 (502040)

Learn the language of so many artistic masters! Imagine travelling to Rome, Venice, Florence or the many small villages along the Italian Riviera and actually being able to speak the language to the people you meet! Come to these interactive classes and begin to speak almost immediately. Yes, you'll probably make lots of mistakes but jumping right in is the way to learn. Text extra. (TBA) \$150 (includes GST)

8 eve - Tu. Apr 23, 18:30-21:00 - CC

8 eve - We. Apr 24, 18:30-21:00 - CC

Spanish Conversation 1 (502025)

Viva! If it's for pleasure or business, learning Spanish has never been easier or more enjoyable. This eight-week course uses both practical and interactive methods to quickly start you learning the basics of Spanish to common phrases and simple sentences. (Gonzalez-Cirre) \$150 (includes GST)

8 eve - Tu. Apr 23, 19:00-21:30 - CC

8 eve - Wed. Apr 24, 19:00-21:30 - CC

8 mng - Sat. Apr 20, 09:30-12:00 - CC

For students who plan to register in Spanish level II or III and who are new to VCC Spanish courses, Our instructor will conduct a brief phone assessment to assist you in selecting the correct level. Please call or e-mail Cherie (see above) with your name, phone number and a convenient time you can be contacted. You can register once the phone assessment is done.

Spanish Conversation II (502026)

Ole! If you already have some experience speaking Spanish and/or have completed a beginner's level 1 then you're ready for Spanish II. This course presents a simple and fast approach to further expanding your spoken and written Spanish. (Gonzalez-Cirre) \$150 (includes GST)

8 eve - Th. Apr 25, 19:00-21:30 - CC

Spanish Conversation III (502037)

Bravo! You have made it to Level III! This course is a fun and cultural journey of vocabulary building that will get you talking quickly and creatively for everyday situations. \$150 (includes GST)

8 eve - Mo. Apr. 22, 19:00-21:30 - CC

Mandarin Education

Adult Language Courses

Registration and General Information: 604.443.8484

Program Coordinator: Shirley Luk, 604.443.8696

Program Assistant: Yan Yan Wang, 604.443.8677

Mandarin Conversation - Level I (505821)

This course will introduce the official spoken language of China and Taiwan to people who are new to this vital and widely-used language. The use of the "Hanyu Pinyin" phonetic system will make learning simple. Grammar and basic Chinese writing are taught to strengthen the student's understanding and confidence in speaking Mandarin. Fee includes textbook. (Ho) \$160

10 mng - Sa. Apr 13, 09:30-12:00 - KEC

10 eve - We. Apr 24, 18:30-21:00 - KEC

Mandarin Conversation - Level II (505822)

This course is designed to improve Mandarin conversational skills for daily use. Reading and writing directly from Chinese characters is encouraged to strengthen understanding. Interesting topics concerning Chinese custom and culture are interwoven into the classroom lessons. Fee includes textbook. (Ho) \$160

10 mng - Sa. Apr 13, 09:30-12:00 - KEC

10 eve - Th. Apr 25, 18:30-21:30 - KEC

Mandarin Conversation - Level III (505823)

This course is designed for students who have mastered basic conversational skills and wish to improve their fluency in Mandarin. Students will learn more sophisticated vocabulary and sentence structure. Higher level reading and writing of Chinese characters is integrated into the course. Fee includes textbook. \$160

10 eve - Mo. Apr 15, 18:30-21:00 - KEC

Mandarin Conversation for Speakers of Other Chinese Dialects (505824)

The focus of this course is on pronunciation and conversation. The "Hanyu Pinyin" phonetic system is used to facilitate easier learning. Students who have some knowledge of the Chinese written language are most suitable. Fee includes course materials. \$160

10 aft - Sa. Apr 13, 12:30-15:00 - KEC

Mandarin School for Children and Youth

Program Coordinator: Shirley Luk, 604.443.8696

Program Assistant: Yan Yan Wang, 604.443.8677

Mandarin School Voicemail: 604.871.7530

The Vancouver Community College Mandarin School places emphasis on the practicality of its courses, as well as modern and interesting presentation methods and the use of simple, easy-to-learn materials. Emphasis is on Chinese reading, writing and conversational skills.

Hanyu Pinyin phonetics are adopted to complement the practice of teaching Mandarin as a second language in BC. The written characters incorporate both the culturally rich full version, as well as the simplified version for easy learning.

Three ways to register:

1. Pre-registration for Fall classes will be held at King Edward Campus on June 15 and 22, 2002 (Saturday) from 09:30 to 14:00 in Room 2015.
2. Call 604.443.8677 (English or Mandarin). Phone registrations are by VISA or MasterCard only.
3. Use the fax/mail-in form on page 35 of this calendar.

Pre-School to Grade 12 Mandarin

Each course has 16 sessions. Classes are held on Saturday from 09:30-12:00 or 12:30-15:00 at King Edward Campus. Courses begin September 2002. The fee is \$110 per course (15 years and older add GST. Total will be \$117.70). All students from four years old and up will be accepted. Students will be assigned to the appropriate level at registration time.

Course numbers and levels:

505820 Pre-School
505801 Grade 1
505802 Grade 2
505803 Grade 3
505804 Grade 4
505805 Grade 5
505806 Grade 6
505807 Grade 7
505808 Grade 8
505809 Grade 9
505810 Grade 10
505811 Grade 11
505812 Grade 12

Grade 1 to Grade 12 Mathematics

Mathematics courses have 16 sessions. Classes are held on Saturdays from 12:30-13:30 or 13:45-14:45 at King Edward Campus. Courses begin September 2002. Fee is \$110 per course (15 years and older add GST. Total will be \$117.70).

Course numbers and levels:

505816-01 Grade 1 - 13:45
505816-02 Grade 2 - 13:45
505816-03 Grade 3 - 12:30
505816-04 Grade 4 - 12:30
505816-05 Grade 5 - 12:30
505816-06 Grade 6 - 12:30
505816-07 Grade 7 - 12:30
505816-08 Grade 8 - 12:30
505816-09 Grade 9 - 12:30
505816-10 Grade 10 - 13:45
505816-11 Grade 11 - 13:45
505816-12 Grade 12 - 13:45

Fine Arts

Children's fine arts courses have 16 sessions. They are held on Saturdays at King Edward Campus. Courses begin September 2002. The fee is \$110 per course (15 years and older add GST. Total will be \$117.70). There is a small supply fee for the Pencil and Charcoal Drawing course.

Course numbers and subjects:

505817 - Cartoon Drawing (under age 12), 12:30-13:30 or 13:45-14:45
505826 - Pencil and Charcoal Drawing (over age 8), 12:30-13:30 or 13:45-14:45

Specialty Language Skills

Reading and Writing in English (505836)

This course will help students increase their vocabulary and learn basic grammar. Word usage and grammar practice will be emphasized through reading and working on passages. Techniques on writing skills are taught and supplemented by immediate practice. Each course has 16 sessions. Classes are held on Saturday from 12:30-13:30 or 13:45-14:45 at King Edward Campus. Courses begin September 2002. The fee is \$110 per course.

Course numbers and description:

505836-01 12:30-13:30
505836-02 13:45-14:45
505836-03 13:45-14:45

The Tour of a Lifetime



China Study Tour Includes Beijing • July 13-30, 2002

Join the Mandarin Education Program in Shanghai, Hangzhou, Wuxi and Beijing. Study Chinese language and culture first hand, and improve your oral and written Mandarin language skills. The tour is designed primarily for youth aged 16 to 20, but can accept older students. For complete details, contact Shirley Luk, program coordinator, at 604.443.8696, or sluk@vcc.bc.ca. See below for more.

Mandarin Conversation (505835)

This course is suitable for Cantonese speakers who do not speak Mandarin but have a basic knowledge of Chinese written characters. This course helps students to grasp Hanyu Pinyin's four tones and pronunciation. Students learn correct words and phrases in Mandarin conversation. Interesting and practical topics are taught to facilitate listening and speaking. This course can be considered a bridging course to fit students into Mandarin courses of different grades according to their Mandarin standard. Each course has 16 sessions. Classes are held on Saturday from 09:30-12:00 or 12:30-15:00 at King Edward Campus. Courses begin September 2002. The fee is \$110 per course (15 years and older add GST. Total will be \$117.70).

