

Fall &
Winter 2000

Continuing Education

Northwest Community College



"Serving the Communities of the Northwest for 25 Years"

Prince Rupert Campus

130 First Avenue West

Telephone: (250) 624-6054 Fax: (250) 624-4920

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Cover photo by
Bruce Ker

Continuing Education Winter/Spring 2000



Continuing Education (C.E.) is the "front door" through which many people first enter the College. We welcome those who are taking their first steps to learning at Northwest Community College, and to returning learners, welcome back!

Our goal is to provide you with education and training that keeps pace with current and ever changing employment demands, whether you are upgrading skills or pursuing a new career. We strive to offer programs that meet the diverse needs of students today.

We have something for everyone, from certificate and diploma career programs, to opportunities to learn a new language or explore a new hobby.

Our programs are offered at convenient times, to make learning as accessible as possible. We are committed to offering you high quality programs and excellent customer service. At Northwest Community College the possibilities are endless.

130 First Avenue West
Prince Rupert, BC V8J 1A8
Tel: (250) 624-6054 Fax: (250) 624-4920
Visit our Website at www.nwcc.bc.ca

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"We are a community college committed to respecting and meeting the educational needs of the communities we serve. Our mission is to provide and enable equitable access to quality lifelong learning through our College region."

EXTENSION SERVICES

Have you identified a training need within your organization? The College is committed to the development and facilitation of customized, on-site, and contract training opportunities in response to identified industry and community needs. Our commitment to collaboration and partnership with a variety of institutions, agencies, industry and other providers of education and training allows us to meet the needs of a diverse labour market. We would welcome the opportunity to discuss your company's needs and provide you with information on programs and services available. Please contact Debbie Stava, Coordinator, Extension Services, Western Region at 624-6054.

ABOUT THIS BROCHURE

As this brochure is published well in advance of the session commencement, the college reserves the right to make any changes deemed necessary, such as the cancellation or adjustment of programs and courses, changes in fee structure and other regulations or services. The college makes every effort at the time of printing to ensure accuracy but in the interests of the communities we serve, the college reserves the right to revise the statements in this brochure. They are not to be regarded as an irrevocable contract between the student and the college. The brochure is only intended to provide an overview of the programs at NWCC. It's not possible in a brochure of this size to introduce each course or program in great detail. Persons wishing more information than is printed in this brochure are invited to contact our office at 624-6054.

FULL TIME PROGRAMS & SERVICES

For information on Full Time Programs and Services contact the College at 624-6054 or drop by our office for our 2000/2001 Academic Calendar and current timetables.

PAYMENT INFORMATION

Course fees (including GST where applicable) are due at the time of registration. Payment can be by cash, interac, cheque or money-order made payable to Northwest Community College. All major credit cards are accepted. **Post-dated cheques are not accepted.**

THANK YOU

To all our community partners for their contributions that help make our programs a success.

NOTE TO EMPLOYERS

For your convenience, you may purchase seats in Continuing Education courses for your staff to attend and be invoiced for the fees.

REFUNDS

1. Withdrawal more than a week prior to class start - full refund less \$10 administration fee.
2. Withdrawal a week prior to class start without medical or family reason - NO REFUND
3. If course is cancelled by College - FULL REFUND.
4. **Once registered, you are responsible to attend the first class. No other contact will be made unless the College cancels or makes changes to the dates or times of the course.**

TAX DEDUCTIONS

In most cases, you may deduct tuition fees if the total amount exceeds \$100. Save your registration slip for reporting purposes.

QUESTIONS ASKED

Are there any prerequisites for taking a Continuing Education course at NWCC?

In some program areas prerequisites do apply. Please read the descriptions carefully as some courses do require a certain skill or level of knowledge as a prerequisite.

What happens if my class is relocated or rescheduled?

Occasionally we do have to make changes and will make every effort to notify you in advance. If this change is not acceptable to you, a full refund will be issued.

What happens if a course is cancelled?

Because a minimum enrollment is required to cover the costs of providing the course, we have to cancel the course if the minimum is not met. This decision is made several days before the start date. You will have two options: transferring to another course or a full refund. It is important that you provide us with your telephone number(s) so we can reach you without delay. **Early registration is advised.**



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**ACCOUNTING FUNDAMENTALS I/II
(BTEC 220/225)**

Accounting Fundamentals I covers the study of accounting based on a service business organized as a sole proprietorship. Level II is designed to provide additional knowledge in financial accounting techniques. You will take either Level I or II. **Level I is a prerequisite for Level II.**

Date: Oct 3-Dec 7
Time: Tue & Thur 6:30-9:30
Fee: \$325 plus text

ACCOUNTING 250 (Intermediate Financial Accounting I)

The emphasis is on theory, concepts and analysis of problems that arise in the application of financial accounting. The majority of the course will analyse current monetary assets, inventories and current liabilities. **Prerequisite: ACCT 151 and Math 150.**

Date: Sept 11-Dec 18
Time: Mon 6:30-9:30
Fee: \$365 plus text

SIMPLY ACCOUNTING LEVEL I

This is an introductory computerized accounting course in which students will learn how to enter transactions for a company. Learn to create company data files, create, edit, modify and delete accounts, balance the general ledger, back up data files, use recurring transactions, accounts payable, accounts receivable, payroll and year end procedures. Students should have a fundamental understanding of accounting principles and have taken Windows I or have a similar knowledge base.

