

PROGRAM SEQUENCE

SEMESTER 1 (4 MONTHS)

TERM 1 - 2 Months

BUS 101 Cross-Cultural Communication

BUS 107 Business Correspondence

BUS 109 Workplace Preparation

TERM 2 - 2 Months

BUS 110 Business Language Skills
(Linguaskill Business 1)

BUS 106 Customer Service Skills



SEMESTER 2 (2 MONTHS)

BUS 110 Business Language Skills
(Linguaskill Business 2)

BUS 102 Interpersonal Skills for the Workplace

- Off-campus work is possible during your study terms.

- The schedule is subject to change without notice.

- Friday classes may be provided online.

HIGHLIGHTS

- Focus on career development that provides students with the tools necessary to work successfully in international and multicultural work environments
- Develop confidence to communicate effectively in oral and written English communication
- Apply cross-cultural communication skills and strategies to the workplace
- Students are eligible to work part-time with off-campus work provision

PROGRAM DESCRIPTION

This program provides students with opportunities to develop essential skills and work habits required for success in all types of workplaces. Students will explore the realities of the workplace and examine factors that determine success, while refining their job-search and employability skills. Students will examine group dynamics, learn the value of diversity within groups, improve communication skills and learn practical skills such as resume writing, interview, and job-search skills.

OVERVIEW

Program Length	<ul style="list-style-type: none"> • 6 months • Academic Study 6 months (total 504 hours)
Potential Career Opportunities	<ul style="list-style-type: none"> • Administrative Assistant • Sales Representative • Hospitality/Tourism Service Providers • Office Workers • Customer Service Representatives
English Admission Requirements	<ul style="list-style-type: none"> • VanWest English Placement Test: Level 8, or • Completion of VanWest Level 7 or EAP 300 course with a final grade of 75%+, or • IELTS 5.5+, or TOEFL IBT 65+, or TOEIC 730+, or Duolingo 100+, or Cambridge English Scale 160+, or CEFR B2+
Academic Admission Requirements	<ul style="list-style-type: none"> • High School Diploma (Grade 12), or • General Education Development (GED)
Offered Location	<ul style="list-style-type: none"> • Vancouver
Start Dates	<ul style="list-style-type: none"> • 2025: Feb 18, Aug 5 • 2026: Jan 19, Aug 31
Fees	<ul style="list-style-type: none"> • Tuition: \$8,900 • Application Fee: \$250 • Student Services Fee: \$250 • Total Fee: \$9,400 <p>*Textbook costs are not included</p>
Credential Upon Graduation	<ul style="list-style-type: none"> • Cross-Cultural Business Communication Diploma • Official Linguaskill Exam Result issued by Cambridge English Language Assessment

SAMPLE PROGRAM SCHEDULE

	Mon	Tue	Wed	Thu	Fri
3:00 - 5:45 PM	Lecture 1	Lecture 3	Lecture 1	Lecture 3	Lecture 1 or 3
6:00 - 9:30 PM	Lecture 2	Lecture 4	Lecture 2	Lecture 4	

COURSE DESCRIPTION

BUS 101 Cross-Cultural Communication

This highly interactive, face-to-face course provides an understanding of the interpersonal communication skills required to develop constructive relationships in the multicultural workplace. This course explores foundational theory. Sources of interpersonal difference and barriers to understanding are examined.

BUS 102 Interpersonal Skills for the Workplace

This highly interactive course provides opportunities for students to develop teamwork, interpersonal, speaking and listening, problem solving, and leadership skills in a face-to-face setting. Core components include foundational interpersonal communications theory, verbal and non-verbal communications skills, and ethical interpersonal behaviour.

BUS 106 Customer Service Skills

This course provides knowledge and practical skills in public and customer relations. Topics include interpersonal relations; positive customer attitudes and awareness; image and professionalism; quality customer service; special needs customers; dealing with difficult customers; conflict resolution and negotiation; public speaking; and media relations.

BUS 107 Business Correspondence

This “hand-on” course covers communication theory, aspects of written communication, and introduces students to public speaking. On completion of this course, students will be able to: package thoughts clearly, provide clearer communication of both written and verbal messages, and write error free business-related documents.

BUS 109 Workplace Preparation

This course covers basic skills involved in finding and securing employment. The topics in this course all relate to job search strategies, including creating an effective resume, writing a professional cover letter, practicing interview techniques, networking, using the Internet to job search, and understanding labour services.

BUS 110 Business Language Skills (Linguaskill Business)

Linguaskill Business is an effective assessment tool which can assist companies and organizations to assess the language proficiency of current and aspiring employees. Students will study modern business examples to see, understand, and use key business concepts and vocabulary in context.