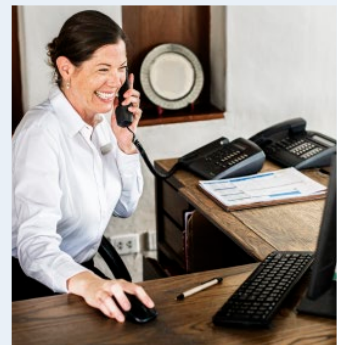


REAL EXPERIENCE REAL RESULTS



2021/2022 VOCATIONAL PROGRAMS (STUDY & WORK)

ENGLISH



FIND YOUR PERFECT PROGRAM!

SUPPLY CHAIN MANAGEMENT POST-BACCALAUREATE ADVANCED DIPLOMA



SUPPLY CHAIN MANAGEMENT POST-BACCALAUREATE DIPLOMA



COMMERCE & MARKETING CO-OP DIPLOMA



BUSINESS MANAGEMENT CO-OP DIPLOMA



HOSPITALITY MANAGEMENT CO-OP ADVANCED DIPLOMA



HOSPITALITY MANAGEMENT CO-OP DIPLOMA



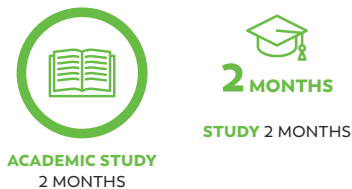
PROFESSIONAL CUSTOMER SERVICE CO-OP CERTIFICATE



CROSS-CULTURAL BUSINESS COMMUNICATION DIPLOMA



CROSS-CULTURAL BUSINESS COMMUNICATION CERTIFICATE



YOU WILL HAVE THE OPPORTUNITY TO:

- Experience hands-on learning
- Test-drive your career and studies
- Perfect your professional skills
- Gain valuable work experience that will help build a resume for future employment

* Capstones are included in the co-op terms.



VOCATIONAL PROGRAMS:

WHICH PROGRAM SHOULD I CHOOSE?

SUPPLY CHAIN MANAGEMENT POST-BACCALAUREATE ADVANCED DIPLOMA

Program Length: 32 months
Co-op Length: 12 months

VS

COMMERCE & MARKETING CO-OP DIPLOMA

Program Length: 30 months
Co-op Length: 12 months

RECOMMENDED FOR students who want to work in global trading and logistic sectors for future career

- Focuses on the operation and process of supply chains as well as logistics management, with particular learning experience on purchasing & procurement, business analytics, negotiation, and strategic analysis
- Higher education level: Post-baccalaureate Advanced Diploma
- Includes the longest co-op period when students will gain more working experience in Canada
- Co-op placements could be in international trading, freight forwarding, transportation, and logistics related fields

RECOMMENDED FOR students who want to work in the sales, marketing, and advertising industries for future career

- Focuses on marketing strategy, social media, E-commerce, and sale management learning
- Achieve a 2 year diploma in Canada
- Includes the longest co-op period when students will gain the most working experience in Canada
- Co-op placements are mainly in sales & marketing related fields

SUPPLY CHAIN MANAGEMENT POST-BACCALAUREATE DIPLOMA

Program Length: 18 months
Co-op Length: 6 months

VS

BUSINESS MANAGEMENT CO-OP DIPLOMA

Program Length: 18 months
Co-op Length: 6 months

RECOMMENDED FOR students who want to work in global trading and logistic sectors for future career

- Focuses on procurement & supply, operations & process, and logistics management
- Higher education level: Post-baccalaureate Diploma
- Includes the 6 months co-op period when students will gain working experience in Canada
- Co-op placements could be in international trading, manufacturing, purchasing, and logistics fields

RECOMMENDED FOR students who want to work in international business administration industry

- Focuses on project management, organizational behaviors, leadership skills, and business correspondence
- Develops students' efficient business management and critical thinking skills
- Receive a diploma within 18 months of study
- Includes the 6 months co-op period when students will gain working experience in Canada
- Co-op placements could be in office administrative support, reception, and business sales related areas

HOSPITALITY MANAGEMENT CO-OP ADVANCED DIPLOMA

Program Length: 28 months
Co-op Length: 12 months

OR

HOSPITALITY MANAGEMENT CO-OP DIPLOMA

Program Length: 15 months
Co-op Length: 6 months

VS

PROFESSIONAL CUSTOMER SERVICE CO-OP CERTIFICATE

Program Length: 9 months
Co-op Length: 4 months

RECOMMENDED FOR students who want to work in the hospitality industry for future career

- Focuses on managing front office, housekeeping operations, food & beverage services, operations and facilities management & design, security & loss prevention, and supervision in the hospitality industry
- Includes 'site tour' among participating hotels and/or other hospitality firms
- Receive both a VanWest Diploma and AHLA certificates upon a successful graduation
- Includes either a 1 year or 6 month co-op period when students will gain more working experience in Canada
- Co-op placements will be mainly hospitality-related service jobs

RECOMMENDED FOR students want to use English for workplace in the sales & service industry

- Focuses on cross-cultural communication, interpersonal skills for the workplace, and customer service skills
- Receive a certificate within 9 months
- Short-term learning + Canadian workplace experience (including 4 months of coop period)
- Co-op placements could be sales and customer service in retail, hospitality, and tourism-related sectors



GET READY TO WORK: VANWEST CO-OP

WHAT IS CO-OP?

Co-op is the abbreviation of Cooperative Education, also known as a type of learning education system that integrates classroom-based knowledge and practical work experience, gained through 'paid work placement'. The program aims to cultivate student's skills and help them launch an outstanding career path in an industry related to their field.

WHAT STUDENTS WILL GET:

- Certificate or Diploma from VanWest College
- A credential / certificate from an institute related to the program
- Professional English resume and interview skills
- Reference letter(s) from co-op work placement

VANWEST CO-OP:

- Since 2016 when our vocational programs were launched, we have successfully placed all of our students into a Co-op job placement.
- 30% of our graduates are consistently hired by their Co-op companies.
- All Co-op job placements are paid, and the wages are above BC's minimum wage.
- On-Campus Co-op department will fully support students in finding a co-op placement.
- Outside the campus, students still receive full support through our exclusive Ready to Work Facebook Page. Job opportunities, job fairs, previous co-op students' testimonials, announcements, and resources can be found on this page.
- The co-op job placements will give students a great opportunity to integrate academic studies with related employment experience. The placements fully depend on a student's ability, work experience, and interviews.
- In the Work Preparation course students will learn how to create an effective resume and a professional cover letter, gain interview techniques, and build networking.
- Students are eligible to work part-time (up to 20 hours a week) during academic study semesters.

CO-OP PLACEMENT PROCEDURES

ORIENTATION



GROUP MEETINGS



BUS 109 WORK PREPARATION COURSE



SEMINARS & WORKSHOPS



INDIVIDUAL MEETINGS



CO-OP JOB PLACEMENT & INTERVIEWS



**SUCCESSFUL
CO-OP PLACEMENT**

CO-OP PROFILES

SUPPLY CHAIN MANAGEMENT



NAME	Marcus V.
INDUSTRY	Transport & Warehousing / Logistic Services
POSITION	Warehouse Associate



NAME	Marcus V.
INDUSTRY	Retail Trade (Furniture & Home Furnishings)
POSITION	Receiving

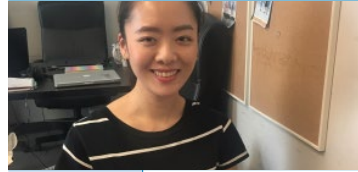
COMMERCE & MARKETING



NAME	Osman A.
INDUSTRY	Real Estate
POSITION	Customer Care Assistant



NAME	Laura K.
INDUSTRY	Construction & Design
POSITION	Assistant Project Manager



NAME	Ping L.
INDUSTRY	Convention & Trade Shows
POSITION	Designer Marketing Coordinator

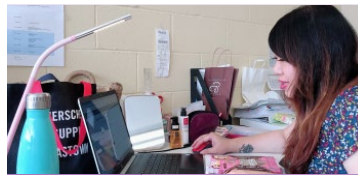


NAME	Jenna C.
INDUSTRY	Home & Commercial Telecommunication
POSITION	Client Account Manager

BUSINESS MANAGEMENT



NAME	Limhi A.
INDUSTRY	Electric Utility
POSITION	Technical Assistant



NAME	Alice C.
INDUSTRY	Retail Trade (Health & Personal Care)
POSITION	E-commerce Marketing Coordinator



NAME	Halil S.
INDUSTRY	Food Service
POSITION	Event Captain

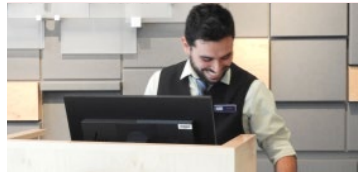


NAME	Kivanc O.
INDUSTRY	Real Estate
POSITION	Administrative Assistant

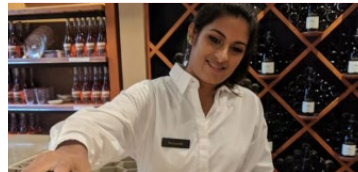
HOSPITALITY MANAGEMENT



NAME	Ilker K.
INDUSTRY	Recreation (Amusement & Themed Parks)
POSITION	Upper Terminal Leader



NAME	Rafael M.
INDUSTRY	Hotel
POSITION	Front Desk Agent



NAME	Fernanda B.
INDUSTRY	Winery
POSITION	Wine Boutique Associate



NAME	Luz F.
INDUSTRY	Wellness Resort & Spa
POSITION	Spa Attendant

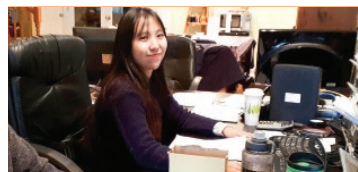
PROFESSIONAL CUSTOMER SERVICE



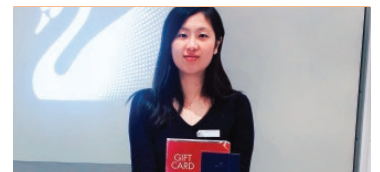
NAME	Masaki K.
INDUSTRY	Airport Services
POSITION	Sales Associate



NAME	Koki T.
INDUSTRY	Technology, Retail Management
POSITION	Home Solutions Specialist



NAME	Minjeong K.
INDUSTRY	Translation Business
POSITION	Project Coordinator



NAME	Kana L.
INDUSTRY	Retail Trade (Jewellery)
POSITION	Seasonal Sales Consultant

CO-OP JOB OPPORTUNITIES (OVER 200+ PARTNER COMPANIES)

INDUSTRY	OCCUPATION
Finance	Market Analyst
Administrative & Support Services (Convention and Trade Shows)	Designer Coordinator
Finance	Futures Trader
Finance	Equities Trader
Administrative & Support Service	IT Budget Specialist
Wholesale Trade (Industrial Chemical Trade)	Accounts Payable Clerk
Construction	Junior Accountant
Construction	Assistant to project manager
Construction (Building Finishing Contractors)	Floor Installer/Manager
Professional Services (Legal Services)	Legal Administrative Assistant
Professional Services (Marketing Services)	Retail Sales Representative
Retail Trade (Electronics & Appliance Stores)	Specialist
Finance	Market Analyst
Finance	Account Receivable
Real Estate	Community Associate
Amusement & Recreation (Golf Courses & Country Club)	Porter - House
Education Services	Office Coordinator
Health Care	Client Coordinator
Health Care	Dental Receptionist
Retail Trade (Automobile Dealer)	Administrative Assistant
Retail Trade (Clothing and Clothing Accessories - Jewellery)	Marketing/Sales Associate
Transport & Warehousing / Logistic Services	Shipping/Receiving Representative
Manufacturing	Office Assistant
Professional Services (Translation & Interpretation Services)	Project Coordinator
Retail Trade (Clothing & Clothing Accessories)	Sales Associate
Airport Services	Customer Service Agent
Real Estate	Marketing Designer
Professional Services (Research Consulting)	Executive Assistant
Transport & Warehousing / Logistic Services	Warehouse Associate
Food Services (Catering)	Banquet Server
Food Services (Catering)	Catering Server
Accommodation Services (Hotels)	Club Lounge Associate
Transport & Warehousing / Logistic Services	Logistics Coordinator
Retail Trade (Sporting Goods)	Sales Associate
Accommodation Services (Hotels)	Host VIP Services
Social Advocacy Organization	Warehouse Associate
Finance	Scanning Assistant
Real Estate	Research Analyst
Professional Services (Marketing Services)	Administrative Assistant
Retail Trade (Automobile Dealer)	E-Commerce Specialist
Amusement & Recreation (Golf Courses & Country Club)	Banquet Server

INDUSTRY	OCCUPATION
Transport & Warehousing / Logistics Services	Import & Export Assistant - Data Entry
Travel Arrangement & Reservation Services	Customer Care Specialist
Food Services	Front Counter
Food Services	Shift Leader
Airport Services	Sales Associate
Airport Services	Passenger Service Agent
Administrative & Support Services (Convention and Trade Shows)	Designer Coordinator
Accommodation Services (Hotels)	Front desk Agent
Food Services	Shift Supervisor
Retail Trade (Clothing & Clothing Accessories)	Sales Associate
Other Services (Dry Cleaning & Laundry Services)	Administrative Assistant
Energy	Operations Assistant
Administrative & Support Services (Business Support Services - Collection Agencies)	Collection Office
Administrative & Support Services (Business Support Services - Employment Agencies)	Imaging Specialist
Education Services	Activity Assistant
Education Services	Activity Leader
Real Estate	Administrative Assistant
Real Estate	Customer Care Assistant
Real Estate	Office Assistant
Food Services	Assistant Manager
Food Services	Deli Worker
Food Services	Front Counter Server
Food Services	Counter Attendant
Retail Trade (Health & Personal Care)	Sales Coordinator
Retail Trade (Supermarket & Grocery)	Customer Service Team Member
Retail Trade (Food & Beverage - Specialty Food Stores)	Counter Staff
Retail Trade (Food & Beverage - Specialty Food Stores)	Sales Associate
Retail Trade (Clothing & Clothing Accessories)	Stock Associate
Retail Trade (Clothing & Clothing Accessories)	Warehouse Assistant
Retail Trade (Clothing & Clothing Accessories)	Key leader/Retail Connector
Retail Trade (Clothing & Clothing Accessories - Shoe Stores)	Sales Representative
Retail Trade (Furniture & Home Furnishings)	Receiving
Retail Trade (Furniture & Home Furnishings)	Sales Associate
Retail Trade (Furniture & Home Furnishings)	Shipping/Receiving
Retail Trade (Clothing & Clothing Accessories - Jewellery)	Seasonal Sales Consultant
Retail Trade (Clothing & Clothing Accessories)	Advisor
Retail Trade (Electronic & Appliance Stores)	Connected Solutions Advisor
Recreation (Amusement & Themed Parks)	Airtram Operator
Retail Trade (Supermarket & Groceries)	Manager Assistant

CO-OP JOB OPPORTUNITIES (OVER 200+ PARTNER COMPANIES)

INDUSTRY	OCCUPATION
Retail Trade (Furniture & Home Furnishings)	Checkout Services Coworker
Manufacturing	Production Specialist
Health Care	Receptionist
Accommodation Services (Casino Hotels)	Casino Dealer
Recreation (Fitness & Sports)	Reception and Studio Manager
Information & Cultural (Motion Picture & Video Exhibition - Cinemas)	Cast Member
Transport & Warehousing / Logistics Services	Data Entry
Rental Services	Customer Service Representative
Other Services (Repair & Maintenance)	Contents Technician
Other Services (Personal Care Services)	Receptionist & Administrative Assistant
Administrative & Support Services	Office Host
Administrative & Support Services	Customer Service and Office Assistant
Travel Agency / Administrative & Support Service	Web Division Travel Consultant
Travel Arrangement & Reservation Services	Customer Service Pier Staff
Transport & Warehousing / Logistic Services	Data Entry
Transport & Warehousing / Logistics Services	Relocation Specialist
Professional Services (Marketing Services)	Sales Advisor
Professional Services	Office Assistant
Telecommunications	Sales Associate
Telecommunications	Marketing Representative
Telecommunications	Sales and Marketing Staff
Educational Support Services	Classroom Assistant
Educational Support Services	Administrative Assistant
Educational Support Services	Centre Assistant
Educational Support Services	HR Business Partner
Airport Services	Customer Service Agent
Airport Services	Customer Care Ambassador
Airport Services	Passenger Assistant Agent
Airport Services	Customer Service Luggage Storage
Airport Services	Check-in Agent
Amusement & Recreation (Skiing Facilities)	Guest Experience Representative
Amusement & Recreation (Amusement & Themed Parks)	Administrative Assistant
Amusement & Recreation (Amusement & Themed Parks)	Airtram Operator
Amusement & Recreation (Amusement & Themed Parks)	Customer Service Staff
Amusement & Recreation (Amusement & Themed Parks)	Park Ambassador
Retail Trade (Office Supplies / Electronic & Appliance Store)	Print and Marketing Associate
Retail Trade (General Merchandise)	Sales Associate
Retail Trade (Pet Supplies)	Customer Service Specialist