Date: Sept 19-Oct 10
Time: Tue 6:30-9:30
Fee: \$90 plus text

REGISTER EARLY

Some classes fill quickly, some may be cancelled due to insufficient interest! Register early to guarantee your spot.

BUSINESS TECHNOLOGY

OFFICE ASSISTANT CERTIFICATE

The Business Technology program is designed to provide the learner with the knowledge and skills necessary to function effectively in an entry level office position. These programs are designed to serve the needs of full-time and part-time learners. The entry level certificate, Office Assistant, is designed such that, learners upon completion may enter the work force or continue on into an advanced certificate in Business Technology where available.

Date: Sept 11-Feb 23
Time: Mon-Fri 9-3
Fee: \$673.50 per semester plus text

**MS OFFICE USER SPECIALIST PROGRAM
INFORMATION SESSION**

Do you know more about how to use MS Office products than most people? Now you can prove it and give yourself and your organization a competitive edge. This seminar will discuss the MOUS tests and the courses offered that will help you reach your goal.

Date: Sept 12
Time: Tue 7-9
Fee: Free

COMPUTER TRAINING

COMPUTER CLASSES HOW TO GET STARTED

NWCC offers a myriad of computer courses but sometimes it's difficult to determine where you should start. This seminar explains the course offerings to help clarify your interests and identify your starting point.

Date: Sept 11
Time: Mon 7-9
Fee: Free

HOW DO I TURN THIS THING ON? A FIRST LOOK AT COMPUTERS FOR SENIORS

Want to try a computer for the first time? Don't be intimidated any longer. You'll love this introduction. The course covers the parts of a computer, how to turn it on, working a mouse and simple tasks. Take the fear and frustration out of computers. **You must pre-register to attend this class.**

Date: Oct 2
Time: Mon 6:30-9:30
Fee: Free

INTERNET & E-MAIL FOR SENIORS

Write letters to friends, relatives and family; read a newspaper from your own country or town; find out all the scoop about the latest movies; investigate medical issues; do some shopping and more. The course includes essentials of Internetting, including effective browsing, using Netscape and a quick introduction to e-mail. **Prerequisite: Basic Windows skills. You must pre-register to attend this class.**

Date: Oct 18
Time: Wed 6:30-9:30
Fee: Free

CHRISTMAS LETTER MAIL MERGE

Do you send a personalized letter with your Christmas cards? Learn to use your computer to shorten the process. In this course, you will prepare your mailing list addresses, prepare your letter, merge and personalize your letters, and prepare labels for your envelopes. The cost of Christmas letterhead and of labels is in addition to the course costs.

Date: Oct 16-30
Time: Mon 6:30-9:30
Fee: \$70

INTRODUCTION TO COMPUTERS

This user friendly course is for first time computer users. Overcome your fears and discover the wonders of computers in this slow-paced workshop using IBM compatible computers.

Date: Sept 23-Oct 21
Time: Sat 9-12
Fee: \$90

INTERMEDIATE COMPUTERS

This course is a continuation of the Introduction to computer course. It covers using Microsoft Word to create and format tables, apply borders and shading, create styles, use AutoText, check grammar and other topics.

Date: Oct 28-Nov 25
Time: Sat 9-12
Fee: \$90

INTRODUCTION TO THE INTERNET

Looking for an invigorating experience with the Internet? This quick course provides you with the full spectrum, from introduction, electronic mail, web surfing - to finding files/programs and down-loading. Round off your day with a challenging Internet hunt that will enhance your searching skills. Windows experience is strongly recommended.

Session I

Date: Oct 14-21
Time: Sat 1-4
Fee: \$55 plus text

Session II

Date: Nov 18-25
Time: Sat 1-4
Fee: \$55 plus text

E-MAIL

This hands-on course provides the student with the opportunity to learn some of the features of E-mail application programs. Topics include: Creating, replying, forwarding, deleting, saving, and printing messages; sending and receiving attachments, and filtering your messages. Students should have a good working knowledge of Windows and be familiar with using a mouse and keyboard.

Session I

Date: Sept 23-30
Time: Sat 1-4

Session II

Date: Oct 28-Nov 4
Time: Sat 1-4

KEYBOARDING I/II (BTEC 110/115)

These courses teach touch typing skills and accuracy. Keyboarding I is designed to give the learner the skills necessary to key at a minimum speed of 15 net words per minute (nwpm) with three or fewer errors on an average of three two minute timings. Level two is designed to provide a speed of 30 nwpm.

