

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.

Co-Op Placement Opportunities

- *After sales service support staff*
- *Customer Support in hotels, restaurants or call center*
- *Customer service agent*
- *Sales demonstrator*

Post Program Career Occupation* (if applicable)

- *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 mature student of 18 years and older.*
- *Reach an IELTS 5.5 (academic) or TOEFL 70 or equivalent or achieve a VGC Level 6 Upper Intermediate or pass the VGC placement test.*
- *Pass an admissions interview.*

Domestic Students must:

- *Complete high school.*
- *Pass an admissions interview.*

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.*
- *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, and must complete 80% of their co-op hours to graduate.

Program Duration

- *Instructional hours: 540 hours*
- *Co-Op: 540 hours*
- *Length of program 12 months*

Homework Hours

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

Delivery Method(s)

Indicate how the program is delivered

- In-class instruction*
- Online Self-study*
- Supervised Group Work*
- Distance education*
- Combined delivery (both in-class and distance)*

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*

For programs with work experience component(s) list the number of hours of instruction for each work experience component of the program. List the work experience element in the order in which it is provided along with the other courses in the program.

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
Job Search	20 hours
Capstone	40 hours
Co-op (22.50 hours/week x 24 weeks)	540 hours
Total Program Hours	1080 hours