

REAL EXPERIENCE  
REAL RESULTS



# 2021/2022 VOCATIONAL PROGRAMS 職業培訓課程 (CO-OP打工遊學)

中文版



# FIND YOUR PERFECT PROGRAM!

## SUPPLY CHAIN MANAGEMENT

POST-BACCALAUREATE  
ADVANCED DIPLOMA  
供應鏈管理CO-OP學士後進階文憑

  
**32個月**  
(128 週)  
學術課程 14個月  
CO-OP實習 12個月



## SUPPLY CHAIN MANAGEMENT

POST-BACCALAUREATE  
DIPLOMA  
供應鏈管理CO-OP學士後文憑

  
**18個月**  
(72 週)  
學術課程 8個月  
CO-OP實習 6個月



## COMMERCE & MARKETING

CO-OP DIPLOMA  
貿易與行銷CO-OP文憑

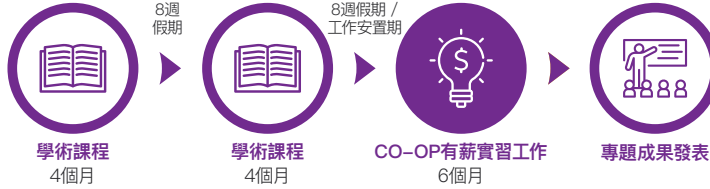
  
**30個月**  
(120 週)  
學術課程 12個月  
CO-OP實習 12個月



## BUSINESS MANAGEMENT

CO-OP DIPLOMA  
商業管理CO-OP文憑

  
**18個月**  
(72 週)  
學術課程 8個月  
CO-OP實習 6個月



## HOSPITALITY MANAGEMENT

CO-OP  
ADVANCED DIPLOMA  
餐旅飯店管理CO-OP進階文憑

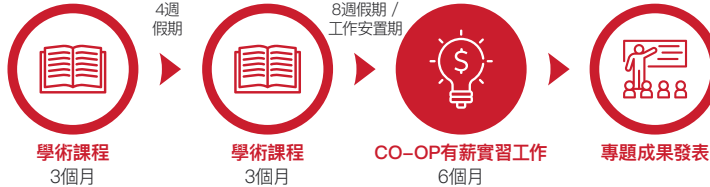
  
**28個月**  
(112 週)  
學術課程 12個月  
CO-OP實習 12個月



## HOSPITALITY MANAGEMENT

CO-OP DIPLOMA  
餐旅飯店管理CO-OP文憑

  
**15個月**  
(60 週)  
學術課程 6個月  
CO-OP實習 6個月



## PROFESSIONAL CUSTOMER SERVICE

CO-OP CERTIFICATE  
專業顧客服務CO-OP證書

  
**9個月**  
(36 週)  
學術課程 4個月  
CO-OP實習 4個月



## CROSS-CULTURAL BUSINESS COMMUNICATION

DIPLOMA  
跨文化商業溝通文憑

  
**6個月**  
學術課程 6個月



## CROSS-CULTURAL BUSINESS COMMUNICATION

CERTIFICATE  
跨文化商業溝通證書

  
**2個月**  
學術課程 2個月



### 您將會獲得:

- 100%有薪實習工作安置保證
- 最實作的學習經驗, 畢業後即可就業
- 結合學習與實際工作運用, 幫助職涯發展
- 強化您的各方專業技能, 成為業界人才
- 獲得海外就業經驗, 為未來求職履歷大加分



## VOCATIONAL PROGRAMS:

### 我該選擇哪一個課程呢? (課程解析比較-請選擇最適合您的課程)

#### SUPPLY CHAIN MANAGEMENT POST-BACCALAUREATE ADVANCED DIPLOMA

供應鏈管理CO-OP學士後進階文憑

課程長度: 32個月

Co-op實習長度: 12個月

VS

#### 推薦給未來想在國際貿易公司或是物流後勤領域工作之學生

- 課程著重在供應鏈的營運與流程以及物流後勤管理, 特別是在採購、商業分析、商業談判以及應用分析層面的學習
- 更高的教育程度: 學士後進階文憑
- 課程包含最長的Co-op實習階段(1年), 學生將在加拿大獲得更多更完整的工作經驗
- Co-op工作安置從國際貿易、貨運代理、運輸以及物流等相關職務皆為可能之安置範圍

#### COMMERCE & MARKETING CO-OP DIPLOMA

貿易與行銷CO-OP文憑

課程長度: 30個月

Co-op實習長度: 12個月

#### 推薦給未來想在銷售 & 行銷公司或是廣告行銷領域工作之學生

- 課程著重在行銷策略的制定、社群媒體行銷、電子商務以及銷售管理層面的學習
- 將獲得長達2年多的加拿大專科文憑
- 課程包含最長的Co-op實習階段(1年), 學生將在加拿大獲得更多更完整的工作經驗
- Co-op主要可能安置工作為銷售與行銷領域相關職務

#### SUPPLY CHAIN MANAGEMENT POST-BACCALAUREATE DIPLOMA

供應鏈管理CO-OP學士後文憑

課程長度: 18個月

Co-op實習長度: 6個月

VS

#### 推薦給未來想在國際貿易公司或是物流後勤領域工作之學生

- 課程著重在供應鏈的採購&供應、營運與流程以及物流後勤管理方面的學習
- 更高的教育程度: 學士後文憑
- 課程包含6個月的Co-op實習階段, 學生將在加拿大獲得完整的工作經驗
- Co-op工作安置從國際貿易、生產製造、採購以及物流等相關職務皆為可能之安置範圍

#### BUSINESS MANAGEMENT CO-OP DIPLOMA

商業管理CO-OP文憑

課程長度: 18個月

Co-op實習長度: 6個月

#### 推薦給未來想在外商公司或是商業管理領域工作之學生

- 課程著重在專案管理、組織行為、領導技巧以及商業應對方面的學習
- 培養學生的企業管理與明辨思考能力
- 只要18個月就可拿到加拿大專科文憑
- 課程包含6個月的Co-op實習階段, 學生將在加拿大獲得完整的工作經驗
- Co-op工作安置從辦公室行政支援、櫃台行政以及商業銷售相關職務皆為可能之安置範圍

#### HOSPITALITY MANAGEMENT CO-OP ADVANCED DIPLOMA

餐旅飯店管理CO-OP進階文憑

課程長度: 28個月

Co-op實習長度: 12個月

OR

#### HOSPITALITY MANAGEMENT CO-OP DIPLOMA

餐旅飯店管理CO-OP文憑

課程長度: 15個月

Co-op實習長度: 6個月

VS

#### 推薦給未來想在飯店或觀光產業工作之學生

- 課程著重在飯店前台管理、房務操作、餐飲服務、設施管理&設計、安全&防損以及產業監督層面的學習
- 課程中包含飯店和/或其他觀光產業公司之校外"實地考察"參訪。
- 畢業時除了獲得VanWest專科進階文憑&文憑之外, 學生將會額外獲得AHLA頒發之相關證書
- 課程包含1年或6個月的Co-op實習階段, 學生將在加拿大獲得更多更完整的工作經驗
- Co-op主要可能安置工作為飯店&觀光相關服務職務



#### PROFESSIONAL CUSTOMER SERVICE CO-OP CERTIFICATE

專業顧客服務CO-OP證書

課程長度: 9個月

Co-op實習長度: 4個月

#### 推薦給未來想在使用英文在銷售 & 服務職場工作之學生

- 課程著重在跨文化溝通、職場人際關係技巧、顧客服務技巧方面的學習
- 只要9個月就可拿到加拿大專科證書
- 短期的證書進修+加拿大工作體驗(包含4個月的Co-op實習階段)
- Co-op工作安置從零售銷售與顧客服務或是餐旅服務領域等職務皆為可能之安置範圍

\* Co-op工作安置將根據學生的教育背景、工作經驗、英語能力以及最終面試結果而定。



# GET READY TO WORK:

## 100%有薪實習工作安置保證

### 何謂 CO-OP?

Co-op為 Cooperative Education (合作教育) 的縮寫, 也就是大家所知道的有薪實習工作課程, 是一種學習與實踐的結合教育體制, 透過真正的公司職業培訓取代全日制的課堂教學, 將課堂所學之知識與技能整合並運用至實習工作之中, 培養傑出的產業人才。

### 學生將會獲得:

- VanWest College核發之專業文憑或證書
- 課程認證之相關機構核發之認證證書
- 專業之英語履歷以及面試技能
- Co-op 實習工作之雇主推薦信

### 成功的 VANWEST CO-OP 有薪實習:

- 自2016年職業培訓課程設立以來, 學生100%皆獲得有薪實習之工作。
- 30%的畢業生順利地被原實習工作雇主繼續雇用。
- 所有學生之Co-op實習皆為支薪工作, 且薪水皆達BC省規定最低薪資或以上。
- 駐校工作安置團隊部門提供全面的工作安置協助。
- 所有Co-op學生皆會被邀請至Facebook的專屬“VanWest Ready to Work”社團, 工作安置部門將會分享工作機會、就業博覽會資訊、學長姐經驗分享與各式求職相關資訊, 並協助學生拓展工作技能知識與交流, 促進各方面能力之提升。
- Co-op實習將使學生能夠將上課所學之專業知識運動到實際工作職場中。
- 工作的安置將會根據學生的專業、工作經驗、教育背景與英語水平, 提供最適合學生的實習工作機會安置。
- 職場預備課程為學生未來就業做最完善的準備, 學生將會學習如何寫出有效的履歷、專業的求職信、面試技巧訓練以及拓展人際關係。
- 課程符合學生簽證之學術課程期間做校外工讀資格(每週20小時)。

### CO-OP實習工作安置流程

#### 新生訓練



#### 團體會議



#### 職場預備課程



#### 專題講座 & 研討會



#### 個人會議



#### CO-OP工作安置 & 面試機會



成功地完成

CO-OP實習工作安置

# CO-OP工作實例分享

## SUPPLY CHAIN MANAGEMENT



學生	Marcus V.
公司產業	運輸及倉儲 / 物流服務
工作職位	倉儲專員



學生	Marcus V.
公司產業	家飾建材零售
工作職位	驗貨倉管專員

## COMMERCE & MARKETING



學生	Osman A.
公司產業	房地產
工作職位	客戶服務助理



學生	Laura K.
公司產業	建築設計
工作職位	助理項目經理



學生	Ping L.
公司產業	時尚展演
工作職位	設計師行銷專員



學生	Jenna C.
公司產業	通訊電信
工作職位	客戶經理

## BUSINESS MANAGEMENT



學生	Limhi A.
公司產業	電力公司
工作職位	技術管理顧問



學生	Alice C.
公司產業	零售貿易 (健康與個人護理)
工作職位	電子商務行銷專員



學生	Halil S.
公司產業	食品 & 活動管理
工作職位	活動策畫主管

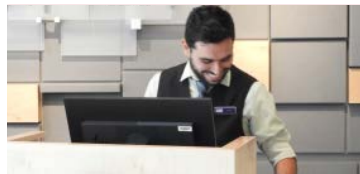


學生	Kivanc O.
公司產業	房地產
工作職位	行政助理

## HOSPITALITY MANAGEMENT



學生	Ilker K.
公司產業	遊樂園與主題公園
工作職位	上層纜車主管



學生	Rafael M.
公司產業	飯店業
工作職位	櫃台服務專員



學生	Fernanda B.
公司產業	酒莊
工作職位	葡萄酒銷售專員



學生	Luz F.
公司產業	渡假村
工作職位	SPA館服務專員

## PROFESSIONAL CUSTOMER SERVICE



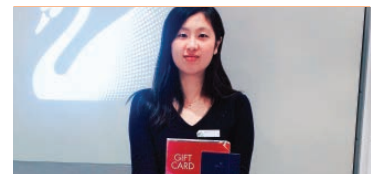
學生	Masaki K.
公司產業	機場服務
工作職位	銷售專員



學生	Koki T.
公司產業	科技與零售管理
工作職位	家居諮詢專員



學生	Minjeong K.
公司產業	翻譯業務
工作職位	專案人員



學生	Kana L.
公司產業	珠寶零售
工作職位	銷售專員

# CO-OP工作機會範例 (超過200+間合作公司)

公司產業	職位
金融業	Market Analyst
會議與展覽活動	Designer Coordinator
金融業	Futures Trader
金融業	Equities Trader
行政 & 支援服務	IT Budget Specialist
工業化學貿易	Accounts Payable Clerk
營造建築	Junior Accountant
營造建築	Assistant to project manager
建築裝修	Floor Installer/Manager
法律服務	Legal Administrative Assistant
行銷服務	Retail Sales Representative
電子產品貿易	Specialist
金融業	Market Analyst
金融業	Account Receivable
房地產	Community Associate
娛樂休閒 (高爾夫球場 & 鄉村俱樂部)	Porter – House
教育服務	Office Coordinator
健康保健管理	Client Coordinator
健康保健管理	Dental Receptionist
汽車經銷商	Administrative Assistant
珠寶零售貿易	Marketing/Sales Associate
運輸 & 倉儲/物流服務	Shipping/Receiving Representative
生產製造業	Office Assistant
翻譯&口譯服務	Project Coordinator
服飾零售貿易	Sales Associate
機場服務	Customer Service Agent
房地產	Marketing Designer
研究諮詢服務	Executive Assistant
運輸 & 倉儲/物流服務	Warehouse Associate
餐飲食品服務	Banquet Server
餐飲食品服務	Catering Server
飯店住宿服務	Club Lounge Associate
運輸 & 倉儲/物流服務	Logistics Coordinator
體育用品零售	Sales Associate
飯店住宿服務	Host VIP Services
社會福利機構	Warehouse Associate
金融業	Scanning Assistant
房地產	Research Analyst
行銷服務	Administrative Assistant
汽車經銷商	E-Commerce Specialist
娛樂休閒 (高爾夫球場 & 鄉村俱樂部)	Banquet Server

