

# DIPLOMA IN BUSINESS COMMUNICATIONS



**Greystone**  
COLLEGE

- Gain a solid foundation in administration skills for business and prepare for entry level paid employment in a variety of business environments
- Improve key skills needed for success in a business environment such as communication, teamwork, prioritizing and problem solving
- Learn from highly qualified instructors with several years of professional industry experience
- Develop soft skills sought by today's employers

## Campus

Vancouver, Toronto

## Program Length

**Daytime: 26 weeks**

**Evening: 48 weeks**

Schedules will be adjusted in December to accommodate public holidays.

## 2021 Start Dates

**2021 Daytime\*:** Jan 4, Feb 1, Mar 1, Mar 29, Apr 26, May 25, Jun 21, Jul 19, Aug 16, Sep 13, Oct 12, Nov 8, Dec 6

**2021 Evening:** Jan 4, Feb 15, Apr 12, Jun 7, Aug 2, Sep 27, Nov 22

\*Greystone College Toronto is pausing delivery of most programs in the daytime schedule in 2021, except for the Diploma in Customer Service and Diploma in Customer Service Co-op. Daytime program schedules will resume for start dates in 2022.

**2022 Daytime:** Jan 4, Jan 31, Feb 28, Mar 28, April 25, May 24, Jun 20, Jul 18, Aug 15, Sep 12, Oct 11, Nov 7, Dec 5

**2022 Evening:** Jan 31, Mar 28, May 24, Jul 18, Sep 12, Nov 7

## 2021 Fees

Registration fee:	<b>\$200</b>
Daytime Tuition:	<b>\$9,750</b>
Evening Tuition:	<b>\$11,700</b>
Material fee:	<b>\$600</b>

All fees are in Canadian dollars.

**Bursaries available. Contact us or your local Greystone College representative for more info.**

## Entry Requirement

- Students who are interested in attending Greystone College must have a secondary school diploma, GED or mature student status.
- In Toronto only, be at least 18 years of age, and pass a superintendent approved qualifying test..
- All applicants whose first language is not English must demonstrate an Intermediate 2 level of English with Greystone College's online written and speaking test.

The online written and speaking test is exempt if TOEFL iBT 35, IELTS 5.0 or ILSC Intermediate 2 is presented.

If an applicant fails to meet the minimum requirements, they cannot be waived by either the institution or the student.

## Program Description

The Business Communications Diploma provides learners with a diverse range of skills and knowledge. Students will cover a range of topics to prepare them for a variety of business industry positions such as customer service advisor, clerical worker, data entry operator, information desk clerk, office junior, receptionist and more. Students will develop the technical skills they need for business, as well as critically important soft skills, like communication and teamwork, that employers seek.

Successful graduates of the program will be able to apply a broad range of competencies in varied work contexts, using some discretion, judgment and relevant theoretical knowledge. They will be able to provide technical advice and support to a team.

## Program Schedule

### Daytime Program Schedule

Students taking the daytime program will follow the same course schedule every week throughout their entire 26 week program.

TIME	MON-THUR	FRI
<b>9:00 AM-12:00 PM</b>	Class	Class
<b>12:00-1:00 PM</b>	Lunch	No class
<b>1:00-2:30 PM</b>	Class	

### Evening Program Schedule

Students taking the evening program will begin their program with 2 weeks in the Job Search Preparation Course before taking their first 6 week course. After every 6 week course, students take a 2 week break before starting their next course.

## Vancouver

48 WEEKS ACADEMIC STUDY	
MON-THU 5:15 PM - 9:00 PM	FRI 12:30 PM - 5:30 PM
Class*	Weekly instructional Review

\*Includes a 15 minute break.

## Toronto

48 WEEKS ACADEMIC STUDY
MON-THU 5:15 PM - 9:00 PM
Class*

\*Includes a 15 minute break.

# Diploma In Business Communications Courses

## COMMUNICATION FOR THE WORKPLACE

In this course students will learn the key principles of business communication, becoming aware of different means of communication and building effective strategies for collecting and presenting information.

## PROFESSIONAL BUSINESS DOCUMENTS

In this course students will learn to adapt the style and layout of documents to their intended audience, while respecting the organization's policies regarding document integrity.

## PROFESSIONALISM IN A DIVERSE WORKPLACE

In this course students will learn best approaches to establishing effective workplace relationships valuing diversity and respecting protocols.

## CUSTOMER RELATIONSHIP MANAGEMENT

This course deals with the importance of customer expectations and how CRM influences customer experiences. It identifies how customers' experience and perception of an organization can be beneficial or detrimental to its success. In this course of study students will gain objective knowledge about what positively and negatively affects customers' experience.

## BUSINESS EXCELLENCE IN TEAM MANAGEMENT

This course teaches effective approaches to team management and communication within a team. Students will look objectively at the benefits and value of teamwork and learn about the importance and prominence of teamwork in the professional workplace. In this course, students will learn ways to support organizational goals through team projects and performance management.

## PERSONAL DEVELOPMENT: STRATEGIES AND TECHNIQUES

In this course students will learn strategies and techniques to establish and implement a personal professional development plan to strive for efficiency and effectiveness in business. Students will reflect on their personal Self-Awareness through assessing their values, strengths and weaknesses as well as their vision in life. This will also help students set meaningful life and career goals, align with their goals more effectively and understand oneself in relation to others.

## JOB SEARCH PREPARATION (DAYTIME ONLY)

In this course students will learn strategies and techniques to establish and implement a personal professional development plan to strive for efficiency and effectiveness in business. Students will reflect on their personal Self-Awareness through assessing their values, strengths and weaknesses as well as their vision in life. This will also help students set meaningful life and career goals, align with their goals more effectively and understand oneself in relation to others.

## WORK PLACEMENT SKILLS PART 1 (EVENING ONLY)

This course is delivered in two parts. In Part 1, students will develop the basic skills for finding and securing work in Canada – they will learn about resumes, cover letters, tax forms and more.

\* The curriculum is subject to change.



## Bring your own device

To ensure our students have the most transformative learning experience we recommend the following minimum device requirements:

- Windows 7 or Mac OS v.10.7 or higher
- Processor: Intel I5-6400 or Ryzen 5 1400 minimum
- Memory: 4 GB recommended
- Screen: 14 inches recommended
- Connectivity: WI-FI and LAN
- Ports: minimum 1 USB 3.0 port
- Mouse and video camera

We recommend purchasing an external numeric keyboard if your device does not already have one. Students are provided with a free Microsoft Office 365 account during their studies.

## THE ONTARIO MINISTRY OF ADVANCED EDUCATION AND SKILLS DEVELOPMENT

The Ontario Ministry of Advanced Education and Skills Development is responsible for the administration of laws relating to education and skills training in the province of Ontario. The Ministry oversees the development and the review of standards for programs of instruction, in order to clearly identify the essential skills and knowledge that graduates of that program must acquire.



## PRIVATE TRAINING ACT OF MINISTRY OF ADVANCED EDUCATION

Greystone College Vancouver is registered and holds a designated certificate under the provisions of the Private Training Act of Ministry of Advanced Education. The Ministry of Advanced Education provides leadership and direction for the world class post-secondary education and training system in British Columbia