Course numbers and description:

505835-01 09:30-12:00 505835-02 12:30-15:00

China Study Tour for Youth - Summer 2002

The Mandarin Education Program at VCC is planning a Summer Study Tour in Shanghai, Hangzhou, Suzhou, Wuxi and Beijing (July 2002) designed for youth aged 16 to 20. The tour will focus on the study of Chinese language and culture, giving students a deeper understanding of China and its society as well as improving student's oral and written Mandarin language skills. For complete details, contact Shirley Luk, program coordinator at 604.443-8696 or sluk@vcc.bc.ca

Telecommunications

Telecommunications Management

Program Coordinator: Peggy Worobetz, 604.443.8670

Program Assistant: Lynda Boothby, 604.443.8383

Information Session:
Thursday, April 4, 17:00-18:30
- City Centre - Room 201G

Telecommunications Management Certificate Program

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 practicing telecommunications professionals providing you with up-to-date "real life" experience and knowledge. The Telecommunications Management Certificate Program provides you with a combination of technical knowledge and management skills that will enhance your potential for leadership in this evolving profession. Non-certificate students may enroll in any course. Students must successfully complete all five courses in seven terms (two years and one term) to obtain a certificate:

Understanding Telecommunications (102260)
Telecommunications Technology (102261)
Voice/Data Convergence (102262)
Applications Management (102263)
Integrated Office Management (102264)
Understanding Telecommunications (102260)

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 progress to the next level. (D. Clark) \$290

10 eve - We. Apr 24, 18:00-21:00 - CC

Telecommunications Technology (102261)

Builds upon Understanding Telecommunications. The areas of voice, data, video, and emerging technologies are addressed, preceded by a general introduction to basic technical theory and industry standards. A broad range of technologies encountered at the management level by suppliers, service-providers and users of telecommunications are introduced. Prerequisite: Understanding Telecommunications (102260). (Giles) \$340

12 eve - Th. Apr 18, 17:30-20:30 - CC

Voice/Data Convergence (102262)

Builds upon Telecommunications Technology. This course will enable the participants to understand the components and advantages of the structured wiring system, gain an appreciation for all aspects of voice processing and how each technology is applied in business (Voice Mail, IVR, CTI, Call Centres), understand the impact of toll free calling options, identify the basic components of video conferencing and how it is being used today, be conversant with the issues driving the convergence of voice, data, video, and image technologies and understand emerging technologies and how they affect the traditional platforms for voice communications. Prerequisites: Understanding Telecommunications (102260) and Telecommunications Technology (102261). (B. Clark) \$340

12 eve - We. Apr 17, 18:00-21:00 - CC

Applications Management (102263)

Applications Management reviews a new industry-specific application each week. The macro view of a company's telecommunications needs will be reviewed and the student will learn to mix and match technologies to solve business issues for several industries. Building on the previous courses, this course will investigate the integration of voice, video and multimedia as it progresses. Prerequisites: Understanding Telecommunications (102260), Telecommunications Technology (102261) and Voice/Data Convergence (102262). (Turchan) \$340

12 eve - We. Apr 17, 18:00-21:00 - CC

Integrated Office Management (102264)

Providing the necessary background, this course focuses on management issues and the role of emerging office integration technologies and applications to help achieve corporate objectives. It enables students to apply the key tools to provide customer-focused telecommunications services. Contemporary human resources management are also explored. Prerequisites: Understanding Telecommunications (102260) and Telecommunications Technology (102261). (Osborne) \$340

Available September 2002 term

Challenge Examinations

Challenge examinations are available for the Understanding Telecommunications, Telecommunications Technology and Voice/Data Convergence courses. These examinations are for students who feel they are very knowledgeable with the material covered in the courses. A program guide, which includes a detailed outline for each course, may be obtained by telephoning 604.443.8670. Students will have ONE opportunity to pass the examination.

Understanding Telecommunications (102265) \$190

2 hrs - Tu. Apr 9, 18:30-20:30 - CC

Telecommunications Technology (102266) \$190

2 hrs - Tu. Apr 9, 18:30-20:30 - CC

Voice/Data Convergence (102267) \$190

2 hrs - Tu. Apr 9, 18:30-20:30 - CC

Fee Allocation for Challenge Examinations

Participants must pay \$190 BEFORE writing any examination;

One hundred dollars (\$100) of the \$190 is charged for writing an examination;

At the end of the examination, participant will advise invigilator if he/she wishes examination marked;

If the examination is marked, the balance (\$90) will be charged as a marking fee;

If the participant chooses not to have the examination marked, he/she may:

- request a "deferred fee credit" for 100 per cent of the balance of \$90 (valid for one year);
- request a refund of the balance of \$90 which will be subject to an administrative charge of 20 per cent.

Distance Education

Understanding Telecommunications is available in an eight-module distance education package (course 102290). See course description under Classroom Program. \$290

Telecommunications Technology (102291), Voice/Data Convergence (102292), Application Management (102293), and Integrated Office Management (102294) are available in a correspondence distance education package. Each course is 11 modules in length. See course description under classroom program. \$340 each course.

A Distance Learning Information package is available. Please call 604.443.8670.

continued on page 30...

...Telecommunications continued from page 29

Vancouver Centre for Professional Development - Telecommunications Management

For detailed seminar information please call the program coordinator.

We are excited to offer two, in-depth technical seminars that were developed and will be presented by Richard Parkinson, vice-president of Infotel Systems Corporation.

The Access Network and the Metropolitan Area Network (technologies and opportunities) (102283)

The new telecommunications battleground is the access network, and the Metropolitan Area Network (MAN). These two environments are considered together in this seminar, as they collectively address some of the same geographic area, and provide a large enough market to justify investments in technological solutions. This two-day seminar will give delegates a complete understanding in terms of markets, performance capabilities, applications and future developments of the many technologies that need to be considered when mapping out an access network / MAN strategy. Telephone operators, cable companies, wireless operators, their suppliers, and their customers need to take this seminar to ensure they include consideration of these new concepts in their future planning. (Parkinson) \$745

2 day - Th/Fr. May 30/31, 08:30-16:30 - LIS

Voice Over IP (Protocols and Applications) (102273)

Voice over IP (VoIP) is a testimony to the ability of IP to carry a wide variety of application traffic. Unlike most other Internet applications VoIP requires real time delivery capabilities from a network architecture that is based on best effort service only. This course will examine, in detail, the benefits and drawbacks of this new and potentially "killer app" and how to approach the deployment of VoIP within your organization. This seminar will focus on the protocols, such as H.323, SIP, and Megaco, which are specific to Voice over IP, then on the applications for VoIP, e.g., circuit switched replacement, IP-PBXs, VoIP over frame relay and VPNs, wireless IP. (Parkinson) \$745

2 day - Tu/We. Jun 18/19, 08:30-16:30 - LIS

Fundamentals of a Profitable e-Business Strategy (106127)

Please see Vancouver Centre for Professional Development - Small Business section, page 16.

Note

Price subject to change without notice;
Special cancellation policy in effect;

All seminars are non-credit and non-transferable to the Telecommunications Management Certificate Program.

Customer Relationship Management - please see this program for further professional development, page 10.

Teaching English to Speakers of Other Languages

Vancouver Community College is recognized internationally for excellence in English language teacher training and is home to the largest program of its kind in Canada. This achievement is due to our faculty who are respected for their expertise in both English language teacher training and English language instruction as well as our comprehensive program of studies. Our goal is to continue to build on our commitment to excellence in English language teacher training.

TESOL Diploma Program

Senior Program Coordinator: Jennifer Pearson Terrell

Program Coordinator: Jayeson Van Bryce

The TESOL Diploma Program is the premier teacher training program in Canada for teaching English to Speakers of Other Languages (TESOL). Applicants may be planning to teach internationally or at post-secondary educational institutions, community agencies or international schools in Canada. The program is 325 hours in length and offers comprehensive training for teaching English language from the ESL literacy level to university entry level. The Program consists of a prerequisite course, seven core courses, 30 hours of elective courses and a teaching internship. It is offered in two formats - the Fast Track Program and the Self-Paced Program. On successful completion, graduates receive the TESOL Diploma from Vancouver Community College and also qualify for the TEAL Professional Certificate: Level One from the Provincial Association of BC Teachers as an Additional Language (TEAL).

Admission Requirements

An undergraduate university degree;
Successful completion of the prerequisite course, An Overview of TESOL, or an equivalent university course at UBC, SFU or other recognized universities;
A standard of spoken English equivalent to that of an educated native speaker as well as a good command of grammar, usage, spelling and punctuation in written English. Applicants whose first language is not English may be asked by the Program Coordinator to submit an English language proficiency test score;
A successful interview with program staff.

Program of Studies

An Overview of TESOL (150802)

This 30-hour course provides an overview of the teaching methodology and instructional resources used to teach English language. The course examines the methodology for teaching communicative skills, writing skills, reading skills, grammar, pronunciation, oral testing and lesson planning. \$225

Teaching Grammar One (150867)

This 30-hour course focuses on the theory and instructional methodology used for teaching English grammar. Teaching Grammar One focuses on beginner-through intermediate-level grammar. \$285

Teaching Grammar Two (150868)

This 30-hour course focuses on the theory and instructional methodology used for teaching English grammar. Teaching Grammar Two focuses on advanced-through college-preparatory-level grammar. \$285

Visit our website
www.vcc.ca/tesol
or e-mail:
tesol@vcc.bc.ca

Teaching Pronunciation (150812)

This 30-hour course focuses on the theory and instructional methodology used for teaching pronunciation. Topics covered include the IPA, vowel dimensions, consonants, contractions and reductions, stress and intonation. \$285

Teaching Listening and Speaking (150817)

This 36-hour course focuses on the theory, resources and instructional methodology used for teaching oral communication and listening skills. This course will also examine grammatical, situational, functional and thematic approaches to integrated English language teaching. \$335

Teaching Reading (150818)

This 30-hour course focuses on the theory and instructional methodology used to teach reading in an English language class, as well as the instructional resources used to develop a reading program. \$285

Teaching Writing (150813)

This 30-hour course focuses on the theory and the instructional methodology used to teach writing in the English language classroom. The course will examine techniques for integrating all language skills, generating ideas, revising, editing and assessing writing. \$285

Teaching English for Academic Purposes (150819)

This 30-hour course focuses on the specific instructional techniques and resources for teaching advanced English language students planning to study at a post-secondary level. This course examines the instructional approaches for teaching reading, composition, literature and study skills at a college-preparatory-level. \$285

TESOL Internship (150824)

The TESOL Internship is a 45-hour course. It consists of 20 hours of compulsory workshops and 25 hours of practice teaching in an English language classroom. \$420

TESOL Elective Courses

The TESOL elective courses have been developed for teachers working in the field of English language instruction, as well as student teachers registered in the TESOL Programs at Vancouver Community College. Thirty hours of TESOL Elective Courses are required to successfully complete the TESOL Diploma Program.