公司產業	職位
運輸 & 倉儲/物流服務	Import & Export Assistant – Data Entry
旅遊安排 & 預訂服務	Customer Care Specialist
食品服務	Front Counter
食品服務	Shift Leader
機場服務	Sales Associate
機場服務	Passenger Service Agent
會議與展覽活動	Designer Coordinator
飯店住宿服務	Front desk Agent
食品服務	Shift Supervisor
服飾零售貿易	Sales Associate
乾洗 & 洗衣服務	Administrative Assistant
能源	Operations Assistant
商業支援服務-財務	Collection Office
商業支援服務-人力資源	Imaging Specialist
教育服務	Activity Assistant
教育服務	Activity Leader
房地產	Administrative Assistant
房地產	Customer Care Assistant
房地產	Office Assistant
食品服務	Assistant Manager
食品服務	Deli Worker
食品服務	Front Counter Server
食品服務	Counter Attendant
健康與個人護理零售	Sales Coordinator
超市零售貿易	Customer Service Team Member
餐飲服務	Counter Staff
餐飲服務	Sales Associate
服飾零售貿易	Stock Associate
服飾零售貿易	Warehouse Assistant
服飾零售貿易	Key leader/Retail Connector
鞋業貿易	Sales Representative
家飾建材零售	Receiving
家飾建材零售	Sales Associate
家飾建材零售	Shipping/Receiving
珠寶零售貿易	Seasonal Sales Consultant
服飾零售貿易	Advisor
電子產品貿易	Connected Solutions Advisor
娛樂主題公園	Airtram Operator
超市零售貿易	Manager Assistant

# CO-OP工作機會範例 (超過200+間合作公司)

公司產業	職位
家飾建材零售	Checkout Services Coworker
生產製造業	Production Specialist
健康保健管理	Receptionist
賭場飯店	Casino Dealer
健身 & 運動	Reception and Studio Manager
電影院	Cast Member
運輸 & 倉儲/物流服務	Data Entry
租賃服務	Customer Service Representative
維修 & 保養服務	Contents Technician
個人護理服務	Receptionist & Administrative Assistant
行政 & 支援服務	Office Host
行政 & 支援服務	Customer Service and Office Assistant
旅遊業	Web Division Travel Consultant
旅遊安排 & 預訂服務	Customer Service Pier Staff
運輸 & 倉儲/物流服務	Data Entry
運輸 & 倉儲/物流服務	Relocation Specialist
行銷服務	Sales Advisor
專業服務	Office Assistant
電信業	Sales Associate
電信業	Marketing Representative
電信業	Sales and Marketing Staff
教育服務	Classroom Assistant
教育服務	Administrative Assistant
教育服務	Centre Assistant
教育服務	HR Business Partner
機場服務	Customer Service Agent
機場服務	Customer Care Ambassador
機場服務	Passenger Assistant Agent
機場服務	Customer Service Luggage Storage
機場服務	Check-in Agent
滑雪場	Guest Experience Representative
娛樂主題公園	Administrative Assistant
娛樂主題公園	Airtram Operator
娛樂主題公園	Customer Service Staff
娛樂主題公園	Park Ambassador
辦公用品/電子產品零售	Print and Marketing Associate
一般商品零售	Sales Associate
寵物用品	Customer Service Specialist

公司產業	職位
遊戲產品零售	Sales Associate
體育用品零售	Quality Inspector
精品百貨	Purchase Sales Associate
禮品店	Customer Service Retail
禮品店	Sales Associate
健康與個人護理零售	Customer Service Specialist
健康與個人護理零售	E-commerce Marketing Coordinator
藥局	Computer Specialist
超市零售貿易	Stock person
超市零售貿易	Store Associate
超市零售貿易	Customer Service Representative
超市零售貿易	Produce Department
超市零售貿易	Grocery Clerk
服飾零售貿易	Team Lead
服飾零售貿易	Sales Associate
服飾零售貿易	Brand Associate Lead
服飾零售貿易	Brand Associate
服飾零售貿易	Order Fulfillment Associate
服飾零售貿易	Lead Sales Associate
珠寶零售貿易	Seasonal Sales Consultant
鞋業貿易	Sales Associate
鞋業貿易	Stock Associate
服飾/辦公用品零售	Sales Associate
家飾建材零售	Sales Associate
家飾建材零售	Store Associate
家飾建材零售	Recovery Coworker
家飾建材零售	Cashier
餐飲服務	Customer Service
餐飲服務	Team Leader/Sales Associate
餐飲服務	Barista
餐飲服務	Server
食品服務	Product Support Representative
食品服務	Host
食品服務	Admin Assistant
食品服務	Front of House

### 課程大綱

#### 第一學期 (4個月)

##### TERM 1 – 2個月

- BUS 101 跨文化溝通
- BUS 107 商業書信
- BUS 130 Excel 商業數據分析

##### TERM 2 – 2個月

- BUS 114 會計概論
- BUS 103 行銷概論
- BUS 123 總體經濟學

8週假期

#### 第二學期 (4個月)

##### TERM 1 – 2個月

- SCM 140 採購 & 供應管理
- SCM 150 營運 & 流程管理
- BUS 109 職場預備

##### TERM 2 – 2個月

- SCM 160 供應鏈物流管理
- BUS 105 管理學原理
- BUS 116 專案管理

8週假期

#### 第三學期 (6個月)

##### TERM 1 – 2個月

- SCM 191 永續供應鏈管理
- BUS 171 人力資源管理 & 監督
- BUS 118 財務金融

##### TERM 2 – 2個月

- BUS 132 商業分析
- BUS 141 商業談判
- BUS 143 合約管理 & 法律

##### TERM 3 – 2個月

- SCM 193 供應鏈風險管理
- BUS 117 領導技巧
- SCM 192 供應鏈應用策略 & 分析

8週假期 / 工作安置期\*

#### 第四學期 (12個月)

SCM 125 CO-OP 工作實習

SCM 111 專題成果發表 (2週)

### 特色

- 供應鏈是加拿大發展最快的產業之一，供應鏈管理領域之專業人士在產業中可擔任有影響力的職位，如：採購、營運、物流、運輸和貿易、諮詢、高階管理層.....等。
- 完成課程後，將使學生成為具有高需求產業技能與進階管理領域知識之人才，如：永續經營、風險管理、應用策略、商業分析、談判技巧以及合約管理與法律.....等。
- 100% 全面協助安排學生的有薪工作實習，並且協助職涯發展的規劃與建立。

### 課程介紹

此課程提供學生供應鏈管理 (SCM) 之深入地進階背景。將以學生的大學學士學位之經驗為基礎，並從溝通與商業的層面拓展。課程將會介紹SCM三個主要領域知識：採購、營運和後勤；進階課程將提供學生SCM管理之相關主題。課程著重在SCM的互連性質，使用分析數據方式來制定決策以及獲取相關業界人才所需之知識與技能。

### CO-OP 實習工作

VanWest College 具有完善的Co-op安置部門與系統，並且與各產業之企業公司建立長期且穩定的合作關係；Co-op安置系統為學生提供足夠產業知識與求職技巧，以幫助他們在英語職場環境中獲得成功的工作機會。學生將會透過Co-op安置部門所舉行的各式活動，來提升各方面能力並且獲得加拿大最新求職消息，如：校內企業徵才、就業博覽會、專題演講、訊息發布會.....等。依照學生的需求與目標，Co-op安置部門將會提供定期的諮詢與訓練，直到學生確認完成工作安置為止。畢業後，學生將能夠執行並展現在SCM領域中多方面的商業技能，如：採購、營運、物流、顧客與資訊服務、財務支援以及專案管理等。

### 概述

<b>課程長度</b>	<ul style="list-style-type: none"> <li>• 32個月 (共128週)</li> <li>• 學術課程 14個月 (共1,190小時)</li> <li>• Co-op 有薪實習工作 12個月 (共1,190小時)</li> </ul>
<b>職涯機會</b>	<ul style="list-style-type: none"> <li>• 採購代理商/採購人員</li> <li>• 採購經理</li> <li>• 廠務經理</li> <li>• 企業管理顧問</li> </ul>
<b>英語入學要求</b>	<ul style="list-style-type: none"> <li>• VanWest 分級測驗 Level 8 或</li> <li>• VanWest 完成課程EAP 300 (Level 7) 或</li> <li>• IELTS 雅思 6.0 以上 或</li> <li>• TOEIC 多益 800 以上</li> </ul>
<b>學術入學要求</b>	<ul style="list-style-type: none"> <li>• 大學學士文憑</li> </ul>
<b>開課校區</b>	<ul style="list-style-type: none"> <li>• 溫哥華</li> </ul>
<b>開課日期</b>	<ul style="list-style-type: none"> <li>• 2021: 2/22、8/9</li> <li>• 2022: 1/24、9/6</li> </ul>
<b>費用 (不含書本費)</b>	<ul style="list-style-type: none"> <li>• 學費: \$19,780</li> <li>• 註冊費: \$210</li> <li>• 學雜費: \$250</li> <li>• 總費用: \$20,240</li> </ul> <p>* 書籍費不在以上費用中，學生需自行購買書本上課，課本清單請參照學校網站。</p>
<b>畢業專業憑證頒發</b>	<ul style="list-style-type: none"> <li>• VanWest College 所核發之 Supply Chain Management 學士後進階文憑</li> <li>• Co-op 實習工作之雇主推薦信</li> </ul>

### 課程時間表範例

	週一	週二	週三	週四	週五
3:00 – 5:45 PM	課程一	課程三	課程一	課程三	課程一 或 三
6:00 – 9:30 PM	課程二	課程四	課程二	課程四	

\* 建議學生確認工作安置完成後再放假

- CO-OP實習期間可工作全職；學術課程期間則為兼職(每週20小時)

- 學校保留課程更改權





## 課程描述

### BUS 101 跨文化溝通

此課程著重於面對面互動情境，能夠幫助瞭解在多元文化工作環境中建立積極且有效的關係所需的人際溝通技巧。該課程將探索基礎理論、人際關係之差異源並理解如何處理溝通之障礙。

### BUS 103 行銷概論

此行銷入門課程審視了在加拿大及全球市場環境下市場行銷的應用、管理與趨勢。學生將探索最主要的市場行銷組合元素（產品、價格、促銷、地點），以及如何利用市場行銷組合中的元素為顧客創造價值並滿足客戶之需求。

### BUS 105 管理學原理

此課程涵蓋了管理過程的基本概念：計畫、組織、人員、領導以及控制。學生將發展商業功能性環節的領域與瞭解如何執行複雜的組織決策，強調利用整合多元的功能架構來達成目標。

### BUS 107 商業書信

此實作課程涵蓋了溝通理論以及寫作溝通等技巧，並強調在訓練學生的公共演說能力。完成此課程後，學生將能夠：清楚地包裝想法、完整且清楚的提供書面與口語溝通訊息，以及能夠正確的寫出商業相關文案。

### BUS 109 職場預備

此課程涵蓋了尋找及獲取工作時所需要之基本技能。課程的主題皆與工作搜尋策略有關，包含撰寫有效履歷與專業的求職信、面試技巧訓練、人脈建立、網路求職以及瞭解勞工服務趨勢等。

### BUS 114 會計概論

此課程將介紹加拿大商業背景下的會計概念，培養學生發展並學習分析上市公司財務報表的能力。課程主題包含：會計資訊系統、收入計量標準介紹、會計週期、現金及財務報表等。

### BUS 116 專案管理

此課程將呈現學生在完成專案時有效的貢獻以及產生直接影響所需要的基本技能，課程內容涵蓋了最新的商業發展與挑戰，以及瞭解何為專案限制、股東問題與專案章程等項目。

### BUS 117 領導技巧

此課程將發展學生的人際關係技巧並教導學生認識人際關係在現今公司組織中之重要性。課程將透過團體交流、角色扮演、課堂講座以及實作活動來培養必要核心技能與個人表現能力。整門課主要著重於瞭解如何成為成功的主管與經理領導角色。

### BUS 118 財務金融

此課程著重於瞭解公司財務環境的理論、應用以及財務工具基礎介紹。課程主題包含：各種商業表格、財務報表分析、比率、現金流動、未來現金流動估計、有價證券評估、資本提升以及專案評估與管理等。

