

# Vancouver Community College **CONTINUING EDUCATION**



**604.443.8484 ♦ [www.vcc.ca](http://www.vcc.ca)**

*September-December 2002*

## **Exciting New Programs!**

Baking and Pastry Arts

Customer Service

Esthetics Part Time Certificate

Fashion Arts Advanced Certificate

Leadership Coaching Certificate

Medical Surgical Nurse Upgrading Certificate

Newly Revised Gerontology Certificate



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Calendar Design/Layout ♦ Keith Parker  
Photography ♦ Lauch McKenzie  
Thanks to the VCC students and staff who helped with this calendar.

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## Creative Writing

Registration: 604.443.8484

Information and Application: 604.443.8335

Program Coordinator: Cecelia Deare, 604.443.8386, cpineda@vcc.ca

Take your writing to a new level and make this year for getting published! All courses are designed to assist you to develop specific skills to enhance your writing career.

## Classroom-based Courses

### Writing a Romance Novel (CWRI 1112)

Did you know that over 50 percent of newly published fiction works are romance novels? Beginning enthusiasts will gain experience and critique in the most important aspects of writing and submitting a saleable manuscript. Interactive sessions focus on character development, plotting, dialogue and believable conflict. Bring works in progress. Business topics include targeting appropriate publishers and some marketing. Writing exercises and discussion of work included. (Clark) \$150

4 eve - We. Sep 25, 18:30-21:30 - CC CRN 3182

### Writing and Publishing a Romance Novel (CWRI 1101)

How to sell a romance novel and work with a publisher. Almost finished that first draft? Now learn to polish and sell it! Designed to give you the know-how to make inroads into a highly competitive market. Overview of plotting, character development and structure included to help you to polish, but focus is on the business of writing: how to market a finished manuscript; working with a publisher; contracts and royalties; publishers' responsibilities and your responsibility for self-promotion. (Clark) \$150

4 eve - We. Oct 30, 18:30-21:30 - CC CRN 3183

### Writing For Radio: An Introduction (CWRI 1104)

What would it be like to work as a writer for radio? Learn to write for information-driven shows. What attracts attention? How do you extract the core facts and balance that with "the good story"? Through practical exercises and discussion gain proficiency in media writing; learn basic journalism skills such as news writing, interview techniques. Attention paid to writing for on-air as well as other jobs existing behind the scenes in the industry. (Lew) \$190

6 day - Sa. Sep 28, 09:30-12:30 - CC CRN 3422

### Regaining Your Creativity: Infinity in the Palm Of Your Hand (CWRI 1118)

So you think you're not creative? What if you're wrong? ... Explore the creative potential in your daily life and craft your experiences into words on a page. Learn the internal structure of creativity, identify the specific stages and track your own progress as a writer. Develop the skill of making non-linear connections between ideas - of finding the deep structure hidden in the threads of a work, of nurturing the imagination and allowing it to guide the process. Examine your own work and the work of others, practice listening for the voice of self; study that voice in the work of others and look within yourself to discover and build upon your own creative impulses. (Laird) \$275

8 eve - Th. Oct 17, 18:30-21:30 - CC CRN 3075

See page 6 for:  
Copywriting and Editing,  
Freelance Business, Marketing  
Your Home-Based Business &  
Newsletter Production

## Screenwriting (CWRI 1116)

Learn or review the nuts and bolts of writing movies. Key points covered include the four types of conflict, the six markers of a character arc, the four functions of dialogue and the four necessities of every scene. You will also be guided through the development of your own script from pitch to first draft. If you wish, come with an idea for a screenplay or with an existing screenplay you wish to refine. (Hodgson) \$300

12 eve - Th. Sep 26, 18:30-21:00 - CC CRN 3069

## Press Releases that Get Results (CWRI 1117)

Many small- to mid-sized companies, service agencies and entrepreneurs rely on people in their local community for business. Press releases are a sensible and cost-effective method of getting results. Composing articles that an editor will take seriously and the reader will enjoy is a skill that is easily acquired. You may want to write articles promoting your products/services or to support advertising you are doing. Learn from an instructor who has written and published hundreds of press releases and other articles. (Pavlik) \$75

1 day - Sa. Oct 19, 10:00-16:00 - CC CRN 3195

See page 6 for Copywriting and Editing and Newsletter Production

## After the manuscript has been written:

### Write Your Query Letters (CWRI 1114)

Writing the book or article isn't enough. Most publishers require that you submit a query letter, either instead of your manuscript or along with a portion of the ms. and/or a synopsis. The query letter can make or break your submission. Learn tips and techniques from published authors to jump this hurdle. Includes both fiction and non-fiction. \$60

1 mng - Sa. Oct 5, 9:30-12:00 - CC CRN 3258

### Write Your Synopsis - Fiction (CWRI 1113)

Many authors find writing the synopsis harder than writing the book or article in the first place. But it's a crucial part of getting published. Along with the query letter it's the first thing that gets read and the decision to publish or not is frequently made on the synopsis alone. Learn tips and techniques from published authors and write a winning synopsis! \$60

1 aft - Sa. Oct 5, 13:00-15:30 - CC CRN 3259

## Distance Education Courses

### Can't attend writing classes? Study by correspondence or on-line

Serious about learning to write? Want to develop skills to write professionally? Work individually with your instructor by e-mail or correspondence. 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, Marsha Drake, is a professional, published writer with over 20 years experience writing, editing and teaching in the field.

**For a free detailed Information Package prior to enrolling, phone 604.443.8335. Leave your name, address and phone number.** This package contains the course details and overview, instructor bio, and other important information, including how to register. We want to help you decide if this is right for you before you register. Each course has a separate information package.

**Want to speak with the instructor?** Call 604.443.8335 and leave your name and phone number and best times to call and the instructor will call you back.

### Write for Fun and Profit - Part 1 (CWRI 1108)

Like to write but don't know how to make money at it? This course can help you 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. You work, you benefit. Several past students have become published authors before finishing the course. Begin at your convenience. 12 lessons (Drake) \$350

### Write for Fun and Profit - Part 2 (CWRI 1110)

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! Pre-requisite: Part 1 or instructor approval. Begin at your convenience. 12 lessons (Drake) \$350

### Write Fiction from Plot to Print (CWRI 1105)

Create a world where your imagination is your only limit! Learn to create believable characters, courageous plots and scintillating syntax. Send it out and move on to your next creation. Successful writers work at their writing. You can succeed too - if you work at it. Begin at your convenience. 8 lessons (Drake) \$350

### Write for You: Magazine Article Writing (CWRI 1106)

Break into print an easier way. Write what you know and find a market that suits you. Whatever your background, there's a market out there waiting for you. Begin at your convenience. 6 lessons. (Drake) \$350

### Write Yes! (CWRI 1102)

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. Begin at your convenience. 10 lessons (Drake) \$350

### Write On (CWRI 1103)

What do you want to write today? Name your project! Your course work will be individualized to meet your writing needs. Does not include thesis writing or anything the instructor would consider offensive. Your mentor/coach is a professional, published writer. Get personalized critique; overcome writer's block. If you want to write it, we can do it. Begin at your convenience. 10 lessons. (Drake) \$350

VCC's  
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International Students

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

## 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.**

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 (FASH 1178)

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 eve - Mo. Sep 23, 18:30-21:30 - DS **CRN 3028**

### Computer Aided Drafting (FASH 1167)

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. Sep 25, 18:30-21:30 - CC **CRN 3036**

### Personal Pattern Making (FASH 1153)

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. Sep 21, 12:30-16:30 - CC **CRN 3039**

### 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.*

## 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 (FASH 1176)

Textiles (FASH 2201)

Retail Sourcing and Buying (FASH 1402)

History of Fashion (FASH 1301)

Fashion Retailing and Management (FASH 1401)

Fashion Merchandise Analysis and Evaluation (FASH 1405)

Fashion Marketing and Promotion (FASH 1406)

Strategies for Effective Fashion Consultation (FASH 1403)

Visual Presentation (FASH 1404)

### Merchandising Fashion (FASH 1176)

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 - Sep 25, 18:30-21:30 - CC **CRN 3031**

### Fashion Retailing and Management (FASH 1401)

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. Sep 17, 18:30-21:30 - CC **CRN 3001**

### Retail Sourcing and Buying (FASH 1402)

Learn to effectively manage the planning and buying of appropriate merchandise for a retail department or boutique. This course emphasizes the coordination of the buyer's varied responsibilities, buying terminology, mathematical equations for retail buying, plan projections and stock planning, and domestic and foreign resources. (Choy) \$290

12 eve - Th. Sep 19, 18:30-21:30 - CC **CRN 3064**

### Visual Presentation (FASH 1404)

Through lectures, discussions, demonstrations and projects, students will gain a solid knowledge of the theories and practical applications of display and visual merchandising for today's challenging retail market. In this intensive introductory course, students will learn merchandise planning and selection techniques and will develop the skills necessary to apply them in the workplace. The importance of signage and graphics as communication tools will be covered, including the correct selection of typeface, design and placement for optimum impact. (Israel) \$290

12 eve - Th. Sep 19, 18:30-21:30 - CC **CRN 3063**

### Strategies for Effective Fashion Consultation (FASH 1403)

Gain the expertise of a fashion consultant by learning the principles of seasonal colours and colour schemes. Learn how to identify figure silhouettes and dress the client with optical illusion effects for optimum first impressions. Creating wardrobe plans and budgets tailored to the client's lifestyle needs will be an important focus. Professional sales techniques and the importance of customer service are an integral part of this course. (Rootman) \$90

12 eve - We. Sep 18, 18:30-21:30 - CC **CRN 3065**

### Available January 2003

Merchandising Fashion (FASH 1176)

Textiles (FASH 2202)

History (FASH 1301)

Fashion Marketing and Promotion (FASH 1406)

## Fashion Arts Certificate Program - Part Time

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, 2003. 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.

An exciting and comprehensive one-year, full-time program begins in fall 2002. The Fashion Arts Advanced Certificate Program is accepting applications for entry. For more information, see details below.



## Fashion Arts Advanced Certificate Program - Full Time

This fast-track, one-year program is designed to provide intensely focused training on a full-time, daytime basis. Based on the highly reputable, part-time program, this full-time program incorporates courses in four fields of study: Fashion Design, Pattern Making, Garment Construction, and an additional Fashion Business and Technology component. In general, it is necessary for students to complete the entire program over a one-year period to maximize the scope and depth of study in this highly structured and comprehensive program. Classes are offered 3.5-4 days per week, 09:00-16:00. Students can also expect at least six hours of Directed Study per week. Students who successfully complete this program will receive the Fashion Arts Advanced Certificate.

The Fashion Arts Advanced Certificate Program is designed for individuals entering the fashion industry and for those already in the industry who need to upgrade their skills. Planned by experienced educators and a professional advisory committee, the program is taught by experts in each subject who emphasize the development of technical skills and foster individual creativity. Program graduates are often sought by companies to work in design, pattern making and grading. Others work in the growing film and theatre industry, work in freelance, successfully launch their own companies, or become instructors. Many graduates make their mark on the local, national and international fashion/costuming scenes.

**Please call 604.443.8387 for a detailed Program Guide.**

## Gemmology

**Information:** Program Assistant, TBA, 604.443.8335  
**Program Coordinator:** Cecelia Deare, 604.443.8386, cpineda@vcc.ca

**Information Session:**  
**August 28, 18:30**  
**City Centre, Room 164**

## 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, part-time, two-year 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 wide 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.

**Preliminary year classes (GEMM 1101)**  
Wednesday evenings from September to June. \$1,350

**Diploma year classes (GEMM 2101)**  
Tuesday and Thursday evenings from September to June. Tuesdays are theory classes and Thursdays are hands-on lab classes. \$2,235

### Entrance 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.

**Professional upgrading courses through GIA and EGL will be offered in the winter and spring terms to assist professionals to continue to keep their skills current.**

## Interior Design

**Registration:** 604.443.8484  
**Information:** Program Assistant: TBA, 604.443.8335  
**Senior Program Coordinator:** Cecelia Deare, 604.443.8386, cpineda@vcc.ca

## Interior Design Certificate Program

A part-time program focusing on the development of the skills required in the practice of residential design. Tailored to the needs of the ever growing home building and renovation industry, this program will give you a solid foundation of skills which will prepare you for entry level employment in the industry or for further study if you wish to become a registered interior designer. Courses with an asterisk\* have been articulated to BCITs' Interior Design program and may be used for credit with BCIT for further education in this area (subject to Portfolio review and 65 percent GPA). Not all courses are offered each term. The Interior Design Certificate is awarded when students have completed 400 hours (32.5 credits) of Foundation Studies, Design Studies and Professional Development Workshops. Ask for a Program Guide for details.

## Foundation Courses for Interior Design

**Design Basics\* (INTD 1158)**  
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 City Centre Bookstore: Inside Today's Home. 3 credits (Saatkamp) \$365

*12 eve - Mo. Sep 16, 18:30-21:30 - CC CRN 3071*  
*12 eve - Th. Sep 19, 18:30-21:30 - CC CRN 3072*

**Design Drawing\* (INTD 1159)**  
Learn the basic concepts of expressing your ideas in freehand drawing. Develop skills in manipulating line, form, space, volume, proportion and value to effectively communicate ideas in a visual format. 3 credits (Zalatnai) \$365

*12 eve - We. Sep 18, 18:30-21:30 - CC CRN 3068*

**Colour Theory and Application\* (INTD 1114)**  
Colour is the foundation of the mood, style, feel and Introduces a variety of colour systems, traditional and contemporary colour theory, as well as colour mixing, relationships and applications. 2.5 credits (Hawkins) \$320

*10 eve - Tu. Sep 17, 18:30-21:30 - CC CRN 3066*

**History of Furniture\* (INTD 1102)**  
Knowledge of furniture styles is a crucial factor for the interior designer in today's marketplace. Whether advising clients on the purchase of antiques or furnishing a client's home with contemporary furniture, designers' credibility rests in the extent of their knowledge. Formerly Furniture Design and Style plus History of Contemporary Interiors. 2.5 credits (Thomson) \$365

*12 day - Th. Sep 12, 18:00-21:00 - CC CRN 3081*

## Design Studies for Interior Design

### Basic Drafting Concepts (INTD 1110)

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. 3 credits (Saatkamp) \$365

*12 day - We. Sep 18, 18:30-21:30 - CC CRN 3076*

## Professional Development Workshops

### Lighting\* (INTD 1121)

We want to achieve different moods in our homes and may want to achieve different moods at different times. One of the key factors to achieving the mood we want is lighting. Assessing lighting needs, planning for function, aesthetics and mood will all be examined. Includes the fundamentals of selecting appropriate types and sources of light, fixtures, switching and placement as it relates to interior design. Prerequisite: Foundation Studies. (Sagoo) \$225

*5 day - Sa. Nov. 16, 09:30-13:30 - CC CRN 3200*

### Materials and Finishes\* (INTD 1124)

Introduces a variety of interior materials and finishes including: wood furniture and flooring, carpet, stone and tile, glass metal and plastics. Also includes discussion on environmental issues and their impact on design. You will study and research origin, characteristics, installation and maintenance of the materials. (Saatkamp) \$225

*5 day - Sa. Sep 21, 10:00-15:00 - CC CRN 3707*

### Textiles\* (INTD 1120)

Become familiar with the history, properties, production, Maintenance and specialized uses of textiles in designing interiors. Includes the use of appropriate fabrics for soft home furnishings such as window treatments, upholstery and bedding. 1.5 credits (Kramer) \$225

*5 day - Sa. Nov 2, 10:00 - 14:30 - CC CRN 3264*

## Expert Series

### Creative Tile Painting (INTD 1155)

Add uniqueness and beauty to home design. Learn porcelain painting techniques suitable for tiles and all porcelain surfaces. See kitchen and bathroom tiles for Street of Dreams show home (painted by instructor). This is not ceramics. Materials and firing included. (Ballantine) \$65

*1 day - Sa. Sep 7, 10:00 - 17:00 - CC CRN 3405*

### Creative Porcelain Painting for Tiles, Dishes and More (INTD 1106)

In the manner of professional porcelain painters, you will fire your work several times, allowing for finer detail and a higher quality product. Learn new techniques to create original works such as kitchen or bathroom tiles, dishes, vases, teapots, etc., for yourself or your clients. Ask your instructor about her kitchen and bathroom tiles in the show home for The Street of Dreams. Includes materials and firing. (Ballantine) \$185

*6 eve - Th. Sep 12, 18:30 - 21:30 - CC CRN 3373*

### Colour Schemes and Paint Technology (INTD 1151)

What you need to know if you are planning to paint any part of your home. Learn about advancements in paint applications, the latest in paint technology - including tough, new paints for kitchen counters and odourless paints for trims. This information also applies to faux finishes. No prerequisites. (Bell) \$35

*1 day - Sa. Oct 5, 10:00-13:00 - CC CRN 3188*

## Fabric Magic (INTD 1152)

Well-chosen fabrics create the style and look for your home décor. They can be elegant, homey, traditional, outrageous, fun or sumptuous - each creating the look you want. Learn how to purchase wisely and how to choose the ideal fabric for any home application. Find out where the pros purchase interesting fabrics. No prerequisites. (Kramer) \$35

*1 day - Sa. Oct 26, 10:00-13:00 - CC CRN 3186*

## Unraveling Oriental Rugs (INTD 1163)

What are the differences between rugs from different countries. What makes a rug valuable? Are synthetic or natural dyes best and how do you distinguish one from the other? Are factory or "tribal" rugs best? What is a fair price? How do you determine quality? Come and learn while you examine various rugs through the eyes of an expert. Located at a carpet centre. \$40

*1 eve - We. Sep 25, 18:30-21:30 - CC CRN 3207*

## Faux Painting (INTD 1154)

For the hands-on decorator who wants to learn professional techniques for creating faux surfaces. Done correctly these techniques add dimension and style to walls and ceilings. Practice boards, paint and full directions provided. Wear old clothes. \$65

*1 day - Sa. Sep 21, 09:30-16:30 - CC CRN 3217*

## Coming in January 2003 Term

Accessories (INTD 1156), Design in Small Spaces (INTD 1161), Space Planning (INTD 1109), Kitchen and Bathroom Design (INTD 1129)

## Coming in April 2003 Term

Graphic Presentation (INTD 1160), Intro to Business Practices (INTD 1112), Portfolio Project (INTD 1115)

## Jewellery

**Registration:** 604.443.8484

**Program Assistant:** TBA, 604.443.8335

**Program Coordinator:** Cecelia Deare, 604.443.8386, cpineda@vcc.ca

## Jewellery Techniques I (JEWL 1101)

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. (Brechault) \$375

*10 eve - Mo. Sep 16, 18:30-21:30 - CC CRN 3073*

## Jewellery Techniques II (JEWL 1124)

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. Prerequisite: Jewellery Techniques I or the equivalent. (Brechault) \$375

*10 eve - We. Sep 18, 18:30-21:30 - CC CRN 3078*

## Jewellery Design: Introduction (JEWL 1123)

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. (Brechault) \$150

*2 day - Sa. Sep 28, 10:00-16:30 - CC CRN 3079*

## 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

**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

**IEC • International Education Centre**  
1080 Alberni Street, Vancouver

**LIS • Listel Vancouver Hotel**  
1300 Robson Street, Vancouver

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

## New Media, Electronic & On-line Publishing (Mac)

Registration: 604.443.8484

Information: Program Assistant: TBA, 604.443.8335

Program Coordinator: Cecelia Deare, 604.443.8386, cpineda@vcc.ca

## Certificate in Electronic Publishing

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 Committee: "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.

Please ask for a Program Guide for full details.

The Foundation courses apply to all certificates and in addition are useful for building portfolios for those who are applying for one- or two-year full-time programs.

## Foundation Courses for Print or Web Graphic Design: Introduction (EPUB 1101)

This course helps you make your work look professional. 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. Industry says most potential employees need more design training. (Lyn) \$325

10 eve - Tu. Sep 17, 18:30-21:30 - CC CRN 3408

## Introduction to the Macintosh (EPUB 1102)

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. Sep 16, 18:30-21:30 - CC CRN 3414

10 eve - Th. Sep 19, 18:30-21:30 - CC CRN 3411

## Working with Colour (EPUB 1155)

The psychology of colour is a persuasive tool used by designers to market products and concepts. Learn the vocabulary and practical applications of colour from greyscales and colour wheels to various tints and hues. Initial work is done without computers. Includes historical and current uses of colour for specific effects. Demonstrations, lectures and hands-on projects will assist you to analyze and apply colour dynamically in both print and on-line media. \$175

4 eve - Mo. Oct 21, 18:30-21:30 - CC CRN 1155

## Typography: Making it Work for You (EPUB 1108)

Nothing makes a project look more amateurish than inappropriate print - wrong fonts, too many kinds, too hard to read etc. For those who are interested in publishing for digital or print media, a thorough understanding of typography is a must. Font anatomy, type families, text flow, font terminology, and their relationship to graphic design and layout will be explored in depth. Also provides some analysis of the people behind today's font design industries. \$250

6 eve - We. Sep 18, 18:30-21:30 - CC CRN 3536

## Foundation Software Programs

### Photoshop 1 - for Print-based Applications (EPUB 1113)

Photoshop is universally recognized as the leading edge in image editing and photo manipulation. Learn a range of features and terminology which are particularly important using the print-based applications of this program. Through lecture, demonstration and assignments you will gain a solid foundation and skill set to create, manage and edit basic Photoshop image files. Independent access to a Macintosh is necessary to complete assignments. Prerequisite: Intro to Macintosh. Quiz given at first class to ensure sufficient Mac knowledge prior to starting this class. \$410

10 eve - Tu. Sep 17, 18:30-21:30 - CC CRN 3533

### Adobe Illustrator: Introduction (EPUB 1112)

Explore the exciting world of electronic drawing and design. Step-by-step exercises include drawing, editing, autotracing objects and painting or filling them. Discover the vast potential of type, including how to create it, make it follow a path, wrap it around objects, edit, link and stretch it, skew it or turn it into a graphic. Prerequisites: Intro to Macintosh and Intro to Graphic Design \$410

10 eve - We. Sep 18, 18:30-21:30 - CC CRN 3531

### QuarkXpress (EPUB 1117)

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 (EPUB 1102). \$410

10 eve - Th. Sep 19, 18:30-21:30 - CC CRN 3532

## Put it all together with:

### Portfolio Preparation and Professional Presentation (EPUB 1118)

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. Your potential new employer is somewhat interested in your education and training but much more interested in 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 resumé; writing proposals; handling interviews and more. You must have at least two software programs to enter this program, e.g. (Photoshop and Illustrator) (Lyn) \$320

10 eve - We. Sep 25, 18:30 - 21:30 - CC CRN 3517

## Associate Certificate in New Media and On-Line Publishing

See Foundation Courses this page

### Courses offered this term

#### Photoshop for the Web 1 (EPUB 1178)

Learn Photoshop skills with an emphasis on web-related uses while learning to visually communicate. This program is recognized as the leading edge in photo manipulation and image editing. Explore the wide variety of web related uses for this flexible and dynamic tool. Must have Mac skills. (Sullivan) \$410

10 day - Sa. Sep 21, 13:30-16:30 - CC CRN 3529

#### Web Page Design (EPUB 1139)

For those who are familiar with basic software programs such as Photoshop and Adobe Illustrator, this will teach you to 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. Includes secondary applications in Photoshop, primarily Image Ready. Understand on-line delivery and design through a WYSIWYG image editor. \$410

9 day - Sa. Sep 21, 08:30-12:30 - CC CRN 3263

## Related Professional Development Courses

### Copy Writing and Editing (EPUB 1141)

Copy is the core of the advertising business. Good copy delivers a powerful message. As a result, good copy writers 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 copy writing jobs. (Johnston) \$149

6 eve - Mo. Sep 23, 18:30-21:30 - CC CRN 3201

### Freelance Business (EPUB 1134)

Your creativity is not enough to ensure you can earn a living. Learn the key business basics required to operate your business smoothly and efficiently. Discover what you need to know about business planning, financial management, record keeping, calculating hourly rates, legal contract, collecting and remitting taxes, time management and telephone etiquette. A soundly researched, take-home manual is included. Class participation, interaction and exchange of ideas are encouraged. (Johnston) \$75

1 day - Oct 5, 09:00-16:00 - CC CRN 3202

### Marketing Your Home-Based Business (EPUB 1133)

Creating your product is not enough! How you market yourself and your services will contribute significantly to the success of your business. Learn how to network effectively, and how to find clients and keep them. You will explore marketing strategies and the issues to consider when designing your innovative marketing approach. A soundly researched, take-home manual is included. Class participation, interaction and exchange of ideas are encouraged (Johnston) \$75

1 day - Sa. Oct 19, 09:00-16:00 - CC CRN 3203

## Newsletter Production - Print and On-line Publications (EPUB 1125)

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 which includes a soundly researched course manual. (Johnston) \$375

10 eve - Tu. Sep 24, 18:30-21:30 - CC CRN 3205



## Esthetics

Registration: 604.443.8484

Program Coordinator: Cecelia Deare, 604.443.8386, cpineda@vcc.ca

## Become a Qualified Esthetician Studying Part Time

Complete your studies to become certified as a qualified esthetician during the evening. This program will provide you with both theory and practice in a fully operating salon to ensure your training is the best that it can be. The full program is 836 hours. Two major sections: 1) Skin Care (Facials) 2) Nail Technician. Classes run three evenings a week from 17:30-10:00 from September to June. Register early!

