

COMMUNICATION AND CUSTOMER SERVICE CO-OP PROGRAM

FIRST COLLEGE - FACULTY OF BUSINESS

INSPIRING MINDS THROUGH EDUCATION



PROGRAM OVERVIEW

CERTIFICATE - 34 WEEKS - 8.5 MONTHS
17.5 WEEKS - ACADEMIC STUDY
16.5 WEEKS - PAID CO-OP

This 34-week accelerated program offers a unique blend of knowledge, essential skills and cooperative work experience perspectives; designed to meet the industry-standard core competencies within business communication and customer services industry.

The program is designed to improve student's communication skills and develop their confidence, perspective, skills, knowledge they will need in the service industry.

During the last 16.5 weeks of the program, students are provided with opportunities of Co-op Placement. Co-op Placement allows students to work at a hosting company in service industry and apply the knowledge they have learned in class and gain Canadian work experience that will benefit them in future job-hunting process.

WHAT WE PROVIDE:

Flexible Course Schedule - WeekDays
Classes

Highly Qualified & Professional
Instructors

Scholarship and Paid-Coop Available

Small Class Size With State-of-the-Art
Lab Facilities

WHAT IS YOUR FUTURE OPPORTUNITY?

Quickly get a job in Communication
and Customer Service Industry

Establish the network with local
employers before the graduation

WHAT YOU WILL RECEIVE:

Communication and Customer Service
Co-op program Certificate

16.5 Weeks Co-op placement
Experience

FREE TRAINING at Food Safe and
Serving it Right - BC Responsible
Beverage Service Program

COMMUNICATION AND CUSTOMER SERVICE CO-OP PROGRAM

CERTIFICATE - 7 MONTH (30 WEEKS)

FACULTY OF BUSINESS

www.firstcollege.ca - (778)478-6611 OR (778) 754-2888
532 Leon Ave, Second Floor, Kelowna, BC V1Y 6J6

ADMISSION REQUIREMENT

First College admits applicants on a first-qualified basis, whereby applicants must meet one of the following two admission criteria:

1. The student has graduated from grade 12 or equivalent (B.C. high school diploma, B.C. Adult Graduation Diploma, General Education Development) or an equivalent secondary school completion from another jurisdiction.
2. The student has a mature student status: at least 19 years of age and proof of completion of Grade 10 English. Please note: College courses determined to be equivalent to completion of Grade 10 English (or higher) by post-secondary institutions are accepted and applicants must submit transcripts to evidence completion. A minimum of a C grade is accepted.

Applicants whose first language is not English, please contact the enrollment office for more details at (778) 478-6611 or enrollment@firstcollege.ca

PRACTICE EDUCATION REQUIREMENTS

Requirements are due prior to the first day of Co-op Placement, the Student Service Department will assist you with obtaining necessary documentation.

1. Completion of the Serving it Right – BC Responsible Beverage Service Program
2. Completion of the FOODSAFE Level 1 – British Columbia

PROGRAM COST

DOMESTIC

Total Cost: \$6,650.00 CAD (Excluding Textbooks)

Application Fee - \$150.00 CAD
Tuition Fee - \$6,500.00 CAD

Student Loan Available

Students will receive \$500 CAD off for January 2020 intake ONLY

INTERNATIONAL

Total Cost: \$7,750.00 CAD (Excluding Textbooks)

Application Fee - \$150.00 CAD
Tuition Fee - \$7,500.00 CAD
Assessment Fee & Administrative Fee - \$100.00 CAD

Scholarship will be determined by Admission Department for International Students

DATE AND SCHEDULE

For the upcoming intake schedule, please refer to www.firstcollege.ca/communication under the section "Date and Schedule."

Also, please contact the Academic Advisor, Alexandria Krause, for the detailed Academic Calendar at admissions@firstcollege.ca, OR call us at (778) 478-6611; (778)754-2888