

Brief Program Description

This program focuses student learning in the area of Business Communication. This mix of competency and outcomes based learning, the student will gain skills, experience and attitudes through individual and team based instruction. Students will be lead by instructors with real-world experience who provide coaching and mentoring to integrate those skills and attitudes from the learning in the classroom into daily use. Building on a base of Canadian business best practices in sales and marketing, the student will learn how to use various forms of communication to efficiently and effectively deliver and execute a variety of business sales and marketing requirements. Armed with practical experience from role-playing and continual classroom practice, the student will have developed the confidence in using communication platforms and vehicles for delivering messages, enhancing customer satisfaction, generating sales, growing an existing customer base, and supporting other teams within a business.

Post Program Career Occupation

- *After sales service support leader*
- *Head of Customer support in hotels, restaurants or call center*
- *Sales person*
- *Customer service leader or supervisor*
- *Marketing Assistant*

Admission Requirements

- *International students **must** complete high school or be a matured student 18 years and above.*
- *International students must reach an IELTS 5.5 or equivalent or complete VGC level 5 intermediate program or pass VGC Placement test.*
- *Domestic students must complete high school.*

Learning Objectives

Upon completion of this program the successful student will have reliably demonstrated the ability to:

- *Recall and generalize broad information about Canadian business best practices.*
- *Prepare and execute various customer service and marketing communication strategies.*
- *Conduct and demonstrate communication best practices in customer service.*
- *Formulate, analyze, quantify customer data.*
- *Demonstrate the use of various communication platforms both traditional and online.*

Diploma in Business Communication

- *Prepare and demonstrate the execution of efficient and effective communication skills using various communication vehicles.*
- *Recall and demonstrate basic business financial calculations.*
- *Demonstrate job search skills including creation of job application documents with Microsoft Office™*
- *Demonstrate effective business writing and business presentations*

Method(s) of Evaluation

- *In-class quizzes*
- *In-class mid terms*
- *In-class individual and team presentations*
- *In-class final examination in each course*
- *Participation and attendance*

Completion Requirements

Student must attain and maintain an 80% attendance in each course, achieve a minimum of 70% in each course.

Program Duration

- *Instructional hours: 480 hours*
- *Length of program 6 months*

Homework Hours

- *Students can expect minimum of 250 hours from the program.*

Delivery Method(s)

In-class instruction

Required course materials

Textbooks:

1. *Business Essentials 8E - Pearson*
2. *Customer Service: Career Success Through Customer Loyalty*
3. *Impact A Guide to Business Comm 9E - Pearson*
4. *Contemporary Business Mathematics 11/E*
5. *Developing Leadership Abilities 2/E*
6. *Guide to Presentations 4E – Pearson*
7. *Your Office: Getting Started with Business Comm*

Computer laptop or Notebook, Microsoft Office 2013 (minimum), WiFi and Internet ready

Program Organization

Title of Course/Work Experience Component	# of Hours
Business Presentation and Practices	80 Hours
Applied Leadership in the Workplace	80 Hours
Communications for Customer Satisfaction and Excellence	80 Hours
Practical Business Calculations	80 Hours
Business Communication Essentials	80 Hours
Introduction to Canadian Business Management	80 Hours
Total Program Hours	480 hours