INDUSTRY	OCCUPATION
Retail Trade (Game Stores)	Sales Associate
Retail Trade (Sporting Goods)	Quality Inspector
Retail Trade (Department Stores)	Purchase Sales Associate
Retail Trade (Gift, Novelty & Souvenir)	Customer Service Retail
Retail Trade (Gift, Novelty & Souvenir)	Sales Associate
Retail Trade (Health & Personal Care)	Customer Service Specialist
Retail Trade (Health & Personal Care)	E-commerce Marketing Coordinator
Retail Trade (Health & Personal Care - Pharmacy & Drug Stores)	Computer Specialist
Retail Trade (Supermarket & Groceries)	Stock person
Retail Trade (Supermarket & Groceries)	Store Associate
Retail Trade (Supermarket & Groceries)	Customer Service Representative
Retail Trade (Supermarket & Groceries)	Produce Department
Retail Trade (Supermarket & Groceries)	Grocery Clerk
Retail Trade (Clothing & Clothing Accessories)	Team Lead
Retail Trade (Clothing & Clothing Accessories)	Sales Associate
Retail Trade (Clothing & Clothing Accessories)	Brand Associate Lead
Retail Trade (Clothing & Clothing Accessories)	Brand Associate
Retail Trade (Clothing & Clothing Accessories)	Order Fulfillment Associate
Retail Trade (Clothing & Clothing Accessories)	Lead Sales Associate
Retail Trade (Clothing & Clothing Accessories - Jewellery)	Seasonal Sales Consultant
Retail Trade (Clothing & Clothing Accessories - Shoe Stores)	Sales Associate
Retail Trade (Clothing & Clothing Accessories - Shoe Stores)	Stock Associate
Retail Trade (Clothing and Clothing Accessories/ Office Supplies)	Sales Associate
Retail Trade (Furniture & Home Furnishings)	Sales Associate
Retail Trade (Furniture & Home Furnishings)	Store Associate
Retail Trade (Furniture & Home Furnishings)	Recovery Coworker
Retail Trade (Furniture & Home Furnishings)	Cashier
Food Services (Food & Beverage - Specialty Food)	Customer Service
Food Services (Food & Beverage - Specialty Food Stores)	Team Leader/Sales Associate
Food Services (Food & Beverage - Specialty Food Stores)	Barista
Food Services (Food & Beverage - Specialty Food Stores)	Server
Food Services	Product Support Representative
Food Services	Host
Food Services	Admin Assistant
Food Services	Front of House

PROGRAM SEQUENCE

SEMESTER 1 (4 MONTHS)

TERM 1 - 2 Months

BUS 101 Cross-Cultural Communication
 BUS 107 Business Correspondence
 BUS 130 Excel for Business Analytics

TERM 2 - 2 Months

BUS 114 Introduction to Accounting
 BUS 103 Marketing Essentials
 BUS 123 Macroeconomics

8-WEEK BREAK

SEMESTER 2 (4 MONTHS)

TERM 1 - 2 Months

SCM 140 Procurement & Supply Management
 SCM 150 Operations & Process Management
 BUS 109 Workplace Preparation

TERM 2 - 2 Months

SCM 160 Logistics in Supply Chain Management
 BUS 105 Principles of Management
 BUS 116 Project Management

8-WEEK BREAK

SEMESTER 3 (6 MONTHS)

TERM 1 - 2 Months

SCM 191 Sustainability in Supply Chain Management
 BUS 171 Human Resource Management & Supervision
 BUS 118 Finance

TERM 2 - 2 Months

BUS 132 Business Analytics
 BUS 141 Negotiation
 BUS 143 Contract Administration & Law

TERM 3 - 2 Months

SCM 193 Risk in Supply Chain Management
 BUS 117 Leadership Skills
 SCM 192 Applied Supply Chain Strategy & Analysis

8-WEEK BREAK / JOB-HUNTING

SEMESTER 4 (12 MONTHS)

SCM 125 CO-OP PLACEMENT

SCM 111 CAPSTONE (2 WEEKS)

HIGHLIGHTS

- Supply Chain is one of the fastest growing industries in Canada and supply chain management professionals occupy a range of influential positions across companies -procurement, operations, logistics, transportation & trade, consulting, senior management, and more
- Completing the program will transform students into someone with high-demand skills and a thorough knowledge of advanced management areas, such as Sustainability, Risk, Applied Strategy, Business Analysis, Negotiation, and Contract Administration and Laws
- Full student support for co-op work placement and career development

PROGRAM DESCRIPTION

This program provides students with in-depth advanced background in supply chain management (SCM). Building upon the students' general baccalaureate academic experience, the program begins with a solid foundation in communications and business. It then goes on to deliver introductory courses in the 3 main areas of SCM: procurement, operations, and logistics. Finally, advanced courses provide a thorough grounding in high-level management topics in SCM. Throughout the program, emphasis is placed on the inter-connective nature of SCM, the use of analytics to inform decision-making, and on acquiring knowledge and skills identified through industry consultation.

CO-OP

VanWest College's Co-op has a strong system in place and a solid foundation of host company partnerships across various industries; a system that equips students with the adequate knowledge and skills to help them succeed in getting work placement in an English environment. Students receive first-hand experience in how job-hunting works in Canada through various activities that are offered by the Co-op department, such as on-campus activities, and information sessions, etc. Depending on our student needs, the Co-op department will provide regular counselling and training until students secure their placements. Students will be able to perform multifaceted business functions in occupational areas such as purchasing, operations, logistics and customer and information services, financial support, and project coordination.

OVERVIEW

Program Length	<ul style="list-style-type: none"> • 32 months (total 128 weeks) • Academic Study 14 months (total 1,190 hours) • Co-op 12 months (total 1,190 hours)
Potential Career Opportunities	<ul style="list-style-type: none"> • Purchasing Agents and Officers • Purchasing Managers • Manufacturing Managers • Business Management Consultants
English Admission Requirements	<ul style="list-style-type: none"> • VanWest English Placement Test: Level 8, or • Completion of VanWest 7 or EAP 300 course with a final grade of 75% or above, or • IELTS score of 6.0 or over, or • TOEIC score of 800 or over
Academic Admission Requirement	<ul style="list-style-type: none"> • Bachelor's Degree
Offered Campus	<ul style="list-style-type: none"> • Vancouver
Start Dates	<ul style="list-style-type: none"> • 2021: February 22, August 9 • 2022: January 24, September 6
Fees	<ul style="list-style-type: none"> • Tuition: \$19,780 • Application Fee: \$210 • Test/Assessment Fee: \$250 • Total Fee: \$20,240 <p>*Textbook costs are not included</p>
Credential Upon Graduation	<ul style="list-style-type: none"> • Supply Chain Management Post-Baccalaureate Advanced Diploma • Reference letter(s) from Co-op work placement

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	

- You will be able to work full-time during the co-op terms and part-time during the study terms.
 - The schedule is subject to change without notice.



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 103 Marketing Essentials

This introductory course examines the application, management, and trends of marketing in the Canadian and global marketplace. Students will explore the primary elements of the Marketing mix (*Product, Price, Promotion, and Place*); how to utilize the elements of the Marketing mix to create value for the customer, and how to satisfy consumer needs.

BUS 105 Principles of Management

This course covers the basic concepts of the management process: planning, organizing, staffing, leading, and controlling. Students will develop an overview of the functional areas of business and an understanding of the complex world in which organizational decisions are made. Emphasis is placed on how functional areas are integrated to achieve goals.

BUS 107 Business Correspondence

This “hands-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 114 Introduction to Accounting

This course will introduce the concepts of accounting within the context of business in a Canadian environment. Students develop the ability to prepare and analyze the financial statements of public corporations. Topics include accounting as an information system; introduction to income measure; the accounting cycle; cash and financial statements.

BUS 116 Project Management

This course will present the essential skills students need to make effective contributions and to have an immediate impact on the completion of projects. Coverage of the latest business developments and challenges acquaint students with issues such as project constraints, stakeholder issues, and the project charter.

BUS 117 Leadership Skills

In this course, students will develop strong interpersonal skills and increase their awareness of the importance of people skills in today’s organizations. They will develop critical core skills along with individual performance through group interactions, role playing, lectures, and practice sessions. They will focus on the role of supervisors and managers at the front-line.

BUS 118 Finance

This course provides students with introduction to the theories, applications, and financial tools within a corporate financial environment. Topics include: forms of business, financial statement analysis, ratios, cash flows, valuation of future cash flows, valuation of securities, raising capital and project evaluation and analysis.

BUS 123 Macroeconomics

This course introduces students to the fundamental terminology, concepts and theories of macroeconomics with an emphasis on international dynamics. Course topics include demand, supply, economic growth, inflation, markets and their impacts on international trade and globalization.

BUS 130 Excel for Business Analytics

This course introduces students to Microsoft Excel and its use in business analytics. Taught in our computer lab, the course presents foundational and intermediate level tools used frequently in business. Topics include creating/modifying worksheets, manipulating data using formulas, functions, and Pivot Tables, and displaying information using sorting, charting, and exporting tools. Experiential rather than lecture-based learning will be the focus.

BUS 132 Business Analytics

This course builds upon basic business knowledge in order to provide students with foundational knowledge of business analytics. Students will learn about a variety of analytical methodologies and tools used in this field and will use Microsoft Excel to practice some of these methodologies.

BUS 141 Negotiation

This course will provide students with basic knowledge and practice in negotiation. The course begins with presentation of key negotiation concepts and strategies and then goes on to cover the affects of perception, cognition, emotion, power and demographics on negotiation. Students learn and practice the processes required in preparing for negotiation. The course includes many opportunities to observe and practice different types of negotiations.

BUS 143 Contract Administration & Law

This course provides students with the basic knowledge and skills needed in the contract administration associated with procurement. Topics include processes, law and documentation associated with the preparation of tendering documents, bidding, selection of vendors, drafting/awarding of contracts, control of contracts and closing of contracts. Differences in contract administration between nations will be covered.

BUS 171 Human Resource Management & Supervision

This course is targeted for team and departmental supervisors rather than HR professionals. The course will provide a solid foundation in human resource management including a component on supervision and leading teams. The first part of the course provides students with an overview of hiring, performance management, and HR law. The final portion of the course focuses on supervision, coaching, and leading effective teams.

COURSE DESCRIPTION

SCM 140 Procurement & Supply Management

This course introduces students to the roles, policies, procedures, organizational structures and management involved in purchasing and supply management. The course will present purchasing activities in the context of organizational profitability and broader sustainability and corporate social responsibility effects. Methods for supplier evaluation, selection and management will also be covered.

SCM 150 Operations & Process Management

This course introduces students to operations issues in supply chain management. Topics include the basics of collaborative planning, forecasting, replenishment, enterprise resource planning models, lean thinking, Six Sigma and other statistical process control techniques.

SCM 160 Logistics in Supply Chain Management

This course introduces students to basic logistical concepts, structures and processes utilized in the distribution and inventory of goods and services. Financial, organizational, managerial, and strategic approaches will be covered. The use of information technologies to increase efficiency and profitability will be introduced.

SCM 191 Sustainability in Supply Chain Management

This course introduces students to the foundational concepts and terminology of sustainability from social, environmental, and economic perspectives. The course builds upon these in order to illustrate business practices and strategies used to support organizational sustainability goals. Course design allows students the flexibility to investigate sustainability practices within their area of study.

SCM 192 Applied Supply Chain Strategy & Analysis

This course is a capstone course building upon all other SCM courses. The student will learn to apply supply chain concepts in a variety of supply chain situations. This course will use case studies as the primary learning method with a final report and presentation. The final presentation will be via groups.

SCM 193 Risk in Supply Chain Management

This course explores the important area of risk management within supply chain management. The first half of the course deals with the types of risk and the organizational systems needed to address these. The second half of the course focuses on the measurement, analysis, and mitigation approaches used in supply chain risk management.

SCM 125 Co-op Placement

As an integral part of the Supply Chain Management Post-Baccalaureate Advanced Diploma, the Co-op is designed not only to provide a period of productive employment in the Canadian workplace, but also enables students to apply classroom theory and skills to that employment. Students will experience real-world business practices and gain new perspectives from their employment. Students will be able to perform multifaceted business functions in occupational areas such as purchasing, operations, logistics and customer and information services, financial support and project coordination.

SCM 111 Capstone Assignment

After completing your Co-op Work Placement, you are required to submit a report summarizing your learning and experience which may include a combination of a written report, journal, portfolio, or other media. This will help you create your report.

PROGRAM SEQUENCE

SEMESTER 1 (4 MONTHS)

TERM 1 - 2 Months

BUS 101 Cross-Cultural Communication
 BUS 107 Business Correspondence
 BUS 130 Excel for Business Analytics

TERM 2 - 2 Months

BUS 114 Introduction to Accounting
 BUS 103 Marketing Essentials
 BUS 123 Macroeconomics

8-WEEK BREAK

SEMESTER 2 (4 MONTHS)

TERM 1 - 2 Months

SCM 140 Procurement & Supply Management
 SCM 150 Operations & Process Management
 BUS 109 Workplace Preparation

TERM 2 - 2 Months

SCM 160 Logistics in Supply Chain Management
 BUS 105 Principles of Management
 BUS 116 Project Management

8-WEEK BREAK / JOB-HUNTING

SEMESTER 3 (6 MONTHS)

SCM 125 CO-OP PLACEMENT

SCM 111 CAPSTONE (2 WEEKS)

- You will be able to work full-time during the co-op terms and part-time during the study terms.
- The schedule is subject to change without notice.

HIGHLIGHTS

- Supply Chain is one of the fastest growing industries in Canada and supply chain management professionals occupy a range of influential positions across companies -procurement, operations, logistics, transportation & trade, consulting, senior management, and more
- Completing the program will transform students into someone with practical business skills and high-demand skills
- Full student support for co-op work placement and career development

PROGRAM DESCRIPTION

This program provides students with foundational background in supply chain management (SCM). Building upon the students' general baccalaureate academic experience, the program begins with a solid foundation in communications and business. The program then goes on to deliver introductory courses in the 3 main areas of SCM; procurement, operations and logistics; before students embark on their Co-op work term. Throughout the program emphasis is placed on the inter-connective nature of SCM, the use of analytics to inform decision-making, and on acquiring knowledge and skills identified through industry consultation.

CO-OP

VanWest College's Co-op has a strong system in place and a solid foundation of host company partnerships across various industries; a system that equips students with the adequate knowledge and skills that help them succeed in getting work placement in an English environment. Students receive first-hand experience in how job-hunting works in Canada through various activities that are offered by the Co-op department such as on-campus activities, and information sessions etc. Depending on our student needs, the Co-op department will provide regular counselling and training until students secure their placements. Students will be able to perform multifaceted business functions in occupational areas such as purchasing, operations, logistics and customer and information services, financial support and project coordination.