International TESOL Diploma Program

Senior Program Coordinator: Jennifer Pearson Terrell

Program Coordinator: Anne Sandor

The International TESOL Diploma Program is a teacher-training program designed for international students who plan to teach English language at educational institutions in their home countries. The Program is 370 hours in length and takes ten months to complete. The program of studies include An Overview of TESOL, Teaching Grammar One, Teaching Grammar Two, Teaching Pronunciation, Teaching Listening and Speaking, Teaching Reading, Teaching Writing, Pronunciation and Communication Skills, Teaching English for Academic Purposes, the

TESOL Internship and 30 hours of TESOL Elective Courses. Upon successful completion, graduates are awarded the International TESOL Diploma from Vancouver Community College.

The International TESOL Diploma Program has three application deadlines. The winter program begins in January 2002 and ends in November 2002. The spring program begins in April 2002 and ends in April 2003. The fall program begins in September 2002 and ends in June 2003. There are no classes for international students in July or August 2002.

Fees for International TESOL Diploma Program:

Application Fee (non-refundable) \$100

Program Fees \$5575

TESOL Inservice Diploma Program

Senior Program Coordinator: Jennifer Pearson Terrell

Program Coordinator: Patricia Fahrni

The TESOL Inservice Diploma Program is a program for experienced English language instructors who do not have a recognized TESOL credential. The Program consists of six courses and is offered by distance education. Each student is assigned an experienced teacher trainer as a tutor/marker for each course, and is provided with a comprehensive study package. Upon successful completion of the TESOL Inservice Diploma Program, graduates receive the TESOL Inservice Diploma from Vancouver Community College and qualify for a Professional Certificate: Level Two from the Provincial Association of BC Teachers of English as an Additional Language (TEAL).

The TESOL Inservice Diploma Program has three terms. The Winter Term begins on January 7, 2002 and ends on March 28, 2002. The application deadline is November 30, 2001. The Spring Term begins on April 8, 2002 and ends on June 29, 2002. The application deadline is March 1, 2002. The Fall Term begins on September 9, 2002 and ends on December 7, 2002. The application deadline is July 12, 2002.

Admission Requirements

An undergraduate university degree;

Two teaching references from past employers;

A minimum of 600 hours of documented classroom teaching in a recognized English-language educational institution.

Applicants must have a standard of written and spoken English equivalent to that of an educated native speaker of English. Applicants whose first language is not English may be asked by the Program Coordinator to submit an English language proficiency test score.

Foundations for English Language Instruction (150202)

This course examines the foundations for English language instruction. The course will focus on the adult English-language learner, cultural awareness and cross-cultural communication, and a range of instructional approaches to English-language instructional methodology. \$235

Teaching Grammar (150203)

This course examines the instructional methodology used to teach grammar to English-language learners. \$335

Teaching Listening and Speaking (150204)

This course examines the instructional methodology used to teach listening and speaking skills to English-language learners. \$335

Teaching Pronunciation (150207)

This course examines the instructional methodology used to teach pronunciation to English-language learners. \$335

Teaching Reading and Writing (150205)

This course examines the instructional methodology used to teach reading and writing skills to English-language learners. \$335

Practicum (150206)

This course focuses on the practical application of the theory of English-language instruction in an English-language classroom. \$425

Tutoring ESOL Certificate Program

Senior Program Coordinator: Jennifer Pearson Terrell

Program Coordinator: Jayeson Van Bryce

The Tutoring ESOL Certificate Program is for people who wish to tutor English to adults or school-aged children in a one-to-one or small group teaching situation. This unique program is recognized as the finest of its kind in Canada. It is 120 hours long and consists of 96 hours of core courses and 24 hours of elective courses. Upon successful completion of the program, graduates receive the Tutoring ESOL Certificate from Vancouver Community College.

Admission Requirements

Documented proof of completion of Grade 12 or an undergraduate university degree.

Applicants must have a standard of spoken English equivalent to that of an educated native speaker of English. A good command of grammar, usage, punctuation, and spelling is also required for entry into this program of studies. Applicants whose first language is not English may be asked by the Program Coordinator to submit an English language proficiency test score.

A current criminal record search document.

Program of Studies

An Overview of TESOL (150802)

This 30-hour course provides an overview of the teaching methodology and instructional resources used to teach English language. The course examines the methodology for teaching communicative skills, writing skills, reading skills, grammar, pronunciation, as well as oral testing, and lesson planning. \$225

ESOL Tutoring (150844)

This practical six-hour course examines ESOL tutoring skills. The course focuses on a range of topics including how to get started, how to lesson plan for tutoring sessions and how to prepare and select tutoring materials. \$90

Tutor/Teach Grammar (151708)

This 12-hour course examines the theory and instructional methodology used to tutor/teach grammar to ESOL speakers. \$200

Tutor/Teach Pronunciation (151707)

This 12-hour course examines the theory and instructional methodology used to tutor/teach pronunciation to ESOL speakers. \$200

Tutor/Teach Conversation Skills (151731)

This six-hour course examines the instructional methodology used to teach/tutor conversation skills. The workshop will include strategies for planning conversation lessons, unit plans, as well as topics for developing conversation skills. \$100

Tutoring ESOL Practicum (151709)

This 32-hour course focuses on the practical application of the theory of tutoring ESOL in real life tutoring situations. The principles of lesson planning and the effective use of instructional aids in tutoring sessions will also be addressed. \$300

Tutoring ESOL Elective Courses

To successfully complete the Tutoring ESOL Certificate Program, students must complete 24 hours of elective credits. Examples of the elective courses are Tutoring ESOL Elementary School Students (151713), Tutoring ESL Secondary School Students (151715), An Introduction to Tutoring Business English (150795), Tutoring for the TOEFL (150797), Resources for Teaching and Tutoring ESOL (151794), Using Art in the Teaching of ESL (151743), The Lesson is in the Song (150794), and An Introduction to CALL (150883).

TEFL Certificate Program

Senior Program Coordinator: Jennifer Pearson Terrell

Program Coordinator: Jayeson Van Bryce

The TEFL Certificate Program is a 100-hour program for people who are planning to teach English internationally. A university degree is not required to apply to the TEFL Certificate Program. However, applicants are required to have a good command of English grammar, usage, and spelling as well as documented proof of completion of Grade 12 for entry into this program. Applicants whose first language is not English may be required by the Program Coordinator to submit an English Language Assessment score. The TEFL Certificate from Vancouver Community College will be awarded on successful completion of this program.

An Overview of TESOL (150802)

A practical overview of the teaching methodology and instructional resources used to teach English language. This course examines the methodology used for teaching communicative skills, writing skills, reading skills, grammar, pronunciation, as well as oral testing and lesson planning. \$225

Teaching English Overseas (150789)

This nine-hour workshop provides potential EFL instructors with information about living and teaching in an EFL environment, strategies for securing an EFL teaching position, as well as information on useful teaching resources and teaching strategies for an EFL classroom. \$160

Tutor/Teach Grammar (151708)

This 12-hour course examines the theory and instructional methodology used to tutor/teach grammar to English language students. \$200

Tutor/Teach Pronunciation (151707)

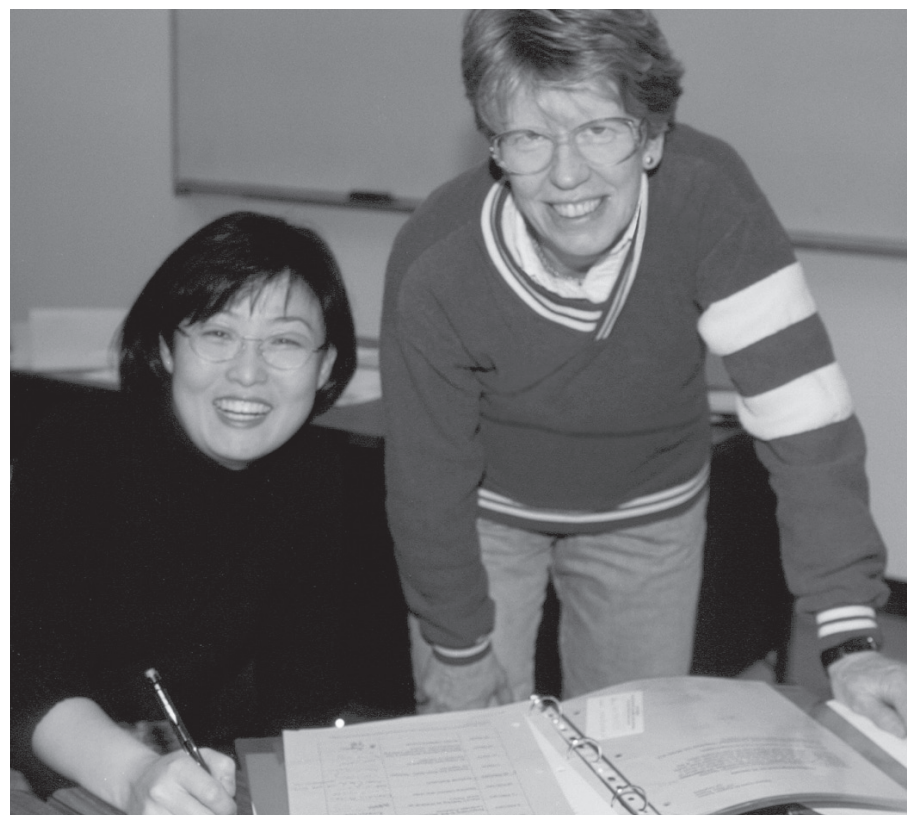
This 12-hour course examines the theory and instructional methodology used to tutor/teach pronunciation to English language students. \$200