### BUS 123 總體經濟學

此課程將教授總體經濟學的基本術語、概念與理論，並且著重在當今的國際動態。課程主題包括需求、供應、經濟成長、通貨膨脹、市場及其對國際貿易和全球化的影響。

### BUS 130 Excel 商業數據分析

此課程將介紹Microsoft Excel及其在業務分析中的用法。教師將會在電腦教室授課，著重在商業中經常使用的基礎與中級工具。主題包括創建/修改工作表、使用數據來操作公式、函數以及數據透視表，並且使用排序、圖表和導出工具顯示資訊。

### BUS 132 商業分析

此課程以商業知識為基礎，為學生提供商業分析的基礎知識。學生將學習該領域中各種分析方法與工具，並將使用Microsoft Excel來實踐其中的部份方法。

### BUS 141 商業談判

此課程將為學生提供談判的基本知識與實踐。課程從介紹關鍵的談判概念和策略開始，涵蓋感知、認知、情感、權力和人口統計對談判的影響。學生將學習並且練習談判所需的流程，課程包括許多觀察與練習不同類型談判之機會。

### BUS 143 合約管理 & 法律

此課程為學生提供與採購相關的合約管理所需之基本知識與技能。主題包括招標前置文件、招標、選擇供應商、起草/授予合約、控制合約以及簽訂合約相關流程、法律和文件，並且涵蓋各國家間合同約管理的差異。

### BUS 171 人力資源管理 & 監督

此課程著重在團隊與部門主管之人事管理，而非人力資源專業人員(HR)。該課程將為人力資源管理提供堅實的基礎，包括監督和領導團隊的組成部分。課程的第一部分為學生提供招聘、績效管理和人力資源法的概述；課程的後半部分重於監督、指導與領導有效的團隊。

### SCM 140 採購 & 供應管理

此課程旨在介紹採購與供應管理中涉及的角色、政策、程序、組織結構和管理。將著重在組織盈餘與強化永續性以及企業社會責任影響的背景展示採購活動。並且涵蓋供應商評估、選擇和管理的方法。

### SCM 150 營運 & 流程管理

此課程主要為介紹供應鏈管理中的操作流程方式。主題包括協同規劃、預測、補貨、企業資源規劃模型、精實思維、六標準差(Six Sigma)與其他統計過程控制技術的基礎知識。

### SCM 160 供應鏈物流管理

此課程著重商品以及服務的分配與庫存中使用的基本物流概念、結構和流程。將涵蓋財務、組織、管理和策略方法，訓練學生使用資訊科技提高效率 and 盈利能力。

## 課程描述

### SCM 191 永續供應鏈管理

此課程從社會、環境和經濟角度向學生介紹永續發展的基本概念與理論。該課程以此為基礎，以說明促進各項組織以永續經營為目標的業務實踐和策略。課程設計使學生能夠有效地調查其學習領域內的永續發展實踐。

### SCM 192 供應鏈應用策略 & 分析

此課程為基於所有其他SCM課程的總整課程。學生將學習如何在各種供應鏈環境中應用供應鏈學習。此課程將使用案例研究作為主要學習方法，學生們將必須統整學習內容並且完成期末團體報告。

### SCM 193 供應鏈風險管理

此課程探討供應鏈管理中風險管理的重要領域。課程的前半部分涉及解決這些問題所需之風險類型與組織系統；課程的後半部分側重於供應鏈風險管理中使用的測量、分析與解決方法。

### SCM 125 Co-op 工作實習

作為供應鏈管理Co-op學士後進階文憑 (Supply Chain Management Post-Baccalaureate Advanced Diploma) 課程重要的一環，專業的有薪實習工作將提供學生良好的機會，為學術研究與相關實習工作經驗做最完整的結合。學生將體驗真正的職場商務活動，並帶著從實習中獲取的新視角返回課堂。學生將能夠在職業領域執行多方面的業務職能，如採購、營運、物流、客戶及資訊服務、財務支援與專案協調。

### SCM 111 專題成果發表

在完成工作實習後，學生需要提交一份報告將課程所學及工作經歷進行總結，包含整合的書面報告、日誌、代表作品或是透過其他媒介。該課程將幫助學生撰寫成果發表報告。

### 課程大綱

#### 第一學期 (4個月)

##### TERM 1 – 2個月

- BUS 101 跨文化溝通
- BUS 107 商業書信
- BUS 130 Excel 商業數據分析

##### TERM 2 – 2個月

- BUS 114 會計概論
- BUS 103 行銷概論
- BUS 123 總體經濟學

8週假期

#### 第二學期 (4個月)

##### TERM 1 – 2個月

- SCM 140 採購 & 供應管理
- SCM 150 營運 & 流程管理
- BUS 109 職場預備

##### TERM 2 – 2個月

- SCM 160 供應鏈物流管理
- BUS 105 管理學原理
- BUS 116 專案管理

8週假期 / 工作安置期\*

#### 第三學期 (6個月)

SCM 125 CO-OP 工作實習

SCM 111 專題成果發表 (2週)

\* 建議學生確認工作安置完成後再放假

- CO-OP實習期間可工作全職; 學術課程期間則為兼職(每週20小時)  
- 學校保留課程更改權

### 特色

- 供應鏈是加拿大發展最快的產業之一, 供應鏈管理領域之專業人士在產業中可擔任有影響力的職位, 如: 採購、營運、物流、運輸和貿易、諮詢、高階管理層.....等。
- 完成課程後, 將使學生成為具有高需求產業與實務商業技能之人才。
- 100% 全面協助安排學生的有薪工作實習, 並且協助職涯發展的規劃與建立。

### 課程介紹

此課程提供學生供應鏈管理 (SCM) 之基礎背景。將以學生的大學學士學位之經驗為基礎, 並從溝通與商業的層面拓展。課程將會在學生進入Co-op實習階段之前, 完整教授SCM三個主要領域知識: 採購、營運和後勤。課程著重在SCM的互連性質, 使用分析數據方式來制定決策以及獲取相關業界人才所需之知識與技能。

### CO-OP 實習工作

VanWest College 具有完善的Co-op安置部門與系統, 並且與各產業之企業公司建立長期且穩定的合作關係; Co-op安置系統為學生提供足夠產業知識與求職技巧, 以幫助他們在英語職場環境中獲得成功的工作機會。學生將會透過Co-op安置部門所舉行的各式活動, 來提升各方面能力並且獲得加拿大最新求職消息, 如:校內企業徵才、就業博覽會、專題演講、訊息發布會.....等。依照學生的需求與目標, Co-op安置部門將會提供定期的諮詢與訓練, 直到學生確認完成工作安置為止。畢業後, 學生將能夠執行並展現在SCM領域中多方面的商業技能, 如:採購、營運、物流、顧客與資訊服務、財務支援以及專案管理等。

### 概述

<b>課程長度</b>	<ul style="list-style-type: none"> <li>• 18個月 (共72週)</li> <li>• 學術課程 8個月 (共686小時)</li> <li>• Co-op 有薪實習工作 6個月 (共686小時)</li> </ul>
<b>職涯機會</b>	<ul style="list-style-type: none"> <li>• 採購代理商/採購人員</li> <li>• 採購經理</li> <li>• 廠務經理</li> <li>• 企業管理顧問</li> </ul>
<b>英語入學要求</b>	<ul style="list-style-type: none"> <li>• VanWest 分級測驗 Level 8 或</li> <li>• VanWest 完成課程EAP 300 (Level 7) 或</li> <li>• IELTS 雅思 6.0 以上 或</li> <li>• TOEIC 多益 800 以上</li> </ul>
<b>學術入學要求</b>	<ul style="list-style-type: none"> <li>• 大學學士文憑</li> </ul>
<b>開課校區</b>	<ul style="list-style-type: none"> <li>• 溫哥華</li> </ul>
<b>開課日期</b>	<ul style="list-style-type: none"> <li>• 2021: 2/22、8/9</li> <li>• 2022: 1/24、9/6</li> </ul>
<b>費用 (不含書本費)</b>	<ul style="list-style-type: none"> <li>• 學費: \$13,380</li> <li>• 註冊費: \$210</li> <li>• 學雜費: \$250</li> <li>• 總費用: \$13,840</li> </ul> <p>* 書籍費不含在以上費用中, 學生需自行購買書本上課, 課本清單請參照學校網站。</p>
<b>畢業專業憑證頒發</b>	<ul style="list-style-type: none"> <li>• VanWest College 所核發之 Supply Chain Management 學士後文憑</li> <li>• Co-op 實習工作之雇主推薦信</li> </ul>

### 課程時間表範例

	週一	週二	週三	週四	週五
3:00 – 5:45 PM	課程一	課程三	課程一	課程三	課程一 或 三
6:00 – 9:30 PM	課程二	課程四	課程二	課程四	



## 課程描述

### BUS 101 跨文化溝通

此課程著重於面對面互動情境，能夠幫助瞭解在多元文化工作環境中建立積極且有效的關係所需的人際溝通技巧。該課程將探索基礎理論、人際關係之差異源並理解如何處理溝通之障礙。

### BUS 103 行銷概論

此行銷入門課程審視了在加拿大及全球市場環境下市場行銷的應用、管理與趨勢。學生將探索最主要的市場行銷組合元素(產品、價格、促銷、地點)，以及如何利用市場行銷組合中的元素為顧客創造價值並滿足客戶之需求。

### BUS 105 管理學原理

此課程涵蓋了管理過程的基本概念：計畫、組織、人員、領導以及控制。學生將發展商業功能性環節的領域與瞭解如何執行複雜的組織決策，強調利用整合多元的功能架構來達成目標。

### BUS 107 商業書信

此實作課程涵蓋了溝通理論以及寫作溝通等技巧，並強調在訓練學生的公共演說能力。完成此課程後，學生將能夠：清楚地包裝想法、完整且清楚的提供書面與口語溝通訊息，以及能夠正確的寫出商業相關文案。

### BUS 109 職場預備

此課程涵蓋了尋找及獲取工作時所需要之基本技能。課程的主題皆與工作搜尋策略有關，包含撰寫有效履歷與專業的求職信、面試技巧訓練、人脈建立、網路求職以及瞭解勞工服務趨勢等。

### BUS 114 會計概論

此課程將介紹加拿大商業背景下的會計概念，培養學生發展並學習分析上市公司財務報表的能力。課程主題包含：會計資訊系統、收入計量標準介紹、會計週期、現金及財務報表等。

### BUS 116 專案管理

此課程將呈現學生在完成專案時有效的貢獻以及產生直接影響所需要的基本技能，課程內容涵蓋了最新的商業發展與挑戰，以及瞭解何為專案限制、股東問題與專案章程等項目。

### BUS 123 總體經濟學

此課程將教授總體經濟學的基本術語、概念與理論，並且著重在當今的國際動態。課程主題包括需求、供應、經濟成長、通貨膨脹、市場及其對國際貿易和全球化的影響。

### BUS 130 Excel 商業數據分析

此課程將介紹Microsoft Excel及其在業務分析中的用法。教師將會在電腦教室授課，著重在商業中經常使用的基礎與中級工具。主題包括創建/修改工作表、使用數據來操作公式、函數以及數據透視表，並且使用排序、圖表和導出工具顯示資訊。

### SCM 140 採購 & 供應管理

此課程旨在介紹採購與供應管理中涉及的角色、政策、程序、組織結構和管理。將著重在組織盈利與強化永續性以及企業社會責任影響的背景展示採購活動。並且涵蓋供應商評估、選擇和管理的方法。

### SCM 150 營運 & 流程管理

此課程主要為介紹供應鏈管理中的操作流程方式。主題包括協同規劃、預測、補貨、企業資源規劃模型、精實思維、六標準差(Six Sigma)與其他統計過程控制技術的基礎知識。

### SCM 160 供應鏈物流管理

此課程著重商品以及服務的分配與庫存中使用的基本物流概念、結構和流程。將涵蓋財務、組織、管理和策略方法，訓練學生使用資訊科技提高效率 and 盈利能力。

### SCM 125 Co-op 工作實習

作為供應鏈管理Co-op學士後文憑 (Supply Chain Management Post-Baccalaureate Diploma) 課程重要的一環，專業的有薪實習工作將提供學生良好的機會，為學術研究與相關實習工作經驗做最完整的結合。學生將體驗真正的職場商務活動，並帶著從實習中獲取的新視角返回課堂。學生將能夠在職業領域執行多方面的業務職能，如採購、營運、物流、客戶及資訊服務、財務支援與專案協調。

### SCM 111 專題成果發表

在完成工作實習後，學生需要提交一份報告將課程所學及工作經歷進行總結，包含整合的書面報告、日誌、代表作品或是透過其他媒介。該課程將幫助學生撰寫成果發表報告。

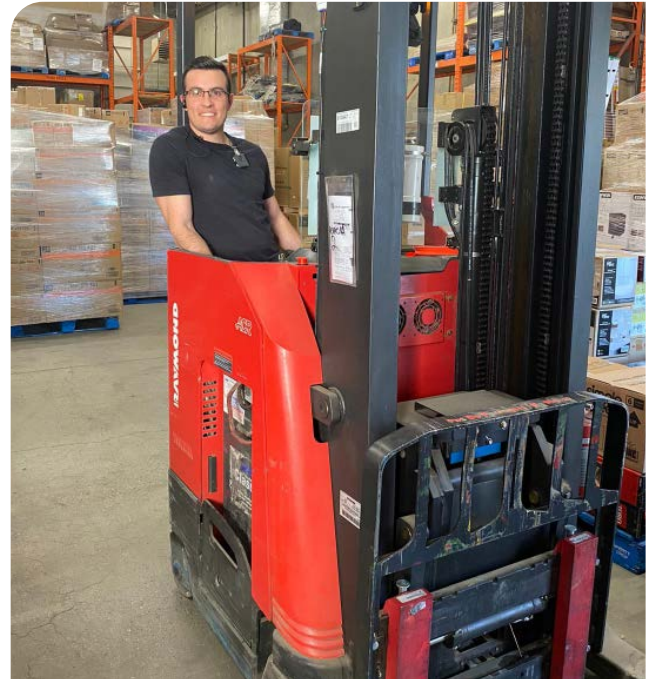
**Through the classes at VanWest, I learned how all the goods and products circulate in the supply chain industry and I could apply this knowledge at my co-op placement!**

**Please let us know about the company you worked for and your responsibilities.**

I am currently working at a Retail Trade Company (Furniture and Home Furnishings) in Vancouver. My position is shipping and receiving clerk. My responsibilities are to process goods shipped and received by a company, physically taking items from the company’s stock to fill orders. Also, when customers have questions regarding the movement or content of their orders, I provide them answers and ensure satisfaction.