Already certified? Call us about advanced-level courses.

Call for a Program Guide with full details about application and interview process, course content and other details.



## Travel Agent

Registration: 604.443.8484

Program Coordinator: Cecelia Deare, 604.443.8386, cpineda@vcc.ca

Interested in the travel industry? Contact us for preparation courses planned for the winter term to help you become accepted into the Travel Agent Training Program. Travel agents are busier than ever in spite of (or is it because of?) the Internet access everyone has for purchasing tickets.

Already certified? Continue your training by taking courses in specialty areas to help you get promoted to the type of work you are most interested in.

## College CLOSURES

September 2, Labour Day  
October 14, Thanksgiving Day  
November 11, Remembrance Day

## Automotive

Registration: 604.443.8484

### 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 (TRDE 1102)

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. Sep 25, 18:30-21:30  
- KEC Room 1042 **CRN 3209**

## VCC Training and Consulting Services

*Each organization is unique, so are your needs. We may offer courses and programs that interest you, but they may need modifications to suit your needs specifically. Our team of 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.*

Please contact the  
**Director of Continuing Education**  
(Gyda Chud: 604-443-8416)  
or the following departments if you are interested in our customized training and consulting services.

**English Communication**  
(Marta Goodwin: 604-871-7012)

**Teacher Training / Train the Trainer**  
(David Tickner: 604-871-7514)

**Hotel Management, Tourism, Business Management & Technology**  
(Dave Donaldson: 604-443-8396)

**Health Care Services**  
(Pat Bawtinheimer: 604-443-8599)

**Adult Literacy**  
(Barbara Ash: 604-871-7008)

## Building Management & Services

General Information and Registration: 604.443.8484

Course advice: Peggy Worobetz, 604.443.8670

### Building Cleaning - Methods, Equipment, Supplies and Safety (REAL 1103)

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. Sep 21, 09:00-16:00 - CC **CRN 3596**

### Building Service Management (REAL 1110)

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. Sep 21, 09:00-13:00 - CC **CRN 3171**

### Building Maintenance and Cost Control (REAL 1102)

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. There is a field trip for the building inspection session. \$220

10 eve - We. Sep 25, 18:30-21:30 - CC **CRN 3161**

### Law and Tenant Relations (REAL 1101)

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

8 eve - Tu. Sep 24, 19:00-21:30 - CC **CRN 3147**

### Bidding and Estimating for Cleaning Contractors (REAL 1111)

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. Nov 2, 09:00-13:00 - CC **CRN 3194**

### Janitorial Sales (REAL 1114)

Designed for persons in the cleaning industry who wish to improve their sales skills, this course covers a range of topics including finding clients, creating the selling climate, bidding and estimating, handling rejection and closing the sale. Students will learn specific techniques for successful sales in the janitorial field. Video presentations and manual included. \$190

6 eve - Th. Sep 26, 18:30-21:30 - CC **CRN 3198**

## Building Manager Certificate Program

Program Coordinator: Peggy Worobetz, 604.443.8670

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 Coinamatic 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  
Law and Tenant Relations  
Building Maintenance and Cost Control  
Building Cleaning

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 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.

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 Advisor:** Katherine Wellman, 604.443.8649  
**Program Assistant:** TBA, 604.443.8711

**Information Session:**  
**Wednesday, September 11, 17:30**  
**- City Centre Room 218B**

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

*1 eve - We. Sep 11, 17:30 - CC Room 218B*

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  
 Editing  
 Current Issues in Technical Communication  
 Document Project Management  
 Proposal Writing  
 On-line Documentation  
 Designing and Writing Manuals  
 Industry Specific Report Writing  
 Information Design and Human Factors

#### On-line Documentation (TECW 1106)

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. (Vigna) \$155

*1 day - Sa. Sep 21, 09:00-16:30 - CC CRN 3077*

#### Document Project Management (TECW 1104)

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. (Dean) \$155

*1 day - Sa. Oct 19, 09:00-16:30 - CC CRN 3095*

#### Information Design and Human Factors (TECW 1110)

This course explores effective audience-centred information design for print and web-based media. Preview the principles and processes of effective information design, as well as human factor issues for consideration and analysis. This is not a computer course. (Dean) \$155

*1 day - Sa. Dec 14, 09:00-16:30 - CC CRN 3098*

#### Technical Communication (TECW 1101)

Examine the various forms and styles for producing effective technical writing. Content includes techniques for describing, defining and interacting in print. (Dean) \$155

*Available Winter 2003 term*

#### Editing (TECW 1103)

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 (TECW 1102)

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*

#### Proposal Writing (TECW 1105)

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

*Available Spring 2003 term*

#### Designing and Writing Manuals (TECW 1107)

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

*Available Spring 2003 term*

#### Industry Specific Report Writing (TECW 1108)

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

*Available Spring 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.

**NEW!**

### Public Relations

**Program Coordinator:** Anne Tollstam, 604.443.8668

**Program Assistant:** Lynda Boothby, 604.443.8383

#### Public Relations: Getting the Word Out

Raising your organization's profile - publicizing an event - delivering a message - they're all part of public relations. It's a fast-paced, exciting field. Public relations practitioners often deal with their organization's highest levels of leadership because the work they do can be crucial to the organization's strategy.

These four 1-day workshops will introduce you to the principles and key tools of public relations. We'll look at how these tools can be used by organizations of all sizes, from a community group or small business to a large corporation or government ministry. And you'll work on real-world practical examples, to provide you with relevant, useful experience.

#### Public Relations Basics: It Starts with a Message (OACP 1176)

Sooner or later, every organization has to get a message out to the broader community. For many groups and companies, public relations are the difference between success and failure. Learn the key principles that guide every effective communications campaign, from lobbying your local city councillor to selling your products to the global marketplace. (Cottingham) \$125

*1 day - Fr. Sep 20, 09:00-16:00 - IEC CRN 3751*

#### Good News! Dealing with the Media (OACP 1177)

On TV, on the radio and in print, hundreds of thousands of people across the Lower Mainland will watch, hear and read dozens of stories today. Will yours be one of them? This workshop will help your organization make the most of the news media. You'll learn when and how to issue news releases, hold news conferences and handle interviews - whether the reporters are friendly, hostile, or indifferent. Successful media relations can make your campaign shine! (Cottingham) \$125

*1 day - Fr. Oct 4, 09:00-16:00 - IEC CRN 3752*

#### Writing to be Heard: Speechwriting Fundamentals (OACP 1178)

Few things can move an audience like a well-crafted, well-delivered speech. Learn how to make the most of this unique medium, and understand its immense strengths as well as its limitations. In this hands-on workshop, one of Canada's leading speechwriters will cover the basics of speech structure, audience dynamics, the use of humour and much more. You and your organization can stop seeing speaking engagements as a chore . . . and start seeing them as a chance to engage your audience. (Cottingham) \$125

*1 day - Fr. Oct 25, 09:00-16:00 - IEC CRN 3753*

#### Wired Words: Online Strategies (OACP 1179)

Online media, like e-mail and the World Wide Web have opened up dramatic opportunities for organizations to get their message out - and to hear from the people you want to reach. Find out how to connect with your audience at a whole new level . . . without a degree in computer science. We'll keep the geek-speak to a minimum, with the focus on how you can integrate online media into an effective communications strategy. (Cottingham) \$125

*1 day - Fr. Nov 15, 09:00-16:00 - IEC CRN 3754*

## Business English Skills

**Program Coordinator:** Anne Tollstam, 604.443.8668

**Program Assistant:** TBA, 604.443.8711

### On-site Business Training

For further information on training opportunities to be offered at your business site, please call Anne Tollstam, 604.443.8668.

### Polish Your Business English!

The following four courses are offered on Wednesdays or 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 (OACP 1104) prior to enrolling in Writing Dynamic Business Letters (OACP 1103).

### All Four Courses Listed Below: \$285

Grammar Review for Productive Business Writing (OACP 1104)  
 Building a Powerful Vocabulary (OACP 1106)  
 Writing Dynamic Business Letters (OACP 1103)  
 Effective Memo and Report Writing (OACP 1107)

#### Grammar Review for Productive Business Writing (OACP 1104)

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

*2 eve - We. Sep 25, Oct 2, 18:30-21:30 - CC CRN 3577*

*1 day - Sa. Sep 28, 09:30-16:30 - CC CRN 3578*

#### Building a Powerful Vocabulary (OACP 1106)

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

*2 eve - We. Oct 9/16, 18:30-21:30 - CC CRN 3562*

*1 day - Sa. Oct 19, 09:30-16:30 - CC CRN 3565*

#### Writing Dynamic Business Letters (OACP 1103)

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.

*2 eve - We. Oct 23/30, 18:30-21:30 - CC CRN 3567*

*1 day - Sa. Nov 2, 09:30-16:30 - CC CRN 3560*

#### Effective Memo and Report Writing (OACP 1107)

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

*2 eve - We. Nov 6/13, 18:30-21:30 - CC CRN 3573*

*1 day - Sa. Nov 16, 09:30-16:30 - CC CRN 3572*

#### Note

#### Business English Skills Test

*We. Nov 20, 18:30-21:30 - CC*

*Sa. Nov 23, 09:30-12:30 - CC*

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

*continued on page 9...*

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## English Elective

### Business English Skills: You Asked for More! (OACP 1152)

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 **CRN 3575**



## Office Administration

### Office Administration Certificate Program

Program Coordinator: Anne Tollstam, 604.443.8668

Program Assistant: TBA, 604.443.8711

**Information Session: Thursday,  
September 12, 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.

#### 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 - 18 hours  
Business English Skills Package - 24 hours  
Supervisory/Management Decision Making (OACP 1127) - 24 hours  
One accounting, bookkeeping or payroll course (OACP 1129) or (OACP 1130) or (OACP 1105) - 18 or 24 hrs  
Keyboarding (Beginners or Speed building) (OACP 1102) or (OACP 1101) - 18 hours

#### Note

Office Procedures 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 (OACP 1126)

Exemptions permitted for Keyboarding (OACP 1102) or (OACP 1101)

## 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 (OACP 1128) - 30 hours  
Effective Oral Communication (OACP 1145) - 18 hours

Any elective course/s from the Office Administration Program and the Professional Development 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 - 39 hours

Legal Terminology (OACP 1138) - 9 hours  
Legal Office Procedures (OACP 1139) - 12 hours  
Legal Ethics and Confidentiality (OACP 1140) - 9 hours

Any elective course/s from Office Administration Program and the Professional Development 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 (OACP 1108) - 30 hours  
Medical Terminology II (OACP 1109) - 30 hours  
Medical Office Procedures (OACP 1111) - 24 hours  
Medical Office Billing II (OACP 1137) - 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 (OACP 1128) - 30 hours  
Records Management Advanced (OACP 1146) - 30 hours  
Records Management Specialized (OACP 1147) - 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 Professional Development: 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

### Introduction to Payroll (OACP 1105)

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 **CRN 3470**

### Introduction to Bookkeeping (OACP 1130)

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 Pacey 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 **CRN 3478**

### Accounting for the Non-Accountant (OACP 1129)

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. Jan 22, 18:30-21:30 - CC **CRN 1011**

## Administration and Supervision

### Supervisory/Management and Decision Making (OACP 1127)

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 **CRN 3457**

### Office Procedures (OACP 1126)

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. (Close) \$150

6 eve - Th. Jan 23, 18:30-21:30 - CC **CRN 3534**

## Other Administration, Supervision and Elective Courses

The following courses may be used as electives in the Office Administration Certificate Program.

Mediation: Alternate Dispute Resolution (OACP 1180)

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. Oct 5, 09:00-16:00 - CC **CRN 3559**

### Balanced Leadership (OACP 1173)

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) \$110

1 day - Sa. Oct 19, 09:30-16:30 - CC **CRN 3537**

### Foundations of Behaviour (OACP 1182)



This session explores why we do the things we do. By examining the foundations for human behaviour, we can more easily adapt our working styles to improve our personal effectiveness at work. Topics include: social basis of power, the organic organization - common types of organizational cultures, understanding the working styles and needs of those you want to influence, the authority/skills matrix, the empowerment model, theories of motivation and international leadership behaviour. (Dean) \$110

1 day - Sa. Oct 26, 09:30-16:30 - CC **CRN 3530**

### Stress Management (OACP 1183)



This session will help you understand and manage stressors at work and integrate stress management tools and techniques into your life. Through identifying your goals and using proven stress management techniques, you will create a stress management plan that enables you to manage responsibilities more effectively. (Kaye) \$110

1 day - Sa. Nov 2, 09:30-16:30 - CC **CRN 3545**

### Effective Notes and Minutes (OACP 1122)

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) \$110

1 day - Sa. Nov 16, 09:30-16:30 - CC **CRN 3548**

### Managers/Supervisors as Employee Advocates (OACP 1181)



Managers and supervisors in today's workplace are faced with less tolerance for authoritarianism, organizational restraints and mundane work. Workers are increasingly expressing expectations that they be seen as unique, and treated with sensitivity and respect. This course examines diverse workplace experiences; provides a pragmatic framework for understanding personal and social competencies; and prioritizes preferred leadership practices through case studies, simulations and group discussions. (Hubbard) \$110

1 day - Sa. Nov 30, 09:30-16:30 - CC **CRN 3555**

## Business English

### Business English - Package

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 (OACP 1104)

Building a Powerful Vocabulary (OACP 1106)

Writing Dynamic Business Letters (OACP 1103)

Effective Memo and Report Writing (OACP 1107)

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 (OACP 1104) prior to enrolling in Writing Dynamic Business Letters (OACP 1103). \$285

### On-site Business Training

For further information on training opportunities to be offered at your business site, please call Anne Tollstam, 604.443.8668.

### Grammar Review for Productive Business Writing (OACP 1104)

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

2 eve - We. Sep 25/Oct 2, 18:30-21:30 - CC CRN 3577

1 day - Sa. Sep 28, 09:30-16:30 - CC CRN 3578

### Building a Powerful Vocabulary (OACP 1106)

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

2 eve - We. Oct 9/16, 18:30-21:30 - CC CRN 3562

1 day - Sa. Oct 19, 09:30-16:30 - CC CRN 3565

### Writing Dynamic Business Letters (OACP 1103)

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

2 eve - We. Oct 23/30, 18:30-21:30 - CC CRN 3567

1 day - Sa. Nov 2, 09:30-16:30 - CC CRN 3560

### Effective Memo and Report Writing (OACP 1107)

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

2 eve - We. Nov 6/13, 18:30-21:30 - CC CRN 3573

1 day - Sa. Nov 16, 09:30-16:30 - CC CRN 3572

### Note

### Business English Skills Test

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.

We. Nov 20, 18:30-21:30 - CC

Sa. Nov 23, 09:30 - 12:30 CC

## Business English - Non Package

### Business English Skills: You Asked for More! (OACP 1152)

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 CRN 3575

## Communication/Work Skills

### Effective Oral Communication (OACP 1145)

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. Jan 20, 18:30-21:30 - CC CRN 3547

## Computers/Keyboarding

### Keyboarding for Beginners (OACP 1102)

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. Sep 21, 09:30-12:30 - CC CRN 3617

6 eve - Mo. Sep 23, 18:30-21:30 - CC CRN 3616

### Keyboarding for Speed Building (OACP 1101)

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 eve - We. Nov 6, 18:30-21:30 - CC CRN 3624

### Medical Office Billing - Computerized (OACP 1137)

For description, see Medical, page 10.

## Legal

### Legal Package

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 four 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 (OACP 1113)

Civil Litigation (OACP 1114)

Corporate (OACP 1115)

Family Law (OACP 1116)

Conveyancing (OACP 1117)

### Introduction to the Legal Office Program (OACP 1113)

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 CRN 3189

### Legal Office Procedures (OACP 1139)

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 CRN 3185

### Civil Litigation (OACP 1114)

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 CRN 3210

### Corporate (OACP 1115)

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 CRN 3366

### Family Law (OACP 1116)

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 (Miller) \$85

3 eve - Th. Oct 17, 18:30-21:30 - CC CRN 3213

### Conveyancing (OACP 1117)

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 CRN 3219

### The Legal Office Skills Test

Administered at the end of the Introductory Legal Office Program (five courses). No charge. Please register to obtain credit.

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

## Legal - Non-Package Courses

### Wills and Estates (OACP 1118)

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 CRN 3070

### Legal Terminology (OACP 1138)

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

4 eve - We. Jan 15, 18:30-21:30 - CC CRN 1002

### Legal Ethics and Confidentiality (OACP 1140)

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. Feb 5, 18:30-21:30 - CC CRN 1001

## Medical

### Medical Terminology I (OACP 1108)

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) \$185

10 eve - Tu. Sep 24, 18:30-21:30 - CC CRN 3671

### Medical Documentation/Transcription (OACP 1156)

A basic course in the production of medical documents and transcribing of medical reports. Prerequisite: Medical Terminology I (OACP 1108) and Medical Terminology II (OACP 1109), basic computer skills and typing speed of 35 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. Jan 22, 18:30-21:30 - CC CRN 1016

### Medical Terminology II (OACP 1109)

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) \$185

10 eve - Th. Sep 26, 18:30-21:30 - CC CRN 3672

### Clinical Procedures (OACP 1155)

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. Nov 23, 09:30-16:30 - CC CRN 3750

### Medical Office Procedures/Administrative Assistant (OACP 1111)

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 (McConnachie) \$165

8 eve - We. Sep 25, 18:30-21:30 - CC CRN 3677

### Medical Office Billing - Computerized (OACP 1137)

Prerequisite: Medical Office Procedures (OACP 1111) 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. Nov 30, Dec 7, 09:30-16:30 - CC CRN 3635

## Records Management

### Records Management I (OACP 1128)

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 CRN 3630

### Records Management - Advanced (OACP 1146)

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 Managers and Administrators. This course will be offered once a year. 30 hours (Bradley) \$185

10 eve - We. Jan 22, 18:30 - 21:30 - CC CRN 1012

### Records Management - Specialized Functions (OACP 1147)

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 23, 18:30-21:30 - CC CRN 1015

#### 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.

## Professional Development: Career Success

Program Coordinator: Anne Tollstam, 604.443.8668

Program Assistant: TBA, 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.

### Mediation: Alternate Dispute Resolution (OACP 1180)

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. Oct 5, 09:00-16:00 - CC CRN 3559

### Balanced Leadership (OACP 1173)

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. Oct 19, 09:30-16:30 - CC CRN 3537

### Foundations of Behaviour (OACP 1182)

This session explores why we do the things we do. By examining the foundations for human behaviour, we can more easily adapt our working styles to improve our personal effectiveness at work. Topics include: social basis of power, the organic organization - common types of organizational cultures, understanding the working styles and needs of those you want to influence, the authority/skills matrix, the empowerment model, theories of motivation and international leadership behaviour. (Dean) \$110

1 day - Sa. Oct 26, 09:30-16:30 - CC CRN 3530

### Stress Management (OACP 1183)

This session will help you understand and manage stressors at work and integrate stress management tools and techniques into your life. Through identifying your goals and using proven stress management techniques, you will create a stress management plan that enables you to manage responsibilities more effectively. (Kaye) \$110

1 day - Sa. Nov 2, 09:30-16:30 - CC CRN 3545

### Effective Notes and Minutes (OACP 1122)

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) \$110

1 day - Sa. Nov 16, 09:30-16:30 - CC CRN 3548

### Managers/Supervisors as Employee Advocates (OACP 1181)

Managers and supervisors in today's workplace are faced with less tolerance for authoritarianism, organizational restraints and mundane work. Workers are increasingly expressing expectations that they be seen as unique, and treated with sensitivity and respect. This course examines diverse workplace experiences; provides a pragmatic framework for understanding personal and social competencies; and prioritizes preferred leadership practices through case studies, simulations and group discussions. (Hubbard) \$110

1 day - Sa. Nov 30, 09:30-15:30 - CC CRN 3555

## Career Exploration

Program Coordinator: Anne Tollstam, 604.443.8668

Program Assistant: TBA, 604.443.8711

### Career Exploration and Management (OACP 1184)

The purpose of a career consists of the following: a place to express character, talent and skills in an environment that aligns with values, means of supporting oneself financially and being self-reliant; the feeling of being involved in an activity that is meaningful. Through thought-provoking exercises and dynamic group discussions, the course will identify your preferences, values and needs and introduce you to the resources and tools necessary to help you develop a new career management plan or make a career change. This course is composed of three sessions that build on and refer to each one interchangeably. Each session meets for two weeks.