Tutor/Teach Conversation Skills (151731)

This is a six-hour course designed to prepare potential EFL instructors for teaching conversational skills. The course will include strategies for planning conversation topics, unit plans, as well as teaching resources. \$100

TEFL In-Class Assignment (151722)

To successfully complete the TEFL Certificate students are required to work or volunteer in an English language classroom for a minimum of 31 hours and complete the TEFL In-Class Assignment. \$135



Intensive TEFL Certificate Program for International Students

Senior Program Coordinator: Jennifer Pearson Terrell

Program Coordinator: Anne Sandor

The Intensive TEFL Certificate Program is designed for international students wishing to teach English in their home countries. The program is scheduled over a four-week period. The program of studies offers a balanced curriculum of both the theory and the practice of English language instruction, and also examines the instructional methodology for teaching grammar, pronunciation, writing, reading and communication skills, as well as opportunities for micro-teaching and classroom observations. The Intensive TEFL Certificate Program is taught by professional teacher trainers who are considered to be among the finest in Canada. The Intensive TEFL Certificate from Vancouver Community College is awarded to all successful graduates.

Admission Requirements

International students are required to have one of the following language proficiencies:

A minimum of 480 on the TOEFL test

A minimum of 650 on the TOEIC test

A minimum of 108/200 on the English Language Assessment test at Vancouver Community College

Fees

Application Fee (non-refundable) \$100

Program Fee \$1350

Future Intensive TEFL Certificate Programs for International Students

January 7 to February 1, 2002

April 29 to May 24, 2002

July 29 to August 23, 2002

Intensive TEFL Certificate Program for Canadians

The Intensive TEFL Certificate is designed for Canadians wishing to teach English internationally. The program is four weeks long and offers a balanced curriculum featuring instructional methodology for teaching grammar, pronunciation, writing, reading and communication skills, as well as opportunities for micro-teaching and classroom observation.

The Intensive TEFL Certificate for Canadians is taught by professional teacher trainers who are among the finest in Canada. All successful graduates will be awarded the Intensive TEFL Certificate for Canadians.

Mo March 4-Th March 28 - KEC

Entry Requirements

Applicants must have a standard of spoken English equivalent to that of an educated native speaker of English, as well as a good command of grammar, usage, punctuation and spelling for entry into the program of studies. Applicants must also submit transcripts for Grade 12 or equivalent of proof of a university degree with their application form.

Application Deadline: February 15

Visit our website
www.vcc.ca/tesol
or e-mail:
tesol@vcc.bc.ca

Arts & Design

Grant Arnold is currently curator at the Vancouver art Gallery, where he works with both contemporary and historical art. He studied art and art history at the University of Saskatchewan, the Banff School of Fine Arts and the University of British Columbia, and has previously worked at the Mendel Art Gallery, Saskatoon, and the Art Gallery of Windsor.

Alison Bell is an honours graduate of Parsons School of Design and has worked in both London and New York perfecting her residential designing skills. She is currently working as a freelance designer in Vancouver.

Kim Bothen has been a professional costumer for over 20 years in both theatre and film productions. Having studied at The Theatre School at Ryerson Polytechnical Institute, show credits include productions by The Vancouver Playhouse; The Arts Club; Live Entertainment Showboat; Ragtime; and the Stratford Festival. Recent film industry credits include Beautiful Joe; The Sixth Day; The Voyage of the Unicorn; and Snow White.

Robert Brand, an educational media producer for almost 20 years, has specialized in web based learning and e-Learning. Training includes educational media, multimedia production and web publishing, materials design and program development. He is a member of the e-Learning Committee of New Media BC.

Domenique Brechault has been instructing jewellery workshops for eight years. She holds diplomas from the Jewellery Art and Design Program at VCC and Emily Carr Institute of Art and Design. She also has a masters degree in art history from University of Poitiers, France.

Jocelyn Choy, AA Fashion Merchandising, BS Business Administration/Fashion Marketing and MBA, has worked in Los Angeles and Vancouver. Currently, she is a part-time business instructor at UCFV and University of Phoenix.

Louise Clark, BA, MPub, has had three category and three single-title romance novels published. She is a graduate of SFU's Publishing Program, with a focus on the marketing of books.

Erin Coughlin is currently a member of CPFD (Canadian Professional Floral Designers) and working as a manager of a floral company. She has been in the industry for ten years and has participated in a variety of shows including Floral Daze, and Rocky Pollitz, Here Comes the Brides design show. She spent some time in Holland working and designing for the Aasmer Auction.

Margaret Cuzzetto is a marketing and management consultant, program developer and an instructor in marketing, retail trade and personal development with 24 years' experience. She has extensive management and supervisory experience in the fashion retailing industry.

Linda Devine, BA, FCGmA, graded from the Canadian Gemmological Association Program in 1990 and has taught gemmology for VCC since 1993. Bygone Antiques is her company and her passion is antique jewellery.

Gilles Dion has a bachelor degree in graphic design from the University of Quebec. He works as a freelance graphic designer, illustrator and instructor. He enjoys sharing his excellent working knowledge of QuarkXPress and Illustrator with his students.

Marsha Drake is a multi-published author who has taught writing at all levels from kindergarten to university for the past 20 years. She has developed ten distance education courses for the convenience of her students.

Bev Fanzega has over 10 years' experience in the apparel industry as a pattern maker, using both manual and CAD methods. Well versed in many areas, her skills include pattern block development, pattern manipulation, grade size standards, and extensive knowledge of garment construction.

Lisa Gellert, AAS, is a freelance illustrator and textile designer. She has worked in the fashion industry and education in New York and Vancouver. She graduated as an associate in applied science, majoring in fashion, at the Parsons School of Design, New York, 1985.

Stan Green, provincial instructors diploma, has worked for over 25 years in the Canadian fashion industry. He has operated his own product development studio, advising domestic and overseas clients on the creation and marketing of clothing in North America for more than ten years.

Stephanie Hawkins, BID, has over 20 years' experience in the interior design field. Her career has touched projects in design education, graphics, theatre and television costume and set design and building "virtual" communities on-line. Stephanie manages her own consulting practice with a specialty in furnishings.

Donna Hawrelko, FGA, FCGmA, has been instructing in the part-time VCC Gemmology Program since 1993 and teaches gemmology in the Jewellery Art and Design Program. Donna is also the chief examiner for the Canadian Gemmological Association and has chaired two international Gemmology conferences which have generated student scholarships. She has assisted Aurora College, NWT with curriculum development and has been appointed to the Diamond Council of Canada.

Blossom Jenab, diploma in fashion design, Hammersmith College of Arts - London, England, is a designer and couturier with extensive experience in teaching both dressmaking and design and works under her own label, producing original designs in her West Vancouver studio.

Dana Johnson has a diverse background in fashion design, publishing production and visual art. Designing under her own label, she ran her own successful fashion design business for ten years. She is a standing member of the VCC Fashion Arts Advisory Committee.

Maureen Johnston, BA, Washington State University, has an extensive background in copywriting, news writing and editing for major corporations in New York City, Calgary and Vancouver. With a proven track record in the business world, she brings years of top-level experience to the educational forum.

Matina Johnstone, BA, McGill University, has had over ten years experience in Canadian fashion retailing (Montreal, Toronto, Vancouver) in areas such as distribution/planning product development, buying, and management.

Patricia Kramer has a bachelor's degree in fine arts (theatre production) from the University of Victoria; her specialty was costume design. A desire to work further with textiles led her to the interior design industry, specifically wholesale textile sales. She has worked in this field for the past eight years and her vocation has become avocation.

Frances Lew is a journalist with CBC Radio. She has worked for CBC since 1993 in different jobs including associate producer, researcher and reporter and has been based at different times in Vancouver, Prince Rupert, Prince George and Kelowna. Frances has worked in both public and private radio. She has a BA in English and a diploma in broadcast journalism.

Nancy Lyn is a graduate of Capilano College's Graphic Design and Illustration Program. A prior employee of VCC's Print Production Department, she now operates her own design studio, Five Smooth Stones Design Centre, and maintains a private consulting practice.

Evelyn May, BHE, is the Fashion Arts coordinator at VCC and has been an instructor for the program since 1986. Working in the fashion industry since 1984, she is experienced at every level of the design process in each discipline.