**What was the obstacle and how did you get over it?**

The first obstacle was to get the certificates to operate the machines, because without the certificates I was not going to be able to start my position and this opportunity will be lost. The second obstacle was to understand how things work in the receiving, and adapt myself to do the job. It’s always challenging at the beginning of new jobs to comprehend the work structure, especially in a foreign country. I did the certificates with the support of the company to operate some machines (Reach Truck and Electric Pallet Jack) and it helped a lot to unload the truck and support my team. Luckily, I have a wonderful team to support me at work so I was able to adapt to this new work environment rapidly.



學生	Marcus
CO-OP 公司產業	家飾建材零售
CO-OP 工作職位	驗貨倉管專員

**What did you learn from classes? What was useful when you worked?**

In procurement and supply management class, I learned how procedures, organizational structures and management are involved in purchasing and supply chain management. It helped me to understand how all the goods and products circulate between suppliers and buyers. Consequently, I was able to apply this knowledge to my work. Additionally, in Cross Cultural Communication Class, I learned about working with different cultures, which helped me to work easily with people from different backgrounds at a professional workplace.

**What are your achievements and please tell us about your future plans.**

After a while at work I re-organized my section of the warehouse to make it work more efficiently, while assisting my co-workers whenever they needed. My manager was satisfied with my performance at work. The company where I did my co-op is well-renowned and offers many opportunities to its employees. I want to successfully graduate Supply Chain Management Diploma Program at VanWest College, and upgrade my professional career at the company where I work.

### 課程大綱

#### 第一學期 (4個月)

##### TERM 1 – 2個月

- BUS 101 跨文化溝通
- BUS 107 商業書信
- BUS 109 職場預備

##### TERM 2 – 2個月

- BUS 102 職場人際關係技巧
- BUS 105 管理學原理
- BUS 106 顧客服務技巧

8週假期

#### 第二學期 (4個月)

##### TERM 1 – 2個月

- BUS 104 組織行為
- BUS 114 會計概論
- BUS 117 領導技巧

##### TERM 2 – 2個月

- BUS 103 行銷概論
- BUS 115 社群媒體行銷
- BUS 116 專案管理

8週假期

#### 第三學期 (4個月)

##### TERM 1 – 2個月

- BUS 108 銷售技巧與策略
- BUS 120 電子商務
- BUS 119 銷售管理

##### TERM 2 – 2個月

- BUS 118 財務金融
- BUS 121 市場研究

8週假期 / 工作安置期

#### 第四學期 (12個月)

BUS 122 CO-OP 工作實習

BUS 111 專題成果發表 (2週)

\* 學術課程銜接CO-OP實習中間的放假BREAK也為工作安置期 (建議學生確認工作安置完成後再放假)

- CO-OP實習期間可工作全職; 學術課程期間則為兼職(每週20小時)

- 學校保留課程更改權

### 特色

- 提升各項商業領域的工作就業機會, 例如商業管理、財務金融與管理、管理與銷售服務, 預計將會有 50% 的職位空缺 (BC 省的 2024 年勞動力市場前景)。
- 加強現今雇主最重視的實作技能與職場實戰經驗。
- 100% 全面協助安排學生的有薪工作實習, 並且協助職涯發展的規劃與建立。

### 課程介紹

此課程主要著重於商業基本原理與行銷策略制定, 並提供學生實作之技能, 加強學生未來於貿易與行銷產業部門中的求職就業競爭力。課程內容包含以現今企業經營觀念以及真實案例來訓練學生的全球化觀點, 並理解商業貿易及行銷產業之職場環境。

### CO-OP 實習工作

VanWest College 具有完善的Co-op安置部門與系統, 並且與各產業之企業公司建立長期且穩定的合作關係; Co-op安置系統為學生提供足夠專業知識與求職技巧, 以幫助他們在英語職場環境中獲得成功的工作機會。學生將會透過Co-op安置部門所舉行的各式活動, 來提升各方面能力並且獲得加拿大最新求職消息, 如:校內企業徵才、就業博覽會、專題演講、訊息發布會.....等。依照學生的需求與目標, Co-op安置部門將會提供定期的諮詢與訓練, 直到學生確認完成工作安置為止。畢業後, 學生將能夠執行並展現在貿易與行銷領域中多方面的商業技能, 如:行銷策略、社群媒體行銷、專案管理、商業分析、會計、銷售、市場研究、團隊合作.....等能力, 來協助並提升企業公司之市場行銷效能。

### 概述

<b>課程長度</b>	<ul style="list-style-type: none"> <li>• 30個月 (共120週)</li> <li>• 學術課程 12個月 (共966小時)</li> <li>• Co-op 有薪實習工作 12個月 (共966小時)</li> </ul>
<b>職涯機會</b>	<ul style="list-style-type: none"> <li>• 技術銷售代表</li> <li>• 行銷人員</li> <li>• 廣告專案助理</li> <li>• 企業家/創業者</li> </ul>
<b>英語入學要求</b>	<ul style="list-style-type: none"> <li>• VanWest 分級測驗 Level 8 或</li> <li>• VanWest 完成課程EAP 300 (Level 7) 或</li> <li>• IELTS 雅思 5.5 以上 或</li> <li>• TOEIC 多益 730 以上</li> </ul>
<b>學術入學要求</b>	<ul style="list-style-type: none"> <li>• 高中 (Grade 12) 以上文憑 或</li> <li>• 普通教育發展證書 (GED) 或</li> <li>• 社會人士學生證明</li> </ul>
<b>開課校區</b>	<ul style="list-style-type: none"> <li>• 溫哥華</li> </ul>
<b>開課日期</b>	<ul style="list-style-type: none"> <li>• 2021: 2/22、8/9</li> <li>• 2022: 1/24、9/6</li> </ul>
<b>費用 (不含書本費)</b>	<ul style="list-style-type: none"> <li>• 學費: \$19,780</li> <li>• 註冊費: \$210</li> <li>• 學雜費: \$250</li> <li>• 總費用: \$20,240</li> </ul> <p>* 書籍費不在以上費用中, 學生需自行購買書本上課, 課本清單請參照學校網站。</p>

### 畢業專業憑證頒發

- VanWest College 所核發之 Commerce & Marketing Co-op 文憑
- Co-op 實習工作之雇主推薦信

### 課程時間表範例

	週一	週二	週三	週四	週五
3:00 – 5:45 PM	課程一	課程三	課程一	課程三	課程一 或 三
6:00 – 9:30 PM	課程二	課程四	課程二	課程四	



## 課程描述

### BUS 101 跨文化溝通

此課程著重於面對面互動情境，能夠幫助瞭解在多元文化工作環境中建立積極且有效的關係所需的人際溝通技巧。該課程將探索基礎理論、人際關係之差異並理解如何處理溝通之障礙。

### BUS 102 職場人際關係技巧

此課程著重於面對面互動情境，培養學生的團隊合作、人際關係、表達與聆聽、解決問題以及領導技巧。課程核心部分包含基本人際溝通理論、語言與非語言溝通技巧以及探討道德倫理人際關係行為。

### BUS 103 行銷概論

此行銷入門課程審視了在加拿大及全球市場環境下市場行銷的應用、管理與趨勢。學生將探索最主要的市場行銷組合元素（產品、價格、促銷、地點），以及如何利用市場行銷組合中的元素為顧客創造價值並滿足客戶之需求。

### BUS 104 組織行為

此課程從行為科學角度概述了組織與管理，探索形成個人、群體、組織以及文化動力的因素。學生們將應用這些概念並進行多面向的討論，並運用所學完整地審視自身的行為與信念。

### BUS 105 管理學原理

此課程涵蓋了管理過程的基本概念：計畫、組織、人員、領導以及控制。學生將發展商業功能性環節的領域與瞭解如何執行複雜的組織決策。強調利用整合多元的功能架構來達成目標。

### BUS 106 顧客服務技巧

此課程提供公共與顧客關係的知識及實作技能。主題包含：人際關係、積極的顧客態度與意識、形象與專業性、優質的客戶服務、特殊需求顧客、應對棘手客戶、衝突解決與協商；公共演說以及處理媒體關係。

### BUS 107 商業書信

此實作課程涵蓋了溝通理論以及寫作溝通等技巧，並強調在訓練學生的公共演說能力。完成此課程後，學生將能夠：清楚地包裝想法、完整且清楚的提供書面與口語溝通訊息，以及能夠正確的寫出商業相關文案。

### BUS 108 銷售技巧與策略

此課程全面涵蓋了銷售諮詢、策略性銷售、關係行銷、合作夥伴、增值銷售以及銷售自動化，培養學生發表策略以及自我與他人管理的能力。學生將在課堂上進行研究調查，並在討論後將他們的探討結果進行彙報。

### BUS 109 職場預備

此課程涵蓋了尋找及獲取工作時所需要之基本技能。課程的主題皆與工作搜尋策略有關，包含撰寫有效履歷與專業的求職信、面試技巧訓練、人脈建立、網路求職以及瞭解勞工服務趨勢等。

### BUS 114 會計概論

此課程將介紹加拿大商業背景下的會計概念，培養學生發展並學習分析上市公司財務報表的能力。課程主題包含：會計資訊系統、收入計量標準介紹、會計週期、現金及財務報表等。

### BUS 115 社群媒體行銷

此課程將幫助學生瞭解社群媒體在建立商業關係中的應用，並對其進行了概述。學生同時將探索如何制定社群媒體行銷計畫以實現商業目標，並學習如何利用 Facebook 跟 Twitter 來維持一個有效的網路形象。

### BUS 116 專案管理

此課程將呈現學生在完成專案時有效的貢獻以及產生直接影響所需要的基本技能，課程內容涵蓋了最新的商業發展與挑戰，以及及瞭解何為專案限制、股東問題與專案章程等項目。

### BUS 117 領導技巧

此課程將發展學生的人際關係技巧並教導學生認識人際關係在現今公司組織中之重要性。課程將透過團體交流、角色扮演、課堂講座以及實作活動來培養必要核心技能與個人表現能力。整門課主要著重於瞭解如何成為成功的主管與經理領導角色。

### BUS 118 財務金融

此課程著重於瞭解公司財務環境的理論、應用以及財務工具基礎介紹。課程主題包含：各種商業表格、財務報表分析、比率、現金流動、未來現金流動估計、有價證券評估、資本提升以及專案評估與管理等。

### BUS 119 銷售管理

此課程將通過整合現今技術、研究以及策略性計畫活動，使學生做好準備在現在競爭激烈的全球化經濟中，成為一名有效的銷售經理。課程主題包含：銷售經理角色、買賣流程、顧客關係管理、組織銷售團隊、銷售預測與預算、挑選人員、培訓人員、補償及激勵銷售人員。

### BUS 120 電子商務

此課程將幫助學生研究網路如何快速地成為各項產業中主要的業務溝通、行銷以及商業媒介之一，並理解管理人員如何有效地利用該工具去執行組織的策略性計畫。學生透過此課程熟悉正在崛起的電子商務商業模式及技術。

### BUS 121 市場研究

此課程的主要目的在於使學生學習市場行銷研究的關鍵概念與方法，並提升學生理解應用研究工具來解決職場上遇到的業務問題。課程主題包含：市場研究與研究設計概論、探索性研究、描述性研究、測量、抽樣以及資料分析等。