#### Learn More about Yourself

In this self-discovery session, you will have the opportunity to explore your dreams, interests, temperament and skills. You will explore what you like to do, how you like to do it, what you are able to do and what you would like to be able to do. You will also identify and prioritize your core values, a critical component in managing a purposeful career.

#### Understanding Today's World of Work

This session will help you to understand the philosophy and trends of the new labour market and how to match your qualities, capabilities and skills to it. Learn how to research, network and market yourself effectively in order to be more successful in finding the right career for you.

#### Designing a Career Plan

This session will bridge what you have learned in the previous two sessions to help you set concrete goals and specific action steps to move forward with your career possibilities. You will be looking at the fears that hold you back from making a career change and learn how to manage them by engaging in exercises that stimulate creative solutions and build self-esteem. (Newell) \$195

6 eve - We. Sep 25, 18:30-21:30 - CC CRN 3746

## 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. CRM is often used to refer to software or hardware. This is a limited view. 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 offer 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 \$195 or two packages are available at a reduced cost.

### Package A

All three courses for a \$500 - a saving of \$85

### Package B

Two courses only (Practical Customer Relationship Management and Profit = E-Commerce + CRM), both courses for \$530, a saving of \$55.

### Business Development Workshop (BUSI 1125)

Are your sales flat or declining? Don't know how to turn it around? In this session you will analyze your business and your customers to figure out what is working and not working in your current business model. Using business planning and Customer Relationship Management (CRM) techniques you will re-evaluate and re-focus your business. When you leave this session you will have an action plan to jump start your business and understand the importance of a customer strategy to the boom line. (Osborne) \$195

1 day - We. Oct 2, 09:00-16:00 - DS CRN 3594

### Practical Customer Relationship Management (CRM) (BUSI 1126)

You've got a business plan. What's your customer strategy? How do you put it into action? Learn how to put Customer Relationship Management principles to work quickly and cost-effectively using your company's existing resources. Define and find your "best" customers, build strategies for divorcing unprofitable customers, identify what information to capture and track on your customers. Plan how to use your customer info in your marketing and sales programs. (Osborne) \$195

1 day - Th. Oct 3, 09:00-16:00 - DS CRN 3605

### Profit = E-commerce + CRM (BUSI 1127)

In the first two courses you created strategies for your business and customers. This session will cut through the hype and show how a website and e-commerce fits in your business strategy. How can we harness the Internet to market our business better? Understand customer expectations of businesses on the Net. Learn the steps required to ensure a successful e-commerce project so you can increase sales in your company. (Osborne) \$195

1 day - Fr. Oct 4, 09:00-16:00 - DS CRN 3595

**NEW!**

## Customer Service for the 21st Century

Program Coordinator: Peggy Worobetz, 604.443.8670

Program Assistant: Lynda Boothby, 604.443.8383

Registration and general information: 604.443.8484

### The Professional Receptionist (BUSI 1110)

Learn the skills that will make you invaluable as the frontline customer service representative. Effective receptionist skills include being able to communicate to both customers and management and to deal with complaints with grace and ease. This is a hands-on practical workshop. Be prepared to participate in a relaxed, fun atmosphere. (Fairfield) \$165

4 eve - We. Oct 2, 18:30-21:30 - CC CRN 3623

continued on page 12...

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### Creating an Effective Customer Service Team (BUSI 1112)

Supervisors will gain the core skills necessary to team building, managing the relationship process, finding your most effective communication style and using the most essential motivators to build lifetime customer loyalty and develop sales staff into team players. These methods work. (Fairfield) \$165

4 eve - Mo. Sep 30, 18:30-21:30 - CC CRN 3625

### Effective Sales through Customer Service (BUSI 1111)

Sales forces motivation. Winning through teamwork. What are the qualities of a good sales manager? How do you develop style flexibility? We will look at the communication style models and practice managing selling relationships that work in both product and service industries. Solving the customer's problem and building loyalty. This course will help you develop a relationship strategy for all key people who can influence both initial and repeat sales. (Fairfield) \$165

4 eve - Tu. Oct 1, 18:30-21:30 - CC CRN 3626

### Design a Custom Look for Your Business (BUSI 1113)

Create a signature look and feel for your place of business. The right atmosphere, furniture and colour scheme can make all the difference. Space planning and interior design techniques that you can employ with cost effective everyday materials. That favourite hang-out that everyone is drawn to, the store with style, the office with character, here's a how-to practical guide to creating the perfect look and feel for your business. Bring photos of the "before" and solve your design problems in class. (Fairfield) \$165

4 eve - Tu. Oct 29, 18:30-21:30 - CC CRN 3627

## Leadership

### 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 12 courses (total of 72 hours); 6 core courses and 6 elective 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 12 courses will receive a Certificate in Leadership.

#### Core Courses

Stepping Up to Leadership (LEAD 1111)  
Using Leadership Language (LEAD 1112)  
Building a Productive Team (LEAD 1113)  
Critical Thinking (LEAD 1101)  
Managing Change (LEAD 1102)  
Problem Solving and Action Planning (LEAD 1104)

#### Elective Courses

Choose six courses from the following OR choose five courses, plus one course from the Leadership Coaching Certificate Program.

Coaching for High Performance (LEAD 1115)  
Creative Thinking at Work (LEAD 1110)

Facilitation Skills for Team Leaders (LEAD 1108)

Finding Time for Results (LEAD 1114)

From Conflict to Collaboration (LEAD 1105)

Hiring the Right Person (LEAD 1107)

Performance Management: Goals and Reviews (LEAD 1106)

The Science and the Art of Leadership (LEAD 1119)

Speak Up! (LEAD 1109)

Electives will vary each term. Additional elective courses may be offered in future terms.

#### 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.

#### On-site Business Training

For further information on training opportunities to be offered at your business site, please call Anne Tollstam, 604.443.8668.

#### Speak Up! (LEAD 1109)

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, use visual aids, handle impromptu speaking situations, organize and practice for a business presentation, use non-verbal communication to reinforce the spoken message, and make the presentation more memorable. Participants will have the opportunity to make a presentation and receive constructive feedback in a supportive environment. (Swankey) \$150

1 day - Sa. Sep 21, 09:00-16:30 - CC CRN 3686

#### Coaching for High Performance (LEAD 1115)

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) \$165

1 day - Fr. Sep 27, 09:00-16:30 - IEC CRN 3687

1 day - Fr. Jan 31, 09:00-16:30 - IEC CRN 1031

#### Creative Thinking at Work (LEAD 1110)

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 generating new ideas and options. 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 CRN 3688

#### Facilitation Skills for Team Leaders (LEAD 1108)

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 why's, SCAMPER, grouping, prioritizing, and decision-making tools. (Heath) \$150

1 day - Sa. Oct 19, 09:00-16:30 - CC CRN 3689

#### Managing Change (LEAD 1102)

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 CRN 3690

#### Performance Management: Goals and Reviews (LEAD 1106)

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 CRN 3691

#### The Science and the Art of Leadership (LEAD 1119)

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 CRN 3692

#### Hiring the Right Person (LEAD 1107)

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 CRN 3693

#### Stepping up to Leadership (LEAD 1111)

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 lead by: using leadership skills; coaching staff; giving performance feedback; creating a motivational workplace; delegating work; employing problem-solving techniques; writing a back-at-work plan for applying leadership skills. (Hannah) \$150

1 day - Sa. Jan 25, 09:00-16:30 - CC CRN 1033

#### Critical Thinking Skills (LEAD 1101)

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. Feb 8, 09:00-16:30 - CC CRN 1034

#### From Conflict to Collaboration (LEAD 1105)

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. Feb 14, 09:00-16:30 - IEC CRN 1035

#### Building a Productive Team (LEAD 1113)

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) \$165

1 day - Fr. Feb 21, 09:00-16:30 - IEC CRN 1036

#### Using Leadership Language (LEAD 1112)

"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. Upon completion, 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. Feb 22, 09:00-16:30 - CC CRN 1037

#### Problem Solving and Action Planning (LEAD 1104)

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. Mar 8, 09:00-16:30 - CC CRN 1038

#### Finding Time for Results (LEAD 1114)

Never 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. (Stene Murphy) \$150

1 day - Sa. Mar 22, 09:00-16:30 - CC CRN 1039

## 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. The College will accept substitutes for employer-sponsored participants.



## Leadership Coaching

### Leadership Coaching Certificate Program

**Program Coordinator:** Anne Tollstam, 604.443.8668

**Program Assistant:** Lynda Boothby, 604.443.8383

Leader 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. Leadership Coaching fosters a genuine partnership for building and creating success together.

This program consists of 60 hours of classroom instruction with a practicum requirement equivalent to 12 hours of classroom time. Each course is one day in length. To complete the certificate program, participants must complete all courses and practicum. Participants may register for individual courses. In addition, Coaching for High Performance (LEAD 1115) plus one other coaching course may serve as elective credits towards the Leadership Certificate Program.

#### Coaching courses will be offered on a rotating basis:

- Coaching for High Performance (LEAD 1115)
- Essential Leadership Coaching Skills (LEAD 1116)
- Coaching: Dealing with Motivational Issues (LEAD 1124)
- Skill Coaching (LEAD 1117)
- Managing Change (LEAD 1102)
- The Coach's Toolkit (LEAD 1120)
- Taking your Leadership Coaching to the Next Level (LEAD 1118)
- Building a Productive Team (LEAD 1113)
- Team Coaching (LEAD 1121)
- Coaching Through Team Development (LEAD 1123)

#### Coaching for High Performance (LEAD 1115)

This course is a prerequisite for the following: Coaching: Dealing with Motivational Issues (LEAD 1124); The Coach's Toolkit (LEAD 1120); Taking Your Leadership Coaching to the Next Level (LEAD 1118). 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, assess your coaching skills effectiveness and develop a coaching action plan. (Lewis) \$165

1 day - Fr. Sep 27, 09:00-16:30 - IEC CRN 3687

1 day - Fr. Jan 31, 09:00-16:30 - IEC CRN 1031

#### Essential Leadership Coaching Skills (LEAD 1116)

This course is a prerequisite for the following: Coaching: Dealing with Motivational Issues (LEAD 1124); The Coach's Toolkit (LEAD 1120); Team Coaching (LEAD 1121); Taking Your Leadership Coaching to the Next Level (LEAD 1118). This course provides participants with an opportunity to deepen their understanding of the essential coaching communication skills. Through demonstration and practice, they will strengthen their leadership coaching skills resulting in sustainable performance outcomes. After this course you will be able to: apply in-depth levels of listening; ask questions that stimulate employee insight and results; support employees to take responsibility for agreed-upon actions. Note to students: if you attended Coaching: Bridging the Motivation Gap prior to June 2002, you will receive a credit for Essential Leadership Coaching Skills. (Hannah/Lewis) \$165

1 day - Fr. Oct 18, 09:00-16:30 - IEC CRN 3740

#### Coaching: Dealing with Motivational Issues (LEAD 1124)

Prerequisites: Coaching for High Performance (LEAD 1115) and Essential Leadership Coaching Skills (LEAD 1116). This course helps leaders coach employees who are not performing to their full potential due to factors such as motivational issues and self-limiting beliefs/ assumptions. After this course you will be able to: achieve shared agreement about the need for coaching; clarify and reach agreement on performance goals and outcomes; deal with blind spots that limit an employee's performance; gain mutual agreement on the employee's coaching action plan. (Hannah/Lewis) \$165

1 day - Fr. Nov 1, 09:00-16:30 - IEC CRN 3741

#### Managing Change (LEAD 1102)

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 CRN 3690

#### The Coach's Toolkit (LEAD 1120)

Prerequisites: Coaching for High Performance (LEAD 1115) and Essential Leadership Coaching Skills (LEAD 1116). This course focuses on tools and skills that are the building blocks of leadership coaching. Each tool and skill will be demonstrated and then practiced 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 CRN 3742

#### Team Coaching (LEAD 1121)

Prerequisites: Building a Productive Team (LEAD 1113) and Essential Leadership Coaching Skills (LEAD 1116). This course focuses on the leader coaching the team on how to resolve team issues and business challenges. 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. In this course you will gain and will practice: creating the team coaching environment; asking coaching

questions so the team can gain understanding and take effective action; observing team dynamics and providing useful feedback; discussing the undiscussable; fostering team self-responsibility and accountability. (Hannah/Lewis) \$165

1 day - Fr. Dec 6, 09:00-16:30 - IEC CRN 3743

#### Building a Productive Team (LEAD 1113)

This course is a prerequisite for the following: Team Coaching (LEAD 1121); Coaching Through Team Development (LEAD 1123). 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) \$165

1 day - Fr. Feb 21, 09:00-16:30 - IEC CRN 1036

#### Skill Coaching (LEAD 1117)

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 employee feel satisfied with the coaching outcome. Skill coaching involves assessing performance, providing advice/instruction, modeling behaviours, and providing timely feedback to enable the employee 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: coach with different learning styles; develop a repertoire of coaching methods; use tools to prepare, conduct, and follow up skill coaching; check for understanding; commit to a personal action plan to enhance your skill coaching effectiveness. (Lewis) \$165

1 day - Fr. Feb 28, 09:00-16:30 - IEC CRN 1043

#### Taking Your Leadership Coaching to the Next Level (LEAD 1118)

Prerequisites: Coaching for High Performance (LEAD 1115) and Essential Leadership Coaching Skills (LEAD 1116). 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; develop skills in self-management, creative collaboration and accountability. (Hannah/Lewis) \$165

1 day - Fr. Mar 7, 09:00-16:30 - IEC CRN 1044

#### Coaching Through Team Development (LEAD 1123)

Prerequisite: Building a Productive Team (LEAD 1113). Teams don't automatically happen. It takes direction, guidance and the appropriate type of coaching to help teams reach a high level of performance. This course will show participants different types of interventions a coach can take during each stage of team development. Specifically, participants will learn: the coach's role during each stage of team development; to assess the team's strengths and weaknesses; to use coaching strategies to capitalize on team strengths; ways to help the team move forward; how to use coaching tools and techniques. (Lewis) \$150

1 day - Sa. Mar 22, 2003, 09:00-16:30 - CC CRN 1045

#### Coaching Practicum (LEAD 1125)

The Leadership Coaching Practicum provides an opportunity for participants to practice their leadership coaching in a business environment. After successful completion of eight Leadership Coaching courses, participants may start their practicum. The practicum consists of: conducting and logging two coaching sessions per month for four months, for a total of eight coaching sessions, either Skill Coaching or Performance Coaching, signed off by both coaching parties. This is in addition to the Leadership Coaching course assignments. The practicum must be completed within six months of commencement. (The practicum is equivalent to 12 hours of classroom time.) Learning outcomes for the practicum: using your leadership coaching skills on the job with employees; gaining confidence in a variety of situations; practicing performance and skill coaching, and; taking your leadership coaching skills to a higher level of competence. (Hannah/Lewis) \$330

January 2003 CRN 1046

#### 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. The College will accept substitutes for employer-sponsored participants.

## 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**

## Management Skills

### 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 lecturettes 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.

#### 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.

### On-site Business Training

For further information on training opportunities to be offered at your business site, please call Anne Tollstam, 604.443.8668.

#### Interpersonal Skills - Part I (MSKL 1101)

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 **CRN 3680**

#### Group Skills - Part II (MSKL 1102)

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) \$310

8 eve - We. Jan 22, 18:30-21:30 - CC **CRN 1019**

#### Administrative Skills - Part III (MSKL 1103)

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 - Mo. Apr 28, 18:30-21:30 - CC **CRN 2001**

#### 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. The College will accept substitutes for employer-sponsored participants.

## Legal Assistant

### Legal Assistant Certificate Program

**Program Coordinator:** Anne Tollstam, 604.443.8668

**Program Advisor:** Katherine Wellman, 604.443.8649

**Program Assistant:** TBA, 604.443.8711

**Information Session: Tuesday, Sept. 10, 17:30, City Centre, Room 218B**

#### Program Structure

The Legal Assistant Certificate Program is designed to increase your skills and knowledge to advance your career to a more independent and responsible position as a legal assistant. Courses are offered 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, Conveyancing, Corporate and Commercial, and Family and Estate.

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

##### Torts (LEGL 1114)

An introduction and overview of tort law in Canada. Reviews civil wrongs where an individual's conduct interferes with another person or their property. (Dattilo) \$180

6 mng - Sa. Sep 14, 09:00-12:00 - CC **CRN 3193**

##### Canadian Legal Process (LEGL 1111)

An introduction to Canada's legal system, legal institutions, and basic legal principles. Examine the sources of law, the structure of the court system, and the role of a legal assistant. (Wellman) \$120

4 eve - Mo. Sep 16, 18:00-21:00 - CC **CRN 3035**

##### Personal Injury Practice (LEGL 1110)

Covers relevant statutes, Supreme Court Rules, relevant substantive law governing procedure, and procedures and skills required to manage a personal injury file. (Rogers) \$225

8 eve - Tu. Sep 17, 18:00-21:00 - CC **CRN 3044**

##### Company Law (LEGL 1102)

Legal principles and statutory regime under BC Company Act, choice of business organizations and jurisdiction, shareholders' agreements, trust agreements, corporate governance and alterations. (Cofman) \$250

8 eve - We. Sep 18, 18:00-21:00 - CC **CRN 3082**

##### Family Practice (LEGL 1132)

Examines Family Relations Act and Divorce Act and introduces procedures, statutes and case law. Reviews Rules of Court dealing with family cases. (D. Halkett) \$250

6 eve - We. Oct 1, 18:00-21:00 - CC **CRN 3113**

##### Criminal Law and Procedures (LEGL 1122)

Explains substantive law and procedures in the criminal law system. (Hamerton) \$190

4 eve - We. Oct 9, 18:00-21:00 - CC **CRN 3030**

##### Contracts (LEGL 1115)

An introduction to contract law, including formation, capacity, breach and remedies. (Wellman) \$180

6 eve - Th. Oct 10, 18:00-21:00 - CC **CRN 3042**

##### Buying and Selling a Business (LEGL 1125)

Covers legal and procedural issues in buying assets or shares, including due diligence searches and drafting necessary documentation. (Barbour) \$190

4 eve - We. Oct 16, 18:00-21:00 - CC **CRN 3032**

##### Legal Drafting (LEGL 1120)

General introduction to drafting legal documents. Includes essential elements, organization methods, style issues, rules of interpretation and construction, and consistency in language, structure and style. Learn how to use definitions, checklists and precedents. (A. Halkett) \$120

1 day - Sa. Oct 19, 10:00-16:00 - CC **CRN 3003**

### Small Claims Court (LEGL 1121)

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) \$190

4 eve - We. Oct 23, 18:00-21:00 - CC **CRN 3149**

### Legal Research (LEGL 1112)

An introduction to legal research techniques. Students will do hands-on research in a library and by computer. (Dattilo) \$180

5 day - Sa. Nov 2, 10:00-15:00 - CC **CRN 3112**

### Creditor's Remedies (LEGL 1108)

Covers law and procedure, including Federal Court, applicable statutes, creditor's remedies, debtor's remedies and defences, pre-judgement and execution proceedings. (Barbour) \$190

4 eve - We. Nov 13, 18:00-21:00 - CC **CRN 3133**

### Practicum I (LEGL 1118)

Practical work experience. Prerequisites: Core and practice area courses and written approval of program coordinator/program advisor. (Wellman) \$115

500 hours - Ongoing  
September **CRN 3228**; October **CRN 3229**; November **CRN 3267**; December **CRN 3368**

### Practicum II (LEGL 1136)

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) \$75

Ongoing  
September **CRN 3369**; October **CRN 3370**; November **CRN 3372**; December **CRN 3374**

### Ongoing

#### Available January 2003

Legal Research  
Chambers Practice  
Property Law  
Personal Property Security  
Commercial Transactions  
Family Law Procedures and Precedents  
Will and Estate Planning  
Legal Communications  
Agency Partnership and Incorporation  
Interviewing for Legal Assistants

#### Available April 2003

Commercial Transactions  
Commercial Conveyancing  
Commercial Litigation  
Canadian Legal Process  
Legal communications  
Torts  
Agency Partnership and Incorporation  
Securities  
Estate Administration  
Bills of Costs  
Expert Witness Reports  
Contracts

## Registry Officer Development Program

**Program Coordinator:** Anne Tollstam, 604.443.8668

**Program Advisor:** Katherine Wellman, 604.443.8649

**Program Assistant:** TBA, 604.443.8711

#### Location

**FCO - Federal Court of Canada**  
701 West Georgia Street, Vancouver

In cooperation with the Federal Court of Canada, this program is offered to students who wish to pursue employment in a court environment or work in a legal office that specializes in immigration, patent, trademark, tax, admiralty, citizenship and tribunal matters within

*continued on page 15...*

## ...continued from page 14

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 the Legal Skills section of the Office Administration Certificate Program. In addition to receiving a certificate in office administration or as a legal assistant, students who successfully complete this program will be awarded a document of completion by the college and a certificate from the Federal Court of Canada.

The program is offered at the Vancouver office of the Federal Court of Canada, 701 West Georgia Street, Vancouver, and will be conducted by staff of the Federal Court. Students may enroll in an individual course or may register for the program as a package at a discounted price. No Federal Court completion certificates will be issued for individual courses. Registration is limited to 15 students, and students who register for the program package will get priority. Because classes are conducted in the offices of the Federal Court, and students must undergo an RCMP security check, registration must be completed seven days before the first day of class. Forms for the security checks are available in the Vancouver Community College, City Centre Continuing Education office and must be filled in and returned to the CE office. Security checks are done by the Federal Court. Prerequisite for the course is admission in the Legal Assistant Certificate Program or the Office Administration Certificate Program.