KEYBOARDING III/IV (BTEC 284/285)

These courses teach touch typing skills and accuracy. Keyboarding III is designed to give the learner the skills necessary to key at a minimum speed of 40 net words per minute (nwpm) with three or fewer errors on an average of three two minute timings. Level IV is designed to provide a speed of 55 nwpm. You will take Level I, Level II, Level III or IV. Level II is a prerequisite for both Level III and IV.

Date: Oct 4-Dec 6
Time: Wed 7-8:30
Fee: \$145

INTRODUCTION TO WINDOWS

An introduction to Windows 95 specifically designed for beginners with little or no Windows experience. This easy-paced, hands-on course will help to improve your comfort level with Windows, with the mouse, and with computers in general.

Session I

Date: Sept 18-20
Time: Mon & Wed 6:30-9:30
Fee: \$55 plus text

Session II

Date: Oct 28-Nov 4
Time: Sat 1-4
Fee: \$55 plus text

WORLD OF DIGITAL PHOTOGRAPHY

Digital photography is the next frontier in the world of photography. Learn how to choose and use digital cameras and scanners. Find out about the different file formats of a digitalized image and how each format is used. Learn how images are produced in a camera that doesn't use film. Explore the advantages and disadvantages of digital imaging - how to use it best.

Date: Sept 16-Oct 21
Time: Sat 1-4
Fee: \$135

WINDOWS TWO

An in-depth introduction to help you gain a better understanding of the Windows 95 operating system and provide you with the skills and concepts necessary for using Windows applications. You must be familiar with computers and comfortable with the mouse.

Session I

Date: Sept 25-27
Time: Mon & Wed 6:30-9:30
Fee: \$55 plus text

Session II

Date: Nov 18-25
Time: Sat 1-4
Fee: \$55 plus text

GIS (Geography 204) Spatial Analysis and Geographic Information Systems (Sept-Dec)

This course is an introduction to the theory and practical applications of analytic techniques used to study spatial information in Geography and other disciplines.

Prerequisites apply. Please check with the Admissions office at 624-6054 for details, the fee for this course will be \$134.70 plus text.

HTML LEVEL I INTRODUCTION

Learn how to use Hypertext Markup Language to link your home pages to the World Wide Web. Learn the fundamentals of tags, headings, body, inline images as well as learning how to add text, images and hyperlinks to internal and external media. Student should be familiar with navigating the Internet and using Windows.

Date: Nov 6-Dec 4
Time: Mon 6:30-9:30
Fee: \$90 plus text

PARENTS & TOTS

This course will help parents learn how to teach their children using interactive software for math, spelling, alphabet and stories. Targetted at parents and children 4-7.

Date: Sept 23-Dec 9
Time: Sat 9-11
Fee: \$85

WORD PERFECT 8.0

WordPerfect is the most used word processing program package in offices today & Corel has just introduced a brand new version. Register your interest in this course by calling 624-6054.

Northwest Community College is a Microsoft Office User Specialist Test Centre, offering training packages that will prepare you to take the Microsoft Office User Specialist exams. The MOUS program is a certification program provided by Microsoft that verifies a user's expertise in Microsoft Office applications such as Word, Excel, Access, and PowerPoint. For further information on MOUS examinations, please contact the College at 624-6054. For Level I courses students should have a good working knowledge of Windows 95 and be familiar with using a mouse and keyboard.

WORD LEVEL ONE

This 12-hour course is designed to introduce new users to the basic operation of *Microsoft Word 97*. Students will learn to create, store, and revise basic business documents using text enhancement, editing, and formatting features.

Date: Sept 19-Oct 10
Time: Tue 6:30-9:30
Fee: \$90 plus text

WORD LEVEL TWO

This course will provide a review of Word for Windows basics and will introduce the learner to the intermediate features of the program. Students will learn to format documents with styles, work with document templates, add special characters, use document enhancement features, work with columns and graphics, and learn customizing options for Word 97.

Date: Oct 17-Nov 7
Time: Tue 6:30-9:30
Fee: \$90 plus text

WORD LEVEL THREE

In this course students will work with Master Documents and Subdocuments. Create and edit footnotes, create an index and a table of contents, use macros, create forms, use styles, backgrounds and themes, insert and edit graphics, use formulas, and more. Students should have completed Word II or have a similar knowledge base.

Date: Nov 14-Dec 5
Time: Tue 6:30-9:30
Fee: \$90 plus text

EXCEL LEVEL ONE

This course introduces the learner to the basic commands, functions, and capabilities of Excel 97. It's designed for computer users who are new to spreadsheets, or who plan to use Excel only occasionally.