### BUS 122 Co-op 工作實習

作為貿易與行銷Co-op文憑 (Commerce & Marketing Co-op Diploma) 課程重要的一環，專業的有薪實習工作將提供學生良好的機會，為學術研究與相關實習工作經驗做最完整的結合。學生將體驗真正的實作商務活動，並帶著從實習中獲取的新視角返回課堂。畢業後，學生將擁有全方位的商務技能，可運用於以下職涯：顧客/資訊服務代表、零售商銷售員、金融服務人員、市場協調專員、專案協調專員、廣告助理以及小企業主。

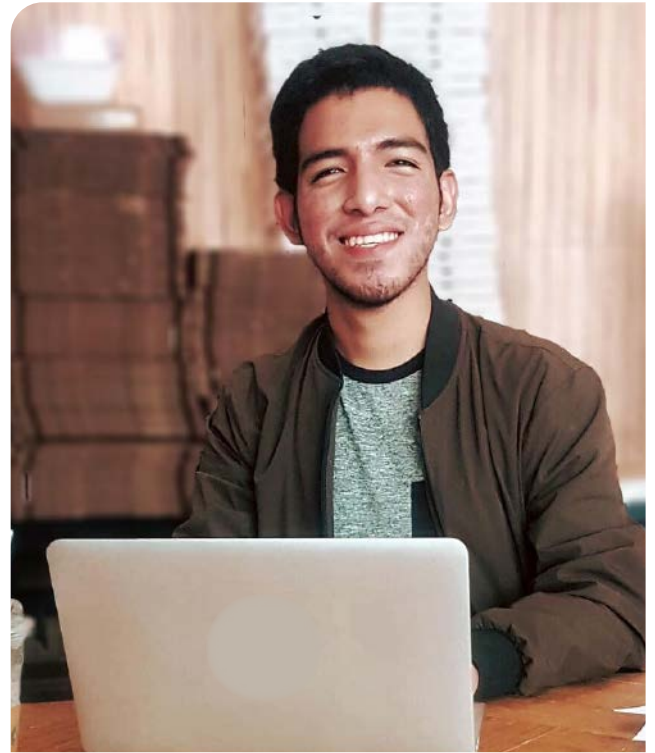
### BUS 111 專題成果發表

在完成工作實習後，學生需要提交一份報告將課程所學及工作經歷進行總結，包含整合的書面報告、日誌、代表作品或是透過其他媒介。該課程將幫助學生撰寫成果發表報告。

**At VanWest, the business courses are relevant to today's job market, and I loved the interaction with people of different nationalities!**

**Please let us know about the company you worked for and your responsibilities.**

During my co-op term, I worked as a full-time Project Coordinator / Sales Assistant in E\*\*\* A\*\*\* Craft. My main roles in the company involved a main role in the Glass department of the company, ordering the required dimensions and quantity for the completion of our railing projects, and making sure that everything was delivered and installed. I had to constantly coordinate with installers and drafters, along with higher-ups in the company to report that everything was going according to schedule during weekly meetings. Another key task that I was part of was asking for quotes from multiple glass suppliers so that the company could decide how to move forward, not to mention assisting the sales department by providing information on which percentage of glass had been installed properly so monthly invoicing for clients was accurate.



**What do you like about your program?**

What I liked about the program was the number of subjects covered during all my terms that were pretty relevant to today's job market. I believe that most of the things that I was taught really helped me to understand the importance of these particular businesses and marketing practices in the labor sector. Another thing that I liked is the fact that I got to interact with multiple people of different nationalities during these two years of school, from whom I've learned, and with whom I've built very strong connections.

**Does the quality of the program meet your expectations?**

I would say that it was pretty much what I was expecting, and overall, it was a mind-opening experience. In-class discussions and group activities were useful, especially ones focusing on current market-related questions.

**Please tell us about your future plan and your advices to future students?**

My advice would be to never give up, and to always fight for the things you want to achieve. Getting a great job opportunity is not an easy task, even though a lot of people claim that Canada offers a lot of jobs for international students. You are going to always have competition everywhere, so it is up to you to look out for your goals, and determine how successful you want to be. I'm proud of the things I've accomplished here, and grateful for this wonderful experience that the school gave me, and you will be, too! Just remember to fight for the things you want, and eventually your success will be inevitable.

學生	Augusto
CO-OP 公司產業	生產製造業
CO-OP 工作職位	專案企劃/銷售助理



**Please let us know about the company you worked for and your responsibilities.**

The first organization I worked for was in the Retail Trade. It was a publicly held Canadian brand that sells leather products. I was a team lead in a retail store. The major role was being a team player, contributing to the stores' success, and displaying a "customer comes first" attitude. Ensuring that customer loyalty is built and maintained was key. Other than opening and closing shifts, my other duties were the same as sales associates, such as merchandising, operating the POS system, resolving customer issues, and selling products. The second place I worked for was in a Casino, the largest gaming company in Canada. I was working as a VIP Host in their business development department. It was a customer service job in general; in particular it provides outstanding customer service to VIP guests as they enter and exit the property, and throughout their time on the casino gaming floor. VIP guests generate a very big part of the overall gaming revenue for the casino. Therefore, a VIP Host needs to work in collaboration with the other casino staff to ensure that VIP guests receive the best, most customized services immediately.

**What was the challenge and how did you get over it?**

The most challenging part during two work co-op periods was to work with different store managers during a short-term period. When I worked at the retail store, I had three different store managers. They all had very different personalities and management styles; their personalities reflected these styles and work processes. So, I decided to observe what their styles were, to pick up some key points that they would value more. That helped me to change my own work process based on their requirements.

**What are your achievements?**

The first achievement was when I got promoted from sales associate to team lead in the second month of working at the retail store. It was amazing that I got promoted in such a short time. The second one was I got compliments from the general manager at the Casino, and she sent a complimentary email to all the departments' managers. This was surprising because all I did was to perform my responsibilities and duties. After this, I realized that it is hard for some people to keep doing what they should do because they have been working there for a long time. I cared about my work; I did my work responsibly. That made me stand out from others.

**What did you learn from classes? What was useful when you worked?**

When I worked in a sales and marketing role as a customer service provider, the most important thing we needed to know was understanding consumer behavior. Consumer behavior is the acts of individuals in obtaining goods and services, including the decision processes that precede and determine these acts. Understanding this would help us know what the customer's need was. Then we could provide appropriate products or services to the customers and affect the post-purchase behavior. That was what I learned from our classes and the most useful part when I worked.

**What skills did you learn through Co-op?**

When I was working in the retail store, taking the initiative was very important. There are too many details we needed to deal with while working. However, we could not wait for our store managers' or assistant managers' advice because they were not able to be there all the time, and it was a fast-paced work environment. For example, when I faced a customer issue, I had to be willing to solve it even though the customer might not be right. I still put my smile on and helped the customer to find the best solution. If I waited for top management's help, I might upset a customer and lose them. "Taking the initiative" will give you great feedback that you might never imagine. I believe that it also gives you great energy. Working is never easy, but you can make it easy and positive as long as you take the initiative.

**Please tell us about your future plans.**

I want to develop more in the sales and marketing field, especially in social media marketing and project management. I would like to start to learn how to use video editing software. Editing video would be a skill I would want to add to my social media abilities. Secondly, project management is one of the subjects I want to keep studying in the future. Expertise in project management would help me with the sales marketing and management career, because I would be able to manage things more efficiently.

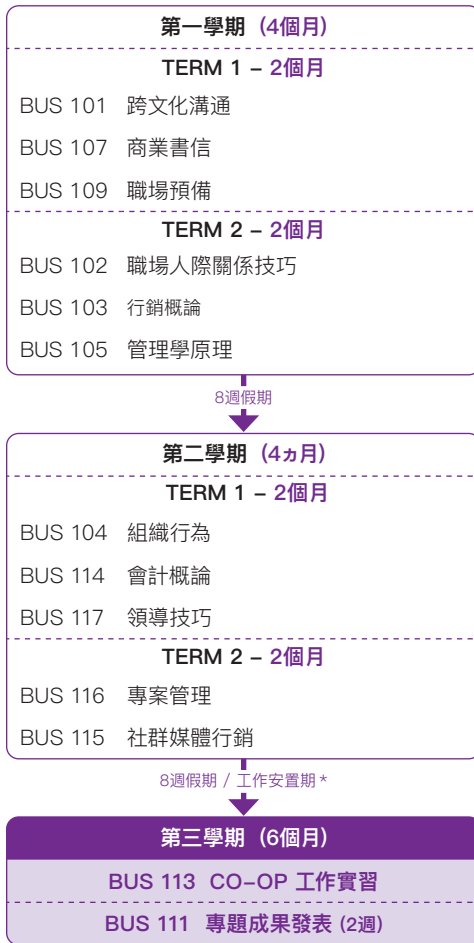
**What kind of students would you recommend Commerce and Marketing Co-op to?**

To those who want to gain study and work experience abroad. You can learn valuable knowledge from the classes and apply it in a workplace - starting with the entry-level job, then moving to higher level through the journey. Also, you can improve your English either at work or in daily life. This program is an important addition to your experience when you return to your country.



學生	Sammi
1 <sup>ST</sup> CO-OP 公司產業	服飾零售
1 <sup>ST</sup> CO-OP 工作職位	銷售組長
2 <sup>ND</sup> CO-OP 公司產業	賭場
2 <sup>ND</sup> CO-OP 工作職位	VIP 貴賓服務專員

### 課程大綱



\* 建議學生確認工作安置完成後再放假

- CO-OP實習期間可工作全職; 學術課程期間則為兼職(每週20小時)

- 學校保留課程更改權

### 特色

- 學習製作商業專案與職場情境模擬, 提供現今產業職場上所需之重要技能發展。
- 協助學生瞭解現今求職機會並提供相關職業之實作訓練。
- 建立商業管理必要的基礎技能及領導技巧。
- 100% 全面協助安排學生的有薪工作實習, 並且協助職涯發展的規劃與建立。

### 課程介紹

此課程將提供學生實作性的技能與策略、整合專業知識與工作經驗使學生成為成功的領導者及管理職位。學生將全面地理解商業管理基本技能並達成未來商業策略之目標。課程主要著重於商業管理之職場層面概念之運用, 學生將透過課程發展並取得廣泛之職場技能, 以應用於管理、市場行銷、金融會計、商業溝通與領導之產業領域。

### CO-OP 實習工作

VanWest College 具有完善的Co-op安置部門與系統, 並且與各產業之企業公司建立長期且穩定的合作關係; Co-op安置系統為學生提供足夠專業知識與求職技巧, 以幫助他們在英語職場環境中獲得成功的工作機會。學生將會透過Co-op安置部門所舉行的各式活動, 來提升各方面能力並且獲得加拿大最新求職消息, 如: 校內企業徵才、就業博覽會、專題演講、訊息發布會.....等。依照學生的需求與目標, Co-op安置部門將會提供定期的諮詢與訓練, 直到學生確認完成工作安置為止。畢業後, 學生將能夠執行並展現現在商業管理領域中多方面的商業技能, 如: 專案管理、團隊領導力、商業分析、會計、商業書信.....等。

### 概述

<b>課程長度</b>	<ul style="list-style-type: none"> <li>• 18個月 (共72週)</li> <li>• 學術課程 8個月 (共630小時)</li> <li>• Co-op 有薪實習工作 6個月 (共630小時)</li> </ul>
<b>職涯機會</b>	<ul style="list-style-type: none"> <li>• 帳戶服務代表</li> <li>• 經理助理</li> <li>• 行政管理助理</li> <li>• 專案助理</li> <li>• 零售商管理階層</li> </ul>
<b>英語入學要求</b>	<ul style="list-style-type: none"> <li>• VanWest 分級測驗 Level 8 或</li> <li>• VanWest 完成課程EAP 300 (Level 7) 或</li> <li>• IELTS 雅思 5.5 以上 或</li> <li>• TOEIC 多益 730 以上</li> </ul>
<b>學術入學要求</b>	<ul style="list-style-type: none"> <li>• 高中(Grade 12) 以上文憑 或</li> <li>• 普通教育發展證書(GED) 或</li> <li>• 社會人士學生證明</li> </ul>
<b>開課校區</b>	<ul style="list-style-type: none"> <li>• 溫哥華</li> </ul>
<b>開課日期</b>	<ul style="list-style-type: none"> <li>• <b>2021:</b> 2/22、4/19、6/14、8/9、10/4、11/29</li> <li>• <b>2022:</b> 1/24、3/21、5/16、7/11、9/6、10/31、12/27</li> </ul>
<b>費用 (不含書本費)</b>	<ul style="list-style-type: none"> <li>• 學費: \$13,380</li> <li>• 註冊費: \$210</li> <li>• 學雜費: \$250</li> <li>• 總費用: \$13,840</li> </ul> <p><small>* 書籍費不含在以上費用中, 學生需自行購買書本上課, 課本清單請參照學校網站。</small></p>
<b>畢業專業憑證頒發</b>	<ul style="list-style-type: none"> <li>• VanWest College 所核發之 Business Management Co-op文憑</li> <li>• Co-op 實習工作之雇主推薦信</li> </ul>