Jerry McBride is an award-winning artist and designer with a double honours diploma from Emily Carr College of Art and Design. She currently teaches international students at a Vancouver fashion institute and also designs and illustrates for private and commercial clientele.

Wilma McKenzie, BA, BEd, FGA, FCGmA; graduate of Canadian Gemmological Association and fellow of the Gemmological Association of Great Britain. Through the GIA, Wilma has assisted in scholarship fundraising, building a library of equipment and resources, providing educational forums and networking opportunities. With a passion for gemmology, Wilma combines teaching with a business selling gemstones.

Anna Miller, GG, is a full-time jewellery appraiser, course developer and educator. She has an extensive list of international clients, is routinely published in trade journals and is highly regarded by the jewellery and gem industries.

Ruth Morse is a graduate of the Vancouver School of Art and has many years of experience in the advertising industry. Her specialties include computer graphics and electronic prepress.

Sang Nguyen is a graduate of CCT's Business Communications, works as a freelance designer/developer in the IT/graphic design industry. He has a strong background in web design and development for both front-end and back-end infrastructures in e-commerce, information websites and databases; and educational media projects for both on-line and CD-ROM/kiosk development.

Bea O'Driscoll has managed interior decorating programs for several educational institutions for which she has written and published her own manuals. Her education in residential interior design from Edmonton provided the foundation for her business as an interior decorator.

Judi Pearson is a graduate of the Alberta College of Art and VCC's Fashion Arts Program. She is experienced in almost every level of the fashion industry and works as a costume designer for the film industry.

Rick Portice has worked for 22 years in the floral industry in retail, consulting, and custom contracts. He is the owner/manager of a local, successful floral business.

Gayle Ramsden, BHE, has worked as a pattern maker and grader for fashion manufacturers in Winnipeg and Vancouver. She has trained personnel in the use of computerized pattern design, markers, grading and cutting systems. She graduated in home economics at the University of Manitoba, 1981.

Corinne Richardson has 25 years' experience in the Vancouver fashion industry and has designed, merchandised and managed the production of several lines.

Edith Saatkamp, RID, has practiced and taught residential, commercial and retail design for ten years. Her design firm focuses on residential interior design, colour consultations and lighting. She studied in Montreal and is a graduate of the Interior Design Program at Humber College, Toronto.

Tania Sagoo has a bachelors degree in interior design from the University of Manitoba. She is one of the first interior designers in Canada to specialize in lighting design. Tania has practised lighting in England, Italy, and recently in California. In addition to her Vancouver-based lighting design firm, she also teaches and critiques lighting at the post-secondary level and to professional architects, engineers, and interior designers.

Kian Samet received her training in dressmaking and design in the European school of designing from French and Italian couturiers, and for many years has created beautiful fashions from her design studio. She has taught design and dressmaking for Continuing Education at UBC and Kwantlen College, and other adult education agencies. She is currently designing costumes with the film industry.

Concetta Sciarretta trained in fashion in Vancouver and has worked at various levels of design and production in the fashion industry in Hong Kong and Vancouver, and is currently the manager of Cannell Wardrobe Services.

Lenkha Suchanek has won awards in Italy, Spain, the United Kingdom, Czechoslovakia and Canada for her lace and jewellery. Born and educated in Europe, Lenka has expanded her art to produce a unique combination of the traditional patterns with contemporary designs.

Carolyn Sullivan has 25 years' experience in the multimedia field. Graduate of NAIT and CDIS. She has instructed at VCC, VTI, Open Learning Agency and other colleges. Presently offers consulting, training and development of new media to business.

Wanda Sustersich, BAppSc, is a couturier and sewing instructor. In 1982 she made a career change to become a custom designer and dressmaker. She is also a salesperson and advisor for a local fabric company. She graduated in civil engineering, University of British Columbia, 1980.

Raphael Thiessen, a graduate of Mohawk College of Applied Arts and Technology, holds a diploma in graphic and visual design from Kwantlen College and completed the Computer Graphics Technician course at VCC. Raphael has a passion for teaching computer graphics and electronic prepress.

Judith Thomson has a bachelor's degree from the University of British Columbia in art history. She spent several years living in England where her research and study in the history of furniture began. Currently she teaches History of Design and Furniture at several institutions in the Lower Mainland.

Steve Toews is a graduate of Vancouver Community College's Digital Graphic Design Program and specializes in marketing and graphic design management for new media projects. With a diverse background in Macromedia Flash, Director and web programming languages, Steve is well versed in producing dynamic projects for youth markets for both on-line and kiosk distribution.

Jeremy Turner graduated to the level of bachelor of arts in art history and music composition (University of Victoria). Turner has studied with John Celona, Christopher Butterfield, and John Cole. Turner is a proficient digital composer, curator, and writer (Western Front). He has produced over 100 digital recordings and has provided digital audio in the last year for new media events in New York and Vienna, Austria.

Ellen Vaillan court obtained her fashion arts training through Kwantlen College, the Chambre Syndicate - Paris, and VCC. She has successfully conceptualized and launched two clothing companies, undertaken custom work for theatre and private clientele, and design work for Club Monaco - Youth.

Marg Zibin is a graduate of the VCC Fashion Arts Certificate Program, a freelance pattern maker and has taught at VCC since 1987.

Automotive

Eddie Chu is a certified auto mechanic with several years' teaching experience. He completed the Provincial Instructors' Diploma Program at VCC.

Building Management

Catherine Chauvin has 15 years' experience in property management and administration, in both the private and non-profit sectors. She is currently a property manager for Vancouver Management Ltd.

Barry Dallas, PID, manager of Sundown Consulting Services, has over 20 years' experience in the cleaning industry in both the private and public sectors. Barry is former sales manager for a national cleaning company, and past president of BC Contract Cleaning Association. He also serves on the board of the Canadian Building Servicing Association. He has been teaching for over eight years.

John Neuls manages a large residential care facility. He is a member of the Advisory Committee for the Building Service Worker Program at VCC and also serves on the board of the Canadian Building Servicing Association.

Business, Career & Law

Norman Barbour, LLB, LLM, BASc., practices law in his own firm.

Cathy Barzo, BA, Legal Assistant Diploma, is a legal assistant with 16 years' experience in litigation. Formerly with the Attorney General's office, Cathy is now in private practice with Branch McMaster, a boutique firm focusing on class actions and civil litigation.

Robert Baylis, LLB, is a lawyer with the Real Estate Commission.

Karen Bekkering, LLB, is a lawyer practicing as an in-house counsel with ICBC in the area of insurance defence litigation.

Katherine Blair, BA, LLB, is a lawyer whose Vancouver practice focuses primarily on family law, family law mediation, and personal injury law.

Sandra Bradley, CRM, has her own consulting business and has done consulting work since 1983.

Ann Brindle, CPCC, is a certified professional coach who coaches individuals and organizations and facilitates workshops and courses in the areas of personal effectiveness, leadership and team development. She has 25 years in the corporate environment with varied experience in training and development, recruiting, sales and finance.

Linda Case has 20 years' experience as a legal assistant in plaintiff and defence areas of civil litigation.

Alice Close has 15 years' experience in office administration. Alice creates effective office procedures that use current technology to enhance the performance of the office assistant's role. She is also a graduate from VCC with a Certificate in Office Administration/Supervisory level.

Mindi Cofman is a corporate supervisor and legal assistant specializing in corporate matters.

Susan Copland, BCom, LLB, is the manager of policy at the Vancouver office of the Canadian Venture Exchange. She takes an active role in educating industry members and the public about the Exchange, developing and teaching courses, seminars and forums for various industry groups.

Margaret Cuzzetto is a management consultant and personal coach who facilitates proactive workshops in interpersonal, management, customer service and communication skills to develop a better self-management style.

Maurizio Dattilo, LLB, is a crown counsel for the Attorney General of BC.

Janet Dean, BEd. (Adult), marketing diploma, is a communications and marketing consultant to professional practices and the government.

Maureen Fitzgerald, BComm, LLB, LLM, is a consultant who empowers organizations, teams and individuals through the use of mission statements and conflict transformation techniques. She practiced law for over 10 years and has facilitated workshops for 15 years. She is co-author of *Hiring, Managing and Keeping the Best* published by McGraw Hill. She is currently pursuing her PhD in emotional intelligence.

Jennifer Gossen, BA, has several years teaching English in private language colleges in BC.

Ann Halkett is a graduate of the VCC Legal Assistant Certificate Program. Ann is vice president of BC Association of Legal Assistants and works for a major Vancouver law firm.

David Halkett, LLB, has practised law in Vancouver for nine years. For the last five years he has been practising predominately in the family law field with the firm of Tim Louis & Co.

Ruth Hamerton works as a legal assistant at a firm specializing in criminal law practice.

Maureen Hannah holds a BSc in management, an MBA in managerial and organizational leadership, and is a certified professional coach. She designs and conducts training and follow-up coaching for leaders, teams and coaches. Experience includes positions in operations and corporate services.

Janet Hay, RN, MSCed, lecturing in nursing and adult education. She has 25 years' teaching experience and is the author of a medical textbook.

Sandra Heath is an independent consultant who specializes in training and mediation. She worked with organizations in senior leadership positions, prior to starting her own consulting practice. Clients include small, medium and large corporations, public sector organizations and not-for-profit groups.

Karen Howatson is a security and loan administration manager with VanCity.

