



# Diploma in Business Communications

- Gain a solid foundation in administration skills for business and prepare for entry level paid employment in a variety of business environments
- Improve key skills needed for success in a business environment such as communication, teamwork, prioritizing and problem solving
- Learn from highly qualified instructors with several years of professional industry experience
- Develop soft skills sought by today's employers

## Campus

Vancouver

## Program Length

Daytime: 26 weeks

Evening: 48 weeks (including scheduled breaks)

*Program length will vary due to winter or summer breaks. Contact us for more detailed information.*

## 2018 Start Dates

Daytime: Jan 2, Jan 29, Feb 26, Mar 26, Apr 23, May 22, Jun 18, Aug 7, Sep 4, Oct 1, Oct 29, Nov 26

Evening: Jan 15, Mar 12, May 7, Jul 3, Aug 27, Oct 22

## 2018 Fees

Registration fee:	\$150
Daytime Tuition:	\$9,750
Evening Tuition:	\$11,700
Material fee:	\$500

*All fees are in Canadian dollars.*

*Additional fees apply for CIM certification, please contact Greystone College for details*

## Entry Requirement

- Students who are interested in attending Greystone College must have completed (graduated from) their final year of general schooling or GED, or have mature student status.
- International students must demonstrate a Intermediate 2 level of English with Greystone's online written test and interview.

*The online written test and speaking interview are exempt if TOEFL iBT 45, IELTS 4.5 or ILSC Intermediate 2 is presented.*

*If an applicant fails to meet the minimum requirements, they cannot be waived by either the institution or the student.*

## Program Description

The Business Communications Diploma provides learners with a diverse range of skills and knowledge. Students will cover a range of topics to prepare them for a variety of business industry positions such as customer service advisor, clerical worker, data entry operator, information desk clerk, office junior, receptionist and more. Students will develop the technical skills they need for business, as well as critically important soft skills, like communication and teamwork, that employers seek.

Successful graduates of the program will be able to apply a broad range of competencies in varied work contexts, using some discretion, judgment and relevant theoretical knowledge. They will be able to provide technical advice and support to a team.

## Program Schedule

### Daytime Program Schedule

Students taking the daytime program will follow the same course schedule every week throughout their entire 26 week program.

TIME	MON-THUR	FRI
9:00 AM-12:00 PM	Class	Class
12:00-1:00 PM	Lunch	No class
1:00-2:30 PM	Class	

### Evening Program Schedule

Students taking the evening program will begin their program with 2 weeks in the Job Search Preparation Course before taking their first 6 week course. After every 6 week course, students take a 2 week break before starting their next course.

FIRST 2 WEEKS	ACADEMIC STUDY	BREAK
MON-THU	MON-THU	MON-THU
5:15-6:30 PM Job Search Preparation (2 weeks only)	4:15-9:15 PM Course (6 weeks / course 36 weeks total)	Scheduled Break 2 weeks between each course- 10 weeks total

COURSE NAME	DESCRIPTION
<b>CONTRIBUTE TO EFFECTIVE WORKPLACE RELATIONSHIPS</b>	In this workplace-centered course, students will learn how to gather information and maintain effective working relationships and networks, with particular focus on developing communication skills and understanding how to best represent an organization's goals, values and culture in daily interactions.
<b>ORGANIZE PERSONAL WORK PRIORITIES &amp; DEVELOPMENT</b>	In this workplace-centered course students will learn to efficiently organize their own work schedules, to monitor and obtain feedback on work performance, and to maintain required levels of competence.
<b>WRITE BASIC DOCUMENTS</b>	In this workplace-centered course, students will learn how to plan, draft, review and finalize basic documents.
<b>CUSTOMER RELATIONSHIP MANAGEMENT</b>	In this workplace-centered course, students will learn how to identify customer needs and monitor service provided to customers to ensure customer satisfaction.
<b>TEAMBUILDING SKILLS &amp; INNOVATION</b>	In this workplace-centered course, students will learn how to be effective and proactive members of an innovative team.
<b>DOCUMENT DESIGN &amp; PRODUCTION</b>	In this workplace-centered course, students will learn how to design and produce various business documents and publications. Students will become familiar with selecting and using a range of functions on a variety of computer applications.
<b>JOB SEARCH PREPARATION</b>	In this course, students will prepare to take their new skills and knowledge into the job market. Students will focus on defining their future goals and career aspirations, and will learn how to write effective resumés and cover letters, interview basics, and what employers are looking for. Students will complete the course feeling prepared to find work in their new field.

*\*The curriculum is subject to change.*