### Courses offered are:

Registry Officer Development Program Package  
The package is available at a reduced cost and includes all five courses listed below. \$450

### General Rules Orders and Directives (OACP 1157)

This course covers Jurisdiction, Genesis of Registry and Rules, General Administration, Interpretation, Definition of Terms, Calculation of Time Limits, Organization of the Rules, Administrator's Directives, Actions, Applications, Appeals and enforcement of Orders. \$100

1 day - Sa. Nov 2, 09:00-16:00 - FCO CRN 3225

### Court Administration (OACP 1168)

This course reviews the historical background of the court, its jurisdiction, constitutional basis, the role of the Registry and the Judiciary, the Rules Committee and the Administrator, and the appointment of judges, prothonotaries and judicial administrators. It will also cover communications to the court, setting matters down for hearing, and the Registry Officer's authority for filing, certifying and issuing legal documents in the Federal Court. \$100

2 eve - Mo/Tu. Nov 4-5, 18:00-21:00 - FCO CRN 3224

### Admiralty (OACP 1159)

This course covers the historical concepts of marine law, jurisdiction of the court, issuance of Warrant for arrest of property, bail applications, release of arrested property, caveats, judicial sale of ships, preliminary acts and motions. \$100

1 eve - We. Nov 6, 18:00-21:00 - FCO CRN 3104

### Immigration (OACP 1158)

This course examines the Federal Court Immigration Rules 1993, filing documents related to Applications for Leave and Judicial Review, and will look at types of motions common to immigration proceedings. Judicial Review process is included under General Rules Orders and Directives. \$100

1 eve - Th. Nov 7, 18:00-21:00 - FCO CRN 3103

### Court Registrar (OACP 1160)

This course covers the origins, role and responsibilities of a Court Registrar in preparation for, during and following hearings including opening and closing court, administering oaths and swearing in witnesses. \$100

1 day - Sa. Nov 9, 09:00-16:00 - FCO CRN 3101

## Project Management

Program Coordinator: Brian Pink, 604.443.8388

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

### Fundamentals of Project Management (BUSI 1103)

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. Sep 17, 18:30-21:30 - CC CRN 3214

## Small Business

Program Coordinator: Peggy Worobetz: 604.443.8670

Registration and general information: 604.443.8484

### How to Start a Business Program



#### How to Start a Business Package

Thinking of starting your own business? Do you have an idea but not sure how to get started? This step-by-step five-week program guides you through information on all pertinent topics required to successfully begin your own small business. \$60 per course or a total of \$435 for all ten courses for a saving of \$165. Participants attending all ten courses will receive a Statement of Completion. See course descriptions below. \$435

#### Entrepreneurial Leadership Skills (BUSI 1130)

This course provides a variety of information on what it takes to begin a small business, including how to set objectives and determine your entrepreneurial style. (Kyle) \$60

1 eve - Tu. Sep 24, 18:00-21:00 - CC CRN 3168

#### Identifying and Marketing Business Opportunities (BUSI 1131)

Participants will know how to identify their target market, evaluate the competition and determine the potential market for your products and services. (Kyle) \$60

1 eve - Th. Sep 26, 18:00-21:00 - CC CRN 3206

#### Small Business Operations (BUSI 1132)

Learn about the fundamentals of small business management, including human resources, time and stress management. (Kyle) \$60

1 eve - Tu. Oct 1, 18:00-21:00 - CC CRN 3221

#### Bookkeeping for Small Business (BUSI 1133)

This course will explain in easy-to-understand terms the basic steps of bookkeeping and how to turn your bookkeeping into financial statements. Forecasting and budgeting in a small business environment will also be explored. (Eld) \$60

1 eve - Th. Oct 3, 18:00-21:00 - CC CRN 3582

### Understanding Financial Needs (BUSI 1134)

Learn to identify your financial needs and those of your business. Become familiar with the methods which will help you to determine the initial business investment. (Eld) \$60

1 eve - Tu. Oct 8, 18:00-21:00 - CC CRN 3583

### Human Resources (BUSI 1135)

Do you know how to build a team? Learn how to keep your team an effective working group. (Kyle) \$60

1 eve - Th. Oct 10, 18:00-21:00 - CC CRN 3226

### Financial Statements and Financial Planning (BUSI 1136)

Learn how to prepare and interpret a statement of income, a balance sheet, a cash budget and cash flow. (Eld) \$60

1 eve - Tu. Oct 15, 18:00-21:00 - CC CRN 3584

### Legal Obligations (BUSI 1137)

Understand the pros and cons of the principal three legal structures and the legal and financial obligations that they entail. (Eld) \$60

1 eve - Th. Oct 17, 18:00-21:00 - CC CRN 3585

### Financing Your Business (BUSI 1138)

Become familiar with different sources of financing and banking and how applications are evaluated. (Eld) \$60

1 eve - Tu. Oct 29, 18:00-21:00 - CC CRN 3586

### Preparing Your Business Plan (BUSI 1139)

Learn and understand the essentials of creating a business plan. (Kyle) \$60

1 eve - Th. Oct 31, 18:00-21:00 - CC CRN 3227

## Small Business Program - Advanced



### Small Business Program - Advanced Package

This five-week program is designed for those business owners who have been in business for at least one year and are wondering where they go from here. Each course is a case study approach that follows a single business through the following topics: marketing, finance, operations and the future. \$60 per course or a total of \$435 for all ten courses for a saving of \$165. Participants attending all ten courses will receive a Statement of Completion. See course descriptions below. \$435

#### Introduction to Advanced Program/Advanced Operations (BUSI 1141)

Morning - Introduction to Advanced Program - Team dynamics can help your business succeed. Learn about team dynamics and your own leadership style and skill level.

Afternoon - Advanced Operations - Explore in-depth the personnel issues facing business owners as well as sound business management practices. (Kyle) \$120

1 day - Sa. Sep 14, 09:00-16:00 - CC CRN 3231

#### Marketing Outside of the Box/Cornering the Market (BUSI 1142)

Morning - Marketing Outside of the Box - Find out how to move your business off its current plateau and accelerate its success with the four P's of marketing.

Afternoon - Cornering the Market - Learn how to better analyze your competition and demographics in order to meet the needs of your customers. (Kyle) \$120

1 day - Sa. Sep 21, 09:00-16:00 - CC CRN 3230

### Financial Record Keeping/Financial and Business Strategy (BUSI 1143)

Morning - Financial Record Keeping - Learn how to integrate your accounting system into the day-to-day operations of your business so that you can work smarter not harder.

Afternoon - Financial and Business Strategy - Are you making a profit but don't have any cash? Are sales rising, but you can't meet the payments to your suppliers? Learn how to manage your cash flow and work with your banker to ensure the success of your business. (Eld) \$120

1 day - Sa. Sep 28, 09:00-16:00 - CC CRN 3587

### Legal Obligations/Human Resources (BUSI 1144)

Morning - Legal Obligations - Does government paperwork have you confused? This course will take the mystery out of what has to be filed and when!

Afternoon - Human Resources - Learn more about the ins and outs of managing employees and statutory requirements. (Eld/Kyle) \$120

1 day - Sa. Oct 5, 09:00-16:00 - CC CRN 3232

### Your Business Plan (BUSI 1145)

Morning and afternoon - In this course you will work on updating your business plan so you have a good road map to move your business forward. (Eld/Kyle) \$120

1 day - Sa. Oct 19, 09:00-16:00 - CC CRN 3365

### Note

For additional professional development, please see courses under Leadership Skills, pages 12-13; Management Skills, pages 13-14 and Customer Relationship Management, page 11.

## Vancouver Centre for Professional Development - Small Business

### Disability Awareness (BUSI 1121)



Through presentations, question forums and guest speakers, this course will give employers an insight on people with visible or invisible disabilities in the workplace. (Grice) \$165

3 eve - Tu. Oct 8, 18:30-21:30 - CC CRN 3618

### Social Marketing (BUSI 1120)



Business and community leaders who believe in community improvement and directly or inadvertently become a public voice often do not know how to constructively channel their enthusiasm. An understanding and subsequent application of social marketing principles and practices enables leaders with a systematic process. Very simply, social marketing is the use of commercial marketing techniques to promote that adoption of a behaviour that will improve the health and well being of the target audience or of society as a whole. (Hubbard) \$225

3 day - Sa. Oct 19/26, Nov 2, 09:00-16:00 - CC CRN 3633

### Graphics, Printing and the Corporate Identity (BUSI 1122)



Understanding the basics of graphics and printing enables a small business owner to participate effectively in the advertising process (planning, decision making and dealing with suppliers). Learn how to communicate clearly with suppliers, accurately calculate advertising costs, plan for better value in print media advertising, develop an effective corporate identity and image, and learn how to effectively use the corporate image in advertising and promotion. (Ailo) \$165

3 eve - Tu. Sep 24, 18:30-21:30 - CC CRN 3634

## Telecommunications Management

**Program Coordinator:** Peggy Worobetz, 604.443.8670

**Program Assistant:** Lynda Boothby, 604.443.8383

**Information Session:**  
**Thursday, September 5, 17:00-18:30**  
**- City Centre - Room 218B**

## 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. Classroom students must successfully complete all five courses in seven terms (two years and one term) to obtain a certificate:

Understanding Telecommunications (TELE 1101)

Infrastructure Fundamentals (TELE 1102)

Voice/Data Convergence (TELE 1103)

Applications - Small, Medium and Large Businesses (TELE 1104)

Linking Technology to Business Strategy (TELE 1105)

### Classroom

#### Understanding Telecommunications (TELE 1101)

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) \$340

10 eve - We. Sep 18, 18:00-21:00 - CC **CRN 3055**

#### Infrastructure Fundamentals (TELE 1102)

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 (TELE 1101). (Giles) \$340

10 eve - Th. Sep 19, 17:30-20:30 - CC **CRN 3059**

#### Voice/Data Convergence (TELE 1103)

Builds upon Infrastructure Fundamentals. 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 (TELE 1101) and Infrastructure Fundamentals (TELE 1102) (B. Clark) \$340

10 eve - We. Sep 18, 18:00-21:00 - CC **CRN 3060**

#### Applications - Small, Medium and Large Businesses (TELE 1104)

Applications - Small, Medium and Large Businesses 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 (TELE 1101), Infrastructure Fundamentals (TELE 1102) and Voice/Data Convergence (TELE 1103). (TBA) \$340

Available January 2003

#### Linking Technology to Business Strategy (TELE 1105)

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 (TELE 1101) and Infrastructure Fundamentals (TELE 1102). (Osborne) \$340

10 eve - We. Sep 18, 17:45-20:45 - CC **CRN 3337**

### Challenge Examinations

Challenge examinations are available for the Understanding Telecommunications, Infrastructure Fundamentals 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 (TELE 1101) \$340**

2 hrs - Tu. Sep 10, 18:30-20:30 - CC **CRN 3629**

**Infrastructure Fundamentals (TELE 1102) \$340**

2 hrs - Tu. Sep 10, 18:30-20:30 - CC **CRN 3631**

**Voice/Data Convergence (TELE 1103) \$340**

2 hrs - Tu. Sep 10, 18:30-20:30 - CC **CRN 3632**

### Distance Education

Understanding Telecommunications is available in an eight-module distance education package (course TELE 1101 **CRN 3090**). See course description under Classroom Program. \$375

Infrastructure Fundamentals (TELE 1102 **CRN 3166**), Voice/Data Convergence (TELE 1103 **CRN 3177**), Applications - Small, Medium and Large Businesses (TELE 1104 **CRN 3080**) and Linking Technology to Business Strategy (TELE 1105 **CRN 3187**) are available in a correspondence distance education package. Each course is 10 modules in length. See course description under classroom program. \$375 each course.

A Distance Learning Information package is available. Please call 604.443.8670.

## Vancouver Centre for Professional Development - Telecommunications Management

**For detailed seminar information please call the program coordinator.**

We are excited to offer an in-depth technical seminar that has been developed and will be presented by Gary Zielke, president of Infotel Systems Corporation.

#### TCP/IP Networking Essentials (TELE 1106)



The popularity of TCP/IP makes a knowledge of these protocols mandatory for anyone involved with networking. This three-day class will teach you the essentials and allow you to go beyond the basics. Improve your on-the-job performance or make yourself more employable by adding a knowledge of these important protocols to your skill set. (Zielke) \$895

3 day - Tu/We/Th. Oct 22/23/24, 08:30-16:30

- DS Room 350C **CRN 3253**

## 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. Small firms wishing to have one or more employees attend one of these courses may wish to combine 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 (HLTH 1277)

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. Oct 25, 09:00-17:00 - KEC **CRN 3136**

#### Joint Health and Safety (H&S) Committee Training (HLTH 1278)

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. Oct 4, 09:00-17:00 - KEC **CRN 3130**

#### Hazard Recognition and Control (HLTH 1279)

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. Oct 18, 09:00-17:00 - KEC **CRN 3125**

#### Supervisor Safety Management (HLTH 1280)

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. Nov 29, 09:00-17:00 - KEC **CRN 3116**

#### Preventing Workplace Violence (HLTH 1281)

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. Nov 1, 09:00-17:00 - KEC **CRN 3119**

#### Occupational Safety and Health in Small Business (HLTH 1282)

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. Nov 15, 09:00-17:00 - KEC **CRN 3115**

#### Workplace Hazardous Materials Information System (HLTH 1283)

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) \$50

1 mng - Sa. Sep 28, 09:00-13:00 - KEC **CRN 3114**

### 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.*

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 pages 20-21 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](http://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.

### Counselling

Oakridge courses only - Mischele Mathern or Pat Austin (604.261.2806), e-mail: [mmathern@vccoaklab.com](mailto: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 17. Please pay particular attention to the required prerequisites.

#### Internet and Web Publishing

Courses are available on pages 17-18.

#### Desktop Publishing

Courses available are listed on page 19.

#### 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 pages 19-20.

#### 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 (CMPT 1123) is recommended for all students without previous computer experience. Mouse skills are essential. Introduction to Windows (CMPT 1169) 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

Networking and 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 (CMPT 1123)

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 - Sa. Sep 7, 09:00-17:00 - Oak **CRN 3261**  
1 day - We. Sep 25, 09:00-17:00 - Oak **CRN 3267**  
1 day - Mo. Oct 21, 09:00-17:00 - Oak **CRN 3272**  
1 day - Tu. Nov 19, 09:00-17:00 - Oak **CRN 3274**  
1 day - Sa. Dec 14, 09:00-17:00 - Oak **CRN 3276**

## Windows

Introduction to Windows (CMPT 1169)

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 (CMPT 1123) is a strongly recommended prerequisite for those with little or no computer experience. \$190

1 day - Mo. Sep 9, 09:00-17:00 - Oak **CRN 3384**  
1 day - Sa. Sep 21, 09:00-17:00 - Oak **CRN 3385**  
1 day - Mo. Oct 7, 09:00-17:00 - Oak **CRN 3387**  
1 day - Th. Oct 24, 09:00-17:00 - Oak **CRN 3388**  
1 day - Fr. Nov 8, 09:00-17:00 - Oak **CRN 3399**  
1 day - Su. Nov 24, 09:00-17:00 - Oak **CRN 3401**  
1 day - Mo. Dec 16, 09:00-17:00 - Oak **CRN 3402**

### Intermediate Windows 98 (CMPT 1194)

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 (CMPT 1169) is recommended. \$190

1 day - We. Oct 2, 09:00-17:00 - Oak **CRN 3467**  
1 day - Sa. Nov 30, 09:00-17:00 - Oak **CRN 3469**

### 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 (CMPT 1169). If you are interested in Windows 2000 Professional functionality (how W2K works) and networking, see Windows 2000 Server - Level 1 (CMPT 1207) in the Networking and LAN Management section.

## Computer Hardware

### Hardware Basics (CMPT 1184)

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. Experience using computers is essential. Class size is limited to 6 participants. \$240

1 day - Sa. Sep 7, 09:00-17:00 - Oak **CRN 3516**  
1 day - Fr. Sep 20, 09:00-17:00 - Oak **CRN 3518**  
1 day - Sa. Oct 5, 09:00-17:00 - Oak **CRN 3519**  
1 day - We. Oct 23, 09:00-17:00 - Oak **CRN 3520**  
1 day - Sa. Nov 2, 09:00-17:00 - Oak **CRN 3521**  
1 day - Fr. Nov 22, 09:00-17:00 - Oak **CRN 3522**  
1 day - Sa. Dec 7, 09:00-17:00 - Oak **CRN 3523**  
1 day - Mo. Dec 16, 09:00-17:00 - Oak **CRN 3524**

## Networking and LAN Management

### Introduction to Networking (CMPT 1136)

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 - Sa. Sep 14, 09:00-17:00 - Oak **CRN 3266**  
1 day - Tu. Sep 24, 09:00-17:00 - Oak **CRN 3270**  
1 day - Fr. Oct 25, 09:00-17:00 - Oak **CRN 3273**  
1 day - Sa. Nov 16, 09:00-17:00 - Oak **CRN 3275**  
1 day - We. Dec 11, 09:00-17:00 - Oak **CRN 3277**

### Windows 2000 Server - Level 1 (CMPT 1207)

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 (CMPT 1136) is strongly recommended as a prerequisite. Familiarity with Windows is essential. \$190

1 day - Tu. Sep 17, 09:00-17:00 - Oak **CRN 3473**  
1 day - Tu. Oct 29, 09:00-17:00 - Oak **CRN 3474**  
1 day - Fr. Dec 13, 09:00-17:00 - Oak **CRN 3476**

### Windows 2000 Server - Level 2 (CMPT 1208)

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 (CMPT 1207) is the recommended prerequisite. \$190

1 day - Fr. Oct 4, 09:00-17:00 - Oak **CRN 3480**  
1 day - Th. Oct 31, 09:00-17:00 - Oak **CRN 3483**

### Windows 2000 Server - Level 3 (CMPT 1209)

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 (CMPT 1208) is the recommended prerequisite. \$190

1 day - Th. Oct 10, 09:00-17:00 - Oak **CRN 3485**  
1 day - Th. Nov 14, 09:00-17:00 - Oak **CRN 3486**

### Introduction to Windows NT Networking (CMPT 1180)

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 (CMPT 1136) is strongly recommended as a prerequisite. Familiarity with Windows is essential. \$190

1 day - Tu. Oct 1, 09:00-17:00 - Oak **CRN 3313**

### Intermediate Windows NT Server (CMPT 1181)

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 (CMPT 1180) is the recommended prerequisite. \$190

1 day - Th. Oct 3, 09:00-17:00 - Oak **CRN 3314**

### Advanced Windows NT Server (CMPT 1182)

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 (CMPT 1181) is the recommended prerequisite. \$190

1 day - We. Oct 9, 09:00-17:00 - Oak **CRN 3317**

## Internet and Web Publishing

### Introduction to the Internet (CMPT 1171)

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 (CMPT 1169) is the recommended prerequisite. \$190

1 day - Su. Sep 8, 09:00-17:00 - Oak **CRN 3431**  
1 day - Mo. Sep 30, 09:00-17:00 - Oak **CRN 3435**  
1 day - Th. Nov 7, 09:00-17:00 - Oak **CRN 3436**  
1 day - Th. Dec 5, 09:00-17:00 - Oak **CRN 3438**

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### Intermediate Internet (CMPT 1172)

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 (CMPT 1171) is strongly recommended. \$190

1 day - Su. Sep 15, 09:00-17:00 - Oak **CRN 3389**  
1 day - Mo. Oct 7, 09:00-17:00 - Oak **CRN 3392**  
1 day - Mo. Nov 18, 09:00-17:00 - Oak **CRN 3393**  
1 day - Tu. Dec 17, 09:00-17:00 - Oak **CRN 3395**

### Introduction to Publishing Web Pages (CMPT 1173)

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 (CMPT 1171) is strongly recommended. \$190

1 day - Tu. Sep 3, 09:00-17:00 - Oak **CRN 3352**  
1 day - Su. Sep 22, 09:00-17:00 - Oak **CRN 3356**  
1 day - Th. Oct 10, 09:00-17:00 - Oak **CRN 3361**  
1 day - Tu. Nov 12, 09:00-17:00 - Oak **CRN 3363**  
1 day - Tu. Dec 3, 09:00-17:00 - Oak **CRN 3364**

### Intermediate Web Publishing (CMPT 1186)

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 (CMPT 1173) is recommended. \$190

1 day - Th. Sep 5, 09:00-17:00 - Oak **CRN 3339**  
1 day - Su. Sep 29, 09:00-17:00 - Oak **CRN 3342**  
1 day - Tu. Oct 22, 09:00-17:00 - Oak **CRN 3344**  
1 day - Mo. Dec 9, 09:00-17:00 - Oak **CRN 3348**

### Advanced Web Publishing (CMPT 1199)

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 (CMPT 1186) is strongly recommended as a prerequisite. \$190

1 day - Su. Oct 6, 09:00-17:00 - Oak **CRN 3403**  
1 day - Mo. Oct 28, 09:00-17:00 - Oak **CRN 3404**  
1 day - Tu. Dec 17, 09:00-17:00 - Oak **CRN 3406**

### Introduction to Dreamweaver (CMPT 1204)

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 (CMPT 1173) is strongly recommended. \$190

1 day - Tu. Oct 15, 09:00-17:00 - Oak **CRN 3439**  
1 day - Mo. Nov 4, 09:00-17:00 - Oak **CRN 3441**  
1 day - Su. Nov 24, 09:00-17:00 - Oak **CRN 3444**  
1 day - Th. Dec 19, 09:00-17:00 - Oak **CRN 3447**

### Intermediate Dreamweaver (CMPT 1205)

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 - Mo. Oct 21, 09:00-17:00 - Oak **CRN 3449**  
1 day - Su. Dec 1, 09:00-17:00 - Oak **CRN 3450**

### Understanding Java and JavaScript (CMPT 1203)

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 (CMPT 1186) is recommended. \$190

1 day - Th. Sep 26, 09:00-17:00 - Oak **CRN 3513**  
1 day - We. Oct 30, 09:00-17:00 - Oak **CRN 3514**  
1 day - Fr. Dec 6, 09:00-17:00 - Oak **CRN 3515**

For courses on Mac, see page 6

## 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 (CMPT 1130); Spreadsheet/Charts section for Introduction to Excel (CMPT 1129); the Database section for Introduction to Access (CMPT 1164); the Personal Information Managers section for Introduction to Outlook (CMPT 1185); and the Desktop Publishing section for Introduction to PowerPoint (CMPT 1168).