Date: Sept 18-27
Time: Mon & Wed 6:30-9:30
Fee: \$90 plus text

EXCEL LEVEL TWO

This course is a continuation of the Excel Level 1 course. Some of the topics covered include: Creating and using name ranges, creating and using outlines, using lists to store, extracting and summarizing information, and more. Students should have completed the Excel Level 1 course or have a similar knowledge base.

Date: Oct 2-16
Time: Mon & Wed 6:30-9:30
Fee: \$90 plus text

EXCEL LEVEL THREE

This course covers the use of multiple workbooks, creating and managing links, analysis tools, creating and using scenarios, auditing a worksheet, protecting spreadsheets and linking with other applications, and more. Students should have completed Excel II or have a similar knowledge base.

Date: Oct 23-Nov 1
Time: Mon & Wed 6:30-9:30
Fee: \$90 plus text

ACCESS LEVEL ONE

Participants will learn to load and exit from Access, use the database wizard, create a new table, enter, adjust and delete information within a table, sort records, create and use queries, and more.

Date: Nov 6-20
Time: Mon & Wed 6:30-9:30
Fee: \$90 plus text

ACCESS LEVEL TWO

This course expands on the fundamentals of databases: multiple tables, advanced queries, form and report design, and command buttons. You should be able to create a table, query, form, and report and should be familiar with the various design objects and be able to modify their attributes. Prerequisite: Access Level I or equivalent.

Date: Nov 27-Dec 6
Time: Mon & Wed 6:30-9:30
Fee: \$90 plus text

POWERPOINT LEVEL ONE

This course is designed to introduce new users to the basic operation of Microsoft PowerPoint 97. Students will learn to load, use the mouse and keyboard to make selections, create and edit slides, create and edit graphs and charts, save, close and open slide shows, create a presentation, print a presentation, and use the PowerPoint Viewer.

Date: Oct 17-Nov 7
Time: Tue 6:30-9:30
Fee: \$90 plus text

POWERPOINT LEVEL TWO

This course is a review and continuation of Level 1. You will begin with a review of these basic operations and then move to more advanced topics. This course is not suitable as an introduction for people who have little or no experience with PowerPoint. Competency checklists are available at the College if you are unsure of your abilities.

Date: Nov 14-Dec 5
Time: Tue 6:30-9:30
Fee: \$90 plus text

COOKING SERIES

Tempt your tastebuds with exotic flavours. **ALL SUPPLIES ARE INCLUDED IN THE COST.**

A TASTE OF INDIA

The exotic flavours and the use of spices are the soul of Indian Cuisine. Learn to blend and make curries as spicy as you like. Samosas, Beef Keema and Roti will be prepared.

Date: Sept 26-28
Time: Tue & Thur 7-9
Instructor: H. Sandhu
Fee: \$45

CHINESE CUISINE

Each of the two classes will be spent preparing a complete meal. Make Sweet & Sour Soup, Ginger & Green Onion Shrimp, Special Chow Mein and more. No MSG will be used in any of the dishes.

Date: Oct 17-19
Time: Tue & Thur 7-9
Instructor: L. Bozman
Fee: \$45

A+ CERTIFICATION

A+ Certification is a testing program sponsored by CompTIA that certifies the competency of entry-level (6 months experience) service technicians in the computer industry.

Date: Sept 13-Oct 28
Time: Wed 6:30-9:30 Sat 9-4
Instructor: M. Barnwell
Fee: \$850 includes text & tool kit

CISCO

The Cisco Networking Academies program consists of four semesters. The program is designed to teach students the skills needed to design, build, and maintain small to medium-size networks. This provides them with the opportunity to enter the workforce and/or further their education and training in the computer networking field.

Date: Sept 27-Dec 16
Time: Wed 6:30-9:30, Sat 9-12
Fee: \$750

JAPANESE COOKING

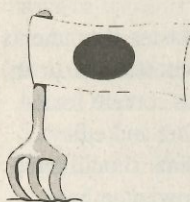
In the first evening learn to cook rice, make Miso soup, Gyoza (dumplings) and more. The second session will concentrate on easy entertaining with Shabu Shabu, or Sukiyaki.

Date: Oct 24-26
Time: Tue & Thur 7-9
Instructor: M. Izumi
Fee: \$45

SUSHI

In this course you will learn to prepare a variety of sushi, both seafood and vegetarian. Learn to prepare rice for sushi and to make both rolled and pressed sushi with a variety of fillings and toppings.

Date: Nov 2
Time: Thur 7-9
Instructor: M. Izumi
Fee: \$30

**PROFESSIONAL COOK TRAINING LEVEL 1**

This course is scheduled to commence on September 11. Drop by our office and pick up a student information package.

CHRISTMAS COOKIE EXCHANGE

Christmas is a time for baking. Using recipes from around the world, spend an evening baking cookies and share them with others in the class. Everyone will take a variety of cookies home with copies of the recipes for future use.

Date: Nov 23
Time: Thur 7-9:30
Instructor: J. Fraser
Fee: \$30

**DIPLOMA IN ADULT EDUCATION**

For registration and more information, contact Vancouver Community College at the address and phone number listed for the Provincial Instructor Diploma.