OVERVIEW

Program Length	<ul style="list-style-type: none"> • 18 months (total 72 weeks) • Academic Study 8 months (total 686 hours) • Co-op 6 months (total 686 hours)
Potential Career Opportunities	<ul style="list-style-type: none"> • Purchasing Agents and Officers • Purchasing Managers • Manufacturing Managers • Business Management Consultants
English Admission Requirements	<ul style="list-style-type: none"> • VanWest English Placement Test: Level 8, or • Completion of VanWest 7 or EAP 300 course with a final grade of 75% or above, or • IELTS score of 6.0 or over, or • TOEIC score of 800 or over
Academic Admission Requirement	<ul style="list-style-type: none"> • Bachelor's Degree
Offered Campus	<ul style="list-style-type: none"> • Vancouver
Start Dates	<ul style="list-style-type: none"> • 2021: February 22, August 9 • 2022: January 24, September 6
Fees	<ul style="list-style-type: none"> • Tuition: \$13,380 • Application Fee: \$210 • Test/Assessment Fee: \$250 • Total Fee: \$13,840 <p><small>*Textbook costs are not included</small></p>
Credential Upon Graduation	<ul style="list-style-type: none"> • Supply Chain Management Post-Baccalaureate Diploma • Reference letter(s) from Co-op work placement

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 103 Marketing Essentials

This introductory course examines the application, management, and trends of marketing in the Canadian and global marketplace. Students will explore the primary elements of the Marketing mix (*Product, Price, Promotion, and Place*); how to utilize the elements of the Marketing mix to create value for the customer, and how to satisfy consumer needs.

BUS 105 Principles of Management

This course covers the basic concepts of the management process: planning, organizing, staffing, leading, and controlling. Students will develop an overview of the functional areas of business and an understanding of the complex world in which organizational decisions are made. Emphasis is placed on how functional areas are integrated to achieve goals.

BUS 107 Business Correspondence

This “hands-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 114 Introduction to Accounting

This course will introduce the concepts of accounting within the context of business in a Canadian environment. Students develop the ability to prepare and analyze the financial statements of public corporations. Topics include accounting as an information system; introduction to income measure; the accounting cycle; cash and financial statements.

BUS 116 Project Management

This course will present the essential skills students need to make effective contributions and to have an immediate impact on the completion of projects. Coverage of the latest business developments and challenges acquaint students with issues such as project constraints, stakeholder issues, and the project charter.

BUS 123 Macroeconomics

This course introduces students to the fundamental terminology, concepts and theories of macroeconomics with an emphasis on international dynamics. Course topics include demand, supply, economic growth, inflation, markets and their impacts on international trade and globalization.

BUS 130 Excel for Business Analytics

This course introduces students to Microsoft Excel and its use in business analytics. Taught in our computer lab, the course presents foundational and intermediate level tools used frequently in business. Topics include creating/modifying worksheets, manipulating data using formulas, functions, and Pivot Tables, and displaying information using sorting, charting, and exporting tools. Experiential rather than lecture-based learning will be the focus.

SCM 140 Procurement & Supply Management

This course introduces students to the roles, policies, procedures, organizational structures and management involved in purchasing and supply management. The course will present purchasing activities in the context of organizational profitability and broader sustainability and corporate social responsibility effects. Methods for supplier evaluation, selection and management will also be covered.

SCM 150 Operations & Process Management

This course introduces students to operations issues in supply chain management. Topics include the basics of collaborative planning, forecasting, replenishment, enterprise resource planning models, lean thinking, Six Sigma and other statistical process control techniques.

SCM 160 Logistics in Supply Chain Management

This course introduces students to basic logistical concepts, structures and processes utilized in the distribution and inventory of goods and services. Financial, organizational, managerial, and strategic approaches will be covered. The use of information technologies to increase efficiency and profitability will be introduced.

SCM 125 Co-op Placement

As an integral part of the Supply Chain Management Post-Baccalaureate Diploma, the Co-op is designed not only to provide a period of productive employment in the Canadian workplace, but also enables students to apply classroom theory and skills to that employment. Students will experience real-world business practices and gain new perspectives from their employment. Students will be able to perform multifaceted business functions in occupational areas such as purchasing, operations, logistics and customer and information services, financial support, and project coordination.

SCM 111 Capstone Assignment

After completing your Co-op Work Placement, you are required to submit a report summarizing your learning and experience which may include a combination of a written report, journal, portfolio, or other media. This will help you create your report.

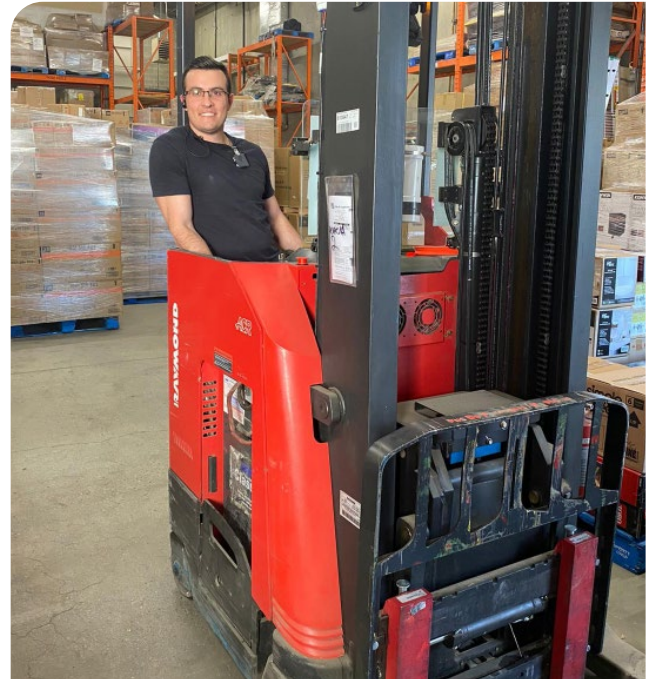
Through the classes at VanWest, I learned how all the goods and products circulate in the supply chain industry and I could apply this knowledge at my co-op placement!

Please let us know about the company you worked for and your responsibilities.

I am currently working at a Retail Trade Company (Furniture and Home Furnishings) in Vancouver. My position is shipping and receiving clerk. My responsibilities are to process goods shipped and received by a company, physically taking items from the company’s stock to fill orders. Also, when customers have questions regarding the movement or content of their orders, I provide them answers and ensure satisfaction.

What was the obstacle and how did you get over it?

The first obstacle was to get the certificates to operate the machines, because without the certificates I was not going to be able to start my position and this opportunity will be lost. The second obstacle was to understand how things work in the receiving, and adapt myself to do the job. It’s always challenging at the beginning of new jobs to comprehend the work structure, especially in a foreign country. I did the certificates with the support of the company to operate some machines (Reach Truck and Electric Pallet Jack) and it helped a lot to unload the truck and support my team. Luckily, I have a wonderful team to support me at work so I was able to adapt to this new work environment rapidly.



NAME	Marcus
CO-OP INDUSTRY	Retail Trade (Furniture & Home Furnishings)
CO-OP POSITION	Receiving

What did you learn from classes? What was useful when you worked?

In procurement and supply management class, I learned how procedures, organizational structures and management are involved in purchasing and supply chain management. It helped me to understand how all the goods and products circulate between suppliers and buyers. Consequently, I was able to apply this knowledge to my work. Additionally, in Cross Cultural Communication Class, I learned about working with different cultures, which helped me to work easily with people from different backgrounds at a professional workplace.

What are your achievements and please tell us about your future plans.

After a while at work I re-organized my section of the warehouse to make it work more efficiently, while assisting my co-workers whenever they needed. My manager was satisfied with my performance at work. The company where I did my co-op is well-renowned and offers many opportunities to its employees. I want to successfully graduate Supply Chain Management Diploma Program at VanWest College, and upgrade my professional career at the company where I work.

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 102 Interpersonal Skills for the Workplace

BUS 105 Principles of Management

BUS 106 Customer Service Skills

8-WEEK BREAK

SEMESTER 2 (4 MONTHS)

TERM 1 - 2 Months

BUS 104 Organizational Behaviour

BUS 114 Introduction to Accounting

BUS 117 Leadership Skills

TERM 2 - 2 Months

BUS 103 Marketing Essentials

BUS 115 Social Media Marketing

BUS 116 Project Management

8-WEEK BREAK

SEMESTER 3 (4 MONTHS)

TERM 1 - 2 Months

BUS 108 Sales Strategies

BUS 120 E-Commerce

BUS 119 Sales Management

TERM 2 - 2 Months

BUS 118 Finance

BUS 121 Market Research

8-WEEK BREAK / JOB-HUNTING

SEMESTER 4 (12 MONTHS)

BUS 122 CO-OP PLACEMENT

BUS 111 CAPSTONE (2 WEEKS)

- You will be able to work full-time during the co-op terms and part-time during the study terms.
- The schedule is subject to change without notice.

HIGHLIGHTS

- Increased opportunity for employment in vital labour industries such as Business, Finance and Administration, Management, and Sales and Service occupations where about half of projected job openings are expected to be (BC 2024 Labour Market Outlook)
- Gain the skills and hands-on experience today's employers are looking for
- Full student support for co-op work placement and career development

PROGRAM DESCRIPTION

This program focuses on the fundamental principles of business and gives graduates hands-on skills to gain employment in the commerce and marketing sector. The program incorporates current business concepts and real-life examples to illustrate a global view of the corporate commerce and marketing environment.

CO-OP

VanWest College's Co-op has a strong system in place and a solid foundation of host company partnerships across various industries; a system that equips students with the adequate knowledge and skills to help them succeed in getting work placement in an English environment. Students receive first-hand experience in how job hunting works in Canada through various activities that offered by Co-op department such as on-campus activities, information sessions etc. Depending on our student needs, the Co-op department will provide regular counselling and training until students secure their placements. Graduates will be able to perform multifaceted business functions such as project management, business analysis, accounting, sales, teamwork, and research to support the marketing activities of an organization.

OVERVIEW

Program Length	<ul style="list-style-type: none"> • 30 months (total 120 weeks) • Academic Study 12 months (total 966 hours) • Co-op 12 months (total 966 hours)
Potential Career Opportunities	<ul style="list-style-type: none"> • Technical Sales Representative • Marketing Coordinator • Advertising Assistant • Entrepreneur
English Admission Requirements	<ul style="list-style-type: none"> • VanWest English Placement Test: Level 8, or • Completion of VanWest Level 7 or EAP 300 with a final grade of 75% or above, or • IELTS score of 5.5 or over, or • TOEIC score of 730 or over
Academic Admission Requirements	<ul style="list-style-type: none"> • High School Diploma (Grade 12) or • General Education Development (GED) or • Mature Student Status
Offered Campus	<ul style="list-style-type: none"> • Vancouver
Start Dates	<ul style="list-style-type: none"> • 2021: February 22, August 9 • 2022: January 24, September 6
Fees	<ul style="list-style-type: none"> • Tuition: \$19,780 • Application Fee: \$210 • Test/Assessment Fee: \$250 • Total Fee: \$20,240 <p>* Textbook costs are not included</p>
Credential Upon Graduation	<ul style="list-style-type: none"> • Commerce & Marketing Co-op Diploma • Reference letter(s) from Co-op work placement

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 103 Marketing Essentials

This introductory course examines the application, management, and trends of marketing in the Canadian and global marketplace. Students will explore the primary elements of the Marketing mix (*Product, Price, Promotion, and Place*); how to utilize the elements of the Marketing mix to create value for the customer, and how to satisfy consumer needs.

BUS 104 Organizational Behaviour

This course provides an overview of organizations and management from the behavioural sciences perspective. The course explores factors shaping individual, group, organizational, and cultural dynamics. Students will apply the concepts and discuss the various perspectives to better enable them to examine their own behaviour and beliefs.

BUS 105 Principles of Management

This course covers the basic concepts of the management process: planning, organizing, staffing, leading, and controlling. Students will develop an overview of the functional areas of business and an understanding of the complex world in which organizational decisions are made. Emphasis is placed on how functional areas are integrated to achieve goals.

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 “hands-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 108 Sales Strategies

This course provides comprehensive coverage of consultative selling, strategic selling, relationship selling, partnering, value-added selling, and sales force automation developing a presentation strategy and management of self and others. Students investigate, discuss, and report their findings to the class.

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 114 Introduction to Accounting

This course will introduce the concepts of accounting within the context of business in a Canadian environment. Students develop the ability to prepare and analyze the financial statements of public corporations. Topics include accounting as an information system; introduction to income measure; the accounting cycle; cash and financial statements.

BUS 115 Social Media Marketing

This course provides an overview of social media in order to understand its use in building business relations. Students will explore how to develop social media marketing initiatives that are designed to meet business objectives. Students will learn how to maintain an effective online presence that goes beyond Facebook and Twitter.

BUS 116 Project Management

This course will present the essential skills students need to make effective contributions and to have an immediate impact on the completion of projects. Coverage of the latest business developments and challenges acquaint students with issues such as project constraints, stakeholder issues, and the project charter.

BUS 117 Leadership Skills

In this course, students will develop strong interpersonal skills and increase their awareness of the importance of people skills in today’s organizations. They will develop critical core skills along with individual performance through group interactions, role playing, lectures, and practice sessions. They will focus on the role of supervisors and managers at the front-line.

BUS 118 Finance

This course provides students with introduction to the theories, applications, and financial tools within a corporate financial environment. Topics include: forms of business, financial statement analysis, ratios, cash flows, valuation of future cash flows, valuation of securities, raising capital, and project evaluation and analysis.

BUS 119 Sales Management

Students prepare for the role of an effective sales manager in today’s hyper-competitive global economy by integrating current technology, research, and strategic planning activities. Topics include the role of the sales manager; the buying and selling processes; customer relationship management; organizing the sales force; sales forecasting and budgeting; selecting, training, compensating, and motivating the salesperson.

BUS 120 E-Commerce

Students examine how the Internet is rapidly becoming one of the primary communication, marketing and commercial mediums for businesses in almost every industry, and how managers can effectively use this tool to execute their organization’s strategic plans. This course will familiarize students with emerging e-commerce business models and technologies.

BUS 121 Market Research

The main objective of this course is to equip students with the key concepts and methods of marketing research, and allow student to understand how to apply those tools to solve real-life business problems. Topics include an overview of market research and research design, exploratory research; descriptive research; scaling; sampling; and data analysis.

BUS 122 Co-op Placement

As an integral part of the Commerce & Marketing Co-op Diploma, the Co-op is designed not only to provide a period of full time productive employment in the Canadian work place, but also enable students to apply classroom theory and skills to that employment. Students will experience real-world business practices and return to the classroom with new perspectives gained from their employment. Students will be able to perform multifaceted business functions in occupations such as: customer and information service representative, retail salesperson, financial support worker, marketing coordinator, project coordinator, advertising assistant, and small business owner.

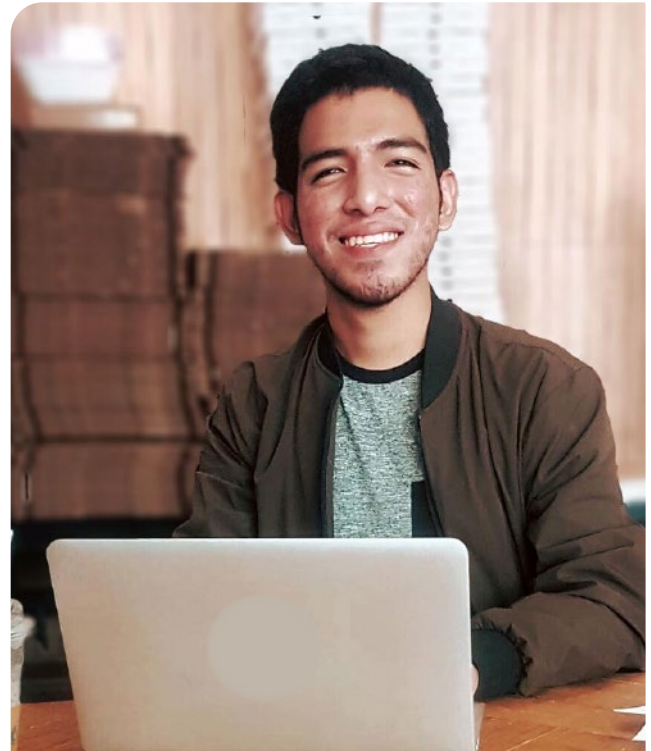
BUS 111 Capstone Assignment

After completing your Co-op Work Placement, you are required to submit a report summarizing your learning and experience which may include a combination of a written report, journal, portfolio, or other media. This will help you create your report.