## Word Processing

### Introduction to Microsoft Word (CMPT 1130)

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 (CMPT 1169) 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 (CMPT 1157). \$190

1 day - Th. Sep 12, 09:00-17:00 - Oak **CRN 3310**  
1 day - Fr. Oct 11, 09:00-17:00 - Oak **CRN 3312**  
1 day - Mo. Nov 4, 09:00-17:00 - Oak **CRN 3315**  
1 day - Sa. Dec 7, 09:00-17:00 - Oak **CRN 3316**

### Fast Track Microsoft Word (CMPT 1157)

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 (CMPT 1130). Introduction to Windows (CMPT 1169) is strongly recommended as a prerequisite. Basic mouse skills are essential. \$190

1 day - Tu. Sep 10, 09:00-17:00 - Oak **CRN 3459**  
1 day - Fr. Oct 18, 09:00-17:00 - Oak **CRN 3460**  
1 day - Th. Nov 14, 09:00-17:00 - Oak **CRN 3462**

### Intermediate Microsoft Word (CMPT 1153)

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 (CMPT 1130) is recommended. \$190

1 day - Tu. Sep 17, 09:00-17:00 - Oak **CRN 3440**  
1 day - Fr. Oct 25, 09:00-17:00 - Oak **CRN 3442**  
1 day - Th. Nov 21, 09:00-17:00 - Oak **CRN 3443**  
1 day - Su. Dec 15, 09:00-17:00 - Oak **CRN 3446**

### Advanced Microsoft Word (CMPT 1154)

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 - Fr. Sep 27, 09:00-17:00 - Oak **CRN 3454**  
1 day - Fr. Nov 29, 09:00-17:00 - Oak **CRN 3455**

## Spreadsheets/Charts

### Introduction to Excel (CMPT 1129)

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 (CMPT 1169) is strongly recommended as a prerequisite. Basic mouse skills are essential. \$190

1 day - We. Sep 11, 09:00-17:00 - Oak **CRN 3296**  
1 day - Th. Sep 26, 09:00-17:00 - Oak **CRN 3298**  
1 day - We. Oct 9, 09:00-17:00 - Oak **CRN 3299**  
1 day - Su. Oct 20, 09:00-17:00 - Oak **CRN 3302**  
1 day - Tu. Nov 5, 09:00-17:00 - Oak **CRN 3304**  
1 day - We. Nov 20, 09:00-17:00 - Oak **CRN 3305**  
1 day - Mo. Dec 9, 09:00-17:00 - Oak **CRN 3308**

### Intermediate Excel - Worksheets and Charts (CMPT 1131)

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 examine graphics capabilities. Experience with Excel is essential. Introduction to Excel (CMPT 1129) recommended. \$190

1 day - Mo. Sep 16, 09:00-17:00 - Oak **CRN 3318**  
1 day - Tu. Oct 15, 09:00-17:00 - Oak **CRN 3320**  
1 day - Su. Oct 27, 09:00-17:00 - Oak **CRN 3322**  
1 day - Tu. Nov 12, 09:00-17:00 - Oak **CRN 3325**  
1 day - Fr. Dec 13, 09:00-17:00 - Oak **CRN 3332**

### Advanced Excel (CMPT 1132)

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 (CMPT 1131) is recommended. \$190

1 day - Mo. Sep 23, 09:00-17:00 - Oak **CRN 3343**  
1 day - We. Oct 23, 09:00-17:00 - Oak **CRN 3345**  
1 day - Su. Nov 17, 09:00-17:00 - Oak **CRN 3350**  
1 day - Fr. Dec 20, 09:00-17:00 - Oak **CRN 3353**

### Excel Programming - Level 1 (CMPT 1197)

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 (CMPT 1131) is recommended. \$190

1 day - We. Sep 25, 09:00-17:00 - Oak **CRN 3509**  
1 day - Tu. Oct 29, 09:00-17:00 - Oak **CRN 3510**  
1 day - We. Nov 27, 09:00-17:00 - Oak **CRN 3511**

## Computer Accounting

### Introduction to MYOB (CMPT 1223)

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. Sep 22, 09:00-17:00 - Oak **CRN 3499**  
1 day - Sa. Oct 12, 09:00-17:00 - Oak **CRN 3500**  
1 day - Su. Nov 17, 09:00-17:00 - Oak **CRN 3501**

### Advanced MYOB (CMPT 1224)

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 (CMPT 1223) is strongly recommended. \$190

1 day - Su. Sep 29, 09:00-17:00 - Oak **CRN 3502**  
1 day - Su. Oct 27, 09:00-17:00 - Oak **CRN 3503**  
1 day - Sa. Nov 23, 09:00-17:00 - Oak **CRN 3504**

### Introduction to Simply Accounting (CMPT 1150)

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. Sep 8, 09:00-17:00 - Oak **CRN 3347**  
1 day - Fr. Oct 11, 09:00-17:00 - Oak **CRN 3351**  
1 day - Su. Nov 3, 09:00-17:00 - Oak **CRN 3355**  
1 day - Su. Dec 1, 09:00-17:00 - Oak **CRN 3358**

### Advanced Simply Accounting (CMPT 1151)

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 (CMPT 1150) is strongly recommended. \$190

1 day - Su. Sep 15, 09:00-17:00 - Oak **CRN 3490**  
1 day - Fr. Oct 18, 09:00-17:00 - Oak **CRN 3491**  
1 day - Sa. Nov 9, 09:00-17:00 - Oak **CRN 3492**

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## ACCPAC for Windows - General Ledger (CMPT 1200)

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 - Fr. Sep 6, 09:00-17:00 - Oak **CRN 3493**  
1 day - Fr. Nov 1, 09:00-17:00 - Oak **CRN 3744**  
1 day - Su. Dec 8, 09:00-17:00 - Oak **CRN 3494**

## ACCPAC for Windows - Accounts Receivable (CMPT 1201)

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 (CMPT 1200) is recommended. \$190

1 day - Su. Oct 20, 09:00-17:00 - Oak **CRN 3495**  
1 day - Su. Dec 15, 09:00-17:00 - Oak **CRN 3496**

## ACCPAC for Windows - Accounts Payable (CMPT 1202)

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 (CMPT 1200) is recommended. \$190

1 day - Su. Oct 6, 09:00-17:00 - Oak **CRN 3497**  
1 day - Sa. Dec 21, 09:00-17:00 - Oak **CRN 3498**

## Desktop Publishing

### Windows Environment

#### Introduction to PowerPoint (CMPT 1168)

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 (CMPT 1169) is strongly recommended as a prerequisite. \$190

1 day - Fr. Sep 13, 09:00-17:00 - Oak **CRN 3375**  
1 day - Tu. Oct 8, 09:00-17:00 - Oak **CRN 3377**  
1 day - Su. Nov 3, 09:00-17:00 - Oak **CRN 3379**  
1 day - Mo. Nov 25, 09:00-17:00 - Oak **CRN 3382**  
1 day - We. Dec 18, 09:00-17:00 - Oak **CRN 3383**

#### Introduction to PageMaker Desktop Publishing (CMPT 1126)

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 - Th. Sep 19, 09:00-17:00 - Oak **CRN 3278**  
1 day - Sa. Oct 19, 09:00-17:00 - Oak **CRN 3279**  
1 day - Th. Nov 7, 09:00-17:00 - Oak **CRN 3280**  
1 day - Fr. Dec 6, 09:00-17:00 - Oak **CRN 3281**

#### Intermediate PageMaker Desktop Publishing (CMPT 1128)

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 (CMPT 1126) is strongly recommended. \$190

1 day - Tu. Oct 1, 09:00-17:00 - Oak **CRN 3290**  
1 day - Sa. Oct 26, 09:00-17:00 - Oak **CRN 3292**  
1 day - Fr. Nov 15, 09:00-17:00 - Oak **CRN 3294**

#### Introduction to Photoshop (CMPT 1212)

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, and more. Familiarity with a mouse and experience in other Windows programs is essential. \$190

1 day - We. Sep 18, 09:00-17:00 - Oak **CRN 3410**  
1 day - We. Oct 16, 09:00-17:00 - Oak **CRN 3412**  
1 day - Sa. Nov 16, 09:00-17:00 - Oak **CRN 3413**  
1 day - We. Dec 11, 09:00-17:00 - Oak **CRN 3415**

#### Intermediate Photoshop (CMPT 1225)

Now that you understand Photoshop basics, expand your skills. Make technical adjustments using a variety of filters, colour curves, and the channel mixer. Explore photo enhancements, including the addition of text. Learn how to use Photoshop to enhance a Web site. Experience with Photoshop is essential. Introduction to Photoshop (CMPT 1212) is strongly recommended. \$190

1 day - Fr. Nov 1, 09:00-17:00 - Oak **CRN 3418**  
1 day - Sa. Nov 23, 09:00-17:00 - Oak **CRN 3420**  
1 day - Th. Dec 19, 09:00-17:00 - Oak **CRN 3421**

#### Introduction to CorelDRAW! (CMPT 1143)

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. Oct 4, 09:00-17:00 - Oak **CRN 3357**  
1 day - Th. Nov 21, 09:00-17:00 - Oak **CRN 3359**

#### Advanced CorelDRAW! (CMPT 1156)

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! (CMPT 1143) is strongly recommended. \$190

1 day - Th. Oct 17, 09:00-17:00 - Oak **CRN 3360**  
1 day - Th. Nov 28, 09:00-17:00 - Oak **CRN 3362**

#### Note

For other desktop publishing courses see Electronic Publishing, page 6.

## Database Management

### Introduction to Access (CMPT 1164)

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 (CMPT 1169) is strongly recommended. \$190

1 day - Th. Sep 5, 09:00-17:00 - Oak **CRN 3282**  
1 day - Sa. Sep 28, 09:00-17:00 - Oak **CRN 3283**  
1 day - We. Oct 2, 09:00-17:00 - Oak **CRN 3284**  
1 day - Tu. Oct 22, 09:00-17:00 - Oak **CRN 3285**  
1 day - We. Nov 13, 09:00-17:00 - Oak **CRN 3286**  
1 day - Sa. Nov 30, 09:00-17:00 - Oak **CRN 3287**  
1 day - Tu. Dec 10, 09:00-17:00 - Oak **CRN 3289**

### Intermediate Access (CMPT 1165)

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 (CMPT 1164) is recommended as a prerequisite. \$190

1 day - Tu. Sep 10, 09:00-17:00 - Oak **CRN 3293**  
1 day - Sa. Oct 5, 09:00-17:00 - Oak **CRN 3295**  
1 day - We. Oct 16, 09:00-17:00 - Oak **CRN 3297**  
1 day - Fr. Nov 15, 09:00-17:00 - Oak **CRN 3300**  
1 day - Th. Dec 12, 09:00-17:00 - Oak **CRN 3303**

### Advanced Access (CMPT 1166)

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 (CMPT 1165) is strongly recommended as a prerequisite. \$190

1 day - Fr. Sep 13, 09:00-17:00 - Oak **CRN 3306**  
1 day - Sa. Oct 19, 09:00-17:00 - Oak **CRN 3307**  
1 day - Mo. Nov 18, 09:00-17:00 - Oak **CRN 3311**

### Access Programming - Level 1 (CMPT 1198)

Learn how to automate routine procedures in Access. Use IIF, Switch and Dlookup functions in calculated fields and text 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 (CMPT 1166) is recommended. \$190

1 day - Fr. Sep 20, 09:00-17:00 - Oak **CRN 3336**  
1 day - Sa. Oct 26, 09:00-17:00 - Oak **CRN 3338**  
1 day - We. Nov 20, 09:00-17:00 - Oak **CRN 3341**

### Access Programming - Level 2 (CMPT 1206)

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 (CMPT 1198) is strongly recommended as a prerequisite. \$190

1 day - Fr. Sep 27, 09:00-17:00 - Oak **CRN 3468**  
1 day - Sa. Nov 2, 09:00-17:00 - Oak **CRN 3471**  
1 day - Fr. Nov 22, 09:00-17:00 - Oak **CRN 3472**

## Personal Information Managers

### Introduction to Microsoft Outlook (CMPT 1185)

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 (CMPT 1169) is recommended for those with little experience in Windows. \$190

1 day - We. Sep 18, 09:00-17:00 - Oak **CRN 3423**  
1 day - Th. Oct 17, 09:00-17:00 - Oak **CRN 3424**  
1 day - Tu. Nov 19, 09:00-17:00 - Oak **CRN 3426**  
1 day - Sa. Dec 14, 09:00-17:00 - Oak **CRN 3427**

## Programming in Visual Basic

### Note

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

### Introduction to Visual Basic (CMPT 1188)

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 - Sa. Sep 14, 09:00-17:00 - Oak **CRN 3463**  
1 day - Th. Oct 3, 09:00-17:00 - Oak **CRN 3464**  
1 day - Th. Oct 31, 09:00-17:00 - Oak **CRN 3465**  
1 day - We. Dec 4, 09:00-17:00 - Oak **CRN 3466**

### Intermediate Visual Basic (CMPT 1195)

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 (CMPT 1188) is strongly recommended. \$190

1 day - Sa. Sep 21, 09:00-17:00 - Oak **CRN 3475**  
1 day - Tu. Oct 8, 09:00-17:00 - Oak **CRN 3477**  
1 day - We. Nov 13, 09:00-17:00 - Oak **CRN 3479**  
1 day - Tu. Dec 10, 09:00-17:00 - Oak **CRN 3482**

### Advanced Visual Basic (CMPT 1196)

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 (CMPT 1195) is strongly recommended. \$190

1 day - Sa. Sep 28, 09:00-17:00 - Oak **CRN 3505**  
1 day - Th. Oct 24, 09:00-17:00 - Oak **CRN 3506**  
1 day - Tu. Nov 26, 09:00-17:00 - Oak **CRN 3507**  
1 day - Th. Dec 12, 09:00-17:00 - Oak **CRN 3508**

## 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.ca

### Computer Basics

#### Keyboarding for Beginners (OACP 1102)

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. Sep 21, 09:30-12:30 - CC **CRN 3617**

6 eve - Mo. Sep 23, 18:30-21:30 - CC **CRN 3616**

#### Computer Foundations (CMPT 1101)

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. Sep 25, 18:30-21:30 - CC **CRN 3216**

#### 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.

### Web Development and Programming

#### Building an E-Commerce Site (CMPT 1110)

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. Oct 16, 18:30-21:30 - CC **CRN 3218**

#### Introduction to Dreamweaver UltraDev (CMPT 1113)

This hands-on course will show you how to build dynamic and interactive website applications. It is not necessary to know server side code in this course. At the conclusion of the course you will be able to: connect web pages to a database; build websites which can display records from a database; enable visitors to browse, search, delete and/or update records; set passwords to selected pages; and build server behaviors to make a website interactive. \$250

5 eve - Th. Oct 17, 18:30-21:30 - CC **CRN 3220**

#### Webpage Design (CMPT 1114)

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 Javascript into your Website - Students will enhance their webpage by adding CGI and Javascript features. Topics such as working with CGI, selection lists, programming objects, creating on-line forms, 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 - Tu. Sep 24, 18:30-21:30 - CC **CRN 3222**

10 eve - Th. Sep 26, 18:30-21:30 - CC **CRN 3238**

#### Note

For webpage design on the Mac, see page 6.

#### Introduction to Programming Using Objects (CMPT 1218)

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. Sep 23, 18:30-21:30 - CC **CRN 3239**

#### Web Application Development (CMPT 1219)

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. Sep 25, 18:30-21:30 - CC **CRN 3240**

#### Java Programming (CMPT 1211)

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. Sep 24, 18:30-21:30 - CC **CRN 3241**

#### Introduction to XML (CMPT 1220)

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. Sep 26, 18:30-21:30 - CC **CRN 3242**

#### IT Project Management (CMPT 1214)

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. Sep 28, 09:30-16:30 - CC **CRN 3243**

#### A+ Hardware Certification

##### A+ Computer Hardware Certification Preparation: Building and Configuring Computer Systems (CMPT 1119)

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 16. Instructor will advise class on course text - available at the City Centre Bookstore. \$495

12 eve - Tu. Sep 17, 18:00-21:00 - CC **CRN 3260**

12 eve - We. Sep 18, 18:00-21:00 - CC **CRN 3255**

### 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 Rhyon Caldwell at 604.443.8544 or rcaldwell@vcc.ca.

The five MCSA certification preparation courses are as follows:

MCP Preparation

Windows 2000 Server

A+ Hardware Certification Preparation

CompTIA Network+ Certification Preparation

Managing a Windows 2000 Network

#### MCP Preparation (CMPT 1213)

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. \$525

20 eve - Mo/Th. Sep 23, 18:30-21:30 - CC **CRN 3245**

#### Windows 2000 Server (CMPT 1222)

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. Sep 24, 18:30-21:30 - CC **CRN 3576**

#### A+ Computer Hardware Certification Preparation: Building and Configuring Computer Systems (CMPT 1119)

For course description, see above.

12 eve - Tu. Sep 17, 18:00-21:00 - CC **CRN 3260**

12 eve - We. Sep 18, 18:00-21:00 - CC **CRN 3255**

#### CompTIA Network+ Certification Preparation (CMPT 1216)

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. Sep 28, 09:00-13:00 - CC **CRN 3600**

#### Managing a Windows 2000 Network (CMPT 1217)

This course provides the knowledge required by IT professionals to implement, manage and troubleshoot existing network and server environments based on the Microsoft Windows 2000 platform. It covers the material included in the MCP Exam 70-218 (Managing a Microsoft Windows 2000 Network Environment), for credit towards acquiring the MCSA and MCSE certifications. Instructor will advise on course text in class. Prerequisite: Windows 2000 Professional and/or Server or good knowledge of the Microsoft Windows 2000 platform. \$525

10 day - Sa. Sep 28, 09:00-16:00 - CC **CRN 3571**

## Cisco Certified Network Associate (CCNA)



Registration and General Information: 604.443.8484

Course Advice: Nelson Langston, nlangston@vcc.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 (CMPT 1115)

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 troubleshooting 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

10 day - Sa. Sep 21, 09:00-17:00 - CC CRN 3566

### Cisco Networking - Level II (CMPT 1116)

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 (CMPT 1117)

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 (CMPT 1118)

Major topics include WAN theory and design; WAN technology, PPP, frame relay, ISDN; network troubleshooting; 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

## Macintosh Computer Courses

See page 6.

## Health

### Personal & Professional Development

Program Coordinator: 604.443.8674

Program Assistant: Sarah Mokaber, 604.443.8635

#### Tube Feeding (HLTH 1118)

Taught by a nurse and dietician. You will gain current knowledge about the purposes and types of tube feeding, methods, potential complications, impact on the individual and family, and tips for teaching families about tube placement, formula, feeding progression, medications, clean technique, resources, and home tube feeding. (J. Schlenker, RDN & J. Ford, RN, BSN) \$85

1 mng - Oct 25, 09:30-12:30 - KEC CRN 3212

#### Wound Care for RNs (HLTH 1239)

Do you know the difference between an arterial ulcer and a venous ulcer? How much pressure does it take to cause a pressure sore? Can you prevent amputation of a diabetic limb? Come to this all day, interactive session developed to bring nurses up to date on all the exciting changes that have occurred in wound care. (Pearson) \$135

1 day - Fr. Oct 25, 09:00-16:00 - KEC CRN 3333

#### Assisting Clients with Common Physical Disabilities in Mobilizing, Transferring and Positioning (HLTH 1117)

This course focuses on providing safe assistance and practical problem solving for common client needs, as well as hands-on practice of these skills. Provided collaboratively with GF Strong Rehabilitation Centre and George Pearson Centre. This course is for home support workers; residential care aides, rehabilitation and recreational assistants, and activity staff. (GF Strong Rehabilitation Centre and George Pearson Centre) \$85

1 mng - Sep 13, 08:00-12:00 - GPC CRN 3452

#### Osteoporosis Prevention (HLTH 1240)

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 - Sep 28, 09:30-12:00 - KEC CRN 3145

#### Massage - Level I (HLTH 1113)

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 (\$225 for both Level I and II). Maximum: 16 persons.