EARLY CHILDHOOD EDUCATION

Are you working or want to work in a Child Care Program and need training? Northwest Community

College is offering a Work-Based Early Childhood Education program. Work Based "Basic Level" Early Childhood Education is a flexible training program that will allow staff to remain working in their child care centre while obtaining the necessary



ECE credentials required by Community Care Licensing. This is a two year part-time training program that is connected to a range of child care settings. For more information contact the Educational Advisor or the Admissions Office at (250) 624-6054.

PROVINCIAL INSTRUCTOR DIPLOMA

To register send your cheque or money order indicating the course, location, and dates to: Program Development Department, VCC - King Edward Campus, 1144 East Broadway, Vancouver, BC V5N 1Y8, or if using credit card (604) 871-7499 or (604) 871-7488.

Times for all courses are: Fri 6-9, Sat & Sun 9-4

PRINCE RUPERT DATES

101 Sept 8, 9, 10, 22, 23 & 24
104A Nov 3, 4, 5, 17, 18 & 19
102B Feb 9, 10, 11, 23, 24 & 25

G.E.D.

G.E.D. Tests are administered by the College for the Ministry of Education. Applications must be received by the Ministry of Education, GED Testing Service **ON or BEFORE 28 DAYS PRIOR to the writing date.** Applications are available at the College.

FALL EXAM DATES IN PRINCE RUPERT ARE:

September 29 & 30 & November 24 & 25

FIRST AID**OCCUPATIONAL FIRST AID LEVEL I**

Learn first aid skills for industry. **Prerequisite:** the physical ability to perform first aid skills and 16 years of age. Certification is valid for two years. The course fee is \$85 including text. The time for all sessions is 8:30-5:00.

WORKERS' COMPENSATION BOARD
OF BRITISH COLUMBIA

Session I Sept 30 Session II Nov 4 Session III Dec 2

OFA TRANSPORT ENDORSEMENT

Develop practical skill in patient handling. Successful completion will result in an endorsement to the OFA Certificate.

Prerequisite: Level I or II.

Date: Dec 9
Time: Sat 8:30-5

**CHILDSAFE**

This course is designed for caregivers of children up to 10 years of age. Learn to care for choking, CPR, and common first aid situations. In addition, injury prevention is discussed. The Provincial Child Care Licensing Board of BC

recognizes ChildSafe as a pre-requisite for licensing.

Date: Oct 14
Time: Sat 8:30-5
Fee: \$75 includes text

RED CROSS STANDARD

This course covers all elements of Emergency First Aid as well as injuries due to heat and cold, poisons, medical conditions, bone, joint, head and spinal injuries. The course includes certification in HeartSaver Plus level of CPR. Retraining is

recommended every two years.

Date: Nov 25 & 26
Time: Sat & Sun 8:30-5
Fee: \$125 includes text

MARINE ADVANCED FIRST AID

This course is designed to prepare seafarers to competently carry out the tasks, duties and responsibilities of providing on board care in the event of an accident or illness. Upon successful completion, a Red Cross Marine Advanced First Aid ticket is issued.

Date: Oct 21 & 22
Time: Sat & Sun 8:30-5
Fee: \$125 includes text

CHECK YOUR RECEIPT

Your receipt confirms your registration, class time and location. Receipts are mailed to those who register by phone or mail. **If you have not received your receipt before your course starts, call us at 624-6054.**

HEALTH**BACK CARE BASICS**

Learn proper ways to lift objects and simple steps that you can take to strengthen your back.

Date: Oct 3
Time: Tue 6:30-9:30
Instructor: S. Kruithoff
Fee: \$30

BEAT THE BLUES S.A.D.

Learn how the change of seasons affects us and how you can decrease the winter blues. This session is designed for those who experience winter depression.

Date: Nov 9
Time: Thur 6:30-9:30
Instructor: E. Epp
Fee: \$30

DOULA TRAINING

Doulas assists the woman and her partner in preparing for, and carrying out her plans for birth, staying by the side of the labouring woman providing emotional support, practical comfort, an objective viewpoint and information to aid decision making.

Date: Sept 22-24
Time: Fri 7-9, Sat 9-6:30, Sun 9-4
Instructor: K. Lindstrom
Fee: \$325

HOME SUPPORT/RESIDENT CARE ATTENDANT

This program is scheduled to start September 18, 2000. Drop by our office and pick up a student information package.

MANAGING MENOPAUSE NATURALLY

For a woman menopause is perhaps the most crucial transition she will experience in her life. About 95% of women in Western Nations spend approximately 1/3 of their lives in a state of estrogen deficiency. It is estimated that 30% of these women seek out some kind of estrogen replacement to alleviate hot flashes, night sweats, depression and anxiety associated with menopause. Choosing estrogen replacement is not an easy decision. A natural therapist considers that herbal medicine, nutritional medicine, homeopathy, diet and lifestyle counselling all have a role in the support of a woman as she passes naturally through menopause.