At VanWest, the business courses are relevant to today’s job market, and I loved the interaction with people of different nationalities!

Please let us know about the company you worked for and your responsibilities.

During my co-op term, I worked as a full-time Project Coordinator / Sales Assistant in E***A*** Craft. My main roles in the company involved a main role in the Glass department of the company, ordering the required dimensions and quantity for the completion of our railing projects, and making sure that everything was delivered and installed. I had to constantly coordinate with installers and drafters, along with higher-ups in the company to report that everything was going according to schedule during weekly meetings. Another key task that I was part of was asking for quotes from multiple glass suppliers so that the company could decide how to move forward, not to mention assisting the sales department by providing information on which percentage of glass had been installed properly so monthly invoicing for clients was accurate.



What do you like about your program?

What I liked about the program was the number of subjects covered during all my terms that were pretty relevant to today’s job market. I believe that most of the things that I was taught really helped me to understand the importance of these particular businesses and marketing practices in the labor sector. Another thing that I liked is the fact that I got to interact with multiple people of different nationalities during these two years of school, from whom I’ve learned, and with whom I’ve built very strong connections.

NAME	Augusto
CO-OP INDUSTRY	Manufacturing
CO-OP POSITION	Project Coordinator / Sales Assistant

Does the quality of the program meet your expectations?

I would say that it was pretty much what I was expecting, and overall, it was a mind-opening experience. In-class discussions and group activities were useful, especially ones focusing on current market-related questions.

Please tell us about your future plan and your advice to future students?

My advice would be to never give up, and to always fight for the things you want to achieve. Getting a great job opportunity is not an easy task, even though a lot of people claim that Canada offers a lot of jobs for international students. You are going to always have competition everywhere, so it is up to you to look out for your goals, and determine how successful you want to be. I’m proud of the things I’ve accomplished here, and grateful for this wonderful experience that the school gave me, and you will be, too! Just remember to fight for the things you want, and eventually your success will be inevitable.

Please let us know about the company you worked for and your responsibilities.

The first organization I worked for was in the Retail Trade. It was a publicly held Canadian brand that sells leather products. I was a team lead in a retail store. The major role was being a team player, contributing to the stores' success, and displaying a "customer comes first" attitude. Ensuring that customer loyalty is built and maintained was key. Other than opening and closing shifts, my other duties were the same as sales associates, such as merchandising, operating the POS system, resolving customer issues, and selling products. The second place I worked for was in a Casino, the largest gaming company in Canada. I was working as a VIP Host in their business development department. It was a customer service job in general; in particular it provides outstanding customer service to VIP guests as they enter and exit the property, and throughout their time on the casino gaming floor. VIP guests generate a very big part of the overall gaming revenue for the casino. Therefore, a VIP Host needs to work in collaboration with the other casino staff to ensure that VIP guests receive the best, most customized services immediately.

What was the most challenging part of co-op and how did you get over it?

The most challenging part during two work co-op periods was to work with different store managers during a short-term period. When I worked at the retail store, I had three different store managers. They all had very different personalities and management styles; their personalities reflected these styles and work processes. So, I decided to observe what their styles were, to pick up some key points that they would value more. That helped me to change my own work process based on their requirements.

What were your achievements?

The first achievement was when I got promoted from sales associate to team lead in the second month of working at the retail store. It was amazing that I got promoted in such a short time. The second one was I got compliments from the general manager at the Casino, and she sent a complimentary email to all the departments' managers. This was surprising because all I did was to perform my responsibilities and duties. After this, I realized that it is hard for some people to keep doing what they should do because they have been working there for a long time. I cared about my work; I did my work responsibly. That made me stand out from others.

What did you learn from classes? What was useful when you worked?

When I worked in a sales and marketing role as a customer service provider, the most important thing we needed to know was understanding consumer behavior. Consumer behavior is the acts of individuals in obtaining goods and services, including the decision processes that precede and determine these acts. Understanding this would help us know what the customer's need was. Then we could provide appropriate products or services to the customers and affect the post-purchase behavior. That was what I learned from our classes and the most useful part when I worked.

What skills did you learn through Co-op?

When I was working in the retail store, taking the initiative was very important. There are too many details we needed to deal with while working. However, we could not wait for our store managers' or assistant managers' advice because they were not able to be there all the time, and it was a fast-paced work environment. For example, when I faced a customer issue, I had to be willing to solve it even though the customer might not be right. I still put my smile on and helped the customer to find the best solution. If I waited for top management's help, I might upset a customer and lose them. "Taking the initiative" will give you great feedback that you might never imagine. I believe that it also gives you great energy. Working is never easy, but you can make it easy and positive as long as you take the initiative.

Please tell us about your future plans.

I want to develop more in the sales and marketing field, especially in social media marketing and project management. I would like to start to learn how to use video editing software. Editing video would be a skill I would want to add to my social media abilities. Secondly, project management is one of the subjects I want to keep studying in the future. Expertise in project management would help me with the sales marketing and management career, because I would be able to manage things more efficiently.

What kind of students would you recommend Commerce and Marketing Co-op to?

To those who want to gain study and work experience abroad. You can learn valuable knowledge from the classes and apply it in a workplace - starting with the entry-level job, then moving to higher level through the journey. Also, you can improve your English either at work or in daily life. This program is an important addition to your experience when you return to your country.



NAME	Sammi
1ST CO-OP INDUSTRY	Retail Trade (Clothing & Clothing Accessories)
1ST CO-OP POSITION	Sales Team Lead
2ND CO-OP INDUSTRY	Casinos
2ND CO-OP POSITION	VIP Host Services

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 102 Interpersonal Skills for the Workplace
 BUS 103 Marketing Essentials
 BUS 105 Principles of Management

8-WEEK BREAK

SEMESTER 2 (4 MONTHS)

TERM 1 - 2 Months

BUS 104 Organizational Behaviour
 BUS 114 Introduction to Accounting
 BUS 117 Leadership Skills

TERM 2 - 2 Months

BUS 116 Project Management
 BUS 115 Social Media Marketing

8-WEEK BREAK / JOB-HUNTING

SEMESTER 3 (6 MONTHS)

BUS 113 CO-OP PLACEMENT

BUS 111 CAPSTONE (2 WEEKS)

- You will be able to work full-time during the co-op terms and part-time during the study terms.
- The schedule is subject to change without notice.

HIGHLIGHTS

- Business projects and real-life workplace simulations provide practice of critical skills required in today's workplace
- Provides students with familiarity of current opportunities in the job market and teaches techniques to secure relevant employment
- Provides students with an essential business foundation and leadership skills
- Full co-op job placement and career development support

PROGRAM DESCRIPTION

The program will provide students with practical skills and strategies as well as specialized knowledge required to be effective leaders and managers. Students will acquire a well-rounded set of essential skills necessary to guide businesses towards meeting their strategic goals. With a focus on real-world business applications of key management concepts, students will develop broad skillsets that may be applied to management, marketing, accounting, communication, and leadership.

CO-OP

VanWest College's Co-op has a strong system in place and a solid foundation of host company partnerships across various industries; a system that equips students with the adequate knowledge and skills to help them succeed in getting work placement in an English environment. Students receive first-hand experience in how job-hunting works in Canada through various activities that are offered by the Co-op department, such as on campus activities, and information sessions etc. Depending on our student needs, the Co-op department will provide regular counselling and training until students secure their placements. Graduates will be able to perform multifaceted business functions such as project management, business analysis, accounting, sales, teamwork, and research to support the marketing activities of an organization.

OVERVIEW

Program Length	<ul style="list-style-type: none"> • 18 months (total 72 weeks) • Academic Study 8 months (total 630 hours) • Co-op 6 months (total 630 hours)
Potential Career Opportunities	<ul style="list-style-type: none"> • Account Services Representatives • Assistant Project Coordinator • Assistant Manager/ Administrative Assistant • Retail Management
English Admission Requirements	<ul style="list-style-type: none"> • VanWest English Placement Test: Level 8, or • Completion of VanWest Level 7 or EAP 300 with a final grade of 75% or above, or • IELTS score of 5.5 or over, or • TOEIC score of 730 or over
Academic Admission Requirements	<ul style="list-style-type: none"> • High School Diploma (Grade 12) or • General Education Development (GED) or • Mature Student Status
Offered Campus	<ul style="list-style-type: none"> • Vancouver
Start Dates	<ul style="list-style-type: none"> • 2021: Feb 22, Apr 19, Jun 14, Aug 9, Oct 4, Nov 29 • 2022: Jan 24, Mar 21, May 16, Jul 11, Sept 6, Oct 31, Dec 27
Fees	<ul style="list-style-type: none"> • Tuition: \$13,380 • Application Fee: \$210 • Test/Assessment Fee: \$250 • Total Fee: \$13,840 <p><small>*Textbook costs are not included</small></p>
Credential Upon Graduation	<ul style="list-style-type: none"> • Business Management Co-op Diploma • Reference letter(s) from Co-op work placement

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 103 Marketing Essentials

This introductory course examines the application, management, and trends of marketing in the Canadian and global marketplace. Students will explore the primary elements of the Marketing mix (Product, Price, Promotion, and Place); how to utilize the elements of the Marketing mix to create value for the customer, and how to satisfy consumer needs.

BUS 104 Organizational Behaviour

This course provides an overview of organizations and management from the behavioural sciences perspective. The course explores factors shaping individual, group, organizational, and cultural dynamics. Students will apply the concepts and discuss the various perspectives to better enable them to examine their own behaviour and beliefs.

BUS 105 Principles of Management

This course covers the basic concepts of the management process: planning, organizing, staffing, leading, and controlling. Students will develop an overview of the functional areas of business and an understanding of the complex world in which organizational decisions are made. Emphasis is placed on how functional areas are integrated to achieve goals.

BUS 107 Business Correspondence

This “hands-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 114 Introduction to Accounting

This course will introduce the concepts of accounting within the context of business in a Canadian environment. Students develop the ability to prepare and analyze the financial statements of public corporations. Topics include accounting as an information system; introduction to income measure; the accounting cycle; cash and financial statements.

BUS 115 Social Media Marketing

This course provides an overview of social media in order to understand its use in building business relations. Students will explore how to develop social media marketing initiatives that are designed to meet business objectives. Students will learn how to maintain an effective online presence that goes beyond *Facebook* and *Twitter*.

BUS 116 Project Management

This course will present the essential skills students need to make effective contributions and to have an immediate impact on the completion of projects. Coverage of the latest business developments and challenges acquaint students with issues such as project constraints, stakeholder issues, and the project charter.

BUS 117 Leadership Skills

In this course, students will develop strong interpersonal skills and increase their awareness of the importance of people skills in today’s organizations. They will develop critical core skills along with individual performance through group interactions, role playing, lectures, and practice sessions. They will focus on the role of supervisors and managers at the front-line.

BUS 113 Co-op Placement

As an integral part of the Business Management Co-op Diploma, the Co-op is designed not only to provide a period of full time productive employment in the Canadian work place, but also enables students to apply classroom theory and skills to that employment. Students will experience real-world business practices and return to the classroom with new perspectives gained from their employment. Students will be able to perform multifaceted business functions in occupations such as: project management, business analysis, accounting, sales, teamwork, and research to support the marketing activities of an organization.

BUS 111 Capstone Assignment

After completing your Co-op Work Placement, you are required to submit a report summarizing your learning and experience which may include a combination of a written report, journal, portfolio, or other media. This will help you create your report.

At VanWest, I gained both English skills and work experience!

The biggest reason I chose the VanWest College Co-op Program is I thought I could **gain both English skills and work experience**. First, I will talk about the period of study. Aside from the difficult contents of the class, the first difficulty I felt was definitely English. In order to start a co-op program, you need to basically go through a level test, but since only high-level students are already gathered, no teacher considers the English level of students. So, it was unfamiliar to me to discuss and present with students from other countries who were good at it, and it was hard at first.

But when I look back, I feel that my English has improved significantly since the four months of study. Because it was not easy, I always tried harder than others to understand the class and pass the assignments or exams. I spent the most time **reading and trying to understand textbooks**. Frequently repeated terms and concepts have broadened my knowledge of English. Through the knowledge learned, I no longer have trouble having discussions and presentations during the class.

During my co-op, I worked as a **Market Analyst at a financial company** that profited by investing in stocks or funds. My original goal was to get a job in a trading or distribution company using my previous experience, but I soon realized that it was not so easy. There are not only locals in Canada, but also many international students who graduated from local universities. I was only a one-year course student who lived in Canada studying English. I wouldn't have been able to get the job without **the help of VanWest College**.

There were two important things that I did before I got the job. Firstly, I visited the **on-campus Co-op team** many times. Every time I had an interview scheduled,

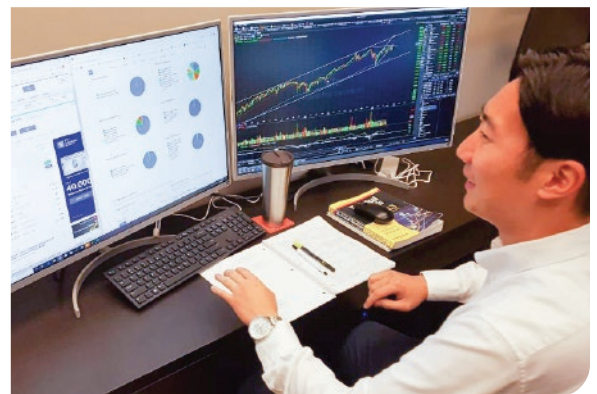
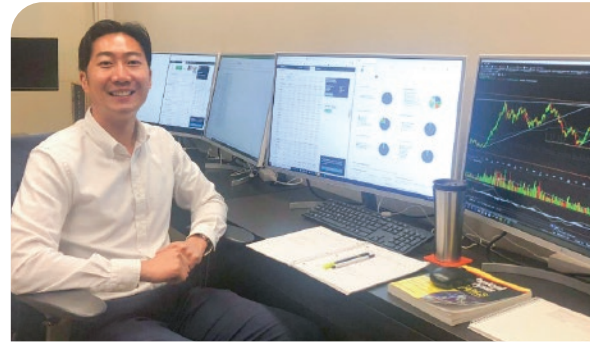
I always went to the Co-op Coordinators and asked for help. They were always happy to help me. They always gave me helpful advice on the interview directions and approaches for my career entirely in accordance with my capabilities and circumstances. They would constantly update me with a lot of interview opportunities that matched my resume and experience.

Secondly, I studied very hard to **improve my English skills**. I can say I put in a lot more effort than anyone else. I continued to talk in English to people whom I met through volunteer places, international friend's parties, casual meetups, at an acapella club, and I built good relationships at all those places.

My own experiences have been unique answers to the questions of local job interviewers - they value personal experience very much. This contributed a lot to my getting my Co-op job. I believe I did my best to challenge myself, and this paid off.

Lastly, I would like to give big thanks to VanWest College. I always tell people that choosing VanWest is a good stepping-stone to getting things started. Through VanWest College, I gained both English skills and the international work experience which I was aiming for when I first arrived in Canada.

Thank you. VanWest!



NAME	Derek
CO-OP INDUSTRY	Finance
CO-OP POSITION	Market Analyst

I'm fortunate to have studied in Canada which provides lots of opportunities and the best quality of life!

Please let us know about the company you worked for and your responsibilities.

During my co-op terms, I worked for two different companies. My first co-op was in Gift, Novelty & Souvenir, where my main function was to provide customer service as we received customers from all over the world. My other responsibilities were to fix the shop windows, receive merchandise, label (tag), and do inventory and work as a cashier. My second part of the co-op I did at a cafe where I was working as a supervisor. My duties were to receive merchandise, attend to customer complaints or requests, do inventory, cash flow, and to train new employees including cashiers.



What was the most challenging part of co-op and how did you get over it?