2 day - Sa/Su. Sep 21/22, 09:00-16:00 - KEC CRN 3391

#### Massage - Level II (HLTH 1114)

Prerequisite: Level I (1113). Practice techniques learned in Level I, and learn new techniques to induce relaxation. Explore the relationship of the body/mind connection to massage. 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 (\$225 for both Level I and II)

1 day - Oct 5, 09:00-16:00 - KEC CRN 3394

### Florence Nightingale, the Perfect Nurse: Debunking this Myth (HLTH 1248)



Even though the majority of Canadian health care professionals are nurses, the work we do has very little visibility during this era of health care reform. Have you ever wondered why? In this interactive workshop, we will trace the roots of this invisibility, examine the traditions of nursing and we will reframe these long-held traditions so we, as nurses, can take our place at the centre of health care reform. (Rogers) \$150

1 day - Nov 2, 09:00-16:00 - KEC CRN 3453

### Suicide Risk: Assessment and Intervention (HLTH 1108)

Suicide risk and attempts can occur with clients of all ages in all care settings, and requires prompt response and clinical judgement. For nurses, counselors, therapists, social workers, mental health staff, pastoral care workers and other health-related professionals, this course will increase your knowledge and skills in identification and initial assessment and intervention to help clients at risk for suicide, and to make appropriate referrals. Offered once / year in collaboration with SAFER, a program of Greater Vancouver Mental Health Service Society. \$85

1 day - Fr. Oct 18, 09:30-16:30 - KEC CRN 3340

### Foot Care for Older Adults (HLTH 1109)

For RNs, LPNs, home support workers, and resident care attendants, this one-day 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 and demonstration. Bring towel. (Olson) \$135

1 day - Oct 11, 09:30-16:30 - KEC CRN 3157

### Three Day Course - Foot Care for Older Adults (HLTH 1241)



In response to the demands for a more thorough foot care course Vancouver Community College announces a three-day certificate course. This 18-hour course provides participants with a full day of theory and two full days of clinical practicum experience. To obtain a Certificate of Completion from Vancouver Community College, participants will successfully complete an exam and skills check. Supplies must be purchased prior to the start of class (approximate cost \$150.00). (Olson) \$360

3 day - Sep 27/28/29 - KEC and Clinical Site CRN 3158

3 day - Oct 25/26/27 - KEC and Clinical Site CRN 3301

3 day - Nov 22/23/24 - KEC and Clinical Site CRN 3321

### Strategies to Improve and Strengthen Teaching Skills

A wide variety of courses are available to the Health Care Professionals responsible for providing education, or wishing to improve their delivery of information to others. (P. Moore)

### On the Spot Teaching: Maximizing the Teachable Moment (HLTH 1210)

Maximize your teaching impact by making the most of spontaneous questions and teaching opportunities 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 or patients and their families in a variety of settings. (Moore) \$85

1 mng - Oct 21, 09:00-12:00 - KEC CRN 3288

### Energize Your Teaching (HLTH 1242)

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 - Oct 21, 13:00-16:00 - KEC CRN 3694

### Presentation in Real Life (HLTH 1254)

This workshop will allow you to see yourself as others see you when you teach. In the workshop we will make a video of one of your presentations and then receive feedback and coaching assistance in the class. Class size is limited to 12 to ensure personal attention. (Moore) \$85

1 day - Oct 23, 13:00-16:00 - KEC CRN 3326

### Maximize Student Participation (HLTH 1253)

Have you ever been in a presentation where the only person participating is the instructor? Research shows that student participation increases learning comprehension and retention. This workshop offers practical strategies for gaining and maintaining student involvement and participation from start to finish. (Moore) \$85

1 mng - Oct 23, 09:00-12:00 - KEC CRN 3331

### Emotional Intelligence in the Classroom (HLTH 1252)

Emotional Intelligence (EI) or people skills are a critical component of confident and effective instructors. What is it? Self-awareness, self-regulation, motivation, empathy and social skills. In this interactive workshop, participants will assess their own EI and learn how to develop these skills in themselves and others. (Moore) \$85

1 aft - Oct 25, 13:00-16:00 - KEC CRN 3319

### Teaching and Learning through Multiple Intelligence (HLTH 1257)

Every learner has a unique way of learning the information you present to him or her in class. Some are visual some logical, some are musical. This interactive workshop will assess your "intelligence profile" using Howard Gardner's eight intelligence's and show you ways of capturing your student's attention. (Moore) \$85

1 mng - Oct 25, 09:00-12:00 - KEC CRN 3324

## 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) (HLTH 1218)

This 8-hour course is of particular interest to health and dental personnel. Course includes obstructed airway management for infant, child and adult as well as CPR for infant, child and adult, and two - person CPR. Bring a blanket. No prerequisites. (Clark) \$60

2 eve - Oct 9/16, 18:00-22:00 - CC CRN 3684

### Standard First Aid (HLTH 1276)

This 16-hour course is for those with previous CPR training. The course includes all content in Emergency First Aid plus two person CPR - C and first aid for broken bones, wounds and emergency medical conditions. Meets all provincial-licensing requirements for daycare operators. \$110

2 day - Sa/Su. Nov 2/3, 09:00-17:30 - KEC CRN 3335

## 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) (HLTH 1101)

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. Sep 14, 09:00-18:00 - CC **CRN 3481**

1 day - Sa. Sep 21, 09:00-18:00 - CC **CRN 3484**

1 day - Sa. Sep 28, 09:00-18:00 - CC **CRN 3487**

1 day - Sa. Oct 5, 09:00-18:00 - CC **CRN 3488**

1 day - Sa. Oct 19, 09:00-18:00 - CC **CRN 3489**

1 day - Sa. Oct 26, 09:00-18:00 - CC **CRN 3512**

1 day - Sa. Nov 2, 09:00-18:00 - CC **CRN 3525**

1 day - Sa. Nov 16, 09:00-18:00 - CC **CRN 3526**

1 day - Sa. Nov 23, 09:00-18:00 - CC **CRN 3527**

1 day - Sa. Nov 30, 09:00-18:00 - CC **CRN 3564**

1 day - Sa. Dec 7, 09:00-18:00 - CC **CRN 3568**

1 day - Sa. Dec 14, 09:00-18:00 - CC **CRN 3570**

### Foodsafe - Level I (Basic) - In Cantonese (HLTH 1104)

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. Nov 2, 09:00-18:00 - CC **CRN 3430**

### Foodsafe - Level II (Advanced) (HLTH 1102)

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. Oct 5/12, 09:00-16:00 - CC **CRN 3433**

## 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.

## Clinical Competencies

Program Coordinator: Shirley Clarke, 604.443.8674

Program Assistant: Sarah Mokaber, 604.443.8635

### Intravenous Therapy (HLTH 1185)

For practising RNs: Update your knowledge on how to locate sites, select equipment, insert IV, adjust flow rates, identify complications and select nursing interventions for the adult patient in keeping with standards for IV nursing. Maximum: 12 nurses. (M. Brazier, RN, MSN, CINA (c)) \$135

1 day - Sa. Sep 7, 08:30-16:30 - KEC **CRN 3008**

1 day - Sa. Nov 16, 08:30-16:30 - KEC **CRN 3052**

1 day - Sa. Dec 7, 08:30-16:30 - KEC **CRN 3043**

### Conscious Sedation Workshop (HLTH 1182)

This six-hour course offering will provide an essential overview of conscious sedation. The course will consider the nursing care during the sedation, the commonly used drugs, patient monitoring, and the discharge criteria. The course will cover some of the potential complications and will discuss special considerations for specific patient populations. (Clarke) \$150

1 day - Nov 22, 09:00-16:00 - KEC **CRN 3051**

### Physical Assessment

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, to prioritize your assessment based on the client's presentation, history, and risks, and to recognize early signs in common clinical conditions. Bring your stethoscope. Wear comfortable clothing. Detailed workbooks provided. Courses may be taken as series or individually in any order. (S. Clarke, RN, MSN; C. Jones, RN, Med.; P. LeBlanc, RN) \$135 each (\$110 each for two or more courses in series)

### Basics of Physical Assessment (HLTH 1187)

1 day - Oct 4, 09:00-16:00 - KEC **CRN 3016**

### Cardiovascular Assessment & Intervention (HLTH 1184)

1 day - Oct 18, 09:00-16:00 - KEC **CRN 3058**

### Neurological Assessment and Intervention (HLTH 1188)

1 day - Oct 25, 09:00-16:00 - KEC **CRN 3047**

### Abdominal Assessment & Intervention (HLTH 1169)

1 day - Nov 1, 09:00-16:00 - KEC **CRN 3045**

### Respiratory Assessment & Intervention (HLTH 1191)

1 day - Nov 15, 09:00-16:00 - KEC **CRN 3062**

### Common Medical Emergencies: Nursing Assessment and Intervention (HLTH 1231)

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. (S. Clarke MSN, RN) \$135

1 day - Nov 29, 09:00-16:00 - KEC **CRN 3048**

### Cardiac Monitoring and ECG Interpretation Programs

The following courses are available to RNs and Cardiology Technologists. These courses will assist you whether you are a novice or an expert in the area of Coronary Care, Intensive Care, Telemetry, PeriAnesthesia Care Nursing or Cardiology labs. (J. Cooper RN, D. Snyder RN)

### Basic Arrhythmia Interpretation (HLTH 1134)

This one - day introductory course is for cardiology technologists, medical lab assistants, paramedics, nurses, and other health care workers who require a basic understanding of cardiac arrhythmia. (Cooper) \$135

1 day - Sep 20, 09:00-16:00 - KEC **CRN 3007**

### Basic Pacemaker ECG Interpretation (HLTH 1175)

An introductory course 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, NBG code, basic dual chamber and sensors. Prerequisite: Basic arrhythmia interpretation skills or course 201612 or 202603 (Cooper) \$135

1 day - Nov 15, 09:00-17:00 - KEC **CRN 3005**

### Basic 12 Lead ECG Interpretation (HLTH 1178)

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) \$135

1 day - Oct 18, 09:00-17:00 - KEC **CRN 3004**

### Cardiology Nuggets

These new half-day courses are for all health care professionals working in a cardiology-related field or in Surgical Day Care and PeriAnesthesia. Jocelyn Cooper will be providing these short courses to provide current and up-to-date information.

### Selected Topics in Cardiology (HLTH 1250)

This half-day course will explore the differences of wide and narrow tachyarrhythmias, and aberrant conduction. This course is open to all health care professionals. (Cooper) \$70

1 aft - Fr. Nov 29 12:30-16:30 - KEC **CRN 3390**

### On Sacred Ground (HLTH 1251)

Jocelyn Cooper has worked with many facets of cardiology. In this half-day workshop, Jocelyn presents a view of the essence of caring for the family and patient in the midst of the life threatening crisis and potential losses. (Cooper) \$70

1 aft - Fr. Oct 24, 12:30-1630 - KEC **CRN 3380**

### Understanding and management of Anticoagulant Therapy (HLTH 1256)

There are many anticoagulants available for the care of post MI and Stroke patients. Jocelyn Cooper will provide the information to assist you in understanding, and recognizing the untoward side effects of these drugs. (Cooper) \$70

1 aft - Nov 1, 12:30-16:30 - KEC **CRN 3309**

### Pacemaker Education for Nurses (HLTH 1255)

Pacemaker insertion is now a day care surgery program in many facilities. How do you provide enough information and education to the patient and the family? This half-day workshop will cover the various types of pacemakers and the key features of important information to provide. (Cooper) \$70

1 aft - Fr. Oct 11, 12:30-16:30 - KEC **CRN 3291**

### The ABC's of PQRST: Cardiac Monitoring and Nursing Interventions (HLTH 1174)

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 cardiac monitoring skills through interactive hands-on approach to learning. Workbook required: Basic Dysrhythmias: Interpretation and management. 3rd. Ed. Huszar, available at KEC bookstore. (D. Snyder RN, BSN) \$270 plus text

3 day - Nov 16/23/30 - KEC **CRN 3050**

### Catch a Wave: Adventures in Hemodynamic Monitoring (HLTH 1177)

This workshop is designed to provide an overview of cardiovascular physiology and the safe and appropriate use of hemodynamic monitoring systems. The focus us on arterial and central venous pressure monitoring. (D. Snyder) \$135 or \$225 for both days.

1 day - Nov 15, 09:00-16:00 - KEC **CRN 3006**

### Catch a Wave: Bigger Adventures in Hemodynamic Monitoring (HLTH 1173)

This course builds on the first adventure. The second workshop focuses on pulmonary artery pressure monitoring including cardiac output data analysis. The emphasis for both days is the application of the core principles of hemodynamic monitoring through the use of clinical examples and case studies. \$135 or \$225 for both days. (D. Snyder)

1 day - Nov 22, 09:00-16:00 - KEC **CRN 3046**

### Courses with a Gerontology Focus

The clients we see in many of our clinical settings are over the age of 65. The following courses have been selected to provide you with additional skills in caring for the elder client. (A. Earthy RN, MS, M. Shaw RN, MS, Dr. R. Malyuk, I. Rohrer RN, MS, L. Nicholson)

### Functional Assessment and Care of the Elderly (HLTH 1230)

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, choose effective individualized interventions. (A. Earthy, RN, MA) \$135.

1 day - Th. Sep 12, 09:00-16:00 - KEC **CRN 3215**

### Principles of Medication Administration Use in Older Adults (HLTH 1212)

(Malyuk) \$85

1 mng - Fr. Sep 27, 09:00-12:00 - KEC **CRN 3397**

### Medications and Complications of Medication Use in the Older Adult: A Case Study Presentation (HLTH 1270)

(Malyuk) \$85

1 mng - Fr. Oct 18, 09:00-12:00 - KEC **CRN 3354**

Aggressive Behaviour in the Elderly (HLTH 1193)

(Shaw) \$85

1 mng - Fr. Oct 18, 09:00-12:00 - KEC **CRN 3451**

### Delirium in Older Adults (HLTH 1284)

(Shaw) \$85

1 mng - Fr. Oct 25, 09:00-12:00 - KEC **CRN 3670**

### Aggressive Behaviour in the Cognitively Impaired Older Adult: Assessment, Prevention and Management (HLTH 1193)

A clinically focused program looking at aggression in the elderly. (Nicholson) \$85

1 mng - Fr. Oct 25, 09:00-12:30 - KEC **CRN 3346**

### Palliative Care Concepts for Health Professionals (HLTH 1213)

(B. Spring / D. Roberts) \$135

1 day - Oct 25, 09:00-16:00 - KEC **CRN 3212**

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## Clinical Leadership for Gerontology Nurses (HLTH 1194)

Nurses in long term care are expected to provide clinical leadership for their unit, team or shift. This practical two-day course will help you with the leadership and communication challenges in your work: team building, interdisciplinary problem-solving, delegating, coaching, resolving conflicts, maintaining standards, advocating for clients and families, and facilitating change. It will help you to understand your professional role and accountability more clearly and to be a clinical leader with greater competence and satisfaction. Offered once per year (I. Rohrer, RN, MSN) \$225  
2 day - Fr/Sa. Oct 25/26, 09:00-1600 - **CRN 3054**

## To enhance your Management Skills, consider the following:

Management Skills for Supervisors Certificate Program  
Leadership Certificate Program  
Associate Certificate in Leadership Coaching  
See pages 12-14 for details. For more information please call Lynda Boothby at 604.443.8383.

## Midlife and Beyond: Concerns and Counselling Strategies (VCCO 1113)

As the population ages, more of our work and personal experiences will involve people in midlife and beyond. This workshop will test your readiness for the age wave. An overview of demographics, social and family changes will provide the context for a discussion on the unique features of family connections in later life. This will include the shift in parent-child relationships and responsibilities as both age; sibling reconnections; later life marriages and grandparenting. A number of "senior friendly" adaptations will be introduced along with an overview of resources for aging individuals and their families to access. This workshop will be participatory and experiential in nature and will include a dialogue with a panel of seniors. (Petty) \$110  
1 day - Sa. Nov 2, 09:30-16:30 - **IEC**

## Agitation and Excessive Behaviours: Physical, Verbal and Emotional (HLTH 1207)

This one-day session will assist all health care providers working with the elderly to better identify, categorize observed behaviors and apply appropriate interventions. Participants will be introduced to a clinical Practice Guideline (CPG) on Identification and Interventions for Agitation and Excessive Behaviors. (Earthy) \$135

1 day - Nov 15, 09:00-16:00 - **KEC CRN 3416**

## Acute Pain Management in the Older Adults (HLTH 1206)

Do frail older adults in your work setting suffer episodes of acute pain? How can we relieve their pain and restore their function more quickly and effectively? This clinical update will assist you to assess and manage acute pain in frail older adults. For nurses and LPNs in acute, post-surgical, orthopedic, long term care, and home settings where older adults experience acute pain episodes. (Malyuk) \$85,

1 mng - Nov 22, 08:30-12:00 - **KEC CRN 3674**

## Pain in the Frail Cognitively Impaired Older Adult (HLTH 1238)

(Shaw) \$85,

1 mng - Nov 22, 09:00-12:00 - **KEC CRN 3349**

## LPN Upgrading

### Head-to-Toe Assessment HLTH 1271)

This course will review the body systems and provide a method of quickly completing a comprehensive assessment of the client. (S. Boll) \$150  
1 day - Sa. Sep 7, 09:00-16:00 - **KEC CRN 3400**

### Pharmacology Theory for LPNs (HLTH 1128)

This comprehensive course is available as a distance program. The usual completion time is 3-6 months. This course has continuous intake. Subjects covered are oral administration of medication and subcutaneous injections. Included in the cost of the course are an evening tutorial and one-day skills check out. (S. Boll) \$450

September **CRN 3458**

October **CRN 3456**

November **CRN 3434**

December **CRN 3461**

### Tutorial for Pharmacology Theory LPNs (HLTH 1269)

This is a mandatory session for participants of the Pharmacology course.

1 eve - Th. Sep 12, 18:30-21:00 - **CC CRN 3722**

### Workshop and Skills Check for Pharmacology Students (HLTH 1130)

1 day - Sa. Oct 5, 08:00-17:00 - **CC CRN 3429**

### Pharmacology Clinical Practicum (HLTH 1131)

To be arranged upon successful completion of the theory portion. There will be an additional cost for the clinical if a clinical instructor is required by the facility.

### Insulin and Subcutaneous Injection Theory (HLTH 1266)

Prerequisite for this program: Successful completion of a recognized pharmacology course. This course is available as distance education; included in the cost of the course is an evening tutorial and one-day skills check. (S. Boll) \$175

September **CRN 3696**

### Tutorial for Subcutaneous Injection (HLTH 1268)

1 eve - Sep 19, 18:30-21:00 - **CC CRN 3728**

### Workshop and Skills Check for Subcutaneous Injection (HLTH 1267)

1 day - Sa. Oct 19, 08:00-14:00 - **CC CRN 3725**

### IV Therapy Presentation for LPNs (HLTH 1272)

This presentation covers calculation of rates when running infusions by gravity, adding IV solution to an existing line, discontinuing a saline / heparin lock blood administration, and management of IV sites and complications. (S. Boll) \$150

1 day - Sa. Nov 30, 09:00-16:00 - **CC CRN 3589**

## For LPNs Looking for a Change

The Medical Office Skills Program has four core courses:

### Business English Skills Package

Medical Office Procedures (OACP 1111)

Interpersonal Skills (MSKL 1101)

Keyboarding (OACP 1102 and OACP 1101)

### Five specialty courses:

Medical Terminology I (OACP 1108)

Medical Terminology II (OACP 1109)

Medical Transcription / Documentation (OACP 1156)

Clinical Procedures (OACP 1155)

Medical Billing (OACP 1137)

This program will prepare you to work in a medical office completing the billing, transcription and preparing clients for medical procedures. Medical Terminology I and II and Keyboarding or equivalency. See page ?? for full course descriptions. For information or registration, please call 604.443.8711.

## Health Certificate Programs

### Nursing Management Certificate Program (HLTH 1199)

Program Coordinator: 604.443.8674

Program Assistant: 604.443.8672.

Call for application form.

Offered once a year Spring 2003

### Perianesthesia Nursing Certificate Program (HLTH 1179)

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 (HLTH 1174) or recent cardiac monitoring course. Suggested textbook, Basic Dysrhythmias. Huszar, 3rd ed. 2001. Available through the KEC Bookstore. (Magri) \$500 (includes shipping and handling costs) **CRN 3731**

### Gerontology Nursing Certificate Program

Program Coordinator, 604.443.8673

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 will be used in preparation for writing the CNA certification exam. Additionally, Vancouver Community College courses may be used as transfer credits to UBC and UVIC BSN programs, or SFU Gerontology Program. This specialty program is available to RNs, RPNs, BSNs, MSN's working in any acute, community or long term care setting involving older adults. Courses are open to non-certificate applicants.

### Unit 1: Healthy Aging - The Experience of Aging (GERO 1215)

This course will explore the effects of aging from the perspective of the well older adult. Class time will be devoted to active learning strategies such as collecting observational and interview data from healthy older adults. Key concepts of the psychological aspects of aging will be discussed, e.g. Person-hood, autonomy, grief and loss. Participants must have knowledge of the normal anatomical and physiologic changes of aging. A self --study package is available for the review and mastery of this material. A challenge exam is available for students who have confidence in their prior learning of this information. (26 hours) (Stuart) Tuition \$325, includes materials, shipping and handling costs.

Sep 27/28, Oct 4/5 - **KEC CRN 3767**

## Medical / Surgical Nurse Upgrading Certificate

This is a new program that offers RNs the opportunity to refresh their knowledge and skills in the care of patients in acute medical and surgical units. The courses offered in this program build on your knowledge and prior learning. These courses may be taken as single courses, or you may wish to complete all courses and the clinical practicum to obtain a certificate.

### Cellular Homeostasis and Endocrinology (HLTH 1259)

This course is designed to provide the student with the knowledge to understand the impact of disease on homeostasis, evaluation of patient response to fluid electrolyte and nutritional intervention and the hormonal effects on major body systems. The student will also learn the appropriate nursing interventions necessary to assist in the maintenance of homeostasis. \$325

September dates TBA **CRN 3673**

## Renal Dialysis Technician Certificate Program

Program Assistant: 604.443.8672

Call for application

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 (OACP 1121)

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) \$185

8 day - Fr. Sep 27, 09:00-13:00 - **KEC CRN 3748**

### Interpersonal Skills for Health Care Workers (MSKL 1104)

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. Sep 21/28, Oct 5/19, 09:00-16:00 - **KEC (No class Oct 12) CRN 3813**

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### Renal Technician - Theory and Clinical (REN1101, REN1102)

(7 1/2 weeks full time, with integrated theory and clinical). 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.

Offered once a year. Next offering: May 2003. \$2,985  
CRN 1041, CRN 1042

#### Note

For medical office employment, see Medical Terminology I (OACP 1108) and Medical Terminology II (OACP 1109).

## Dental

Program Coordinator: Jadina Yip, 604.443.8676

Program Assistant: Sarah Mokaber, 604.443.8635

Registration: 604.443.8635/604.443.8484

### Staying Focused Under Pressure (DNTL 1124)

How do you stay objective in situations and respond appropriately? This course is intended for dental auxiliaries who want to communicate effectively in stressful situations. You will learn skills to increase the probability of keeping yourself intact. A variety of approaches for handling difficult situations will be presented through discussion, exercises and practice. (Rogers) \$135

1 day - Sa. Oct 5, 09:00-16:00 - CC CRN 3541

### Handpiece Care, Maintenance, and Sterilization Procedures (DNTL 1114)

From the compressor to the autoclave, this hands-on course will provide information on how to boost efficiency, improve use and reduce repair costs on the care, cleaning, lubrication and sterilization procedures for all high and low speed motors, attachments and heads. (Shanklin) \$75

1 eve - Mo. Oct 21, 18:30-21:30 - CC CRN 3561

### Radiation Reconnaissance (DNTL 1102)

Discuss the issues concerning x-ray radiation exposure to patients and staff in dentistry. Review exposure range, radiation protection, safety guidelines during pregnancy, effects of naturally occurring and man-made radiation and the effects of darkroom and film types on radiation reduction, and the new WCB regulations regarding the inspection of x-ray units. (Ascencio) \$75

1 eve - Mo. Oct 28, 18:30-21:30 - CC CRN 3549

### The Computer Managed Dental Practice (DNTL 1101)

Enhance career skills and improve understanding of the whole administrative aspect of the dental practice with this hands-on computer course. Develop the ability to open accounts, process treatment, post payments and adjustments, prepare treatment plans, manage recalls etc. Using the DIALOG DENTAL software program. (Simmons) \$135

1 day - Sa. Nov 2, 09:00-16:00 - CC CRN 3606

### Enhancing Patient Compliance through Technology (DNTL 1110)

This hands-on course on automated toothbrushes will help you dispel confusion and misinformation. Discuss a variety of power toothbrushes and ways that technology can be used in treatment planning, using an evidence-based approach. Topics to be covered include: tools for analyzing automated brushes, summary of available research, oral conditions best suited for various brushes, advantages, disadvantages, operation and care of brushes. (Isaac) \$75

1 eve - Mo. Nov 25, 18:30-21:30 - CC CRN 3569

### Oral, Head and Neck Cancer: What is your Role? (DNTL 1111)

This interactive and informative course will offer an overview of dentistry's role in the diagnosis and treatment of oral, head and neck cancer. Review how the dentist and staff in a general practice can aid in identifying, diagnosing and referring at risk patients. Take a 'tour' through the department of dentistry at all four provincial cancer centers. (Allison & Coil) \$85

1 eve - We. Nov 6, 18:30-21:30 - Boardroom, Vancouver Centre, 600 West 10th Ave CRN 3574

### Provisional Prosthodontic Module: Theory (DNTL 1130)

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. (Dennett) \$500

Continuous intake - CC CRN 3609

### Provisional Prosthodontic Module: Clinical (DNTL 1131)

It is anticipated that a clinical session will be scheduled for February 2003 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) \$1050

- CC CRN 3613

### Acupuncture Application in Dentistry (DNTL 1119)

Discover the uses for acupuncture in Dentistry. This session will discuss traditional Chinese medicine, the development of acupuncture, basic theory of acupuncture and how acupuncture works. (Jiang) \$75

1 eve - Mo. Nov 18, 18:30-21:30 - CC CRN 3540

### Career Development, The Complete Package (DNTL 1105)

This workshop will be of interest to all dental professionals considering a career change, but wanting to stay within dentistry. Explore and learn how to enter many diverse dental career opportunities. Review resumes, cover letters and the interview process. Develop and work through a plan for career success! (Preissl/Rogers) \$145

1 day - Sa. Nov 23, 09:00-14:00 - CC CRN 3590

### Radiology Certificate for Level 1 Dental Assistants: Theory (DNTL 1127)

This program is designed for Level 1 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) \$600

Continuous Intake - CC CRN 3592

### Radiology Certificate for Level 1 dental Assistants: Clinical (DNTL 1107)

It is anticipated that a clinical session will be scheduled for February 2003 to accommodate students who have successfully completed the theory component of the course. Clinical dates are four consecutive all-day Saturday sessions. (Rosko) \$600 - CC CRN 3724

### Fissure Sealant Application (DNTL 1120)

This clinical course is designed for Registered Dental Hygienists, Certified Dental Assistants, and Level 1 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 October 2002 to coincide with the November 2002 board exams. For more information and/or to register, contact Sarah Mokaber 604.443.8635. Limited enrollment (Schmitz) - CC

## Human & Social Services

### Working with Children

Program Coordinator: Gyda Chud, 604.443.8416

Information: Pat Cooper, 604.443.8428 or

Jane Jimison, 604.443.8660

Continuing Education at VCC is a well-respected leader in training for the early childhood community. 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 fall. Applications are now being accepted for September 2003.