Date: Nov 22
Time: Wed 7-9
Instructor: K. Inkpen
Fee: \$10



For Registration Details See Page 3

INTRODUCTION TO NATURAL THERAPIES

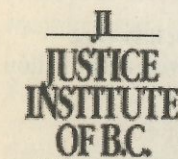
Natural therapies is a system of health oriented medicine stressing the promotion and maintenance of health and prevention of disease. The natural therapist believes that given the right conditions the body is able to heal itself. Modalities include herbal medicine, homeopathy, nutrition iridology, massage, and lifestyle counselling.

Date: Nov 7 & 9
Time: Tue & Thur 7-9
Instructor: K. Inkpen
Fee: \$35

RELAXATION MASSAGE

Massage has evolved into a significant and effective healing art. Relaxation massage involves simple techniques to promote a deeply relaxed state and increased sense of well being.

Date: Nov 4
Time: Sat 9-4
Instructor: K. Inkpen
Fee: \$50

JUSTICE INSTITUTE**CONFLICT RESOLUTION**

The Conflict Resolution Program of the Justice Institute of B.C. consists of 100 hours of required courses and 91 hours of electives taken over a period of one to

three years. **Registration is Required Three Weeks Prior to Class Start.**

Sign up for Handling Conflict on the Telephone and Managing the Hostile Individual by November 10 and pay \$560 for both.

HANDLING CONFLICT ON THE TELEPHONE

Trying to resolve conflict over the telephone can be particularly challenging. This one day course will focus on learning and practising effective para-verbal, and verbal skills for defusing anger and resolving conflict, with an emphasis on the use of the voice.

Date: Dec 4
Time: Mon 9-5
Fee: \$295

RESOLVING CONFLICT IN THE WORKPLACE

Explore the dynamics of conflict generally and in the work environment. Participants assess their own style and broaden their range of ways to resolve conflicts effectively. Emphasis is on effective communication and on skills, concepts and approaches for collaborative conflict resolution.

Date: Oct 26-28
Time: Thur-Sat 9-5
Fee: \$585

MANAGING THE HOSTILE INDIVIDUAL

Many people find themselves the target of hostile or aggressive behaviour as a regular part of their jobs. This course provides alternatives for managing hostile individuals. Participants will identify factors that escalate the level of hostility, identify personal responses to hostile behaviour, and increase skills in constructively confronting problem behaviour.

Date: Dec 5-6
Time: Tue & Wed 9-5
Fee: \$420

HUMAN RESOURCE TRAINING**MANAGEMENT SKILLS FOR SUPERVISORS**

This hands-on management training program includes role-plays, case studies, discussions and promotes direct application. Earn three non-transferable credits to the NWCC Business Administration program. All the sections will be taught by Phil Kolbuc of Kolbuc & Associates. **The fee for each session is: \$460.**

PART I - INTERPERSONAL COMMUNICATION SKILLS AND CONFLICT RESOLUTION

Learn how to give and receive effective feedback that will help resolve even the most difficult situations. Learn how to set a supportive communication climate for a one-to-one problem solving discussion, with a colleague, or boss.

Date: Oct 10-13
Time: Tue-Fri 8:30-4:30

PART II - GROUP DECISION MAKING & PROBLEM SOLVING SKILLS

In this session you will identify your problem-solving discussion-making style and how it may positively or negatively affect others. You will also learn how to be more effective in your group/team meetings and take advantage of the skills of shared responsibility and leadership.

Date: Nov 14-17
Time: Tue-Fri 8:30-4:30

PART III -SELF-MANAGEMENT SKILLS

Refine your interpersonal skills by identifying your behavioural preferences and motivational drives. Learn how to adjust your style of interaction to best meet the motivational needs of others. You will discover your negative responses to stress and how to overcome this without having to change your life style. You will also learn to manage yourself better in relation to time.

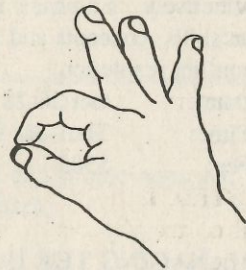
Date: Dec 11-14
Time: Mon-Thur 8:30-4:30

LANGUAGES

SIGNED ENGLISH I

Basic communication skills will be taught. Learn the alphabet and practice using everyday signing to communicate with the deaf.

Date: Sept 14-Dec 14
Time: Thur 7-8:30
Instructor: D. Middleton
Fee: \$75 plus text



SPANISH - BEGINNERS

Are you planning to travel to a Spanish-speaking country? This introductory course provides instruction in everyday usage of the language.

Date: Sept 12-Oct 26
Time: Tue & Thur 7-8:30
Instructor: E. Gruber
Fee: \$75 plus text

SPANISH - ADVANCED

Did you take Spanish for Beginners and want to learn more? Come and increase your practical knowledge of the language.