### 課程時間表範例

	週一	週二	週三	週四	週五
3:00 – 5:45 PM	課程一	課程三	課程一	課程三	課程一 或 三
6:00 – 9:30 PM	課程二	課程四	課程二	課程四	



## 課程描述

### BUS 101 跨文化溝通

此課程著重於面對面互動情境，能夠幫助瞭解在多元文化工作環境中建立積極且有效的關係所需的人際溝通技巧。該課程將探索基礎理論、人際關係之差異源並理解如何處理溝通之障礙。

### BUS 102 職場人際關係技巧

此課程著重於面對面互動情境，培養學生的團隊合作、人際關係、表達與聆聽、解決問題以及領導技巧。課程核心部分包含基本人際溝通理論、語言與非語言溝通技巧以及探討道德倫理人際關係行為。

### BUS 103 行銷概論

此行銷入門課程審視了在加拿大及全球市場環境下市場行銷的應用、管理與趨勢。學生將探索最主要的市場行銷組合元素（產品、價格、促銷、地點），以及如何利用市場行銷組合中的元素為顧客創造價值並滿足客戶之需求。

### BUS 104 組織行為

此課程從行為科學角度概述了組織與管理，探索形成個人、群體、組織以及文化動力的因素。學生們將應用這些概念並進行多面向的討論，並運用所學完整地審視自身的行為與信念。

### BUS 105 管理學原理

此課程涵蓋了管理過程的基本概念：計畫、組織、人員、領導以及控制。學生將發展商業功能性環節的領域與瞭解如何執行複雜的組織決策。強調利用整合多元的功能架構來達成目標。

### BUS 107 商業書信

此寫作課程涵蓋了溝通理論以及寫作溝通等技巧，並強調在訓練學生的公共演說能力。完成此課程後，學生將能夠：清楚地包裝想法、完整且清楚的提供書面與口語溝通訊息，以及能夠正確的寫出商業相關文案。

### BUS 109 職場預備

此課程涵蓋了尋找及獲取工作時所需要之基本技能。課程的主題皆與工作搜尋策略有關，包含撰寫有效履歷與專業的求職信、面試技巧訓練、人脈建立、網路求職以及瞭解勞工服務趨勢等。

### BUS 114 會計概論

此課程將介紹加拿大商業背景下的會計概念，培養學生發展並學習分析上市公司財務報表的能力。課程主題包含：會計資訊系統、收入計量標準介紹、會計週期、現金及財務報表等。

### BUS 115 社群媒體行銷

此課程將幫助學生瞭解社群媒體在建立商業關係中的應用，並對其進行了概述。學生同時將探索如何制定社群媒體行銷計畫以實現商業目標，並學習如何利用 Facebook 跟 Twitter 來維持一個有效的網路形象。

### BUS 116 專案管理

此課程將呈現學生在完成專案時有效的貢獻以及產生直接影響所需要的基本技能，課程內容涵蓋了最新的商業發展與挑戰，以及及瞭解何為專案限制、股東問題與專案章程等項目。

### BUS 117 領導技巧

此課程將發展學生的人際關係技巧並教導學生認識人際關係在現今公司組織中之重要性。課程將透過團體交流、角色扮演、課堂講座以及實作活動來培養必要核心技能與個人表現能力。整門課主要著重於瞭解如何成為成功的主管與經理領導角色。

### BUS 113 Co-op 工作實習

作為商業管理Co-op文憑 (Business Management Co-op Diploma) 課程重要的一環，專業的有薪實習工作將提供學生良好的機會，為學術研究與相關實習工作經驗做最完整的結合。學生將體驗真正的職場商務活動，並帶著從實習中獲取的新視角返回課堂。畢業生將能夠執行多方面的業務活動，如專案管理、業務分析、會計、銷售團隊合作和研究以及支援組織的行銷活動。

### BUS 111 專題成果發表

在完成工作實習後，學生需要提交一份報告將課程所學及工作經歷進行總結，包含整合的書面報告、日誌、代表作品或是透過其他媒介。該課程將幫助學生撰寫成果發表報告。

**At VanWest, I gained both English skills and work experience!**

The biggest reason I chose the VanWest College Co-op Program is I thought I could **gain both English skills and work experience**. First, I will talk about the period of study. Aside from the difficult contents of the class, the first difficulty I felt was definitely English. In order to start a co-op program, you need to basically go through a level test, but since only high-level students are already gathered, no teacher considers the English level of students. So, it was unfamiliar to me to discuss and present with students from other countries who were good at it, and it was hard at first.

But when I look back, I feel that my English has improved significantly since the four months of study. Because it was not easy, I always tried harder than others to understand the class and pass the assignments or exams. I spent the most time **reading and trying to understand textbooks**. Frequently repeated terms and concepts have broadened my knowledge of English. Through the knowledge learned, I no longer have trouble having discussions and presentations during the class.

During my co-op, I worked as a **Market Analyst at a financial company** that profited by investing in stocks or funds. My original goal was to get a job in a trading or distribution company using my previous experience, but I soon realized that it was not so easy. There are not only locals in Canada, but also many international students who graduated from local universities. I was only a one-year course student who lived in Canada studying English. I wouldn't have been able to get the job without **the help of VanWest College**.

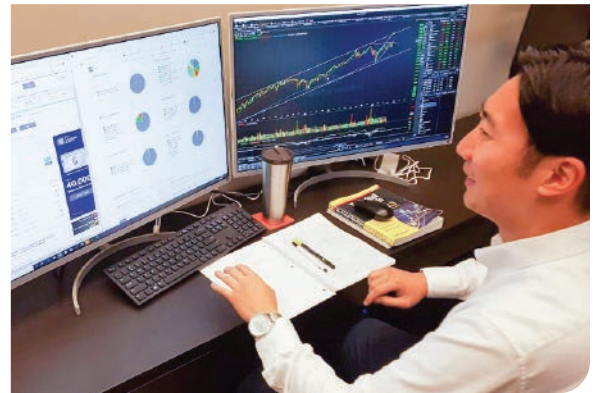
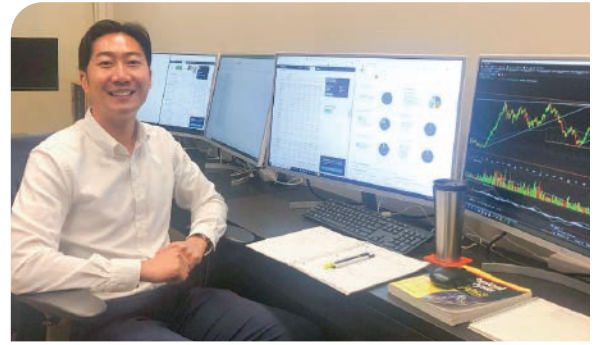
There were two important things that I did before I got the job. Firstly, I visited the **on-campus Co-op team** many times. Every time I had an interview scheduled, I always went to the Co-op Coordinators and asked for help. They were always happy to help me. They always gave me helpful advice on the interview directions and approaches for my career entirely in accordance with my capabilities and circumstances. They would constantly update me with a lot of interview opportunities that matched my resume and experience.

Secondly, I studied very hard to **improve my English skills**. I can say I put in a lot more effort than anyone else. I continued to talk in English to people whom I met through volunteer places, international friend's parties, casual meetups, at an acapella club, and I built good relationships at all those places.

My own experiences have been unique answers to the questions of local job interviewers - they value personal experience very much. This contributed a lot to my getting my Co-op job. I believe I did my best to challenge myself, and this paid off.

Lastly, I would like to give big thanks to VanWest College. I always tell people that choosing VanWest is a good stepping-stone to getting things started. Through VanWest College, I gained both English skills and the international work experience which I was aiming for when I first arrived in Canada.

Thank you. VanWest!



學生	Derek
CO-OP 公司產業	金融業
CO-OP 工作職位	市場分析師

**I'm fortunate to have studied in Canada which provides lots of opportunities and the best quality of life!**

**Please let us know about the company you worked for and your responsibilities.**

During my co-op terms, I worked for two different companies. My first co-op was in Gift, Novelty & Souvenir, where my main function was to provide customer service as we received customers from all over the world. My other responsibilities were to fix the shop windows, receive merchandise, label (tag), and do inventory and work as a cashier. My second part of the co-op I did at a cafe where I was working as a supervisor. My duties were to receive merchandise, attend to customer complaints or requests, do inventory, cash flow, and to train new employees including cashiers.



**What was the challenge and how did you get over it?**

The obstacle I had in the souvenir store was that we received customers from other countries and sometimes they did not speak English well, so it was difficult to communicate with them, I had to be patient and help them so that their shopping experience was good and eventually they became regular customers. At the cafe, one of the main challenges was that some customers were impolite and aggressive. The cafeteria is inside the Vancouver General Hospital so our customers were medical staff, patients and patients' families. We had to understand that sometimes their annoyance was not with us but because of some situation that they were going through at the time, so in both cases I tried to make their shopping experience satisfactory and try to be calm.

學生	Claudia
CO-OP 公司產業	紀念品零售/醫院餐飲
CO-OP 工作職位	顧客服務專員/主管

**What did you learn from classes? What was useful when you worked?**

What I applied the most was what I learned in my Cross-Cultural Communication class that I took in my first term, because in this class I learned about the different cultures in the world and how we should adapt. In my first job (the souvenir store) this adaptation was not only to the customers who came from other countries, but also with some of my colleagues who were from Asia, where their culture is very different from mine. In Cafe Ami it was different because most of my colleagues were from Canada or Europe, so there the adaptation was easier because their culture is like mine.

**What are your achievements and please tell us about your future plans.**

One of my achievements was finishing my Business Management Co-op, but I think the main achievement was being able to live and work as a Canadian, having been able to adapt to other cultures and overcome the barrier of the English language. I thought my knowledge was not enough to be able to communicate but I succeeded. I believe that Canada is a country with many opportunities to get ahead, but above all it has the best quality of life.

### 課程大綱

第一學期 (4個月)	
TERM 1 – 1個月	
HM 103	當代餐旅飯店業
TERM 2 – 1個月	
HM 250	餐旅飯店業監管
TERM 3 – 1個月	
HM 333	前台操作管理
TERM 4 – 1個月	
HM 338	房務操作管理

4週假期

第二學期 (4個月)	
TERM 1 – 1個月	
HM 349	餐飲營運管理
TERM 2 – 1個月	
HM 387	安全與防損管理
TERM 3 – 1個月	
HM 281	餐旅飯店設施管理 & 設計
TERM 4 – 1個月	
HM 357	餐旅飯店人力資源管理

4週假期

第三學期 (4個月)	
TERM 1 – 1個月	
HM 478	會議管理與服務
TERM 2 – 1個月	
HM 472	餐旅銷售與行銷
TERM 3 – 1個月	
HM 261	飯店與餐廳會計
TERM 4 – 1個月	
HM 374	餐旅營收管理

8週假期 / 工作安置期\*

第四學期 (12個月)	
HM 499	CO-OP 工作實習
HM 111	專題成果發表 (2週)

\* 建議學生確認工作安置完成後再放假

– CO-OP實習期間可工作全職，學術課程期間則為兼職(每週20小時)

– 學校保留課程更改權

### 特色

- 為全球熱門產業之一，課程將與餐旅飯店管理產業連結並提供學生實作經驗，旨在培養此領域之專業人才。
- 幫助畢業生在其相關產業領域中就業，如：飯店/住宿管理、餐飲服務、旅遊/觀光業以及行銷與銷售等職務。
- 獲得美國飯店與住宿協會American Hotel & Lodging Association (AHLA) 所頒發之證書。
- 課程中包含飯店和/或其他觀光產業公司之校外“實地考察”參訪。
- 100% 全面協助安排學生的有薪工作實習，並且協助職涯發展的規劃與建立。



### 課程介紹

此課程將訓練學生在飯店管理、餐廳營運、國際行銷、餐飲準備與服務、金融分析、前台與後台操作以及跨文化團隊的經營.....等層面之進階知識與技能。進階且完整的課程主題，如：人力資源、會議管理、會計以及營收管理，將提供學生在工作求職上的多樣性與升遷機會，可從入門職位做起，升遷至管理職位以上。另外，課程間的“實地考察”提供給學生獨特的校外學習機會，學生將可以實際的參觀此產業之工作環境與了解基本職務操作，並與業界專業人士互動來獲得有價值的建議與資訊，有助於未來職涯發展。

### CO-OP 實習工作

VanWest College 具有完善的Co-op安置部門與系統，並且與各產業之企業公司建立長期且穩定的合作關係；Co-op安置系統為學生提供足夠產業知識與求職技巧，以幫助他們在英語職場環境中獲得成功的工作機會。學生將會透過Co-op安置部門所舉行的各式活動，來提升各方面能力並且獲得加拿大最新求職消息，如：校內企業徵才、就業博覽會、專題演講、訊息發布會.....等。依照學生的需求與目標，Co-op安置部門將會提供定期的諮詢與訓練，直到學生確認完成工作安置為止。畢業後，學生將能夠執行並展現在飯店與觀光產業領域中多方面的商業技能，如：前台操作管理、房務操作管理、餐飲營運管理、會議管理與服務、營收管理.....等。

