

# EMPLOYABILITY TRAINING CENTER

PREPARING YOU FOR IN-DEMAND JOBS

PICS Employability Training Center (ETC) prepares you today for tomorrow's careers. Our training programs are designed to meet your unique needs.



## COURSE SCHEDULE

Training	Fee	July	August	September
Workplace Computer Skills (5 days)	\$ 560.00	4th to 8th   25th to 29th (10 am - 4 pm, In-person)	8th to 12th   29th to Sep 2nd (10 am - 4 pm, In-person)	12th to 16th (10 am - 4 pm, In-person)
Microsoft Excel (2 days)	\$ 240.00	7th, 8th   28th, 29th (10 am - 4 pm, In-person)	11th, 12th   Sep 1st, 2nd (10 am - 4 pm, In-person)	15th, 16th (10 am - 4 pm, In-person)
Workplace Computer Skills (10 sessions via zoom)	\$ 560.00	11th to 15th   18th to 22nd (6 PM - 9 PM)	8th to 12th   15th to 19th (6 PM - 9 PM)	12th to 16th   19th to 23rd (6 PM - 9 PM)
Microsoft Excel (4 sessions via zoom)	\$ 240.00	19th to 22nd (6 PM - 9 PM)	16th to 19th (6 PM - 9 PM)	20th to 23rd (6 PM - 9 PM)
Computer Basics (4 days)	\$ 400.00	18th to 21st (10 AM - 4 PM, In-person)	15th to 18th (10 AM - 4 PM, In-person)	26th to 29th (10 AM - 4 PM, In-person)
Customer Service Fundamentals (2 days)	\$ 240.00	11th & 12th (10 AM - 4 PM, In-person)	2nd & 3rd (10 AM - 4 PM, In-person)	6th & 7th (10 AM - 4 PM, In-person)
Customer Service Fundamentals (4 sessions via zoom)	\$ 240.00	4th to 7th (6 PM - 9 PM)	2nd to 5th (6 PM - 9 PM)	6th to 9th (6 PM - 9 PM)
SuperHost (1 day)	\$ 120.00	13th (10 AM - 4 PM, In-person)	19th (10 AM - 4 PM, In-person)	9th (10 AM - 4 PM, In-person)
SuperHost (2 session via zoom)	\$ 120.00	26th, 27th (6 PM - 9 PM)	30th, 31st (6 PM - 9 PM)	27th, 28th (6 PM - 9 PM)
WHMIS	\$ 45.00	14th (10 AM - 1 PM, In-person)	24th (10 AM - 1 PM, In-person)	8th & 19th (10 AM - 1 PM, In-person)
WHMIS (via zoom)	\$ 45.00	23rd (10 AM - 1 PM)	6th (10 AM - 1 PM)	24th (10 AM - 1 PM)
LinkedIn	\$ 110.00	15th (10 AM - 3 PM)	23rd (10 AM - 3 PM)	20th (10 AM - 3 PM)

## CONTACT INFORMATION

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## VISIT US AT

[www.pics-etc.ca](http://www.pics-etc.ca)





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PICS ETC offers employability skills training courses which help a job seeker enter/re-enter the Canadian workforce with required skills, preparing them for success in their career. These fee-based short-term occupational certifications (STOC) are offered both in-person and online, which makes it easier to acquire the much needed skills at your own comfort.

## Courses Offered

### Workplace Computer Skills



- Mail merge, Email merge, Macros, Formatting, Inserting media, tables, and charts etc.
- Pivot table, Vlook up, Formulas, Functions, Conditional Formatting, and charts etc.
- Slide master, themes, designs, animation, organizing slides, inserting media.

### WHMIS Training



- Protection from hazards.
- What to do in case of an emergency ?
- Where to look for detailed information ?

### Customer Service Fundamentals Training



- Tools and methods of effective business communication.
- Understanding impact of social media on customer service
- Inclusive customer service techniques in multicultural scenarios.

### Computer Basics Training



- Basic understanding of computer operations and functions.
- Use of internet for job search and day to day usage.
- Microsoft Excel, PowerPoint and Word at beginner's level.

### Microsoft Excel Training



- Inserting/managing comments, formatting data and cells.
- Worksheet layout and views.
- Pivot table, Vlook up, IF function, Formulas and functions, conditional formatting and charts etc.

### LinkedIn Training



- How to enhance your network
- Navigating job search
- Connecting directly with hiring managers and recruiters

### SUPERHOST - Foundations of Service Quality Training



- Communication etiquette and best practices.
- Service recovery techniques.
- Basic customer service, communication and teamwork skills

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