### 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 to provide knowledge and skills required for effective leaders and administrators. 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 October 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

### Introduction to School Age Child Care (ECCE 1126)

(Donovan) \$185

6 eve - Tu. Sep 17-Oct 22, 18:45-21:45 AND

1 day - Sa. TBA, 09:30-15:30 - CC CRN 3105

### Working with 5-Year Olds (ECCE 1123)

(Donovan) \$185

6 eve - Tu. Oct 29-Dec 3, 18:45-21:45 AND

1 day - Sa. TBA, 09:30-15:30 - CC CRN 3107

### 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 fall term offerings are available on request.

### Family Child Care

#### Introduction to Family Child Care: Good Beginnings (ECCE 1201)

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 nine evenings AND two Saturdays. Course fee includes a workbook. (Hung) \$215

11 sessions: 9 eve - Mo. Sep 9-Nov 18, 19:00-21:30

AND 1 day - Sa. Sep 28, 09:30-12:30 AND

1 day - Sa. Nov 23, 10:00-15:00 - CC CRN 3102

There will be no classes on Thanksgiving or Remembrance Day.

#### 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.

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## Counselling Skills and Substance Abuse Certificate Programs

**Program Coordinator:** Sara Menzel, 604.443.8392

**Program Assistant:** Craig McKenzie-Cook, 604.443.8381

**Information Sessions:**  
**Thursday, September 12, 18:30-19:30**  
**OR Wednesday, January 8, 2003,**  
**18:30-19:30, Continuing**  
**Education Office, City Centre**

Since 1987, VCC has offered these two Certificate Programs which are well-known and respected in the community. They are designed for adults who have initial experience or training in the social services field. All the instructors are practicing clinicians and the course offerings and content are guided by employers from the social services community.

### Basic Counselling Skills (CNSK 1101)

Are you interested in the field of counselling? This practical course will introduce you to the methods required for effective listening and interviewing. Examine the nature and process of client-centered counselling; learn skills foundational to most models of counselling and practice in a supervised setting. This course will be of particular interest to staff and volunteers in the social services and to individuals exploring counselling as a career. Requires self-disclosure and self-exploration. You can expect to spend at least three hours a week on reading and written assignments. Fluency in English is required. Basic Counselling or its equivalent is a prerequisite for those applying to the Counselling Skills and Substance Abuse Certificate Programs. Tuition \$365. To register, call 604.443.8484.

12 eve - Tu. Sep 24, 18:30-21:30 - CC (Pierce) **CRN 3014**  
10 eve - We. Sep 25, 18:30-21:30 AND  
1 day - Sa. Oct 5, 09:30-16:30 - CC (Shamai) **CRN 3563**  
12 eve - Th. Sep 26, 18:30-21:30 - CC (Krakow) **CRN 3599**  
12 sessions: 11 mng - Fr. Sep 27, 09:30-12:30 AND 1  
day - Fr. Oct 4, 09:30-16:30 - KEC (Rungta) **CRN 3020**

## Counselling Skills Certificate Program

**Program Coordinator:** Sara Menzel, 604.443.8392

**Program Assistant:** Craig McKenzie-Cook, 604.443.8381

**Information Session:**  
**Thursday, September 12, 18:30-19:30**  
**OR Wednesday, January 8, 2003,**  
**18:30-19:30, 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;  
Good knowledge of English, both oral and written;  
Maturity and emotional stability;  
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 is recommended.

Satisfactory, documented completion of Basic Counselling Skills (CNSK 1101) or equivalent;  
Satisfactory interview with program coordinator.

### Certificate Requirements

Individual Counselling Skills (CNSK 1103) - 36 hours  
Counselling Theories (CNSK 1102) - 36 hours  
Assessment and Referral (CNSK 1108) - 36 hours  
Personal/Professional Development (CNSK 1112) - 24 hours

Complete 72 hours from the following four courses:  
Group Counselling Skills (CNSK 1104) - 36 hours  
Family Counselling Skills (CNSK 1105) - 36 hours  
Vocational Counselling Skills (CNSK 1109) - 18 hours  
Cross-Cultural Counselling Skills (CNSK 1111) - 18 hours  
As well as:  
Counselling Practicum (CNSK 1199) - 112 hours

### Course Fees

18 hours - \$185; 24 hours - \$240; 36 hours - \$365,  
Practicum - \$375

### Application

Call 604.443.8484 for brochure and application form. An application fee of \$30 is charged. \$15 of the fee is credited back to the student when he/she registers for their first course in one of the Certificate Programs.

*Intake dates: January, April, September each year.*

### Individual Counselling Skills (CNSK 1103)

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. (Schur) \$365

*Will be offered January 2003 term*

### Counselling Theories (CNSK 1102)

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) \$365

12 eve - Mo. Sep 16, 18:30-21:30 - CC **CRN 3019**

### Personal/Professional Development (CNSK 1112)

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) \$240

8 eve - Th. Sep 26, 18:30-21:30 - CC **CRN 3017**

### Assessment, Referral and Community Resources (CNSK 1108)

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) \$365

12 eve - We. Sep 18, 18:30-21:30 - CC **CRN 3021**  
No class We. Oct 16

**The following courses (CNSK 1104, CNSK 1105, CNSK 1111, CNSK 1109) are open to students outside of the Certificate Programs. Some counselling training/experience is required. Priority is given to certificate students who have registered at least ten days in advance of the course start date.**

### Group Counselling Skills (CNSK 1104)

This course examines the knowledge and skills required when counselling in a group setting, individuals affected with a variety of concerns including addiction. Content includes an exploration of group dynamics, types of groups, group structure and organization of stages of group development, and roles and responsibilities of group leaders. The experiential component of this course includes an extended group experience and the opportunity to lead structured group exercises. **Attendance in Saturday class is required for course credit.** (Laird) \$365

11 sessions: 10 eve - Mo. Sep 23, 18:30-21:30 AND  
1 day - Sa. Oct 26, 09:30-16:30 - CC **CRN 3581**

### Family Counselling Skills (CNSK 1105)

This course examines the knowledge and introductory skills required when counselling the family presenting with a variety of substance abuse concerns. This course will explore substance misuse, violence, etc., in families using a family systems theoretical perspective. Two specific approaches to counselling families will be explored in detail: family of origin, and solution-focused counselling. Content areas will include: theoretical assumptions, family assessments, counter transference, and ethical issues. (Rypkema) \$365

12 eve - Tu. Sep 24, 18:30-21:30 - CC **CRN 3018**

### Cross-Cultural Counselling (CNSK 1111)

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) \$185

*Will be offered January 2003 term*

### Vocational Counselling (CNSK 1109)

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) \$185

*Will be offered January 2003 term*

### Practicum (CNSK 1199)

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 practicum site coordinator. (Laird) \$375

*Practicum seminar dates: Sep 4/18, Oct 2/16/30, Nov 13/27, Dec 11, Jan 8, 2003, 18:30-21:30 - CC*  
**Registration after September 1, 2002:**  
**contact Craig McKenzie Cook: 604.443.8381**

**Practicum information meeting:**  
**We. Oct 2, 17:00-18:00 - CC CE Office**

## Substance Abuse Counselling Skills Certificate Program

**Program Coordinator:** Sara Menzel, 604.443.8392

**Program Assistant:** Craig McKenzie-Cook, 604.443.8381

**Information Sessions:**  
**Thursday, September 12, 18:30-19:30**  
**OR Wednesday, January 8, 2003,**  
**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:  
A satisfactory documented completion of VCC Basic Counselling Skills (CNSK 1101) or equivalent;  
Three years of successful recovery for those candidates affected by chemical dependency is recommended;  
Maturity and emotional stability;  
Completion of satisfactory entrance interview.

### Certificate Requirements

Introduction to Substance Abuse (SUAB 1102) - 21 hours  
Drugs and Human Behaviour (SUAB 1103) - 21 hours  
Individual Counselling Skills for Substance Abuse (SUAB 1101) - 36 hours  
Substance Abuse - The Aboriginal Context (SUAB 1115) - 36 hours  
Personal/Professional Development (CNSK 1112) - 24 hours  
Assessment, Referral and Community Resources (SUAB 1106) - 36 hours

One of the following two courses:

Group Counselling Skills (CNSK 1104) - 36 hours  
Family Counselling Skills (CNSK 1105) - 36 hours  
As well as:

Counselling Practicum (SUAB 1199) - 112 hours

### Course Fees

21 hours - \$205; 24 hours - \$240; 36 hours - \$365;  
Practicum - \$375

### Application

Call 604.443.8484 for brochure and application form. An application fee of \$30 is charged. \$15 of the fee will be credited to the student when he/she registers for their first course in one of the Certificate Programs.

*Intake dates: September, January, April each year.*

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### Introduction to Substance Abuse (SUAB 1102)

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) \$205

Will be offered January 2003 term

### Drugs and Human Behaviour (SUAB 1103)

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) \$205

Will be offered January 2003 term

### Individual Counselling Skills for Substance Abuse (SUAB 1101)

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 (CNSK 1101), and includes motivational interviewing. Students will spend additional time outside of class practicing their skills. (Barker) \$365

12 eve - We. Sep 25, 18:30-21:30 - CC CRN 3016

### Personal/Professional Development (CNSK 1112)

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) \$240

8 eve - Th. Sep 26, 18:30-21:30 - CC CRN 3017

### Assessment and Referral for Substance Abuse (SUAB 1106)

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) \$365

Will be offered January 2003 term

The following courses are open to students outside of the Certificate Programs. Some counselling experience/training is required. Priority will be given to certificate students who have registered ten days in advance of course start.

### Substance Abuse - The Aboriginal Context (SUAB 1115)

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) \$365

11 sessions: 10 eve - Th. Sep 26, 18:30-21:30 AND  
1 day - Sa. Nov 2, 09:30-16:30 - CC CRN 3580

### Group Counselling Skills (CNSK 1104)

This course examines the knowledge and skills required when counselling in a group setting, individuals affected with a variety of concerns including addiction. Content includes an exploration of group dynamics, types of groups, group structure and organization of stages of group development, and roles and responsibilities of group leaders. The experiential component of this course includes an extended group experience and the opportunity to lead structured group exercises. **Attendance in Saturday class is required for course credit.** (Laird) \$365

11 sessions: 10 eve - Mo. Sep 23, 18:30-21:30 AND  
1 day - Sa. Oct 26, 09:30-16:30 - CC CRN 3581

### Family Counselling Skills (CNSK 1105)

This course examines the knowledge and introductory skills required when counselling the family presenting with a variety of substance abuse concerns. This course will explore substance misuse, violence, etc., in families using a family systems theoretical perspective. Two specific approaches to counselling families will be explored in detail: family of origin and solution-focused counselling. Content areas will include: theoretical assumptions, family assessments, counter transference, and ethical issues. (Rypkema) \$365

12 eve - Tu. Sep 24, 18:30-21:30 - CC CRN 3018

### Substance Abuse Practicum (SUAB 1199)

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 site coordinator. (Laird) \$375

Practicum seminar dates: Sep 4/18, Oct 2/16/30,  
Nov 13/27, Dec 11, Jan 8, 2003, 18:30-21:30 - CC  
**Registration after September 1, 2002: contact Craig McKenzie-Cook, 604.443.8381**

**Practicum information meeting: We. Oct 2,  
17:00-18:00 - Continuing Education Office - 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.

To register, please call 604.443.8484

Program Coordinator: Sara Menzel, 604.443.8392

### Substance Abuse: The Aboriginal Context (SUAB 1115)

Examines substance abuse and healing from an Aboriginal point of view. Considering historical and traditional perspectives, 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; 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 included. Prerequisite: Student/graduate of a counsellor training program and/or experience working in the field of substance abuse. **Attendance in Saturday class is required for course credit.** (Waboose) \$365 (excluded from discount)

11 sessions: 10 eve - Th. Sep 26, 18:30-21:30 AND  
1 day - Sa. Nov 2, 09:30-16:30 - CC CRN 3580

### Group Counselling Skills (CNSK 1104)

Examines the knowledge and skills required when counselling in a group setting, individuals affected with a variety of concerns including addiction. Includes an exploration of group dynamics, types of groups, group structure and organization of stages of group development, and roles and responsibilities of group leaders. 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) \$365 (excluded from discount)

11 sessions: 10 eve - Mo. Sep 23, 18:30-21:30 AND  
1 day - Sa. Oct 26, 09:30-16:30 - CC CRN 3581

### Family Counselling Skills (CNSK 1105)

Examines the knowledge and introductory skills required when counselling the family presenting with a variety of substance abuse concerns. Explore substance misuse, violence, etc., in families using a family systems theoretical perspective. Two specific approaches to counselling families will be explored in detail: family of origin, and solution-focused counselling. Includes: theoretical assumptions, family assessments, counter transference, and ethical issues. (Rypkema) \$365 (excluded from discount)

12 eve - Tu. Sep 24, 18:30-21:30 - CC CRN 3018

### Creative Approaches to Counselling and Therapy (VCCD 1112)

Counsellors and therapists are increasingly turning to creativity as an adjunct to traditional approaches. Writing, poetry, music, dance, storytelling, film, ritual - and countless other shapes of creative work - are making their way into the counselling environment. Creativity, as many have discovered, is an authentic devotional and healing path. By means of the inquisitive hand, the searching eye, and the mindful heart, creative work directly enhances the journey of self-awareness. When approached with clarity of intention, creativity is the natural prayer of the soul. This workshop is designed to offer a preliminary, experiential view of integrating creative process into the work of counselling and therapy. We will explore creative exercises, examine various modalities, play with image, sound, and word - and have fun. (Laird) \$175

3 sessions: 1 eve - Fr. Sep 27, 18:30-21:30 AND  
2 day - Sa. Sep 28, Oct 5, 09:30-17:00 - IEC CRN 3723

### Building a Successful Private Practice: Modern Marketing Strategies for Counsellors and Therapists (VCCD 1111)

Many counsellors and therapists shudder when they think of marketing themselves. Marketing certainly wasn't something we learned in our training and it is no surprise that it feels foreign to us. Yet if we want a thriving practice, we must find ways to attract clients and be comfortable with the methods we choose. Explore "attraction-based" strategies of marketing (including some that are internet-based), identify and choose those that are best suited to who you uniquely are, and set the necessary goals for implementing them. Above all, explore how to be creative and have fun while building and maintaining a successful practice. Intended for both those beginning to build a practice and for those who have established practices wanting to increase their clientele. (Austin) \$110

1 day - Sa. Oct 26, 09:30-16:30 - IEC CRN 3604

### Midlife and Beyond: Concerns and Counselling Strategies (VCCD 1113)

As the population ages, more of our work and personal experiences will involve people in midlife and beyond. Test your readiness for the age wave. An overview of demographics, social and family changes will provide the context for a discussion on the unique features of family connections in later life. Includes the shift in parent-child relationships and responsibilities as both age; sibling reconnections; later life marriages and grandparenting. A number of "senior friendly" adaptations will be introduced along with an overview of resources for aging individuals and their families to access. Participatory and experiential in nature and will include a dialogue with a panel of seniors. (Petty) \$110

1 day - Sa. Nov 2, 09:30-16:30 - IEC CRN 3610

### Intermodal Expressive Arts Therapy: Playing with Imagination (VCCD 1115)

This course will expose participants to the principles and practice of Expressive Arts Therapy - in particular the intermodal approach. Intermodal Expressive Therapy involves a process of transferring feelings and images between art modalities thereby deepening and amplifying our experience and sensibility. It is primarily concerned with engaging imagination and facilitating the finding of creative form, which unfolds our stories, and evokes passion and fluidity in our lives. Explore expanding the scope of your perception and expression through a process of weaving together different art modalities such as movement, painting, and creative writing. Explore how an image can come alive and can be embodied through imaginative enactment and how insight can come from a full sensory experience. No previous art experience is necessary. (Schur, Gabay) \$110

1 day - Sa. Nov 16, 09:30-16:30 - IEC CRN 3739

### Substance Misuse and Youth: Practical Tools and Techniques (VCCD 1114)

This workshop recognizes the unique difference between youth and adults who struggle with substance misuse issues. Reviews basic substance misuse information, placing an emphasis on how to apply the material specifically to youth. Review models of substance misuse, harm reduction, stages of use, and the model of change through a youth lens. Learn how to implement tools that will help a youth assess their own substance use, tools that will assist in counselling and group work and how to create services that are effective with substance misusing youth. (Crabtree/Snowden) \$185

2 day - Sa. Nov 23/30, 09:30-16:30 - IEC CRN 3608

**In appreciation of your registration, a \$15 discount on some courses will be given to those who register 14 calendar days prior to start date.**

## Canadian Immigration Information

### Canadian Immigration Information for International Students (LEGL 1143)

The new Immigration and Refugee Protection Act went into effect in June 2002. It replaces (replaced) the Immigration Act which came into effect in 1978. Do you know how the change affects you? Designed for international students, visitors, or friends and relatives of persons who would like to study here, this session will offer you answers to the following questions and more!

How to obtain Permanent Resident status in Canada - or change your immigration status from the holder of a Study Permit to a Permanent Resident.

How to obtain a Study Permit if you are a Visitor in Canada or if you are outside of Canada.

If you need a Student Visa in addition to a Study Permit - and how to obtain it or extend it.

How to extend your Study Permit or Student Authorization and your Student Visa when they expire.

How to obtain a Work Permit to work in Canada after you have completed your course.

If you need a lawyer or immigration consultant to assist you and if so, how to find someone who is competent and reliable.

Facilitated by a well-experienced immigration advisor, this session will update you, answer many questions and ensure you are well informed! (Cameron) \$75

1 eve - We. Oct 2, 18:30-21:30 - IE CRN 3770

For over 35 years, Vancouver Community College has been training students to meet industry needs in Canada. Your contributions to the Vancouver Community College Foundation provides scholarships and bursaries for deserving students, as well as essential equipment and technology to prepare graduates for the competitive work world. For more information on how you can contribute to a student's future, please call the Executive Director of the VCC Foundation at 604.871.7273.



## Interpreting

For full information, visit our website at <http://continuinged.vcc.ca/interpreting>

Program Coordinator: Silvana E. Carr, 604.443.8339

Program Assistant: Rosie Jong, 604.443.8661, [ce-interpret@vcc.ca](mailto:ce-interpret@vcc.ca)

**Information Session:**  
Thursday, September 5, 19:00-20:00  
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.

### The Basic Programs

#### Prerequisites

University education recommended

Excellent knowledge of English and another language, both oral and written

Aptitude for interpreting

Successful completion of entrance exam

The entrance exam tests written composition in English and a language of specialty, oral command of English and a language of specialty, as well as the candidate's aptitude for interpreting. Candidates apply to take the examination and pay a fee of \$65.

#### Unsure of your aptitude for interpreting or your ability to pass the entrance exam?

Take the self-assessment survey on our website <http://continuinged.vcc.ca/interpreting>

### Community Interpreting Certificate Program

**Required courses:** INTR 1135, INTR 1136, INTR 1137, INTR 1138

Program Cost: \$780

*Program length: 3 months of part-time study, 72 classroom hours CC*

*To be offered March - June 2003*

*Application Deadline: January 15, 2003*

### Community Interpreting Certificate Program - Distance Education

**Required courses:** Legal Interpreting in the Community (INTR 1127)

Legal Interpreting in the Community is equivalent to the Community Interpreting Certificate Program. It is offered by distance education through centres in Surrey, Kamloops and Prince George. Most instruction takes place via the Internet (WebCT). See technical requirements at <http://continuinged.vcc.ca/interpreting>.

Program cost: \$300 for pilot program only

*Program length: 5 months of part-time study*

*Pilot Program offered from Sept. 30, 2002 to Feb. 8, 2003*

*Application Deadline: August 15, 2002*

### Contact the Distance Program Coordinator

Patricia Fahrni, [pfahrni@vcc.ca](mailto:pfahrni@vcc.ca)

Successful graduates receive the VCC Community Interpreting Certificate and are qualified to work in the community as interpreters. Graduates may also choose to continue studies in the fields of court interpreting or health care interpreting.

### The Advanced Programs

#### Prerequisites

VCC Community Interpreting Certificate

Successful completion of the Written Translation Examination

### Health Care Interpreting Certificate Program

**Required courses:** INTR 1102, INTR 1131, INTR 1132, INTR 1133, INTR 1129, INTR 1130, INTR 1134

Program cost: \$1,700

*Program length: 9 months of part-time study, 170 classroom hours CC*

*Sep 12, 2002 to May 10, 2003, Th. 18:30 - 21:30, Sa. 09:30 - 12:30*

*Application Deadline: August 1, 2002*

### Court Interpreting Certificate Program

\*Winner, 2001-2002 Program Excellence Award: Association of Canadian Community Colleges

**Required courses:** INTR 1102, INTR 1131, INTR 1132, INTR 1103, INTR 1104, INTR 1101, INTR 1141

Program cost: \$2,200

*Program length: 9 months of part-time study, 210 classroom hours CC*

*Sep 12, 2002 to May 10, 2003, Th. 18:30 - 21:30, Sa. 09:30 - 12:30*

*Application Deadline: August 1, 2002*

### Court Interpreting Certificate Program - Distance Education

The modules of the program will be delivered to your home in a variety of formats: print materials, video and audio tapes. Interaction with course instructors takes place by email and audio conferencing.