The obstacle I had in the souvenir store was that we received customers from other countries and sometimes they did not speak English well, so it was difficult to communicate with them, I had to be patient and help them so that their shopping experience was good and eventually they became regular customers. At the cafe, one of the main challenges was that some customers were impolite and aggressive. The cafeteria is inside the Vancouver General Hospital so our customers were medical staff, patients and patients' families. We had to understand that sometimes their annoyance was not with us but because of some situation that they were going through at the time, so in both cases I tried to make their shopping experience satisfactory and try to be calm.

NAME	Claudia
CO-OP INDUSTRY	Retail Trade- Gift, Novelty & Souvenir / Food Services
CO-OP POSITION	Customer Service Retail / Store Supervisor

What did you learn from classes? What was useful when you worked?

What I applied the most was what I learned in my Cross-Cultural Communication class that I took in my first term, because in this class I learned about the different cultures in the world and how we should adapt. In my first job (the souvenir store) this adaptation was not only to the customers who came from other countries, but also with some of my colleagues who were from Asia, where their culture is very different from mine. In Cafe Ami it was different because most of my colleagues were from Canada or Europe, so there the adaptation was easier because their culture is like mine.

What are your achievements and please tell us about your future plans.

One of my achievements was finishing my Business Management Co-op, but I think the main achievement was being able to live and work as a Canadian, having been able to adapt to other cultures and overcome the barrier of the English language. I thought my knowledge was not enough to be able to communicate but I succeeded. I believe that Canada is a country with many opportunities to get ahead, but above all it has the best quality of life.

PROGRAM SEQUENCE

SEMESTER 1 (4 MONTHS)

TERM 1 - 1 Month

HM 103 Hospitality Today

TERM 2 - 1 Month

HM 250 Supervision in the Hospitality Industry

TERM 3 - 1 Month

HM 333 Managing Front Office Operations

TERM 4 - 1 Month

HM 338 Managing Housekeeping Operations

4-WEEK BREAK

SEMESTER 2 (4 MONTHS)

TERM 1 - 1 Month

HM 349 Managing Service in Food & Beverage Operations

TERM 2 - 1 Month

HM 387 Security and Loss Prevention

TERM 3 - 1 Month

HM 281 Hospitality Facilities Management & Design

TERM 4 - 1 Month

HM 357 Managing Hospitality Human Resources

4-WEEK BREAK

SEMESTER 3 (4 MONTHS)

TERM 1 - 1 Month

HM 478 Convention Management and Service

TERM 2 - 1 Month

HM 472 Hospitality Sales and Marketing

TERM 3 - 1 Month

HM 261 Hotel and Restaurant Accounting

TERM 4 - 1 Month

HM 374 Revenue Management in Hospitality Operations

8-WEEK BREAK / JOB-HUNTING

SEMESTER 4 (12 MONTHS)

HM 499 CO-OP PLACEMENT

HM 111 CAPSTONE (2 WEEKS)

HIGHLIGHTS

- A great opportunity to develop strong industry connections and gain hands-on skills in the hospitality areas
- Full student support for co-op work placement and career development
- Prepares graduates to work in diverse fields such as lodging/accommodation management, food/ beverage services, travel/tourism, sales and marketing
- Get certificates by the American Hotel & Lodging Association (AHLA)
- Includes 'site tour' among participating hotels and/or other hospitality firms



PROGRAM DESCRIPTION

The program will provide students with advanced knowledge and techniques related to hotel and restaurant operations, international marketing, food preparation and service, financial analysis, accounting, front and back office operations, and inter-cultural team dynamics. Advanced topics such as human resources, convention management, accounting and revenue will give students the flexibility to work in many areas of hospitality above entry-level, fast-tracking their path to management-level positions. Additionally, an arranged 'site tour' offers students unique off-campus learning. They will get a glimpse of the work environment and typical operations in the field, interact with various industry professionals, and gain valuable insights into potential career paths that await beyond their studies.

CO-OP

VanWest College's Co-op has a strong system in place and a solid foundation of host company partnerships across various industries. Students receive first-hand experience in how job hunting works in Canada through various activities that are offered by the Co-op department such as on-campus activities, and information sessions etc. Depending on our student needs, the Co-op department will provide regular counselling and training until students secure their placements. Graduates will be able to perform multifaceted business functions in occupational areas such as Front Desk Management, Housekeeping, and Food and Beverage Management.

OVERVIEW

Program Length	<ul style="list-style-type: none"> • 28 months (total 112 weeks) • Academic Study 12 months (total 1,200 hours) • Co-op 12 months (total 1,200 hours)
Potential Career Opportunities	<ul style="list-style-type: none"> • Executive Housekeepers • Tourism Services Supervisors • Food Service Supervisors • Accommodation Supervisors
English Admission Requirements	<ul style="list-style-type: none"> • VanWest English Placement Test: Level 7, or • Completion of the VanWest Level 6 or EAP 200 course with a final grade of 75% or above on all skills, or • IELTS score of 5.0 (with no band test score less than 4.5) or over, or • TOEIC score of at least 605
Academic Admission Requirements	<ul style="list-style-type: none"> • High School Diploma (Grade 12) or • General Education Development (GED) or • Mature Student Status
Offered Campus	<ul style="list-style-type: none"> • Vancouver
Start Dates	<ul style="list-style-type: none"> • 2021: Feb 22, Mar 22, Apr 19, May 17, Jun 14, Jul 12, Aug 9, Sept 7, Oct 4, Nov 1, Nov 29, Dec 28 • 2022: Jan 24, Feb 22, Mar 21, Apr 18, May 16, Jun 13, Jul 11, Aug 8, Sept 6, Oct 3, Oct 31, Nov 28, Dec 27
Fees	<ul style="list-style-type: none"> • Tuition: \$19,780 • Application Fee: \$210 • Test/Assessment Fee: \$250 • Total Fee: \$20,240 <p>*Textbook costs are not included</p>
Credential Upon Graduation	<ul style="list-style-type: none"> • Hospitality Management Co-op Advanced Diploma • Certificates by AHLA: Hospitality Management Diploma, Hospitality Operations Certificate, Hospitality Fundamentals Program, Marketing and Sales Specialization, Rooms Division Specialization, and individual certificate from each course • Reference letter(s) from Co-op work placement

SAMPLE PROGRAM SCHEDULE

	Mon	Tue	Wed	Thu	Fri
3:00 - 5:30 PM	Lecture 1	Lecture 2	Lecture 3	Lecture 4	Lecture 5
6:00 - 8:30 PM	Lecture 1A	Lecture 2A	Lecture 3A	Lecture 4A	Lecture 5A

- You will be able to work full-time during the co-op terms and part-time during the study terms.
- The schedule is subject to change without notice.



COURSE DESCRIPTION

HM 103 Hospitality Today

This course takes a management perspective in explaining the organization and structure of hotels, restaurants, casinos, cruise lines, and clubs. It includes information on franchising, management contracts, business ethics, human resources, marketing, and much more. Charts, exhibits, hospitality industry statistics, and Web site listings provide useful information that can be applied on the job.

HM 250 Supervision in the Hospitality Industry

This course teaches the skills that can help you develop effective supervision and management skills that are essential to success in the industry. Topics include how to recruit, select, and train; increase productivity; control labor costs; communicate effectively; manage conflict and change; and use time management techniques. Resources on creating a professional development plan for your hospitality career can help you set the direction for future educational and professional endeavors.

HM 261 Hotel and Restaurant Accounting

This course will help you develop a solid understanding of hotel and restaurant accounting procedures, with a focus on the computerized accounting used in today's hospitality accounting situations. You'll learn about taxation of business income, the role of governmental agencies, and how to read and analyze financial statements.

HM 281 Hospitality Facilities Management and Design

This course covers all major facility systems, including food service equipment and design. Non-engineers can learn how to understand and speak the language of suppliers and maintenance/engineering staff. You'll also learn techniques to reduce expenses and increase efficiency, and learn how the latest technology can streamline operations.

HM 333 Managing Front Office Operations

This course presents a systematic approach to front office procedures by detailing the flow of business through a hotel, from the reservations process to check-out and account settlement. The course also examines the various elements of effective front office management, paying particular attention to the planning and evaluation of front office operations and to human resources management. Front office procedures and management are placed within the context of the overall operation of a hotel.

HM 338 Managing Housekeeping Operations

This course provides a thorough overview, from the big picture of hiring and retaining a quality staff, planning, and organizing, to the technical details for cleaning each area of the hotel. Practical information from industry experts makes the contents of this course immediately applicable to your job situation.

HM 349 Managing Service in Food and Beverage Operations

This course will give students an understanding of the management process in food and beverage operations. All aspects of food and beverage operations are covered, including organization, marketing, menus, costs and pricing, production, service, safety, and finances.

HM 357 Managing Hospitality Human Resources

This course presents a systematic approach to human resources management in the hospitality industry. Students will analyze contemporary issues and practices, as well as employment laws that have an impact on the way people are managed. Topics include employment and workplace laws, and the latest strategies for attracting employees, minimizing turnover, and maximizing productivity.

HM 374 Revenue Management in Hospitality Operations

A solid understanding of revenue management's key concepts and the selective application of its most effective strategies and tactics have become mission critical for most hospitality operations. This course explores the applicability of revenue maximization strategies and their operational aspects and provides students with an overview of this important discipline.

HM 387 Security and Loss Prevention

This course provides the background you need to be informed about the security issues and practices that affect your property every day. Topics include the physical security of the property, asset protection, guest protection, security equipment, emergency management and procedures, OSA requirements, and more. Exhibits, sample forms and documents, and links to safety and security web sites make this course practical and relevant.

HM 472 Hospitality Sales and Marketing

This course shows how to sell rooms and food and beverage services to business and leisure travelers, travel agents, and meeting planners. Industry professionals provide tips on marketing strategies that work, and sidebars on how concepts presented in the course are applied in today's industry.

HM 478 Convention Management and Service

This course teaches the most current and comprehensive coverage of the convention industry. Students receive a comprehensive look at conventions and meetings marketing, learn how to successfully sell to groups, and how to service their business after the sale.

HM 499 Co-op Placement

As an integral part of the Hospitality Management Co-op Advanced Diploma, the Co-op is designed not only to provide a period of productive employment in the Canadian workplace, but also enables students to apply classroom theory and skills within that authentic environment. Students will experience real-world business practices and the new perspectives gained from their employment will more adequately prepare them enter their chosen career path. Students will be able to perform multifaceted business functions in occupational areas such as Front Desk Management, Housekeeping, and Food and Beverage Management.

HM 111 Capstone Assignment

After completing your Co-op Work Placement, you are required to submit a report summarizing your learning and experience which may include a combination of a written report, journal, portfolio, or other media. This will help you create your report.

PROGRAM SEQUENCE



- You will be able to work full-time during the co-op terms and part-time during the study terms.
- The schedule is subject to change without notice.

HIGHLIGHTS

- A great opportunity to develop strong industry connections and gain hands-on skills in the hospitality areas
- Full student support for co-op work placement and career development
- Prepares graduates to work in diverse fields such as lodging/accommodation management, food/ beverage services, travel/tourism, sales and marketing
- Get a certificate by the American Hotel & Lodging Association (AHLA)
- Includes 'site tour' among participating hotels and/or other hospitality firms



PROGRAM DESCRIPTION

The program will provide students with foundational knowledge and techniques related to hotel and restaurant operations, international marketing, food preparation and service, financial analysis, accounting, front and back office operations, and inter-cultural team dynamics. Also, an arranged 'site tour' offers students an unique off-campus learning. They will get a glimpse of the work environment and typical operations in the field, interact with various industry professionals, and gain valuable insights into potential career paths that await beyond their studies.

CO-OP

VanWest College's Co-op has a strong system in place and a solid foundation of host company partnerships across various industries. Students receive first-hand experience in how job hunting works in Canada through various activities that are offered by the Co-op department such as on campus activities, information session etc. Depending on our student needs, the Co-op department will provide regular counselling and training until students secure their placements. Graduates will be able to perform multifaceted business functions in occupational areas such as Front Desk Management, Housekeeping, and Food and Beverage Management.

OVERVIEW

Program Length	<ul style="list-style-type: none"> • 15 months (total 60 weeks) • Academic Study 6 months (total 600 hours) • Co-op 6 months (total 600 hours)
Potential Career Opportunities	<ul style="list-style-type: none"> <li style="width: 50%;">• Executive Housekeepers <li style="width: 50%;">• Food Service Supervisors <li style="width: 50%;">• Tourism Services Supervisors <li style="width: 50%;">• Accommodation Supervisors
English Admission Requirements	<ul style="list-style-type: none"> • VanWest English Placement Test: Level 7, or • Completion of the VanWest Level 6 or EAP 200 course with a final grade of 75% or above on all skills, or • IELTS score of 5.0 (with no band test score less than 4.5) or over, or • TOEIC score of at least 605
Academic Admission Requirements	<ul style="list-style-type: none"> • High School Diploma (Grade 12) or • General Education Development (GED) or • Mature Student Status
Offered Campus	<ul style="list-style-type: none"> • Vancouver
Start Dates	<ul style="list-style-type: none"> • 2021: Mar 22, Apr 19, May 17, Jun 14, Jul 12, Aug 9, Sept 7, Oct 4, Nov 1, Nov 29, Dec 28 • 2022: Jan 24, Feb 22, Mar 21, Apr 18, May 16, Jun 13, Jul 11, Aug 8, Sept 6, Oct 3, Oct 31, Nov 28, Dec 27
Fees	<ul style="list-style-type: none"> • Tuition: \$13,380 • Application Fee: \$210 • Test/Assessment Fee: \$250 • Total Fee: \$13,840 <p style="font-size: small;">*Textbook costs are not included</p>
Credential Upon Graduation	<ul style="list-style-type: none"> • Hospitality Management Co-op Diploma • Certificate by AHLA: Rooms Division Specialization and individual certificate from each course • Reference letter(s) from Co-op work placement

SAMPLE PROGRAM SCHEDULE

	Mon	Tue	Wed	Thu	Fri
3:00 - 5:30 PM	Lecture 1	Lecture 2	Lecture 3	Lecture 4	Lecture 5
6:00 - 8:30 PM	Lecture 1A	Lecture 2A	Lecture 3A	Lecture 4A	Lecture 5A



COURSE DESCRIPTION

HM 250 Supervision in the Hospitality Industry

This course teaches the skills that can help you develop effective supervision and management skills that are essential to success in the industry. Topics include how to recruit, select, and train; increase productivity; control labor costs; communicate effectively; manage conflict and change; and use time management techniques. Resources on creating a professional development plan for your hospitality career can help you set the direction for future educational and professional endeavors.

HM 281 Hospitality Facilities Management and Design

This course covers all major facility systems, including food service equipment and design. Non-engineers can learn how to understand and speak the language of suppliers and maintenance/engineering staff. You'll also learn techniques to reduce expenses and increase efficiency, and learn how the latest technology can streamline operations.

HM 333 Managing Front Office Operations

This course presents a systematic approach to front office procedures by detailing the flow of business through a hotel, from the reservations process to check-out and account settlement. The course also examines the various elements of effective front office management, paying particular attention to the planning and evaluation of front office operations and to human resources management. Front office procedures and management are placed within the context of the overall operation of a hotel.

HM 338 Managing Housekeeping Operations

This course provides a thorough overview, from the big picture of hiring and retaining a quality staff, planning, and organizing, to the technical details for cleaning each area of the hotel. Practical information from industry experts makes the contents of this course immediately applicable to your job situation.

HM 349 Managing Service in Food and Beverage Operations

This course will give students an understanding of the management process in food and beverage operations. All aspects of food and beverage operations are covered, including organization, marketing, menus, costs and pricing, production, service, safety, and finances.

HM 387 Security and Loss Prevention

This course provides the background you need to be informed about the security issues and practices that affect your property every day. Topics include the physical security of the property, asset protection, guest protection, security equipment, emergency management and procedures, OSA requirements, and more. Exhibits, sample forms and documents, and links to safety and security web sites make this course practical and relevant.