Scott Huston, CGA, is an accounting professional with experience in the corporate and SOHO environments.

Carol Kaye worked in the corporate world as a manager, trainer mentor and coach. She now runs a company which assists organizations in creating working environments that balance people with profits.

Gabrielle Komorowska has over 20 years' experience as a senior legal assistant in the corporate, commercial, as well as wills and estates practice and is the author of *Guide to Wills and Estates*. She has been teaching the procedures relating to those fields for over 10 years.

Barbara Kyle is a human resources professional with expertise in small business. Barbara brings 15 years of instructional and corporate training experience to the Small Business Program.

Jenny Lewis, president of Lewco Performance-Based Solutions, which specializes in the training and development of management skills, selling in a service environment and customer service skills. Prior to founding Lewis Consulting, Jenny was responsible for management training and development at Royal Trust.

Monica Mangione, BA, BEd and MA, is a consultant, presenter and facilitator and has been designing and delivering educational and personal development workshops for over 10 years. Recognized for her ability to engage audiences, motivate individuals and provide strong learning opportunities for participants.

Don Mainland, BA, LLB, supervises corporate services for a major law firm.

Joan McArthur-Bair, MEd, is a well-respected and dynamic educator. She is known for her work in leadership, organizational development, diversity and instructional development. Joan is vice president of Applied Education at Vancouver Community College and is currently undertaking her doctoral studies. Recently she has been involved in the development and delivery of the Pacific Leadership Development Institute, presented at Association of Canadian Community Colleges Women in Leadership Conference, presented at British Columbia Centre for International Education Conference.

Susan Mogan is a senior product manager for Telus Communications, responsible for the development and implementation of public access Internet terminals throughout BC and Alberta. She was previously manager of International Marketing for Stentor Resource Centre Inc. Susan is a Project Management Institute graduate and holds an MA in education from UBC.

Shari Nystrom is a graduate of Vancouver Community College's Legal Assistant Program. She is employed by Russell and Company, a litigation law firm in downtown Vancouver. In her 15 years in the legal field, Shari has had extensive experience in construction and products liability litigation.

Cathy Osborne, BComm, is president of Business By Design Solutions. She helps companies achieve growth through the development and implementation of customer-focused business designs. Cathy has facilitated numerous workshops on strategic marketing and regularly assists businesses with clarifying their objectives and helping them focus on their customers' needs. She is one of the few customer relationship management (CRM) experts in the NorthWest. She has 14 years' experience in telecommunications management.

Linda Parsons, LLB, is a partner of Davis and Co. and practices corporate and commercial law. She heads the firm's Corporate Services Department.

Faridah Punjani is a HR generalist and has previous experience in consulting, hi-tech and finance sectors. She is currently the manager of Human Resources at Maax Spas (BC) Inc., a manufacturing company. She has a bachelor of management and finance from Simmons College in Boston and a masters in business administration from Simon Fraser University.

Terry Ramsey, BScN, CPCC, is a knowledgeable and practical coaching strategist with direct experience in facilitating coaching and training in many areas. Melanie Rodiuk, BA, an experienced legal assistant currently studying education at UBC.

Dee Rogers, a graduate of Capilano College Legal Assistant Program, has worked almost exclusively in litigation since 1990. She is with Webster and Associates, a firm representing plaintiffs who have sustained traumatic brain injuries. Dee is involved in all aspects of file investigation, management, trial preparation and settlement.

Barbara Sharp, currently the Mayor of the City of North Vancouver, has over 20 years' experience in labour relations with the past eight years working directly as a professional mediator.

Lily Sim is a legal assistant with over 15 years' experience. She is currently supervisor of the Corporate Services Department at Davis and Co.

Jacquie Stene Murphy is an employment consultant and certified trainer with extensive experience on program development, management and facilitation.

Janice Stewart, PhD, has taught communication and writing skills as well as English literature and composition at Fanshawe College, McGill University and UBC.

Dini Steyn works at the Open Learning Agency. She has worked with the VCC Distance Education Court Interpreter Project and has initiated and supervised programs for community, health and legal interpreter programs in Alberta.

Tom Swankey, BA, BArch, MRAIC, manages his own consulting firm and provides writing and oral communication services to a broad range of business, academic, and government clients across Western Canada.

George Vonas has extensive experience in business management and training with 23 years' experience as a business analyst and consultant. George's specialty is evaluating the financial management activities of small- to medium-sized businesses and establishing remedial action to correct problems.

John Vigna, BA, is an award-winning editor and researcher for on-line documentation, websites, magazines, newsletters, brochures and literary journals. He is experienced with project management and implementation.

Katherine Wellman, QC, LLB, BA, practiced law for 30 years in Saskatchewan, Alberta and British Columbia. She has taught at the University of Regina and at VCC. She is the program advisor for the Legal Assistant Certificate Program.

Anna Wong has many years' experience teaching both office procedures and medical-related courses.

Computers

Pat Austin, program manager for Oakridge, has been a full-time instructor for 14 years. Pat is known as an energetic and enthusiastic instructor. She teaches Access, Excel, LAN, Novell NetWare and Windows NT.

Rhyon Caldwell is a faculty member of the Technology Division of VCC. He teaches computer applications in business and has several years' experience in Internet-based securities trading.

Christine Code is an Oakridge microcomputer instructor with seven years' teaching experience. Known for her patience and gentle humour, Christine brings a personal touch to her class. She teaches Introduction to Microcomputers, WordPerfect, Windows, Word for Windows, Internet, and Publishing Web Pages.

Frank Kathwaroon has eight years' experience in teaching microcomputer courses, 22 years' experience in business training and a terrific sense of humour. He teaches Introduction to Microcomputers, DOS, Windows, PowerPoint, PageMaker, CorelDRAW!, Excel and Lotus, at Oakridge.

Mishela Mathern, who loves to teach, is a full-time computer instructor and program manager for Oakridge with 13 years' experience in teaching and curriculum development. She teaches Windows, WordPerfect, Word for Windows, Excel, Outlook, CorelDRAW!, PageMaker, PowerPoint, MS-Office and Visual Basic.

Health

Tasnim Adatya, ND, holds advanced certification as a menopause educator. Dr. Adatya has published numerous articles and is a contributing author of the book, *A Woman's Health Resource - A Guide to Health and Hormone Balance*.

Marie Brazier, RN, MSN, CINA(c), is an IV therapy educator with extensive hospital and community experience, a recipient of RNABC Excellence in Nursing Practice Award, an active member of the Canadian Intravenous Nurses Association, and former editor of the CINA Journal.

Karen Clark is a nationally certified, Canadian Red Cross first-aid instructor and instructor trainer.

Jocelyn Cooper, RN, is a highly respected, senior consultant and educator in advanced cardiac rhythms management.

Margaret Dennett, CDA, BEd, MA, is an instructor at VCC Dental Assisting/Reception Program. She has worked in dentistry for over 20 years and has written a number of articles for the American Association for Adult CE.

Anne Earthy, RN, MA, is the clinical nurse specialist in gerontology for Residential Services in the Simon Fraser Health Region.

Lee Ann Ehresman, RN, BSN, CDE, is a clinical resource nurse - diabetes at Vancouver General Hospital.

Alanna Fero, MA, owner/operator of enCOMPASS Communications, is a certified professional life skills coach and personal success strategist with over 12 years of experience teaching and facilitating groups for adults.

Charles Finch is a graduate of the British Columbia Institute of Technology in the Occupational Health and Safety Program. He also has a safety consulting business and has worked for organizations such as the Canadian Red Cross. He is a registered WHMIS instructor with the Worker's Compensation Board and the chairperson of the OH&S Committee at Vancouver Community College.

Jo-Ann Ford, RN, MSN, is the Clinical Nurse Specialist for transplantation and gastroenterology at Vancouver Hospital and Health Sciences Centre. She has extensive experience in teaching and support of patients/families and staff about the care and management of enteral feeds.

Catherine Jones, RN, MEd, has been associated with nursing education and clinical practice for over 20 years. She has been in independent practice as a nurse consultant for the past 15 years, participating in provincial health-related research educational sessions for diverse groups.

Karen Kline, RN, MScN, is a clinical nurse specialist in gerontology and consultant/educator in long term care. Her research and publications focus on enabling the abilities of cognitively impaired elders and on behavioural assessment and interventions with older persons.

Carolyn Knill, RN, MSN, is the clinical nurse specialist at Canuck Place Children's Hospice. Carolyn has extensive experience in the clinical, educational, and program planning aspect of palliative care.

Tony Leyland, BEd, MSc, teaches in the School of Kinesiology at Simon Fraser University. He worked as an ergonomist for British Columbia Research Corporation and continues to work as an ergonomics consultant.

Valerie MacDonald, RN, MSN, is a clinical nurse specialist-orthopedics at Vancouver General Hospital.

Laurel Magri, RN, BSN, has 11 years' experience in post anesthesia nursing and critical care at Vancouver General Hospital. She is a preceptor for nurses, nursing students and paramedics in critical care and peri-anesthesia care.

Maribeth Mainer, RN, BSN, has extensive experience as a clinical educator, providing workshops for nurses working in various clinical settings including acute and long term care. She works at Burnaby Hospital's cardiac step-down unit.