### 概述

<b>課程長度</b>	<ul style="list-style-type: none"> <li>• 28個月 (共112週)</li> <li>• 學術課程 12個月 (共1,200小時)</li> <li>• Co-op 有薪實習工作 12個月 (共1,200小時)</li> </ul>
<b>職涯機會</b>	<ul style="list-style-type: none"> <li>• 客房服務專員</li> <li>• 旅遊服務主管</li> <li>• 餐飲服務主管</li> <li>• 住宿服務主管</li> </ul>
<b>英語入學要求</b>	<ul style="list-style-type: none"> <li>• VanWest 分級測驗 Level 7 或</li> <li>• VanWest 完成課程EAP 200 (Level 6) 或</li> <li>• IELTS 雅思 5.0 以上 (各成績項目不得低於4.5) 或</li> <li>• TOEIC 多益 605 以上</li> </ul>
<b>學術入學要求</b>	<ul style="list-style-type: none"> <li>• 高中 (Grade 12) 以上文憑 或</li> <li>• 普通教育發展證書 (GED) 或</li> <li>• 社會人士學生證明</li> </ul>
<b>開課校區</b>	<ul style="list-style-type: none"> <li>• 溫哥華</li> </ul>
<b>開課日期</b>	<ul style="list-style-type: none"> <li>• 2021: 2/22, 3/22, 4/19, 5/17, 6/14, 7/12, 8/9, 9/7, 10/4, 11/1, 11/29, 12/28</li> <li>• 2022: 1/24, 2/22, 3/21, 4/18, 5/16, 6/13, 7/11, 8/8, 9/6, 10/3, 10/31, 11/28, 12/27</li> </ul>
<b>費用 (不含書本費)</b>	<ul style="list-style-type: none"> <li>• 學費: \$19,780</li> <li>• 註冊費: \$210</li> <li>• 學雜費: \$250</li> <li>• 書本費*: \$1,320</li> <li>• 總費用: \$21,560</li> </ul> <p>* 課本清單請參照學校網站。</p>
<b>畢業專業憑證頒發</b>	<ul style="list-style-type: none"> <li>• VanWest College 所核發之 Hospitality Management Co-op 進階文憑</li> <li>• AHLA所核發之 Hospitality Management Diploma, Hospitality Operations Certificate, Hospitality Fundamentals Program, Marketing and Sales Specialization, Rooms Division Specialization, 以及各課程科目之證書</li> <li>• Co-op 實習工作之雇主推薦信</li> </ul>

### 課程時間表範例

	週一	週二	週三	週四	週五
3:00 – 5:30 PM	課程一	課程二	課程三	課程四	課程五
6:00 – 8:30 PM	課程一A	課程二A	課程三A	課程四A	課程五A



## 課程描述

### HM 103 當代餐旅飯店業

此課程從管理角度來講解飯店、餐廳、賭場、郵輪以及俱樂部的組織與結構。其中包含了特許經營、合約管理、商業道德、人力資源、市場行銷等層面的介紹。訓練學生使用相關資源，如：圖表、展覽、餐旅飯店業數據以及網站列表皆提供了有效的資訊，可應用於相關工作中。

### HM 250 餐旅飯店業監管

此課程將幫助學生發展有效監督與管理的技能，此為在餐旅飯店產業中成功的必要條件。課程主題包含如何招募員工、選擇與培訓、提高生產率、控制勞動費用、有效溝通、處理衝突與變化，以及使用時間管理技術。提供各式資源來創建專業的餐旅飯店職涯發展計劃，並幫助學生對未來在教育與專業層面的努力上設定明確方向。

### HM 261 飯店與餐廳會計

此課程將會深入地介紹飯店與餐廳的會計程序，將著重在當今產業之會計電算化的使用。學生將了解有關商業收入之稅務資訊、政府機構的角色以及如何閱讀與分析財務報表。

### HM 281 餐旅飯店設施管理 & 設計

此課程涵蓋所有主要設施系統，包含餐飲服務設備與設計。非工程師人員也能夠學習如何理解與表達供應商和維護/工程人員的語言。學生將學習降低成本與提高效率的技術，並了解如何使用最新科技來簡化營運。

### HM 333 前台操作管理

此課程將詳細介紹飯店之整體營運業務流程，從預訂流程到結帳與帳戶結算，提供了前台辦公程序系統化方式管理的知識。此課程也檢視了有效前台管理的各種要素，著重於前台操作工作的規劃、評估以及人力資源管理層面。

### HM 338 房務操作管理

本課程將提供全面的客房服務詳解，內容包含員工招聘與保留高品質的員工、規劃與實施、清潔飯店各區域之技術。來自產業專家們的實用資訊將使本課程的內容可以立即被應用於學生的工作職場。

### HM 349 餐飲營運管理

本課程將使學生了解餐飲的營運操作管理過程與每一個層面的知識與技能，課程內容包含組織、市場行銷、菜單、成本預算、價格、生產製造、服務、安全以及財務。

### HM 357 餐旅飯店人力資源管理

本課程介紹了當今餐旅飯店業之系統化的人力資源管理方法。學生將分析並解決當代產業問題與勞動法對人們產生之影響。課程主題包含就業與職場法律、吸引員工的策略、降低流動率並且實現最大收益的生產率。

### HM 374 餐旅營收管理

此課程將著重在當今餐旅飯店操作上最重要的因素—營收管理的核心概念以及最有效之策略的選擇與應用，並將全面性地探討最大化收益的策略與營運層面之技巧。

### HM 387 安全與防損管理

本課程將教授學生影響財產安全的問題與解決方式，課程主題包含人身財產安全、資產保護、顧客保護、安全設備、緊急管理與程序、操作安全分析(OSA)標準.....等。課程將會實際地操作應用並展示表格範例與文件，以及連結其至安全且保密的網站。

### HM 472 餐旅銷售與行銷

此課程說明如何向企業公司、一般旅客、旅行社以及會議企劃人員來銷售客房以及餐飲服務。產業專家將解釋課程中的概念如何實際應用到當今行業中，並提供有效的行銷策略秘訣。

### HM 478 會議管理與服務

此課程將教授學生最新且最詳盡的展覽會議產業資訊。學生將全面地了解展覽與會議之行銷手法，學習如何成功地向各團體銷售並且達成有效的售後服務。

### HM 499 Co-op 工作實習

作為餐旅飯店管理Co-op進階文憑 (Hospitality Management Co-op Advanced Diploma) 課程重要的一環，專業的有薪實習工作將提供學生良好的機會，為學術研究與相關實習工作經驗做最完整的結合。學生將體驗真正的職場商務活動，並帶著從實習中獲取的新視角返回課堂。畢業後，學生將能夠在相關職場領域執行多方面的業務職能，如前台管理、房務管理、餐飲營運管理。

### HM 111 專題成果發表

在完成工作實習後，學生需要提交一份報告將課程所學及工作經歷進行總結，包含整合的書面報告、日誌、代表作品或是透過其他媒介。該課程將幫助學生撰寫成果發表報告。

### 課程大綱

<b>第一學期 (3個月)</b>	
<b>TERM 1 – 1個月</b>	
HM 250	餐旅飯店業監管
<b>TERM 2 – 1個月</b>	
HM 333	前台操作管理
<b>TERM 3 – 1個月</b>	
HM 338	房務操作管理

4週假期

<b>第二學期 (3個月)</b>	
<b>TERM 1 – 1個月</b>	
HM 349	餐飲營運管理
<b>TERM 2 – 1個月</b>	
HM 387	安全與防損管理
<b>TERM 3 – 1個月</b>	
HM 281	餐旅飯店設施管理&設計

8週假期 / 工作安置期\*

<b>第三學期 (6個月)</b>	
HM 498 CO-OP 工作實習	
HM 111 專題成果發表 (2週)	

\* 建議學生確認工作安置完成後再放假

- CO-OP實習期間可工作全職; 學術課程期間則為兼職(每週20小時)

- 學校保留課程更改權

### 特色

- 為全球熱門產業之一, 課程將與餐旅飯店管理產業連結並提供學生實作經驗, 旨在培養此領域之專業人才。
- 幫助畢業生在其相關產業領域中就業, 如: 飯店/住宿管理、餐飲服務、旅遊/觀光業以及行銷與銷售等職務。
- 獲得美國飯店與住宿協會American Hotel & Lodging Association (AHLA) 所頒發之證書
- 課程中包含飯店和/或其他觀光產業公司之校外“實地考察”參訪
- 100% 全面協助安排學生的有薪工作實習, 並且協助職涯發展的規劃與建立。



### 課程介紹

此課程將訓練學生在飯店管理、餐廳營運、國際行銷、餐飲準備與服務、金融分析、前台與後台操作以及跨文化團隊的經營.....等層面之進階知識與技能。進階且完整的課程主題, 如:人力資源、會議管理、會計以及營收管理, 將提供學生在工作求職上的多樣性與升遷機會, 可從入門職位做起, 升遷至管理職位以上。另外, 課程間的“實地考察”提供給學生獨特的校外學習機會, 學生將可以實際的參觀此產業之工作環境與了解基本職務操作, 並與業界專業人士互動來獲得有價值的建議與資訊, 有助於未來職涯發展。

### CO-OP 實習工作

VanWest College 具有完善的Co-op安置部門與系統, 並且與各產業之企業公司建立長期且穩定的合作關係; Co-op安置系統為學生提供足夠產業知識與求職技巧, 以幫助他們在英語職場環境中獲得成功的工作機會。學生將會透過Co-op安置部門所舉行的各式活動, 來提升各方面能力並且獲得加拿大最新求職消息, 如:校內企業徵才、就業博覽會、專題演講、訊息發布會.....等。依照學生的需求與目標, Co-op安置部門將會提供定期的諮詢與訓練, 直到學生確認完成工作安置為止。畢業後, 學生將能夠執行並展現在飯店與觀光產業領域中多方面的商業技能, 如:前台操作管理、房務操作管理、餐飲營運管理、會議管理與服務、營收管理.....等。

### 概述

<b>課程長度</b>	<ul style="list-style-type: none"> <li>• 15個月 (共60週)</li> <li>• 學術課程 6個月 (共600小時)</li> <li>• Co-op 有薪實習工作 6個月 (共600小時)</li> </ul>
<b>職涯機會</b>	<ul style="list-style-type: none"> <li>• 客房服務專員</li> <li>• 旅遊服務主管</li> <li>• 餐飲服務主管</li> <li>• 住宿服務主管</li> </ul>
<b>英語入學要求</b>	<ul style="list-style-type: none"> <li>• VanWest 分級測驗 Level 7 或</li> <li>• VanWest 完成課程EAP 200 (Level 6) 或</li> <li>• IELTS 雅思 5.0 以上 (各成績項目不得低於4.5) 或</li> <li>• TOEIC 多益 605 以上</li> </ul>
<b>學術入學要求</b>	<ul style="list-style-type: none"> <li>• 高中 (Grade 12) 以上文憑 或</li> <li>• 普通教育發展證書 (GED) 或</li> <li>• 社會人士學生證明</li> </ul>
<b>開課校區</b>	<ul style="list-style-type: none"> <li>• 溫哥華</li> </ul>
<b>開課日期</b>	<ul style="list-style-type: none"> <li>• 2021: 3/22, 4/19, 5/17, 6/14, 7/12, 8/9, 9/7, 10/4, 11/1, 11/29, 12/28</li> <li>• 2022: 1/24, 2/22, 3/21, 4/18, 5/16, 6/13, 7/11, 8/8, 9/6, 10/3, 10/31, 11/28, 12/27</li> </ul>
<b>費用 (不含書本費)</b>	<ul style="list-style-type: none"> <li>• 學費: \$13,380</li> <li>• 註冊費: \$210</li> <li>• 學雜費: \$250</li> <li>• 書本費* \$660</li> <li>• 總費用: \$14,500</li> </ul> <p>* 課本清單請參照學校網站。</p>
<b>畢業專業憑證頒發</b>	<ul style="list-style-type: none"> <li>• VanWest College 所核發之 Hospitality Management Co-op 文憑</li> <li>• AHLA所核發之 Rooms Division Specialization, 以及各課程科目之證書</li> <li>• Co-op 實習工作之雇主推薦信</li> </ul>

### 課程時間表範例

	週一	週二	週三	週四	週五
3:00 – 5:30 PM	課程一	課程二	課程三	課程四	課程五
6:00 – 8:30 PM	課程一A	課程二A	課程三A	課程四A	課程五A