HM 498 Co-op Placement

As an integral part of the Hospitality Management Co-op Diploma, the Co-op is designed not only to provide a period of productive employment in the Canadian workplace, but also enables students to apply classroom theory and skills within that authentic environment. Students will experience real-world business practices and the new perspectives gained from their employment will more adequately prepare them enter their chosen career path. Students will be able to perform multifaceted business functions in occupational areas such as Front Desk Management, Housekeeping, and Food and Beverage Management.

HM 111 Capstone Assignment

After completing your Co-op Work Placement, you are required to submit a report summarizing your learning and experience which may include a combination of a written report, journal, portfolio, or other media. This will help you create your report.

Why did you decide to take this program? What was your goal in Canada?

In Vietnam, my family has a business specializing in processing and selling wood products. Sometimes, when I have free time, I visit my parents and observe how they supervise and how they select products that meet the needs of users. Since then, many interesting ideas have come up in my mind. In other words, my business spirit, and management passion started at that time. This is the main reason why I decided to study at VanWest College.



Why did you upgrade to the Hospitality Management Co-op Diploma?

After working in a customer service position for my co-op, the place offered me an LMIA. To gain more knowledge and credentials, I decided to upgrade to Hospitality Management Co-op Diploma at VanWest College. I am also excited to improve my English skills, interact with international classmates and instructors at school, and to learn about managing hotels in Canada.



How was your experience in VanWest College?

In my experience, VanWest College has an amazing environment to study in. The first time I came to visit the school, I was so surprised that I was the only Vietnamese student at VanWest. I felt comfortable even though my English was not very good, because staff and instructors are extremely thoughtful and caring. They are willing to listen and share the difficulties or happiness with you anytime. Besides, VanWest College is an international school, so the students do not need to be scared about language problems because almost all instructors can speak 2 more languages like Japanese, Turkey, Brazilian, Chinese... Teachers and students can get along well and become good friends - sharing experiences, useful knowledge or simply spending fun time together. Each class always had 10-15 students and all the classrooms were complete with modern equipment like a TV screen, white board, chairs, and tables.

NAME	Linh
CO-OP INDUSTRY	Retail Trade (Food & Beverage - Specialty Food)
CO-OP POSITION	Customer Service Representative

Could you tell us about your Co-op job?

I am working as a customer service representative at a retail store (Food & Beverage - Specialty Food). After the first term of the Business Management Co-op program, from what I learned at school, I completed my resume and questions for the interview effectively. I also found jobs Indeed. Fortunately, Te**** saw my resume in Indeed and asked me for an interview in person after a few days. My job includes filling in for opening and closing shifts and working as a cashier and barista; specifically, stocking everything at the store before opening at 7pm such as coffee cups, chocolate, ice water, coffee beans, turning on switches, music, iPad, arranging fresh pastries, and sandwiches in the showcase. For the closing shift, I clean coffee machines, the floor, close the patio, check that the devices are turned off... I can say communication skills, agility and the ability to adapt quickly in a new environment are key to helping me work well at the workplace.

How much English did you improve? What are the skills you gained through this whole program?

I think my English is much better than the first day I joined the class. I get to improve my English communication skills all the time as everyone communicates in English in school and in workplace. Also, classmates and teachers are very enthusiastic to help me with improving my ability to have better pronunciation and build up professional vocabulary. Now, I have better listening skills and the pronunciation is better. I also learned many valuable things about North American business practices, such as different communication styles (facial expression / direct communication) and the fundamental principles of business culture.

You got the LMIA (LABOUR MARKET IMPACT ASSESSMENT), which a lots of students dream of. What is your advice for them?

To improve communication skills and communicate well with everyone at workplace. In any difficult circumstances, try not to say anything negative, but try your best to resolve the issues. Also, build good relationships with those around you, even customers by being kind.

I'm thankful for all the challenges and obstacles that I went through - they shape me to become a better person, and a better employee!

Please let us know about the company you worked for and your responsibilities.

The company I am currently working on is called E***n Hy***. As an office host, my responsibilities are to work with a team by tending to our clients and guests with a warm and friendly manner, checking that the office, kitchen and lounge area are clean and ready to receive clients and guests. I also prepare coffee and ensure that all amenities are fully stocked. I report any incidents or needs for repair and coordinate events with the team by receiving and organizing catering and decorations.

What was the most challenging part of co-op and how did you get over it?

I think that the obstacle that every international student faces is the culture differences from our own, and as the days go by we get used to it, showing that we have the potential to grow and learn in the company we are working with. I think that all the obstacles we face make us better people.

What did you learn from classes? What was useful when you worked?

Everything I learned in class I managed to put into practice in the two jobs I had here. Without taking anything away, everything helped and influenced me to be a better employer. The content I learned in the Customer Service Skills class particularly helped me to adapt Canadian work-client relations faster. Having co-workers and clients from different nationalities and cultures requires extra attention in professional career and I successfully applied course content during my work.

What are your achievements and tell us about your future plan.

My achievements grow with each step at my work and I consider this as a victory. Therefore, I see myself building my life here, working in the area in which I am studying and gradually achieving all my goals, and never giving up, even with the challenges of life. My main goal is to establish myself in the hospitality sector and climb the steps of a professional career in Canada after completing my program.



NAME	Carolina
CO-OP INDUSTRY	Administrative & Support Services
CO-OP POSITION	Office Host

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 102 Interpersonal Skills for the Workplace

BUS 103 Marketing Essentials

BUS 106 Customer Service Skills

4-WEEK BREAK / JOB-HUNTING

SEMESTER 2 (4 MONTHS)

BUS 112 CO-OP PLACEMENT

BUS 111 CAPSTONE (2 WEEKS)

- You will be able to work full-time during the co-op terms and part-time during the study terms.
- The schedule is subject to change without notice.

HIGHLIGHTS

- Provides students with the fundamental knowledge of business procedures and customer relationships that are required to succeed in customer service and sales environments
- Students will learn how to communicate effectively and confidently in a Canadian work environment
- Academic learning is applied to real-life employment in the customer service industry
- Full support for individual co-op placement by the college staff

PROGRAM DESCRIPTION

Students will learn how to maximize their customer service skills to improve overall customer and business relationships and how to implement strategies to communicate effectively in diverse work environments. Upon graduation, students will successfully enter and move forward in their careers as customer service professionals.

CO-OP

VanWest College's Co-op has a strong system in place and a solid foundation of host company partnerships across various industries; a system that equips students with the adequate knowledge and skills that helps them succeed in getting work placement in an English environment. Students receive first-hand experience on how job hunting works in Canada through various activities that are offered by the Co-op department such as on campus activities, and information sessions etc. Depending on our student needs, the Co-op department will provide regular counselling and training until students secure their placements. Graduates will be able to demonstrate knowledge and practical skills in public and customer relations such as strategies to meet the needs of multi-cultural customers, communicate effectively across cultures, work as part of a team, problem-solve and manage difficult customer situations, develop customer relationships and create value for their employer.

OVERVIEW

Program Length	<ul style="list-style-type: none"> • 9 months (total 36 weeks) • Academic Study 4 months (total 350 hours) • Co-op 4 months (total 350 hours)
Potential Career Opportunities	<ul style="list-style-type: none"> • Retail Salesperson • Hospitality / Tourism Service Provider • Client Services • Guest Service Representative • Restaurant Service Provider
English Admission Requirements	<ul style="list-style-type: none"> • VanWest English Placement Test: Level 8, or • Completion of VanWest Level 7 or EAP 300 with a final grade of 75% or above, or • IELTS score of 5.5 or over, or • TOEIC score of 730 or over
Academic Admission Requirements	<ul style="list-style-type: none"> • High School Diploma (Grade 12) or • General Education Development (GED) or • Mature Student Status
Offered Campus	<ul style="list-style-type: none"> • Vancouver
Start Dates	<ul style="list-style-type: none"> • 2021: Feb 22, Apr 19, Jun 14, Aug 9, Oct 4, Nov 29 • 2022: Jan 24, Mar 21, May 16, Jul 11, Sept 6, Oct 31, Dec 27
Fees	<ul style="list-style-type: none"> • Tuition: \$8,550 • Application Fee: \$210 • Test/Assessment Fee: \$250 • Total Fee: \$9,010 <p>*Textbook costs are not included</p>
Credential Upon Graduation	<ul style="list-style-type: none"> • Professional Customer Service Co-op Certificate • Reference letter(s) from Co-op work placement

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 103 Marketing Essentials

This introductory course examines the application, management, and trends of marketing in the Canadian and global marketplace. Students will explore the primary elements of the Marketing mix (Product, Price, Promotion, and Place); how to utilize the elements of the Marketing mix to create value for the customer, and how to satisfy consumer needs.

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 "hands-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 112 Co-op Placement

As an integral part of the Professional Customer Service Co-op Certificate, the Co-op is designed not only to provide a period of full time productive employment in the Canadian work place, but also enable students to apply classroom theory and skills to that employment. Students will experience real-world business practices and return to the classroom with new perspectives gained from their employment. Students will be able to perform multifaceted business functions in occupations such as: customer/information service representative, retail salesperson, financial support worker and hospitality/tourism service provider.

BUS 111 Capstone Assignment

After completing your Co-op Work Placement, you are required to submit a report summarizing your learning and experience which may include a combination of a written report, journal, portfolio, or other media. This will help you create your report.

Please let us know about the company you worked for and your responsibilities.

I worked at a retail store that is widely deployed in Europe and America including Canada. This store sells a variety of household items such as furniture and cookware. I had a wide range of work contents, such as taking out goods, waiting on customers, dealing with cash registers, attending meetings, managing inventory, responding to telephone calls, creating sales floors, and transporting merchandise. In addition to this, we had frequent study sessions and tests.

What was the most challenging part of co-op and how did you get over it?

When I first started working, I was still lacking the English listening skills. I was able to convey something to others without any problems, but I could not understand English at the speed at which native English speakers spoke. It was stressful for me and customers as well. As soon as customers noticed that I did not understand what they were saying, they showed me the obvious angry face and tone and left. It was very humiliating but gave me a chance to make a big difference. I put myself in an environment where I could listen to English 24 hours a day. In addition, I realized that it is very important not to pretend. When I couldn't understand, I often pretended to understand it. Thinking about it now, this was an act of giving up learning opportunities. I realized that if I pretended to understand, the next time I encountered a similar event I would not be able to understand it. However, it took a lot of courage to ask customers to say it again, so it is important to show your "passion" to customers. This passion is created with an exquisite expression and tone, and by using an appropriate listening expression. As a result, my listening skills have improved dramatically, and in the end, I could catch what my customers, other employees and managers are saying immediately.



NAME	Ryota
CO-OP INDUSTRY	Retail Trade (Furniture & Home Furnishings)
CO-OP POSITION	Sales Associate

What were your achievements?

First, I doubled the sales of the department I was in charge of. At my workplace, each person had their own sales floor, and I was in charge of food. By observing customer behavior, rearranging, and featuring, I recorded a 100% increase compared to the sales before I was in charge. Secondly, I got a perfect score in all the tests that were conducted once a week while 70% of our employees took retests every time. Third, in the customer survey, I received more than 50 good feedbacks about me. I always smiled and tried to respond politely to any customers, so I was very delighted to see the results.

What did you learn from classes? What was useful when you worked?

Having group works was very useful. The groups are designed to have a mix of diversity, nationality, gender, etc., so it is an environment where you can express your opinion while getting various ideas different from yourself. By gaining a lot of experience like this, I broadened my horizons and became able to accept opinions and ideas that were different from my own. The program also provided countless of opportunities for presentations, alleviated the tension and anxiety of expressing myself in the masses, and now I am confident in making public speeches.

What skills did you learn through Co-op?

I am proud of my English and problem-solving skills that I have developed. There were so many challenges in my class for 4 months, but I think I have the current English skills because I have gone through all. I think that all the assignments and internships had a good relationship between inputs and outputs because I was able to put into practice after building the basic skills from the classes. My problem-solving skills were cultivated as I did my job during the co-op. As Canada is known for its diversity, there were different types of customers and employees in the workplace, which sometimes result in troubles and require. Of course, in that variety, there were often troubles, and there were many things to think about in order to solve them. I believe that the problem-solving skills I have developed in such an environment will be necessary in our long life.

Please tell us about your future plans.

I took a year off from university and came to Vancouver to take this program. And over the past year, I've been able to dream that I want to play an active role overseas. With that in mind, during my stay in Vancouver, I was interviewed by a Thai branch of a foreign-affiliated consulting company, and I am going to work there for a year. This opportunity is just the first step towards my big dream. First of all, I want to learn basics of consulting business at the company for a year. At the same time, I would like to obtain a license from a USCPA that I am currently studying on an ongoing basis. I have also been studying Chinese and Thai now. In the end, I hope that all the things I'm working on now can be tied together.

What kind of students would you recommend Commerce and Marketing Co-op to?

I would like to recommend this program to young people who are not confident about themselves, such as "What am I?" or "I don't have something I can be proud of". I think this experience is a good opportunity for you to think about what kind of person you are. Also, if you are a university student like me and are worried about taking a leave of absence, it is totally worth coming. If you would like to participate in this program but feel uneasy, please feel free to contact me anytime!

Why did you choose VanWest College?

I chose VanWest College because it offers different lengths of programs for students. When I was 2nd year of my university, I wanted to apply for 1-year break and study abroad. Not only I wanted to improve my English ability, but I also wanted to gain the overseas working experience and enjoy the life in Canada. Among the program options and fully understand the programs details of VanWest College, I chose the Professional Customer Service Co-op Program, it contains 4 months of academic study and 4 months of co-op working period. I hoped I could interact with local people and learn the Canadian workplace and life culture through the co-op work experience.

Please let us know about the company you worked for and your responsibilities. What were your achievements?

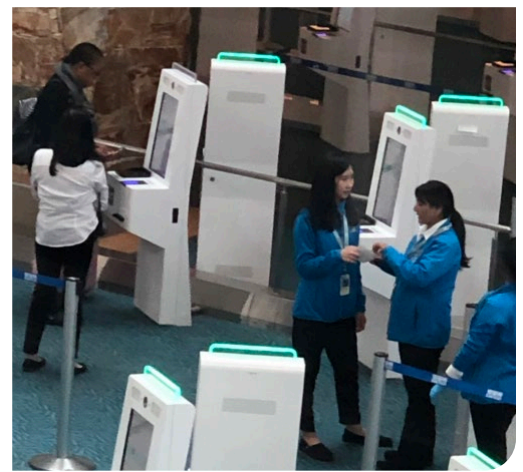
During the co-op period, I was working as a customer service ambassador in the airport. My main duty is to assist arriving and transferring passengers. And, to provide services to all international travelers, being able to speak many languages is very crucial; almost all of my colleagues can speak at least 2 or 3 different languages. Due to my co-op period is in summertime, which is the high tourism season in Vancouver, we were so busy with assisting all the passengers every day. This let me build up strong relationships with my team. I also had opportunities to meet colleagues from all over the world, with all ages and races. We help each other, learn and work together. In these 4 months, I had a great time in the Canadian workplace, not only learning the Canadian work culture, also strongly improving my English skills. The most important thing is to meet a group of friends who work hard together. This was also the reason I chose to come to Canada. I was very happy to get the job I wanted, and I successfully achieved my original goal. It totally meets the expectation and goals I made a year ago.

What did you learn from classes? What was useful when you worked?

During the 4 months of academic study, the Cross-Cultural Communication course enhances my communication skills. I have learned how to efficiently express my opinion in my workplace, also apply what I learn to communicate with colleagues from different cultural backgrounds. I think it is a really important skill we have to learn because there are so many people from different countries in Canadian workplaces. For example, I am working as a customer service staff at the airport, there are at least over 80 languages being used in the workplace. As it's my first time to work in Canada, this course helped me quickly adapt to the co-op workplace and the diversities. Another course is Customer Service Skills where our instructor shared many real-life cases and let us to fully understand that the customer service is not only what it is, it contains lots of important skills. For example, there was a complain case happened in a 5 stars hotel, the instructor taught as besides the SOP resolve procedure, we also learn how to build the relationship with customers. In this course, we were divided to different groups and conduct a practical discussion and role play. The instructor carefully discussed and corrected us for every gesture, eye contact, language and response. We also have field trips to shopping mall and sports equipment store to do observation. All the courses help me to enhance my skills and let me be more confident to complete my co-op work as customer service staff in the international airport.