Rhonda Malyuk, BSc, PharmD, is a clinical geriatric pharmacist in the Affective and Psychotic Disorders Treatment Program, Geriatric Division, Riverview Hospital and clinical pharmacy consultant in long term care.

Pru Moore, BA, MEd, excels in experiential learning and practical application of adult education principles. Her innovative, positive teaching style makes her an excellent role model for adult educators.

Caroline Murphy, BSN, RMT, is a registered massage therapist. Caroline has a private massage therapy practice and is also a sessional instructor at the West Coast College of Massage Therapy.

Lesley Nicholson, RN, BSN, is clinical educator at the Short Term Assessment and Treatment Centre at Vancouver General Hospital.

Jim Olson, RN, MEd, is a clinical instructor in the Continuing Care Program at VCC.

Christine Pearson, RN, is a wound clinician and has 21 years of experience as a community nurse. She is a wound care educator and consults on difficult wounds with nurses in a variety of settings.

Trudy Rey, DDS, is a graduate of biochemistry from U. of Victoria and a graduate of UBC Faculty of Dentistry. Currently, she is instructing the first year restorative courses in the Faculty of Dentistry at UBC, and has completed the Prosthodontic Instructor's Module.

Irene Rohrer, RN, MSN, is nurse manager of the Emergency, Medical, Palliative Care and Discharge Planning units at MSA Hospital. Irene has an inspiring ability to help participants develop their management and problem-solving skills and resolve issues in their own practice settings.

Michele Rosko, CDA, BA (adult ed.), has 25 years' experience in dentistry and education. She is currently a faculty member and the Department Head of the VCC Dental Assisting and Reception Programs. She has also attended the Radiology Institute for Educators in North Carolina, USA.

Janet Schlenker, RDN, is a dietician at Sunny Hill Health Centre for Children. Over the past ten years she has been involved in the setup teaching of tube feedings in hospitals, and in supporting individuals and families in the community.

Susan Schmitz, CDA, RDH, ID, is an instructor in the Dental Assisting/Reception Coordinator Program at Vancouver Community College. Susan has 19 years' experience in both general and periodontal practice. The last ten years have been focused in education.

Diane Snyder, RN, MSN(C), CNCC(C), presently works as a staff nurse in the Cardiac Surgery ICU at Royal Columbian Hospital, has her own teaching and consulting business and has her CNA certification in critical care. Diane believes that learning should be fun for both the participants and the instructor.

Beverly Spring, BA, MD, is the Medical Director of the Vancouver Home Hospice Program and a physician in the Palliative Care Program at Vancouver General Hospital. She has extensive experience in providing and teaching palliative care.

Human & Social Services

Lisa Barker, MA counselling psychology, has worked with children, adolescents and adults primarily in the area of addiction and trauma, both privately and with non-profit agencies. She is currently working with adults in an outpatient alcohol and drug clinic, in addition to consulting on accreditation and assisting in research on trauma.

Julie Chadwick-Wong, MA psychology, is a counsellor specializing in substance abuse issues. She works with alcohol and drug outpatient services in Delta, where her work also includes prevention and supervision of community programs.

Avraham Cohen, MA, RCC, CCC, has worked in the field of human growth for 32 years and is currently in private practice in Vancouver. He specializes in relationship and post-relationship work, and long-term depth work with individuals. He has developed and facilitates counselling skills programs, and personal growth seminars.

Shirley Coomber is an experienced vocational counsellor, counsellor educator and consultant. Her experience includes teaching, counselling, curriculum design at the post-secondary level, as well as vocational assessment. She has a masters degree in counselling psychology, specializing in vocational rehabilitation.

Alanna Fero, MA, owner/operator of enCOMPASS Communications, is a certified professional life skills coach and personal success strategist with over 12 years of experience teaching and facilitating groups for adults.

Lorraine Klassen, MEd counselling psychology, is a counsellor and trainer working with individuals, families and organizations specializing in cross-cultural issues.

Larry Koopman, BEd, is a job placement expert and rehabilitation consultant who has many years' experience working with special needs groups.

Nathan Krakow, MA counselling psychology, has extensive experience in counselling individuals, couples and families, and works in the EAP field. He has an interest in the treatment of trauma and in the interaction between physical, individual and relationship functioning.

Ross Laird, PhD creative process, MA counselling psychology, RCC, is a professional counsellor, psychotherapist, author and educator. His practice uses body-centred and creative modalities to explore a range of therapeutic themes, including trauma, relationships, spirituality, and substance abuse.

Eleanor May, MSW, originally trained as a psychiatric nurse. Eleanor has worked for 30 years as a counsellor and educator in the fields of mental health, corrections and addictions. Eleanor helped develop BC's "School Based Prevention Services," was its former Vancouver director and currently works as an addiction prevention specialist.

Sara Menzel, MEd counselling psychology, has experience in counselling and education. She has worked with youth, adults and couples for government, non-profit agencies and employee assistance programs. Currently, she is the program coordinator for the Counselling Skills and Substance Abuse Certificate Programs and has a private practice.

Pru Moore, BA, MEd, excels in experiential learning and practical application of adult education principles. Her innovative, positive teaching style makes her an excellent role model for adult educators.

Kathy Pierce, MSW, is a counsellor and educator specializing in family therapy, group work, and sexual abuse counselling.

Vikki Reynolds, MA counselling psychology, is a narrative therapist who specializes in the areas of substance misuse and cross-cultural counselling. Selina Robinson, MA, RCC, has been a counsellor, consultant and educator for over 12 years. Selina is currently the counselling coordinator at Jewish Family Service Agency and provides consulting and educational services to a variety of family service agencies.

Joe Rosen, MSW, teaches social work practice at Langara College. He has an extensive clinical background in family violence and is director of the Board of Registry for Social Workers.

Susan Rungta, MA, RCC, is an educator, trainer and counsellor in private practice. Over the last 20 years she has facilitated a wide variety of groups including psychoeducational, training and psychotherapy groups. She is on the faculty of the Gestalt Experiential Training Institute and has an evolving interest in dream work and the application of meditation to therapy.

Sally Shamai, MEd counselling psychology, Diploma Gerontology, is a counsellor, trainer and educator in private practice. She works from a feminist and narrative perspective, and has extensive experience in the preparation of senior peer counsellors.

Bill Waboose, an Ojibway, is a graduate of VCC's Counselling Certificate Program. He is a counsellor, educator and consultant who works with Aboriginal and non-Aboriginal agencies around issues of substance abuse and trauma.

Sandra Yasin, MA counselling psychology, is a registered psychologist in private practice. Her interests include working with relationships, addiction and recovery, ethical and human rights issues.

Telecommunications

Bill Clark is the former president and managing director of Tricor Telemanagement Inc. After leaving Tricor, Bill was a trainer with Nortel Networks and Global Knowledge Networks. Bill is now a business consultant with Telus.

Don Clark is the managing director, Operations, Telus Management Services. Don's varied experience spans many years in the telecom environment.

Martin Giles, P.Eng., has spent 30 years in the telecommunications industry. His experience spans the telco environment, consulting services and management of telecommunications facilities. Martin is currently IT Infrastructure manager for Teck Cominco Ltd.

Cathy Osborne, BComm, is president of Business By Design Solutions. She helps companies achieve growth through the development and implementation of customer-focused business designs. Cathy has facilitated numerous workshops on strategic marketing and regularly assists businesses with clarifying their objectives and helping them focus on their customers' needs. She is one of the few customer relationship management (CRM) experts in the NorthWest. She has 14 years' experience in telecommunications management.

Richard Parkinson is the vice president of Infotel Systems Corp., a consulting firm specializing in voice and data communications, system design and management. Richard brings 34 years of practical experience to the classroom.

Kurt Turchan has 15 years of telecommunications industry experience, and has worked primarily for Nortel networks in their R&D labs in Ottawa in the areas of switching, access, and optical transport. He has considerable experience in the field of network management, high-speed networks, CLEC operations, and software design.

Teaching English to Speakers of Other Languages

Chris Clark, BA, TESOL Diploma (VCC), is the former Department Head of the ESL Vocational Department at VCC. She is interested in promoting communicative language teaching, and has been involved in teacher-training projects in the Lower Mainland and the Czech Republic. Chris teaches the TESOL Diploma Core Course, Teaching Listening and Speaking, and the TESOL Prerequisite Course, An Overview of TESOL.

Corry Flader, BA, BEd, MA, has taught and developed ESL courses for business people, landed immigrants and refugees since 1989. She currently runs a successful ESL tutoring service in Vancouver. Corry has developed and teaches the following courses: ESOL Tutoring, Tutoring for the TOEFL, Tutoring ESOL Practicum, Tutoring for the LPI and Essay Writing, and Tutoring Business English in the Tutoring ESOL Certificate Program.

Jane Forward, BA (English Language), Provincial Instructors Diploma (VCC) has taught ESL since 1980 and is currently Department Head of ESL Outreach Department at VCC. Her special areas of interest include community-based ESL classes, and reading and grammar instruction for adult ESL learners. Jane teaches the TESOL Diploma Core Courses, Teaching Reading and Teaching Grammar Two: Theory and Practice.

Arlene Howard, BEd, is an experienced ESL instructor and is currently teaching in the ESL Outreach Department at VCC. Arlene is interested in community-based ESL classes, the use of multi-media for ESL instruction, and innovative teaching resources for the ESL classroom. Arlene has presented workshops at the TEAL and TESOL Conferences. Arlene teaches the TESOL Prerequisite Course, An Overview of TESOL and the Intensive TEFL Certificate Program.