Date: Oct 31-Dec 14
Time: Tue & Thur 7-8:30
Instructor: E. Gruber
Fee: \$75 plus text

MARINE

BOATING SAFETY AND BASIC SEAMANSHIP

Accredited by the Canadian Coast Guard
This course contains the information necessary to meet the legal requirements for operator proficiency as required by the Canadian Coast Guard. It includes material specifically for this area. Successful students will receive the Pleasure Craft Operator card.

Session I	Session II
Date: Sept 25-Oct 4	Date: Oct 21-28
Time: Mon & Wed 6:30-9:30	Time: Sat 9-4
Instructor: J. Oliver	Instructor: J. Oliver
Fee: \$120	Fee: \$120

SMALL VESSEL SEAMANSHIP

Can you tie a bowline or do an eyesplice? Do you know the recommended scope to use when anchoring. These and other seamanship skills and knowledge will be in this course.

Date: Nov 18-25
Time: Sat 9-4
Fee: \$100 plus text

COASTAL NAVIGATION (NAUT 042)

This course covers chartwork and pilotage, collision avoidance, meteorology and electronic instruments. Participants are provided with the knowledge to safely navigate a small vessel.

Date: Oct 16-Nov 27
Time: Mon & Wed 6:30-9:30
Instructor: J. Oliver
Fee: \$215 plus text

BOATING SAFETY EXAMINATION CHALLENGE

If you are an experienced boater you may challenge the exam without taking the course. The fee is \$25. Contact us at 624-6054 to schedule your exam.

FISHING MASTER IV CERTIFICATE OF SERVICE

See our full-time calendar for course description. Register with the admissions office.

MASTER LIMITED CERTIFICATE

If you are considering running a charter vessel of any nature, a Master Limited Certificate is **mandatory** if the vessel is over 5 gross tons and carries passengers.

There are several different Master Limited Certificates. Which one is applicable depends on whether you will be carrying passengers or not, towing, the gross tonnage of the vessel, and the area of operation. It is recommended that if you are interested in a Master Limited Certificate you make an appointment with Ship Safety and discuss the nature of the marine operation you are considering. They will advise you as to sea time requirements and necessary course work and examinations.

The NWCC program incorporates the following course modules: (Check pages 12 & 13 of this brochure for dates.)

- Restricted Radio Operator Certificate
- Marine Advanced First Aid
- Small Vessel Safety (MED A2)
- Chartwork and Pilotage (040)
- Navigation Safety 061
- Oral Examination Preparation



M.E.D. A2 (Marine Emergency Duties)

This certified program of study combines the provision of knowledge with hands-on experience with the firefighting and cold water survival skills required in an emergency. Each session is \$245 with Dave James instructing.

Session I
Date: Oct 16-19
Time: Mon-Thur 8:30-4:30
Session II
Date: Dec 11-14
Time: Mon-Thur 8:30-4:30

OPERATING YOUR GPS

Do you have a GPS or are you planning to get one? Are you uncertain how to use it? If so this course is for you. Learn how to tell your position and speed, the distance and time to your waypoint, and your cross track errors. Learn about Way Points, Man Over Board settings and how to use them.

Date: Nov 29
Time: Wed 6:30-9:30
Instructor: D. Sweetnam
Fee: \$45

RESTRICTED RADIO OPERATOR

This course prepares the participants for a marine restricted radio license. An Industry Canada Certificate is issued upon successful completion of exam.

Prerequisite: A sound knowledge of the phonetic alphabet and pre-reading of course handout. All sessions are on Saturday, 8:30-4:30
Session I Oct 14 Session II Nov 4

PEOPLE'S LAW SCHOOL

These two free law classes are sponsored by Northwest Community College, The Seniors' Centre and The People's Law School. You must pre-register by calling 624-6054.



REPRESENTATION AGREEMENT

The Representation Agreement Act allows you to appoint someone to make financial, legal, health and personal care decisions. You can plan for incapability by making a Representation Agreement. Find out how to express your wishes before you are the victim of an accident or incapacitating illness.

Date: Nov 15
Time: Wed 7-9

WILLS & ESTATES

This class explains what can and cannot be included in a Will, how to revoke or change a Will and what happens if you die without a Will. Questions regarding trusts and if you can disinherit relatives are also answered. The duties of the executor and how to settle an estate are briefly discussed.

Date: Oct 18
Time: Wed 7-9

CORE (Hunter's Training)

Successful completion of this course is mandatory for all residents applying for their first hunting license.

Date: Nov 6-16
Time: Mon-Thur 7-10
Fee: \$115

NON-RESTRICTED PAL (Possession Acquisition License)

A PAL is required for a purchase of a firearm.