Suggestions and tips for future students.

Study hard and be prepared to face any kinds of challenges! At VanWest, all the teachers concern and take care of students' learning progress, in detailed and result oriented teaching way. If you are willing to study hard and work hard, you will learn and improve a lot. It will help your future career development, during the co-op job searching period, the on-campus co-op team will provide the full support, including resume revising and mock interviews. Get ready and be confident and you will be successful for every job interview!



NAME	Haney
CO-OP INDUSTRY	Airport services
CO-OP POSITION	Customer Service Agent

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.

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 7, or • Completion of VanWest Level 6 or EAP 200 with a final grade of 75% or above, or • IELTS score of 5.0 (with no band test score less than 4.5) or over, or • TOEIC score of 605 or over
Academic Admission Requirements	<ul style="list-style-type: none"> • High School Diploma (Grade 12) or • General Education Development (GED) or • Mature Student Status
Offered Campus	<ul style="list-style-type: none"> • Vancouver
Start Dates	<ul style="list-style-type: none"> • 2021: February 22, August 9 • 2022: January 24, September 6
Fees	<ul style="list-style-type: none"> • Tuition: \$8,550 • Application Fee: \$210 • Test/Assessment Fee: \$250 • Total Fee: \$9,010 <p><small>*Textbook costs are not included</small></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.

PROGRAM SEQUENCE

SEMESTER 1 (2 MONTHS)

- BUS 101 Cross-Cultural Communication
- BUS 107 Business Correspondence
- BUS 109 Workplace Preparation

- The schedule is subject to change without notice.

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 107 Business Correspondence

This “hands-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.

HIGHLIGHTS

- Prepares students for entry-level employment in culturally diverse workplaces where English is the primary language
- Develops awareness of student’s own cultural world-view and positive attitude toward cultural differences
- Improves English communication skills in all types of workplaces and develops practical skills such as resume writing, interview, and job-search skills

PROGRAM DESCRIPTION

This program will prepare students for entry-level employment in culturally diverse workplaces where English is the primary language. Students will understand the impact of culture in a workplace, 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"> • 2 months • Academic Study 2 months (total 168 hours)
Potential Career Opportunities	<ul style="list-style-type: none"> • Junior or entry-level positions in a variety of industries
English Admission Requirements	<ul style="list-style-type: none"> • VanWest English Placement Test: Level 7, or • Completion of VanWest Level 6 or EAP 200 with a final grade of 75% or above, or • IELTS score of 5.0 (with no band test score less than 4.5) or over, or • TOEIC score of 605 or over
Academic Admission Requirements	<ul style="list-style-type: none"> • High School Diploma (Grade 12) or • General Education Development (GED) or • Mature Student Status
Offered Campus	<ul style="list-style-type: none"> • Vancouver
Start Dates	<ul style="list-style-type: none"> • 2021: Feb 22, Apr 19, Jun 14, Aug 9, Oct 4, Nov 29 • 2022: Jan 24, Mar 21, May 16, Jul 11, Sept 6, Oct 31, Dec 27
Fees	<ul style="list-style-type: none"> • Tuition: \$3,100 • Application Fee: \$210 • Test/Assessment Fee: \$250 • Total Fee: \$3,560 <p><small>*Textbook costs are not included</small></p>
Credential Upon Graduation	<ul style="list-style-type: none"> • Cross-Cultural Business Communication Certificate

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	



Why did you decide to take the Cross Cultural Communication Diploma?

At first, I was thinking to take the Professional Customer Service Co-op Certificate program, which includes paid internships, but there are two deciding factors in choosing the Cross-Cultural Business Communication Diploma. The biggest reason was that after returning to Japan, I wanted to work in a workplace where English is the main language, so I wanted to acquire English skills specialized in business. Secondly, I felt that I didn't need to have a paid internship because I originally found a job and had work experience in Canada.

What were the differences between ESL classes and College classes?

I think the biggest difference is studying English and learning something in English. I felt that the ESL class was mainly about getting used to use English, such as giving presentations in English, understanding grammar, and reading long sentences. On the other hand, College classes are delivered and proceeded based on those. Also, you need to discuss with many students who work in Canada or thinking of living in Canada permanently. As a result, you will be required to have a higher level of English proficiency, and you will not be able to keep up with the lessons if you have to look up grammar or vocabulary all the time, so it is recommended that you build a solid foundation with ESL. Especially in class, the amount of reading is large, and the amount of homework is enormous, so it is necessary to improve reading comprehension.

What did you learn from your classes?

The Business Language skill was very helpful. At that time, the number of students was only five, so I was able to receive detailed guidance from the teacher. Thanks to this class, I was able to learn not only speaking skills but also small differences in English nuances that I would not normally be able to learn. In particular, I learned by getting in touch with the current affairs of various countries through classes where I select business-based news that is offered once a week, present it, and discuss it in class. Also, when I gave a presentations, I was able to receive feedback from the teacher on the spot when I finished the presentation, and I was able to check the details such as pronunciation and grammar mistakes, and I was able to improve my English proficiency. The teacher always answers any questions politely, so trusting the teacher to study is the fastest way to improve your English.

How much English did you improve before and after studying abroad?

My speaking and listening skills were significantly improved. I realized that when it came as a result. After returning to Japan, I had an English interview with an interviewer whose mother tongue is English. I successfully got the job and I was asked to use my English ability to play an active role. Also, when I communicate with foreigners, I am often asked where I learned English and pronunciation, and my pronunciation is especially complimented.

Did you work part time during your academic study period? Was it difficult to work and study at the same time?

I mainly worked on order-taking and customer service, such as cashiering at a local restaurant & cafe. My colleagues were mostly Canadians, and there were only a few Japanese-speaking people. That made it the best environment for me to work and improve my English skills. All my colleagues were very kind, and taught me English, dispelling my fear of speaking it. It was a wonderful place to work. However, it was very difficult to balance life with the class. Before the presentations and tests, I had a day to prepare all night, but I had the opportunity to communicate with the local people and speak spontaneous English, so I had to balance my time between them.

How did your experience studying abroad help your job hunting?

Through the VanWest class, I was able to approach the English interview with confidence because I learned interview practice, presentations, and understanding of different cultures. I was mainly looking for a job at a foreign-affiliated company, but was required to convey my own opinion, which Japanese people are not always good at. At that time, I was able to express my opinions firmly without being too nervous, and by accurately performing non-verbal communication such as body language. Overall, it was a lively and enjoyable interview.

Please give advice for those who would like to get a job using English!

I recommend that you value your time while studying abroad and work backwards to what you need to do to achieve your goals. And please be able to talk about what you have been working on while studying abroad. No matter how much you want to speak English in Japan, it may be obvious, but the chances are much less than when you are in Canada. Therefore, talk to people as much as possible, and don't be afraid to make mistakes; it's okay to make a lot of mistakes. It will definitely be something that you can benefit from. I hope that you will take advantage of the opportunities that have been given and have a fruitful study abroad life.



NAME	Asuna
UPON GRADUATION	Successfully got a job at world-class level luxury hotel



CHOOSE YOUR PROGRAM AND CHECK THE ADMISSION REQUIREMENTS BELOW:

PROGRAM	ADMISSION REQUIREMENTS		START DATES		
	Academic	English	2021	2022	
Post-Baccalaureate (Co-op)					
Supply Chain Management Post-Baccalaureate Advanced Diploma <small>32 MONTHS (14 MONTHS ACADEMIC STUDY + 12 MONTHS CO-OP)</small>	Bachelor's Degree	<ul style="list-style-type: none"> Placement Test Level 8, or VanWest 7 or EAP 300 completion with a final grade of 75% or above, or IELTS 6.0 or over, or TOEIC 800 or over 	Feb 22 Aug 9	Jan 24 Sept 6	
Supply Chain Management Post-Baccalaureate Diploma <small>18 MONTHS (8 MONTHS ACADEMIC STUDY + 6 MONTHS CO-OP)</small>					
Post-Secondary (Co-op)					
Commerce & Marketing Co-op Diploma <small>30 MONTHS (12 MONTHS ACADEMIC STUDY + 12 MONTHS CO-OP)</small>	<ul style="list-style-type: none"> High School Diploma (Grade 12), or General Education Development (GED), or Mature Student Status 	<ul style="list-style-type: none"> Placement Test Level 8, or VanWest 7 or EAP 300 completion with a final grade of 75% or above, or IELTS 5.5 or over, or TOEIC 730 or over 	Feb 22 Aug 9	Jan 24 Sept 6	
Business Management Co-op Diploma <small>18 MONTHS (8 MONTHS ACADEMIC STUDY + 6 MONTHS CO-OP)</small>					
Professional Customer Service Co-op Certificate <small>9 MONTHS (4 MONTHS ACADEMIC STUDY + 4 MONTHS CO-OP)</small>			<ul style="list-style-type: none"> Placement Test Level 7, or VanWest 6 or EAP 200 completion with a final grade of 75% or above, or IELTS 5.0 or over (with no band test score less than 4.5), or TOEIC 605 or over 	Feb 22, Apr 19, Jun 14, Aug 9, Oct 4, Nov 29	Jan 24, Mar 21, May 16, Jul 11, Sept 6, Oct 31, Dec 27
Hospitality Management Co-op Advanced Diploma <small>28 MONTHS (12 MONTHS ACADEMIC STUDY + 12 MONTHS CO-OP)</small>					
Hospitality Management Co-op Diploma* <small>15 MONTHS (6 MONTHS ACADEMIC STUDY + 6 MONTHS CO-OP)</small>					
Post-Secondary (Non Co-op)					
Cross-Cultural Business Communication Diploma <small>6 MONTHS</small>	<ul style="list-style-type: none"> High School Diploma (Grade 12), or General Education Development (GED), or Mature Student Status 	<ul style="list-style-type: none"> Placement Test Level 7, or VanWest 6 or EAP 200 completion with a final grade of 75% or above, or IELTS 5.0 or over (with no band test score less than 4.5), or TOEIC 605 or over 	Feb 22 Aug 9	Jan 24 Sept 6	
Cross-Cultural Business Communication Certificate <small>2 MONTHS</small>					

✓ IF YOU MEET THE REQUIREMENTS:

- Submit the following required documents:
 - Application Form - Must fill in and sign all of the required fields including the credit card information for the application fee
 - Copy of passport - Provide a clear copy in PDF format
 - Official high school, college, university diploma or degree, or college/university attendance certificate
 - Official English exam test result, or VanWest placement test result
- After the following payments are made, the Admission Department will issue the **Vocational Program Letter of Acceptance (LOA)** and enrollment documents:
 - Vocational Program application fee (non-refundable)
 - First installment of the program tuition fees

✗ IF YOU DO NOT MEET THE ENGLISH REQUIREMENT:

- Contact us for the VanWest free online placement test, and take ESL classes to reach the required English level.
- Submit the required documents.
- After the following payments are made, the Admission Department will issue the **ESL Letter of Acceptance (LOA)** and **Vocational Program Conditional Letter of Acceptance (CLOA)** and enrollment documents:
 - ESL + Vocational Program application fee (non-refundable)
 - Full payment of ESL tuition fees
 - First installment of the program tuition fees

VOCATIONAL PROGRAMS - IMPORTANT DATES

STARTING DATES: 2021/2022 (MM-DD-YY)

SUPPLY CHAIN MANAGEMENT POST-BACCALAUREATE ADVANCED DIPLOMA (128 WEEKS)								
SEM 1 ACADEMIC STUDY		SEM 2 ACADEMIC STUDY		SEM 3 ACADEMIC STUDY			SEM 4 CO-OP	ENDING DATE
TERM 1 (8 WEEKS) *START DATE*	TERM 2 (8 WEEKS)	TERM 1 (8 WEEKS)	TERM 2 (8 WEEKS)	TERM 1 (8 WEEKS)	TERM 2 (8 WEEKS)	TERM 3 (8 WEEKS)	CO-OP + CAPSTONE (48 WEEKS)	
Feb-22-21	Apr-19-21	Aug-09-21	Oct-04-21	Jan-24-22	Mar-21-22	May-16-22	Sep-06-22	Aug-04-23
Aug-09-21	Oct-04-21	Jan-24-22	Mar-21-22	Jul-11-22	Sep-06-22	Oct-31-22	Feb-21-23	Jan-19-24
Jan-24-22	Mar-21-22	Jul-11-22	Sep-06-22	Dec-27-22	Feb-21-23	Apr-17-23	Aug-08-23	Jul-05-24
Sep-06-22	Oct-31-22	Feb-21-23	Apr-17-23	Aug-08-23	Oct-02-23	Nov-27-23	Mar-18-24	Feb-14-25

SUPPLY CHAIN MANAGEMENT POST-BACCALAUREATE DIPLOMA (72 WEEKS)					
SEM 1 ACADEMIC STUDY		SEM 2 ACADEMIC STUDY		SEM 3 CO-OP	ENDING DATE
TERM 1 (8 WEEKS) *START DATE*	TERM 2 (8 WEEKS)	TERM 1 (8 WEEKS)	TERM 2 (8 WEEKS)	CO-OP + CAPSTONE (24 WEEKS)	
Feb-22-21	Apr-19-21	Aug-09-21	Oct-04-21	Jan-24-22	Jul-08-22
Aug-09-21	Oct-04-21	Jan-24-22	Mar-21-22	Jul-11-22	Dec-22-22
Jan-24-22	Mar-21-22	Jul-11-22	Sep-06-22	Dec-27-22	Jun-09-23
Sep-06-22	Oct-31-22	Feb-21-23	Apr-17-23	Aug-08-23	Jan-19-24

COMMERCE & MARKETING CO-OP DIPLOMA (120 WEEKS)							
SEM 1 ACADEMIC STUDY		SEM 2 ACADEMIC STUDY		SEM 3 ACADEMIC STUDY		SEM 4 CO-OP	ENDING DATE
TERM 1 (8 WEEKS) *START DATE*	TERM 2 (8 WEEKS)	TERM 1 (8 WEEKS)	TERM 2 (8 WEEKS)	TERM 1 (8 WEEKS)	TERM 2 (8 WEEKS)	CO-OP + CAPSTONE (48 WEEKS)	
Feb-22-21	Apr-19-21	Aug-09-21	Oct-04-21	Jan-24-22	Mar-21-22	Jul-11-22	Jun-09-23
Aug-09-21	Oct-04-21	Jan-24-22	Mar-21-22	Jul-11-22	Sep-06-22	Dec-27-22	Nov-24-23
Jan-24-22	Mar-21-22	Jul-11-22	Sep-06-22	Dec-27-22	Feb-21-23	Jun-12-23	May-10-24
Sep-06-22	Oct-31-22	Feb-21-23	Apr-17-23	Aug-08-23	Oct-02-23	Jan-23-24	Dec-20-24

BUSINESS MANAGEMENT CO-OP DIPLOMA (72 WEEKS)											
SEM 1 ACADEMIC STUDY		SEM 2 ACADEMIC STUDY		SEM 3 CO-OP	ENDING DATE	SEM 1 ACADEMIC STUDY		SEM 2 ACADEMIC STUDY		SEM 3 CO-OP	ENDING DATE
TERM 1 (8 WEEKS) *START DATE*	TERM 2 (8 WEEKS)	TERM 1 (8 WEEKS)	TERM 2 (8 WEEKS)	CO-OP + CAPSTONE (24 WEEKS)		TERM 1 (8 WEEKS) *START DATE*	TERM 2 (8 WEEKS)	TERM 1 (8 WEEKS)	TERM 2 (8 WEEKS)	CO-OP + CAPSTONE (24 WEEKS)	
Feb-22-21	Apr-19-21	Aug-09-21	Oct-04-21	Jan-24-22	Jul-08-22	Jan-24-22	Mar-21-22	Jul-11-22	Sep-06-22	Dec-27-22	Jun-09-23
Apr-19-21	Jun-14-21	Oct-04-21	Nov-29-21	Mar-21-22	Sep-02-22	Mar-21-22	May-16-22	Sep-06-22	Oct-31-22	Feb-21-23	Aug-04-23
Jun-14-21	Aug-09-21	Nov-29-21	Jan-24-22	May-16-22	Oct-28-22	May-16-22	Jul-11-22	Oct-31-22	Dec-27-22	Apr-17-23	Sep-29-23
Aug-09-21	Oct-04-21	Jan-24-22	Mar-21-22	Jul-11-22	Dec-22-22	Jul-11-22	Sep-06-22	Dec-27-22	Feb-21-23	Jun-12-23	Nov-24-23
Oct-04-21	Nov-29-21	Mar-21-22	May-16-22	Sep-06-22	Feb-17-23	Sep-06-22	Oct-31-22	Feb-21-23	Apr-18-23	Aug-08-23	Jan-19-24
Nov-29-21	Jan-24-22	May-16-22	Jul-11-22	Oct-31-22	Apr-14-23	Oct-31-22	Dec-27-22	Apr-17-23	Jun-12-23	Oct-02-23	Mar-15-24
-						Dec-27-22	Feb-21-23	Jun-12-23	Aug-08-23	Nov-27-23	May-10-24

* All co-op terms include a 2-week capstone assignment.