Maira Macleod, BA, MEd, taught ESL at VCC from 1977 to 1992. Maira has been Department Head in the ELS Department, Associate Dean of the ESL Division, and is currently Vice-President of Academic and Developmental Programs at VCC. Maira also serves on several provincial and national ESL-related committees, and teaches the TESOL Diploma Core Course, Teaching Writing.

Wilma Nederend, BA, BEd, MA (TESL). Wilma has taught ESL since 1988 at VCC, Tokushima Bunri University, and the UBC English Language Institute. Her special interests include task and project-based classroom and communicative activities for ESL students. Wilma teaches the TESOL Diploma Core Course, Teaching Listening and Speaking and in the TESOL Inservice Diploma Program.

CE Certificate and Associate Certificate (and Diploma) Programs

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CGA Diploma (Canadian Gemmology Association) (pg 5)

Community Interpreting (pg 28)

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4 ways to Register

1 By Mail

Fill in the registration form on this page and mail it with your cheque or credit card information.

Sorry, no post-dated cheques.
Mail to:
Vancouver Community College
Continuing Education
250 W. Pender St., BC V6B 1S9

2 By Phone

Charge to your MasterCard or VISA card.
City Centre Campus, 604-443-8484.

3 In Person

Register at CE, 250 W. Pender St.
Pay by cash, cheque or credit card.

4 By Fax

Use the registration form on this page and Fax to 604-443-8393.
Payment is by credit card only.

Registration hours
City Centre Campus
Monday - Thursday, 09:00-20:00
Friday, 09:00-17:00 and
Saturday, 09:00-14:00

 報名及查詢，請致電
中文熱線
604-443-8677

Information is available to speakers of Cantonese and Mandarin.
Please call 604-443-8677.

Fax & Mail-in Registration

Fax 604-443-8393 for VISA or MASTERCARD use only

Mail Registration to: VCC-Continuing Education, 250 W. Pender St., Vancouver, BC V6B 1S9 Phone: 604-443-8484

Please TYPE or PRINT in BLACK ink. Note: One registrant per form. Please duplicate this form as needed.

☐ Mr. ☐ Mrs. ☐ Miss ☐ Ms.

Surname

Given Names

Address

City/Municipality

Province

Postal Code

Home Phone

Business Phone

Local

	Course Number (6 digits)	Course Name	Location	Start Date	Time
1					
2					
3					
4					

	Tuition Fee	Method of Payment	Credit Card Information <input type="checkbox"/> VISA <input type="checkbox"/> MasterCard
1		<input type="checkbox"/> Money Order	Name on Card
2		<input type="checkbox"/> Cheque	Credit Card Account Number
3		<input type="checkbox"/> Fee Credit	Expiry Date
4		\$ _____ Total	Signature _____ Date _____

The information on this form is collected under the authority of the Freedom of Information/Protection of Privacy Act and is needed to process your application for admission.
If you have any questions about the collection or use of the information, contact the Director of Continuing Education, telephone 443-8484.

Payment of Fees

Course fees are due at the time of registration. Payment can be by cash, cheque or money-order made payable to Vancouver Community College. MasterCard or VISA is also accepted. Post-dated cheques are not accepted. A \$15 fee is charged for non-sufficient funds.

Citizenship Requirements for Admission

Canadian citizens, including permanent residents in Canada (landed immigrants), are eligible for enrollment at Vancouver Community College.

By exception, those whose status in Canada falls within one or more of the following categories may be considered for enrollment as though they were Canadian citizens or permanent residents in Canada, including:

- A. A foreign domestic worker with valid employment authorization permit.
- B. An individual who is in Canada to carry out official duties as a diplomatic or consular officer, or as a representative or official of a country other than Canada, or of the United Nations or any of its agencies, or of any intergovernmental organizations in which Canada participates; or as a dependent or a member of the staff of any such diplomat, consular officer, representative or official and is able to substantiate with an identity card issued by External Affairs which gives his/her position, date of issuance and date of validity.
- C. An individual who is in Canada, who has applied for Permanent Resident/Landed Immigrant status and who can provide evidence of the "letter of approval in principle" to the institution for admissions purposes.
- D. Any person who has been determined under the Immigration Act to be a Convention Refugee and can present a letter from Employment and Immigration Canada confirming this.
- E. A person under an international exchange, scholarship or fellowship agreement where there has been joint approval by the receiving institution and by the Ministry of Advanced Education, Training and Technology.
- F. An individual with a valid full-time employment authorization permit and his/her dependants, excluding a person on a working holiday authorization, or a refugee claimant who has yet to be determined a Convention Refugee.
- G. A legal dependent of a Canadian citizen or permanent resident of Canada providing that the dependent status is fully documented and has been established a minimum of one year prior to the student's application for exemption.

Withdrawals, Refunds & Course Cancellations

Unless otherwise stated in course advertising, requests for refunds must be received in writing by Vancouver Community College, Continuing Education before the second session of the class. Written requests for refunds must state reasons and be accompanied by your original receipt.

A different refund policy may apply for some courses and events: e.g. courses of five sessions or less require refund requests 24 hours before the start date; Nursing and Health courses and some Business seminars require refund requests either five or ten business days before the course start date.

REFUNDS ARE SUBJECT TO AN ADMINISTRATIVE CHARGE OF 20 PERCENT OF COURSE FEES OR A MINIMUM OF \$10 AND TO A MAXIMUM OF \$30.

As an alternative, we would be pleased to issue a "deferred fee credit" for 100 percent of the course registration fee. Fee deferred credits are valid for up to one year only. Deferred fee credits are not refundable. Please allow three weeks for processing any refunds. Fee payments made by credit card are refunded by means of a credit to your account. All other refunds are made by cheque. The College reserves the right to cancel courses due to unavailability of instructors, facilities or insufficient enrollment. Should a course be cancelled, a FULL refund will be made.

April-August 2002

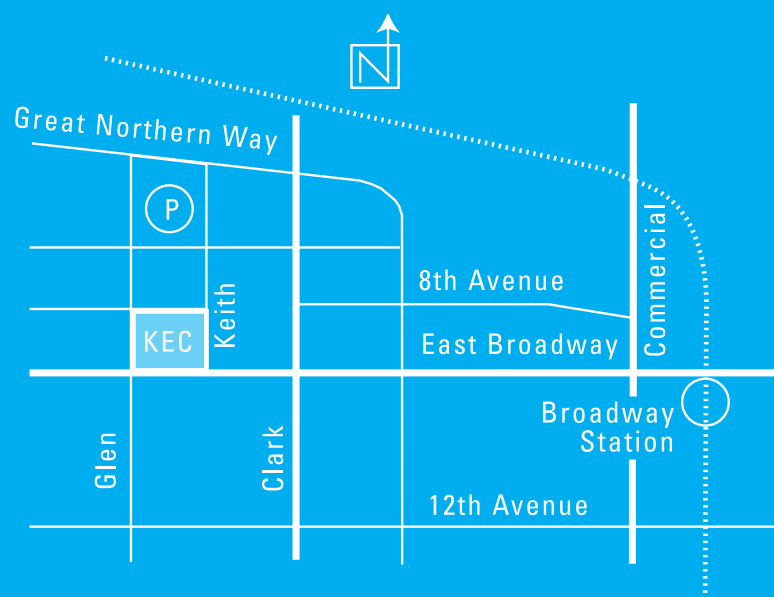
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King Edward Campus

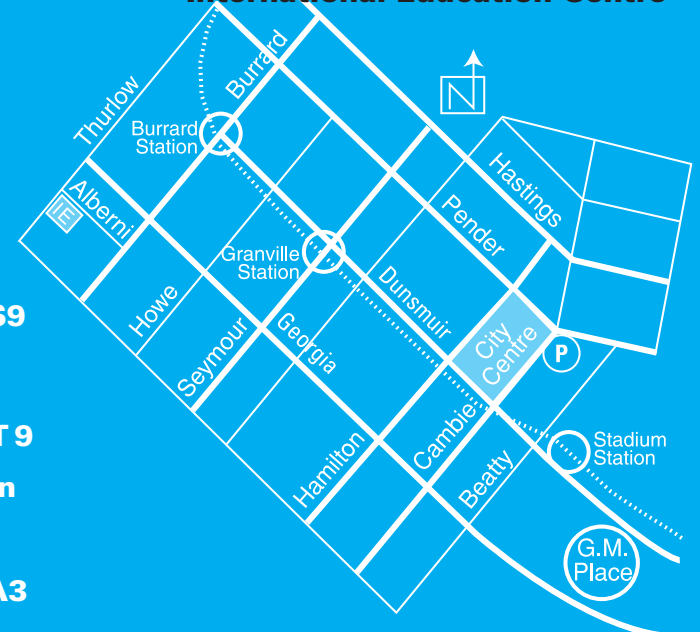


City Centre Campus
250 West Pender
Vancouver, BC V6B 1S9

King Edward Campus
1155 East Broadway
Vancouver, BC V5N 5T9

**International Education
Centre**
1080 Alberni Street
Vancouver, BC V6E 1A3

**City Centre Campus and
International Education Centre**



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