**Required courses:** INTR 1123, INTR 1124, INTR 1125, INTR 1126, INTR 1141

Program cost: \$2,200

*Program length: A minimum of 210 hours of self-paced home study*

Equivalent to the Court Interpreting Certificate Program

*To be offered October 2002 to June 2003*

*Application Deadline: September 10, 2002*

**The Ministry of the Attorney General, Court Services, accepts our Court Interpreting Certificate as proof of accreditation.**

### Interpreting Courses

#### Simultaneous Interpreting (INTR 1101)

Simultaneous interpreting techniques in preparation for interpreting in the courtroom. 40 hours

#### Advanced Professional Orientation (INTR 1102)

Professional development, code of ethics, and public speaking. 15 hours

#### Interpreting 3 - Court (INTR 1103)

Sight translation, consecutive interpretation and simultaneous interpretation. Court observation and reporting. 30 hours

#### Law for Court Interpreters (INTR 1104)

The Canadian and BC court system, and principles of law. Court procedures and terminologies. 45 hours

#### Introduction to Health Care Infrastructure (INTR 1129)

15 hours

#### Medical Terminology for Interpreters (INTR 1130)

30 hours

#### Interpreting 1 (INTR 1131)

Unilingual activities to develop oral/aural skills, memory, interpreting techniques, terminology research and storage. 30 hours

#### Interpreting 2 (INTR 1132)

Sight translation and consecutive interpreting using role plays and realia. 30 hours

#### Interpreting 3 - Health (INTR 1133)

Sight translation and consecutive interpreting in health care context. 30 hours

#### Health Care Practicum (INTR 1134)

Interpreting practice, research in community health, and preparation of translated materials. 20 hours

#### Introduction to Interpreting as a Profession (INTR 1135)

The role of interpreters, the skills required, professional ethics and problem-solving strategies. 12 hours

#### Overview of Community Services (INTR 1136)

Interpreting in the community service context: systems, procedures and terminologies. 12 hours

#### Pre-Interpreting Skills (INTR 1137)

Oral/aural skills, memory, language transfer skills, and terminology research in preparation for bilingual interpreting. 24 hours

#### Interpreting Skills (INTR 1138)

Sight translation and consecutive interpretation practice, development of bilingual terminologies. 24 hours

#### Court Practicum (INTR 1141)

Interpreting practice in mock trials. Court observation and reporting. 20 hours

### Interpreting Courses by Distance Education

The following four courses comprise the distance equivalent of the Court Interpreting Certificate Program:

Orientation to Interpreting (INTR 1123)

Interpreting Skills (INTR 1124)

Canadian Law for Interpreters (INTR 1125)

Bilingual Interpreting (INTR 1126)

#### Legal Interpreting in the Community (INTR 1127)

This course is made up of five units and is the distance equivalent of the courses of the Community Interpreting Certificate Program:

Unit A The Interpreter's World, Unit B Pre-Interpreting Skills, Unit C Interpreting Skills,

Unit D The Interpreting Session, Unit E Professional Development



## Modern Languages

**Registration: 604.443.8484**

**Information: Program Assistant: , 604.443.8335**

**Program Coordinator: Cecelia Deare, 604.443.8386, cpineda@vcc.ca**

Vancouver Community College's language courses focus on helping you gain conversational fluency. Classes will provide some grammar and verb practice to help you learn to speak correctly and homework exercises and practice will be suggested. No one learns to speak a language in one night a week. The more you practice, the quicker you will master the language! All instructors have their language of instruction as their first language.

### French 1 (LANG 1137)

How many times have you told yourself you're going to learn French? Here is your opportunity to come, enjoy and learn. Classes are conversational and 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. \$155

*8 eve - Mo. Sep 23, 18:30-21:00 - CC CRN 3271*  
*8 eve - Tu. Sep 24, 18:30-21:00 - CC CRN 3269*

### French 2 (LANG 1138)

For those who have some experience with the language and are familiar with basic pronunciation, phrases and beginning verb conjugations. This course will take you beyond the basics and start you on the road to really speaking this beautiful language. If you have not taken French recently, please call Cherie (see above) and leave your name, phone number and your best availability for a brief telephone assessment to ensure correct placement. Same text as Level 1. \$155

*8 eve - We. Sep 25, 18:30-21:00 - CC CRN 3268*

### German 1 (LANG 1106)

A conversational approach to learning this versatile language. Did you know that English and German have at least 500 words in common? You already have a strong foundation to learn this language which is understood in so many parts of the world. Come and be prepared to speak so you can make your mistakes in class. Text extra. \$155

*8 eve - We. Sep 25, 18:30-21:30 - CC CRN 3256*

### Italian 1 (LANG 1139)

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 conversational, 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. (Milosевич) \$155

*8 eve - Tu. Sep 17, 18:30-21:00 - CC CRN 3247*  
*8 eve - We. Sep 18, 18:30-21:00 - CC CRN 3246*

### Italian 2 (LANG 1140)

For those who have completed Level 1 or the equivalent, this course will move you further along towards fluency. More vocabulary, phrases, and verbs will help you express yourself in this romantic language. Don't be shy - practice makes perfect! Same text as Level 1. If you are in doubt about your level, please call. Same text as Level 1. \$155

*8 eve - Th. Sep 19, 18:30-21:00 - CC CRN 3248*

### Spanish 1 (LANG 1101)

Viva! If it's for pleasure or business, learning Spanish has never been easier nor 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) \$155

*8 eve - Tu. Sep 17, 19:00-21:30 - CC CRN 3252*  
*8 eve - We. Sep 18, 19:00-21:30 - CC CRN 3250*  
*8 mng - Sa. Sep 21, 09:30-12:00 - CC CRN 3251*

For students who plan to register in Spanish Level 2 or 3 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 2 (LANG 1102)

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) \$155

*8 eve Th. Sep 19, 19:00 - 21:30 - CC CRN 3254*

### Spanish Conversation 3 (LANG 1136)

Bravo! You have made it to Level 3! This course is a fun and cultural journey of vocabulary building that will get you talking quickly and creatively for everyday situations. \$155

*8 eve - Mo. Sep 16, 19:00-21:30 - CC CRN 3256*

## Mandarin Education

### Adult Language Courses

**Registration and General Information: 604.443.8484**

**Program Coordinator: Shirley Luk, 604.443.8696**

**Program Assistant: Catherine Leong, 604.443.8677**

### Mandarin Conversation - Level I (MAND 1120)

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. \$160

*10 eve - We. Sep 25, 18:30-21:00 - KEC CRN 3654*  
*10 mng - Sa. Sep 28, 09:30-12:00 - KEC CRN 3656*

### Mandarin Conversation - Level II (MAND 1121)

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. \$160

*10 eve - Th. Sep 23, 18:30-21:00 - KEC CRN 3653*  
*10 mng - Sa. Sep 28, 09:30-12:00 - KEC CRN 3659*

### Mandarin Conversation - Level III (MAND 1122)

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 mng - Sa. Sep 28, 09:30-12:00 - KEC CRN 3661*

### Mandarin Conversation for Cantonese Speakers (MAND 1123)

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. Sep 28, 12:30-15:00 - KEC CRN 3663*

### Mandarin School for Children and Youth

**Program Coordinator: Shirley Luk, 604.443.8696**

**Program Assistant: Catherine Leong, 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. All classes are to be held at VCC King Edward Campus.

### 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, Mandarin or Cantonese). Phone registrations are by VISA or MasterCard only.**
3. **Use the fax/mail-in form on page 31 of this calendar.**

### Children and Youth Mandarin Education

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 7, 2002. The fee is \$110 per course up to and including Grade 10. \$120 for Grade 11 and up. 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:

MAND 1119 Pre-School  
MAND 1101 Grade 1  
MAND 1102 Grade 2  
MAND 1103 Grade 3  
MAND 1104 Grade 4  
MAND 1105 Grade 5  
MAND 1106 Grade 6  
MAND 1107 Grade 7  
MAND 1108 Grade 8  
MAND 1109 Grade 9  
MAND 1110 Grade 10  
MAND 1111 Grade 11  
MAND 1112 Grade 12  
MAND 1113 Advanced Level for Youth !!

Students who want to register with the Mandarin class in simplified characters have to be specified during registration.

### Mathematics for Children and Youth

These courses match the grade level in the regular school system. Mathematics courses have 16 sessions per term. Classes are held on Saturdays from 12:30-13:30 or 13:45-14:45 at King Edward Campus. Courses begin September 7, 2002. The fee is \$110 per course up to and including Grade 10. \$120 for Grade 11 and up.

Course numbers and levels:

MAND 1141 Grade 1 - 13:45 **CRN 3757**  
MAND 1142 Grade 2 - 13:45 **CRN 3758**  
MAND 1143 Grade 3 - 12:30 **CRN 3759**  
MAND 1144 Grade 4 - 12:30 **CRN 3760**  
MAND 1145 Grade 5 - 12:30 **CRN 3761**  
MAND 1146 Grade 6 - 12:30 **CRN 3762**  
MAND 1147 Grade 7 - 12:30 **CRN 3763**  
MAND 1148 Grade 8 - 12:30 **CRN 3765**  
MAND 1149 Grade 9 - 12:30 **CRN 3764**  
MAND 1150 Grade 10 - 12:30 **CRN 3637**  
MAND 1151 Grade 11 - 13:45 **CRN 3639**  
MAND 1152 Grade 12 - 13:45  
MAND 1153 Mathematical Reasoning Workshop (Senior Elementary Level) 13:45 **CRN 3640**  
MAND 1154 Mathematical Reasoning Workshop (Junior High Level) 13:45 **CRN 3643**

**NEW!**

**NEW!**

### Fine Arts

Children's fine arts courses have 16 sessions. They are held on Saturdays at King Edward Campus. Courses begin September 7, 2002. The fee is \$110 per course. There is a small supply fee for the Pencil and Charcoal Drawing class and Water Colour Drawing class.

Course numbers and subjects:

MAND 1117 Cartoon Drawing (under age 12), 12:30-13:30 **CRN 3645**  
MAND 1118 Water Colour Drawing (over age 8), 13:45-14:45 **CRN 3647**  
MAND 1125 Pencil and Charcoal Drawing (over age 8), 12:30-13:30 **CRN 3649**  
MAND 1125 Pencil and Charcoal Drawing (over age 8), 13:45-14:45 **CRN 3651**

### Science for Children

**Science with Fun (age 9-13) (MAND 1132)**

This course will teach how to conduct simple and fun science experiments using everyday objects through scientific methods. Basic concepts on science and rules for experiments will be taught. 16 sessions per term held on Saturdays from 13:45-14:45. Course begins on September 7, 2002. The fee is \$110 per course.

MAND 1132 Science with Fun **CRN 3665**

### Specialty Language Skills

**Mandarin Conversation for Children and Youth (MAND 1133)**

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 7, 2002. The fee is \$110 per course.

Course numbers and description:

MAND 1133 09:30-12:00 **CRN 3669**  
MAND 1133 12:30-15:00 **CRN 3666**

### Reading and Writing in English

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 13:45-14:45 at King Edward Campus. Courses begin September 7, 2002. The fee is \$110 per course.

MAND 1134 (Junior Elementary) **CRN 3071**  
MAND 1135 (Intermediate Elementary) **CRN 3704**  
MAND 1136 (Intermediate Elementary) **CRN 3708**  
MAND 1137 (Senior Elementary) **CRN 3721**



# Teaching English to Speakers of Other Languages 29

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 321 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 qualify for national professional certification from TESL Canada.

### 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 (TESO 1101)

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 (TESO 1168)

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. \$290

#### Teaching Grammar Two (TESO 1169)

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. \$290

#### Teaching Pronunciation (TESO 1127)

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. \$290

#### Teaching Listening and Speaking (TESO 1132)

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

Visit our website  
[www.tesol.vcc.ca](http://www.tesol.vcc.ca)  
or e-mail:  
[tesol@vcc.ca](mailto:tesol@vcc.ca)

#### Teaching Reading (TESO 1133)

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. \$290

#### Teaching Writing (TESO 1128)

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. \$290

#### Teaching English for Academic Purposes (TESO 1134)

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. \$290

#### TESOL Internship (TESO 1139)

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 Sander**

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 course, Teaching English for Academic Purposes, the TESOL Internship and 30 hours of TESOL Elective Courses. On successful completion, graduates are awarded the International TESOL Diploma from Vancouver Community College.

The International TESOL Diploma Program has three terms. The fall program begins in September 2002 and ends in June 2003. The winter program begins in January 2002 and ends in November 2002. The spring program begins in April 2002 and ends in April 2003.

There are no classes scheduled for international students in July or August 2002.

Fees for International TESOL Diploma Program:

Application Fee (non-refundable) \$100

Program Fees \$5,575

## 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. There are three terms. The fall term begins on September 3, 2002 and ends on December 14, 2002. The application deadline is August 7, 2002. The winter term begins on January 6, 2003 and ends on March 29, 2003. The application deadline is November 30, 2002. The spring term begins on April 8, 2003 and ends on June 28, 2003. The application deadline is March 1, 2003. Each student is assigned an experienced teacher-trainer as a tutor/marker for each course, and is provided with a comprehensive study package.

On successful completion of the TESOL Inservice Diploma Program, graduates receive the TESOL Inservice Diploma from Vancouver Community College and qualify for national professional certification from TESL Canada.

### 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.

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 (TESO 1103)

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. \$250

#### Teaching Grammar (TESO 1104)

This course examines the instructional methodology used to teach grammar to English-language learners. \$350

#### Teaching Listening and Speaking (TESO 1105)

This course examines the instructional methodology used to teach listening and speaking skills to English-language learners. \$350

#### Teaching Pronunciation (TESO 1108)

This course examines the instructional methodology used to teach pronunciation to English-language learners. \$350

#### Teaching Reading and Writing (TESO 1106)

This course examines the instructional methodology used to teach reading and writing skills to English-language learners. \$350

#### Practicum (TESO 1107)

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. On 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.

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. An English language proficiency test score may be required by the Program Coordinator for those applicants whose first language is not English. A current criminal record search document.

### Program of Studies

#### An Overview of TESOL (TESO 1101)

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

#### Tutoring ESOL (TESO 1154)

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 (TESO 1202)

This 12-hour course examines the theory and instructional methodology used to tutor/teach grammar to ESOL speakers. \$200

#### Tutor/Teach Pronunciation (TESO 1201)

This 12-hour course examines the theory and instructional methodology used to tutor/teach pronunciation to ESOL speakers. \$200

#### Tutor/Teach Conversation Skills (TESO 1220)

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 (TESO 1203)

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, Tutoring ESL Secondary School Students, Creative Writing, Practical Ideas for ESL Students, Tutoring for the TOEFL, Resources for Teaching and Tutoring ESOL, Using Art in the Teaching of ESL, The Lesson is in the Song, and An Introduction to CALL.

*continued on next page...*

## 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. 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. A university degree is not required to apply to the TEFL Certificate 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 (TESO 1101)

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 (TESO 1111)

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 (TESO 1202)

This 12-hour course examines the theory and instructional methodology used to tutor/teach grammar to English language students. \$200

### Tutor/Teach Pronunciation (TESO 1201)

This 12-hour course examines the theory and instructional methodology used to tutor/teach pronunciation to English language students. \$200

### Tutor/Teach Conversation Skills (TESO 1220)

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 (TESO 1214)

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

## 24-hour clock

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

## Intensive TEFL Certificate Program for International Students

Senior Program Coordinator: Jennifer Pearson Terrell  
Program Coordinator: Anne Sander

The Intensive TEFL Certificate Program is designed for international students wishing to teach English in their home countries. This intensive program is scheduled over a four-week period. The program of studies offers a balanced curriculum featuring both the theory and the practice of English language instruction. The program examines the instructional methodology for teaching grammar, pronunciation, writing, reading and communication skills, as well as 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 proficiency test scores:

A minimum of 480 on the TOEFL test

A minimum of 650 on the TOEIC test

A minimum of 108/200 on the VCC English Language Assessment Test

### Fees

Application Fee (non-refundable) \$100

Program Fee \$1350

### Future Intensive TEFL Certificate Programs for International Students

July 29 to August 23, 2002

(Application deadline, June 15, 2002)

November 4 to November 29, 2002

(Application deadline, October 8, 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 the instructional methodology used for teaching grammar, pronunciation, writing, reading and communication skills, as well as micro-teaching and classroom observations. 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 from Vancouver Community College.

### 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 submit transcripts for Grade 12 or equivalent or proof of a university degree with their application form.

Future Intensive TEFL Certificate Program for Canadians

July 29, to August 23, 2002

(Application deadline, June 15, 2002)

October 7 to November 1, 2002

(Application deadline, September 15, 2002)



## Internet and e-commerce training in action!

Student  
Connection Program

The Student Connection Program (SCP) uses today's information technologies and maximizes them to your advantage. We offer low-cost, high-quality, e-commerce and Internet training tailored to your specific business needs, and we'll provide it on-site.

Whether you are a beginner or an experienced Web user, you are sure to find something of interest in our wide range of training modules - all for a nominal fee.

To reach the SCP Administrative Centre nearest you, call Toll-Free



1-888-807-7777  
Direct: 604-871-0377  
www.SCP-EBB.com



## Culinary, Baking & Pastry Arts

Registration: 604.443.8484

Program Coordinator: Cecelia Deare, 604.443.8386,  
cpineda@vcc.ca

### Baking and Pastry

Fall part-time courses designed for upgrading your professional skills in the food industry. Also available to those who admire the pastry world and are serious about learning the techniques and skills to create professional desserts. Ask for our small brochure for details. Includes:

Traditional Artisan Breads

Sugar Craft and Display Pieces

Italian Gelato and Sorbetto

Decorating Wedding and Occasion Cakes

Chocolate Tempering and Making Chocolates

Wine and Dessert Pairing

Seasonal Baking for Fall and Winter

Cake Making and Decorating for All Occasions

Display Centrepieces for Dinner Parties (a real art course!)

### Part-time Professional Cook Training

The following two courses provide professional development opportunities for those currently in the field.

#### Cook Training - Japanese Cuisine - Introduction (CUIS 1109)

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. Conducted in a modern and excellently equipped commercial kitchen, operating in conjunction with our college cafeteria which is open to the public. This ensures 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 September 30 to ensure adequate food is ordered. Bring a sharp knife (French knife) and an apron or chef jacket. (Motohashi) \$199

5 day - Sa. Sep 28, 08:00-13:00 - CC CRN 3417

#### Cook Training - Mandarin Cuisine: Introduction (CUIS 1110)

Skills upgrading for experienced trades-people to enable them to prepare basic Mandarin cuisine. This program is conducted in a modern and excellently equipped kitchen which operates in conjunction with our college cafeteria - open to the public. Students will have practical experience preparing and cooking delicious mandarin dishes in a commercial environment. Includes soups, appetizers, entrees such as Peking duck, Shanghai noodles, spicy diced chicken etc. Bring a sharp knife (Chinese knife) and an apron or chef jacket. Must register by Nov.4th to ensure adequate food is ordered. (Leung) \$199

5 day - Sa. Nov 16, 08:00-13:00 - CC CRN 3381

#### Coming in February - Cook Training - Dim Sum Cuisine

## Gold Medal Series by Gold Medal Winning Chefs - for the Avid Amateur

Vancouver Community College features a Gold Medal Series - For the Avid Amateur - one-day cooking classes to provide the amateur cook with new tips and techniques for those special dinners and events. Learn from some of the best industry professionals - all Gold Medal Chefs who will share their love for fine food and their culinary secrets in one of the most professional commercial kitchens in the city.

See Gold Medal Chefs at the PNE.

Ask for our brochure for our Gold Medal Series - for the Avid Amateur - available at 250 West Pender Street, or by phoning 604.443.8386.

## For Your Health

### Feed Your Heart (CUIS 1113)

It is possible to make healthy delectable meals without spending a lot of time. Discover how you can become inspired to cook at the end of the day and acquire the disease-fighting benefits of a healthy diet. In this hands-on cooking class we will be preparing delicious dishes such as Sweet Potato and Ginger Soup, Raspberry Chicken with Snow Peas and Cherry Tomatoes, Quinoa Salad with Fennel, Red Pepper and Apricots, and Cranberry Cheesecake (psst - it's good for you!) Test your nutrition know-how with entertaining quizzes, pinpoint where your eating habits may fall short and learn some easy fixes. (Dore) \$40

1 day - Sa. Oct 19, 10:00-13:00 - CC CRN 3407

## 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.

#### 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 \$30 fee is charged for non-sufficient funds.

## 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. Birthdate        
MONTH DAY YEAR

Surname

Given Names

Address

City/Municipality

Province

Postal Code

Home Phone

Business Phone

Local

	CRN (number at end of course description) sample: CRN 1234	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.

#### 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.

Under above timelines, 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.

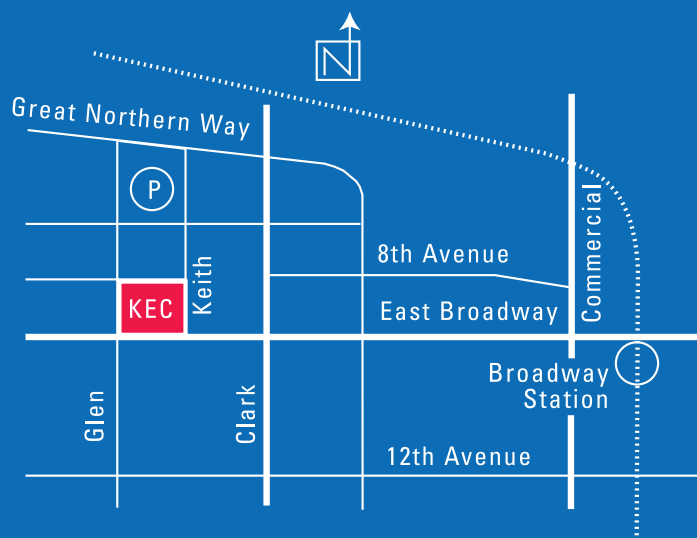
# Vancouver Community College CONTINUING EDUCATION

*September-December 2002*



**604.443.8484 ♦ [www.vcc.ca](http://www.vcc.ca)**

## King Edward Campus



**City Centre Campus**  
250 West Pender Street  
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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