HOSPITALITY MANAGEMENT CO-OP ADVANCED DIPLOMA (112 WEEKS)

SEM 1 - ACADEMIC STUDY				SEM 2 - ACADEMIC STUDY		
TERM 1 (4 WEEKS) *START DATE*	TERM 2 (4 WEEKS)	TERM 3 (4 WEEKS)	TERM 4 (4 WEEKS)	TERM 1 (4 WEEKS)	TERM 2 (4 WEEKS)	TERM 3 (4 WEEKS)
Feb-22-21	Mar-22-21	Apr-19-21	May-17-21	Jul-12-21	Aug-09-21	Sep-07-21
Mar-22-21	Apr-19-21	May-17-21	Jun-14-21	Aug-09-21	Sep-07-21	Oct-04-21
Apr-19-21	May-17-21	Jun-14-21	Jul-12-21	Sep-07-21	Oct-04-21	Nov-01-21
May-17-21	Jun-14-21	Jul-12-21	Aug-09-21	Oct-04-21	Nov-01-21	Nov-29-21
Jun-14-21	Jul-12-21	Aug-09-21	Sep-07-21	Nov-01-21	Nov-29-21	Dec-28-21
Jul-12-21	Aug-09-21	Sep-07-21	Oct-04-21	Nov-29-21	Dec-28-21	Jan-24-22
Aug-09-21	Sep-07-21	Oct-04-21	Nov-01-21	Dec-28-21	Jan-24-22	Feb-22-22
Sep-07-21	Oct-04-21	Nov-01-21	Nov-29-21	Jan-24-22	Feb-22-22	Mar-21-22
Oct-04-21	Nov-01-21	Nov-29-21	Dec-28-21	Feb-22-22	Mar-21-22	Apr-18-22
Nov-01-21	Nov-29-21	Dec-28-21	Jan-24-22	Mar-21-22	Apr-18-22	May-16-22
Nov-29-21	Dec-28-21	Jan-24-22	Feb-22-22	Apr-18-22	May-16-22	Jun-13-22
Dec-28-21	Jan-24-22	Feb-22-22	Mar-21-22	May-16-22	Jun-13-22	Jul-11-22
Jan-24-22	Feb-22-22	Mar-21-22	Apr-18-22	Jun-13-22	Jul-11-22	Aug-08-22
Feb-22-22	Mar-21-22	Apr-18-22	May-16-22	Jul-11-22	Aug-08-22	Sep-06-22
Mar-21-22	Apr-18-22	May-16-22	Jun-13-22	Aug-08-22	Sep-06-22	Oct-03-22
Apr-18-22	May-16-22	Jun-13-22	Jul-11-22	Sep-06-22	Oct-03-22	Oct-31-22
May-16-22	Jun-13-22	Jul-11-22	Aug-08-22	Oct-03-22	Oct-31-22	Nov-28-22
Jun-13-22	Jul-11-22	Aug-08-22	Sep-06-22	Oct-31-22	Nov-28-22	Dec-27-22
Jul-11-22	Aug-08-22	Sep-06-22	Oct-03-22	Nov-28-22	Dec-27-22	Jan-23-23
Aug-08-22	Sep-06-22	Oct-03-22	Oct-31-22	Dec-27-22	Jan-23-23	Feb-21-23
Sep-06-22	Oct-03-22	Oct-31-22	Nov-28-22	Jan-23-23	Feb-21-23	Mar-20-23
Oct-03-22	Oct-31-22	Nov-28-22	Dec-27-22	Feb-21-23	Mar-20-23	Apr-17-23
Oct-31-22	Nov-28-22	Dec-27-22	Jan-23-23	Mar-20-23	Apr-17-23	May-15-23
Nov-28-22	Dec-27-22	Jan-23-23	Feb-21-23	Apr-17-23	May-15-23	Jun-12-23
Dec-27-22	Jan-23-23	Feb-21-23	Mar-20-23	May-15-23	Jun-12-23	Jul-10-23
SEM 2 - ACADEMIC STUDY	SEM 3 - ACADEMIC STUDY				SEM 4 - CO-OP	ENDING DATE
TERM 4 (4 WEEKS)	TERM 1 (4 WEEKS)	TERM 2 (4 WEEKS)	TERM 3 (4 WEEKS)	TERM 4 (4 WEEKS)	CO-OP + CAPSTONE (48 WEEKS)	
Oct-04-21	Nov-29-21	Dec-28-21	Jan-24-22	Feb-22-22	May-16-22	Apr-14-23
Nov-01-21	Dec-28-21	Jan-24-22	Feb-22-22	Mar-21-22	Jun-13-22	May-12-23
Nov-29-21	Jan-24-22	Feb-22-22	Mar-21-22	Apr-18-22	Jul-11-22	Jun-09-23
Dec-28-21	Feb-22-22	Mar-21-22	Apr-18-22	May-16-22	Aug-08-22	Jul-07-23
Jan-24-22	Mar-21-22	Apr-18-22	May-16-22	Jun-13-22	Sep-06-22	Aug-04-23
Feb-22-22	Apr-18-22	May-16-22	Jun-13-22	Jul-11-22	Oct-03-22	Sep-01-23
Mar-21-22	May-16-22	Jun-13-22	Jul-11-22	Aug-08-22	Oct-31-22	Sep-29-23
Apr-18-22	Jun-13-22	Jul-11-22	Aug-08-22	Sep-06-22	Nov-28-22	Oct-27-23
May-16-22	Jul-11-22	Aug-08-22	Sep-06-22	Oct-03-22	Dec-27-22	Nov-24-23
Jun-13-22	Aug-08-22	Sep-06-22	Oct-03-22	Oct-31-22	Jan-23-23	Dec-21-23
Jul-11-22	Sep-06-22	Oct-03-22	Oct-31-22	Nov-28-22	Feb-21-23	Jan-19-24
Aug-08-22	Oct-03-22	Oct-31-22	Nov-28-22	Dec-27-22	Mar-20-23	Feb-16-24
Sep-06-22	Oct-31-22	Nov-28-22	Dec-27-22	Jan-23-23	Apr-17-23	Mar-15-24
Oct-03-22	Nov-28-22	Dec-27-22	Jan-23-23	Feb-21-23	May-15-23	Apr-12-24
Oct-31-22	Dec-27-22	Jan-23-23	Feb-21-23	Mar-20-23	Jun-12-23	May-10-24
Nov-28-22	Jan-23-23	Feb-21-23	Mar-20-23	Apr-17-23	Jul-10-23	Jun-07-24
Dec-27-22	Feb-21-23	Mar-20-23	Apr-17-23	May-15-23	Aug-08-23	Jul-05-24
Jan-23-23	Mar-20-23	Apr-17-23	May-15-23	Jun-12-23	Sep-05-23	Aug-02-24
Feb-21-23	Apr-17-23	May-15-23	Jun-12-23	Jul-10-23	Oct-02-23	Aug-30-24
Mar-20-23	May-15-23	Jun-12-23	Jul-10-23	Aug-08-23	Oct-30-23	Sep-27-24
Apr-17-23	Jun-12-23	Jul-10-23	Aug-08-23	Sep-05-23	Nov-27-23	Oct-25-24
May-15-23	Jul-10-23	Aug-08-23	Sep-05-23	Oct-02-23	Dec-25-23	Nov-22-24
Jun-12-23	Aug-08-23	Sep-05-23	Oct-02-23	Oct-30-23	Jan-22-24	Dec-20-24
Jul-10-23	Sep-05-23	Oct-02-23	Oct-30-23	Nov-27-23	Feb-19-24	Jan-17-25
Aug-08-23	Oct-02-23	Oct-30-23	Nov-27-23	Dec-26-23	Mar-18-24	Feb-14-25

* All co-op terms include a 2-week capstone assignment.

HOSPITALITY MANAGEMENT CO-OP DIPLOMA (60 WEEKS)

SEM 1 - ACADEMIC STUDY				SEM 2 - ACADEMIC STUDY
TERM 1 (4 WEEKS) *START DATE*	TERM 2 (4 WEEKS)	TERM 3 (4 WEEKS)	TERM 1 (4 WEEKS)	
Mar-22-21	Apr-19-21	May-17-21	Jul-12-21	
Apr-19-21	May-17-21	Jun-14-21	Aug-09-21	
May-17-21	Jun-14-21	Jul-12-21	Sep-07-21	
Jun-14-21	Jul-12-21	Aug-09-21	Oct-04-21	
Jul-12-21	Aug-09-21	Sep-07-21	Nov-01-21	
Aug-09-21	Sep-07-21	Oct-04-21	Nov-29-21	
Sep-07-21	Oct-04-21	Nov-01-21	Dec-28-21	
Oct-04-21	Nov-01-21	Nov-29-21	Jan-24-22	
Nov-01-21	Nov-29-21	Dec-28-21	Feb-22-22	
Nov-29-21	Dec-28-21	Jan-24-22	Mar-21-22	
Dec-28-21	Jan-24-22	Feb-22-22	Apr-18-22	
Jan-24-22	Feb-22-22	Mar-21-22	May-16-22	
Feb-22-22	Mar-21-22	Apr-18-22	Jun-13-22	
Mar-21-22	Apr-18-22	May-16-22	Jul-11-22	
Apr-18-22	May-16-22	Jun-13-22	Aug-08-22	
May-16-22	Jun-13-22	Jul-11-22	Sep-06-22	
Jun-13-22	Jul-11-22	Aug-08-22	Oct-03-22	
Jul-11-22	Aug-08-22	Sep-06-22	Oct-31-22	
Aug-08-22	Sep-06-22	Oct-03-22	Nov-28-22	
Sep-06-22	Oct-03-22	Oct-31-22	Dec-27-22	
Oct-03-22	Oct-31-22	Nov-28-22	Jan-23-23	
Oct-31-22	Nov-28-22	Dec-27-22	Feb-21-23	
Nov-28-22	Dec-27-22	Jan-23-23	Mar-20-23	
Dec-27-22	Jan-23-23	Feb-21-23	Apr-17-23	
SEM 2 - ACADEMIC STUDY		SEM 3 - CO-OP	ENDING DATE	
TERM 2 (4 WEEKS)	TERM 3 (4 WEEKS)	CO-OP + CAPSTONE (24 WEEKS)		
Aug-09-21	Sep-07-21	Nov-29-21	May-13-22	
Sep-07-21	Oct-04-21	Dec-28-21	Jun-10-22	
Oct-04-21	Nov-01-21	Jan-24-22	Jul-08-22	
Nov-01-21	Nov-29-21	Feb-22-22	Aug-05-22	
Nov-29-21	Dec-28-21	Mar-21-22	Sep-02-22	
Dec-28-21	Jan-24-22	Apr-18-22	Sep-30-22	
Jan-24-22	Feb-22-22	May-16-22	Oct-28-22	
Feb-22-22	Mar-21-22	Jun-13-22	Nov-25-22	
Mar-21-22	Apr-18-22	Jul-11-22	Dec-22-22	
Apr-18-22	May-16-22	Aug-08-22	Jan-20-23	
May-16-22	Jun-13-22	Sep-06-22	Feb-17-23	
Jun-13-22	Jul-11-22	Oct-03-22	Mar-17-23	
Jul-11-22	Aug-08-22	Oct-31-22	Apr-14-23	
Aug-08-22	Sep-06-22	Nov-28-22	May-12-23	
Sep-06-22	Oct-03-22	Dec-27-22	Jun-09-23	
Oct-03-22	Oct-31-22	Jan-23-23	Jul-07-23	
Oct-31-22	Nov-28-22	Feb-21-23	Aug-04-23	
Nov-28-22	Dec-27-22	Mar-20-23	Sep-01-23	
Dec-27-22	Jan-23-23	Apr-17-23	Sep-29-23	
Jan-23-23	Feb-21-23	May-15-23	Oct-27-23	
Feb-21-23	Mar-20-23	Jun-12-23	Nov-24-23	
Mar-20-23	Apr-17-23	Jul-10-23	Dec-21-23	
Apr-17-23	May-15-23	Aug-08-23	Jan-19-24	
May-15-23	Jun-12-23	Sep-05-23	Feb-16-24	

* All co-op terms include a 2-week capstone assignment.

PROFESSIONAL CUSTOMER SERVICE CO-OP CERTIFICATE (36 WEEKS)

SEM 1 - ACADEMIC STUDY		SEM 2 - CO-OP	ENDING DATE
TERM 1 (8 WEEKS) *START DATE*	TERM 2 (8 WEEKS)	CO-OP + CAPSTONE (16 WEEKS)	
Feb-22-21	Apr-19-21	Jul-12-21	Oct-29-21
Apr-19-21	Jun-14-21	Sep-07-21	Dec-23-21
Jun-14-21	Aug-09-21	Nov-01-21	Feb-18-22
Aug-09-21	Oct-04-21	Dec-28-21	Apr-15-22
Oct-04-21	Nov-29-21	Feb-22-22	Jun-10-22
Nov-29-21	Jan-24-22	Apr-18-22	Aug-05-22
Jan-24-22	Mar-21-22	Jun-13-22	Sep-30-22
Mar-21-22	May-16-22	Aug-08-22	Nov-25-22
May-16-22	Jul-11-22	Oct-03-22	Jan-20-23
Jul-11-22	Sep-06-22	Nov-28-22	Mar-17-23
Sep-06-22	Oct-31-22	Jan-23-23	May-12-23
Oct-31-22	Dec-27-22	Mar-20-23	Jul-07-23
Dec-27-22	Feb-21-23	May-15-23	Sep-01-23

CROSS-CULTURAL BUSINESS COMMUNICATION DIPLOMA (24 WEEKS)

SEM 1 - ACADEMIC STUDY		SEM 2 - ACADEMIC STUDY	ENDING DATE
TERM 1 (8 WEEKS) *START DATE*	TERM 2 (8 WEEKS)	TERM 1 (8 WEEKS)	
Feb-22-21	Apr-19-21	Jun-14-21	Aug-06-21
Aug-09-21	Oct-04-21	Nov-29-21	Jan-21-22
Jan-24-22	Mar-21-22	May-16-22	Jul-08-22
Sep-06-22	Oct-31-22	Dec-27-22	Feb-17-23

CROSS-CULTURAL BUSINESS COMMUNICATION CERTIFICATE (8 WEEKS)

SEM 1 - ACADEMIC STUDY (8 WEEKS) *START DATE*	ENDING DATE
Feb-22-21	Apr-16-21
Apr-19-21	Jun-11-21
Jun-14-21	Aug-06-21
Aug-09-21	Oct-01-21
Oct-04-21	Nov-26-21
Nov-29-21	Jan-21-22
Jan-24-22	Mar-18-22
Mar-21-22	May-13-22
May-16-22	Jul-08-22
Jul-11-22	Sep-02-22
Sep-06-22	Oct-28-22
Oct-31-22	Dec-22-22
Dec-27-22	Feb-17-23

* All co-op terms include a 2-week capstone assignment.

2021/2022 VOCATIONAL PROGRAMS (STUDY & WORK) **ENGLISH**



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