Date: Nov 27-Dec 4
Time: Mon-Thur
Instructor: Lobo Shooting Supplies
Fee: \$125

DEFENSIVE DRIVING

A certified instructor will teach the curriculum of the defensive driving program of the BC Safety Council. The course emphasizes the techniques of collision avoidance regardless of conditions and actions of others. It is suitable for both new and experienced drivers. Awards a certificate upon full attendance.

Date: Oct 21
Time: Sat 8:30-4:30
Fee: \$70

TRANSPORTATION OF DANGEROUS GOODS

This training session will cover regulations regarding the transportation of dangerous goods and their applications for both land and sea.

Date: Sept 19
Time: Tue 8:30-4:30
Instructor: K. Newton
Fee: \$100

WHMIS

This course provides an opportunity for hands-on experience in the use and understanding of WHMIS.

Date: Oct 6
Time: Fri 9-1
Instructor: K. Newton
Fee: \$50

**WORKERS' COMPENSATION BOARD OF BRITISH COLUMBIA WCB WORKSAFE CERTIFICATE PROGRAM**

WCB has developed six WorkSafe Certificate programs. Participants who successfully complete each program receive a WorkSafe Program Certificate issued by WCB and NWCC. These courses are designed to be flexible, allowing the information to be tailored to meet specific needs. **Course times are 8:30-4:30**

JOINT HEALTH & SAFETY COMMITTEE

Identify and interpret, health and safety committee members' responsibilities and duties, and carry them out in ways that promote workplace health and safety.

Date: Mon Sept 25

SUPERVISOR SAFETY MANAGEMENT

Identify and explain supervisor responsibilities for a safe work environment and describe processes for risk assessments, inspections and accident investigations as applied to due diligence.

Date: Tue Oct 31

HAZARD RECOGNITION & CONTROL

Make informed decisions through identification of hazards and apply effective strategies to control hazards in the workplace.

Date: Tue Oct 24

OCCUPATIONAL HEALTH & SAFETY IN SMALL BUSINESS

Explain employers' and workers' responsibilities and practice due diligence in carrying them out in the workplace.

Date: Sat Oct 14

PREVENTING WORKPLACE VIOLENCE

Conduct a risk assessment, establish preventive measures and procedures, and develop a workplace violence prevention program.

Date: Sat Nov 18

INVESTIGATING & CONTROLLING SPRAINS & STRAINS

Identify risk factors associated with musculoskeletal injuries (MSI), and determine causes during MSI investigations to prevent recurrence of injuries.

Date: Fri Oct 20

CASHIER'S TRAINING

Learn the skills necessary to provide full customer service as a cashier in a local merchandising situation.

Date: Nov 4
Times: Sat 9-3
Fee: \$70

FOODSAFE LEVEL I

This course provides a high level of sanitation training for workers in the food industry. Course content includes microbiology, foodborne illness, food preparation, protection, transport and storage. The fee for each session is \$75, the times are: Saturdays 9-6 with Arlene Carlson instructing.

Session I Sept 23
Session II Oct 14
Session III Nov 18

SUPERHOST FUNDAMENTALS

This workshop addresses the fundamentals of excellent customer service. You will leave with practical tips that work; for handling customer complaints, improving communications and listening skills.



Date: Oct 28
Time: Sat 9-4
Fee: \$45

AIR BRAKES

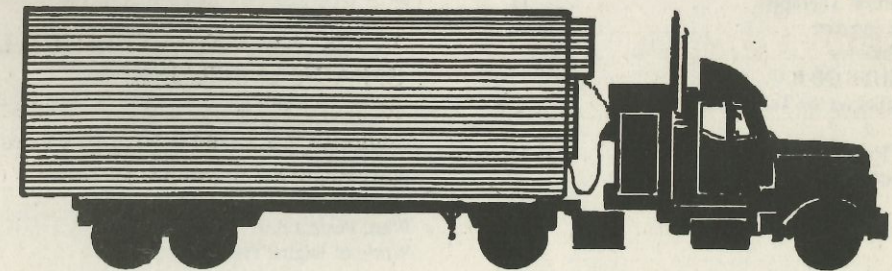
Learn the theory and practice of air brakes systems, and receive a 30 day pre-trip credit for the Motor Vehicle Branch Air Endorsement Examination. **Students will require steel toed boots for this course.**

Date: Oct 10-14
Time: Tue-Fri 6-10, Sat 8:30-4:30
Fee: \$190
Instructor: D. Scott

PROFESSIONAL DRIVER TRAINING-CLASS ONE

This course prepares the student to attempt the Motor Vehicle Branch examination for Class 1/111 driver's examination. **PARTICIPANTS MUST SHOW PROOF OF THEIR LEARNER'S LICENCE (CLASS 1/111), AIR BRAKES ENDORSEMENT AND A CLEAN DRIVING ABSTRACT AT TIME OF REGISTRATION.**

Date: Oct 30-Nov 10
Time: Mon-Fri 8:30-Noon & Various
Fee: \$1800



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