### 課程描述

#### HM 250 餐旅飯店業監管

此課程將幫助學生發展有效監督與管理的技能，此為在餐旅飯店產業中成功的必要條件。課程主題包含如何招募員工、選擇與培訓、提高生產率、控制勞動費用、有效溝通、處理衝突與變化，以及使用時間管理技術。提供各式資源來創建專業的餐旅飯店職涯發展計劃，並幫助學生對未來在教育與專業層面的努力上設定明確方向。

#### HM 281 餐旅飯店設施管理 & 設計

此課程涵蓋所有主要設施系統，包含餐飲服務設備與設計。非工程師人員也能夠學習如何理解與表達供應商和維護/工程人員的語言。學生將學習降低成本與提高效率的技術，並了解如何使用最新科技來簡化營運。

#### HM 333 前台操作管理

此課程將詳細介紹飯店之整體營運業務流程，從預訂流程到結帳與帳戶結算，提供了前台辦公程序系統化方式管理的知識。此課程也檢視了有效前台管理的各種要素，著重於前台操作工作的規劃、評估以及人力資源管理層面。

#### HM 338 房務操作管理

本課程將提供全面的客房服務詳解，內容包含員工招聘與保留高品質的員工、規劃與實施、清潔飯店各區域之技術。來自產業專家們的實用資訊將使本課程的內容可以立即被應用於學生的工作職場。

#### HM 349 餐飲營運管理

本課程將使學生了解餐飲的營運操作管理過程與每一個層面的知識與技能，課程內容包含組織、市場行銷、菜單、成本預算、價格、生產製造、服務、安全以及財務。

#### HM 387 安全與防損管理

本課程將教授學生影響財產安全的問題與解決方式，課程主題包含人身財產安全、資產保護、顧客保護、安全設備、緊急管理與程序、操作安全分析(OSA)標準.....等。課程將會實際地操作應用並展示表格範例與文件，以及連結其至安全且保密的網站。

#### HM 498 Co-op 工作實習

作為餐旅飯店管理Co-op文憑 (Hospitality Management Co-op Diploma) 課程重要的一環，專業的有薪實習工作將提供學生良好的機會，為學術研究與相關實習工作經驗做最完整的結合。學生將體驗真正的職場商務活動，並帶著從實習中獲取的新視角返回課堂。畢業後，學生將能夠在相關職場領域執行多方面的業務職能，如前台管理、房務管理、餐飲營運管理。

#### HM 111 專題成果發表

在完成工作實習後，學生需要提交一份報告將課程所學及工作經歷進行總結，包含整合的書面報告、日誌、代表作品或是透過其他媒介。該課程將幫助學生撰寫成果發表報告。

**Why did you decide to take this program? What was your goal in Canada?**

In Vietnam, my family has a business specializing in processing and selling wood products. Sometimes, when I have free time, I visit my parents and observe how they supervise and how they select products that meet the needs of users. Since then, many interesting ideas have come up in my mind. In other words, my business spirit, and management passion started at that time. This is the main reason why I decided to study at VanWest College.



**Why did you upgrade to Hospitality Management Co-op Diploma?**

After working in a customer service position for my co-op, the place offered me an LMIA. To gain more knowledge and credentials, I decided to upgrade to Hospitality Management Co-op Diploma at VanWest College. I am also excited to improve my English skills, interact with international classmates and instructors at school, and to learn about managing hotels in Canada.



**How was your experience in VanWest College?**

In my experience, VanWest College has an amazing environment to study in. The first time I came to visit the school, I was so surprised that I was the only Vietnamese student at VanWest. I felt comfortable even though my English was not very good, because staff and instructors are extremely thoughtful and caring. They are willing to listen and share the difficulties or happiness with you anytime. Besides, VanWest College is an international school, so the students do not need to be scared about language problems because almost all instructors can speak 2 more languages like Japanese, Turkey, Brazilian, Chinese... Teachers and students can get along well and become good friends - sharing experiences, useful knowledge or simply spending fun time together. Each class always had 10-15 students and all the classrooms were complete with modern equipment like a TV screen, white board, chairs, and tables.

學生	Linh
CO-OP 公司產業	甜點店
CO-OP 工作職位	顧客服務專員

**Could you tell us about your Co-op job?**

I am working as a customer service representative at a retail store (Food & Beverage - Specialty Food). After the first term of the Business Management Co-op program, from what I learned at school, I completed my resume and questions for the interview effectively. I also found jobs Indeed. Fortunately, Te\*\*\*\* saw my resume in Indeed and asked me for an interview in person after a few days. My job includes filling in for opening and closing shifts and working as a cashier and barista; specifically, stocking everything at the store before opening at 7pm such as coffee cups, chocolate, ice water, coffee beans, turning on switches, music, iPad, arranging fresh pastries, and sandwiches in the showcase. For the closing shift, I clean coffee machines, the floor, close the patio, check that the devices are turned off... I can say communication skills, agility and the ability to adapt quickly in a new environment are key to helping me work well at the workplace.

**How much English did you improve? What are the skills gained through this whole program?**

I think my English is much better than the first day I joined the class. I get to improve my English communication skills all the time as everyone communicates in English in school and in workplace. Also, classmates and teachers are very enthusiastic to help me with improving my ability to have better pronunciation and build up professional vocabulary. Now, I have better listening skills and the pronunciation is better. I also learned many valuable things about North American business practices, such as different communication styles (facial expression / direct communication) and the fundamental principles of business culture.

**You got the LMIA, which a lots of students dream of. What is your advice for them?**

To improve communication skills and communicate well with everyone at workplace. In any difficult circumstances, try not to say anything negative, but try your best to resolve the issues. Also, build good relationships with those around you, even customers by being kind.

**I'm thankful for all the challenges and obstacles that I went through - they shape me to become a better person, and a better employee!**

**Please let us know about the company you worked for and your responsibilities.**

The company I am currently working on is called E\*\*\*n Hy\*\*\*. As an office host, my responsibilities are to work with a team by tending to our clients and guests with a warm and friendly manner, checking that the office, kitchen and lounge area are clean and ready to receive clients and guests. I also prepare coffee and ensure that all amenities are fully stocked. I report any incidents or needs for repair and coordinate events with the team by receiving and organizing catering and decorations.

**What was the challenge and how did you get over it?**

I think that the obstacle that every international student faces is the culture differences from our own, and as the days go by we get used to it, showing that we have the potential to grow and learn in the company we are working with. I think that all the obstacles we face make us better people.

**What did you learn from classes? What was useful when you worked?**

Everything I learned in class I managed to put into practice in the two jobs I had here. Without taking anything away, everything helped and influenced me to be a better employer. The content I learned in the Customer Service Skills class particularly helped me to adapt Canadian work-client relations faster. Having co-workers and clients from different nationalities and cultures requires extra attention in professional career and I successfully applied course content during my work.

**What are your achievements and tell us about your future plan.**

My achievements grow with each step at my work and I consider this as a victory. Therefore, I see myself building my life here, working in the area in which I am studying and gradually achieving all my goals, and never giving up, even with the challenges of life. My main goal is to establish myself in the hospitality sector and climb the steps of a professional career in Canada after completing my program.



學生	Carolina
CO-OP 公司產業	行政 & 支援服務
CO-OP 工作職位	辦公室接待專員

### 課程大綱

#### 第一學期 (4個月)

##### TERM 1 – 2個月

BUS 101 跨文化溝通

BUS 107 商業書信

BUS 109 職場預備

##### TERM 2 – 2個月

BUS 102 職場人際關係技巧

BUS 103 行銷概論

BUS 106 顧客服務技巧

4週假期 / 工作安置期\*

#### 第二學期 (4個月)

BUS 112 CO-OP 工作實習

BUS 111 專題成果發表 (2週)

\* 建議學生確認工作安置完成後再放假

- CO-OP實習期間可工作全職; 學術課程期間則為兼職(每週20小時)

- 學校保留課程更改權

### 特色

- 提供學生顧客關係維護與商業環境所需的業務流程之基礎知識, 使學生在顧客服務與銷售領域中成功地展現技能。
- 學生將學會如何在加拿大職場環境中有效且自信地溝通。
- 學術課程內容注重實務, 將會實際應用真實的顧客服務產業案例來進行教學。
- 100% 全面協助安排學生的有薪工作實習, 並且協助職涯發展的規劃與建立。

### 課程介紹

學生將會學習如何最大值且有效地利用所學之顧客服務技能, 去改善整體的客戶及業務關係, 以及如何在多元的工作環境中執行策略並進行有效地溝通。畢業後, 學生將會成功地進入服務產業, 並往專業顧客服務之進階職位邁進。

### CO-OP 實習工作

VanWest College 具有完善的Co-op安置部門與系統, 並且與各產業之企業公司建立長期且穩定的合作關係; Co-op安置系統為學生提供足夠產業知識與求職技巧, 以幫助他們在英語職場環境中獲得成功的工作機會。學生將會透過Co-op安置部門所舉行的各式活動, 來提升各方面能力並且獲得加拿大最新求職消息, 如: 校內企業徵才、就業博覽會、專題演講、訊息發布會.....等。依照學生的需求與目標, Co-op安置部門將會提供定期的諮詢與訓練, 直到學生確認完成工作安置為止。畢業後, 學生將能夠執行並展現在顧客服務領域中多方面的商業技能, 如: 有效地滿足顧客的需求、跨文化溝通技能、團隊合作、問題解決能力與專業顧客管理.....等, 發展與顧客的關係連結, 為公司創造並提升價值。

### 概述

<b>課程長度</b>	<ul style="list-style-type: none"> <li>• 9個月 (共36週)</li> <li>• 學術課程 4個月 (共350小時)</li> <li>• Co-op 有薪實習工作 4個月 (共350小時)</li> </ul>
<b>職涯機會</b>	<ul style="list-style-type: none"> <li>• 零售商銷售員</li> <li>• 行政管理助理</li> <li>• 顧客服務</li> <li>• 客戶服務代表</li> <li>• 餐廳服務代表</li> </ul>
<b>英語入學要求</b>	<ul style="list-style-type: none"> <li>• VanWest 分級測驗 Level 8 或</li> <li>• VanWest 完成課程EAP 300 (Level 7) 或</li> <li>• IELTS 雅思 5.5 以上 或</li> <li>• TOEIC 多益 730 以上</li> </ul>
<b>學術入學要求</b>	<ul style="list-style-type: none"> <li>• 高中(Grade 12) 以上文憑 或</li> <li>• 普通教育發展證書(GED) 或</li> <li>• 社會人士學生證明</li> </ul>
<b>開課校區</b>	<ul style="list-style-type: none"> <li>• 溫哥華</li> </ul>
<b>開課日期</b>	<ul style="list-style-type: none"> <li>• 2021: 2/22、4/19、6/14、8/9、10/4、11/29</li> <li>• 2022: 1/24、3/21、5/16、7/11、9/6、10/31、12/27</li> </ul>
<b>費用 (不含書本費)</b>	<ul style="list-style-type: none"> <li>• 學費: \$8,550</li> <li>• 註冊費: \$210</li> <li>• 學雜費: \$250</li> <li>• 總費用: \$9,010</li> </ul> <p>* 書籍費不在以上費用中, 學生需自行購買書本上課, 課本清單請參照學校網站。</p>
<b>畢業專業憑證頒發</b>	<ul style="list-style-type: none"> <li>• VanWest College 所核發之 Professional Customer Service Co-op證書</li> <li>• Co-op 實習工作之雇主推薦信</li> </ul>

### 課程時間表範例

	週一	週二	週三	週四	週五
3:00 – 5:45 PM	課程一	課程三	課程一	課程三	課程一 或 三
6:00 – 9:30 PM	課程二	課程四	課程二	課程四	



### 課程描述

#### **BUS 101 跨文化溝通**

此課程著重於面對面互動情境，能夠幫助瞭解在多元文化工作環境中建立積極且有效的關係所需的人際溝通技巧。該課程將探索基礎理論、人際關係之差異源並理解如何處理溝通之障礙。

#### **BUS 102 職場人際關係技巧**

此課程著重於面對面互動情境，培養學生的團隊合作、人際關係、表達與聆聽、解決問題以及領導技巧。課程核心部分包含基本人際溝通理論、語言與非語言溝通技巧以及探討道德倫理人際關係行為。

#### **BUS 103 行銷概論**

此行銷入門課程審視了在加拿大及全球市場環境下市場行銷的應用、管理與趨勢。學生將探索最主要的市場行銷組合元素（產品、價格、促銷、地點），以及如何利用市場行銷組合中的元素為顧客創造價值並滿足客戶之需求。

#### **BUS 106 顧客服務技巧**

此課程提供公共與顧客關係的知識及實作技能。主題包含：人際關係、積極的顧客態度與意識、形象與專業性、優質的客戶服務、特殊需求顧客、應對棘手客戶、衝突解決與協商；公共演說以及處理媒體關係。

#### **BUS 107 商業書信**

此實作課程涵蓋了溝通理論以及寫作溝通等技巧，並強調在訓練學生的公共演說能力。完成此課程後，學生將能夠清楚且流暢地使用書面與口語溝通來傳達訊息，並且正確地寫出專業的商業相關文案。

#### **BUS 109 職場預備**

此課程涵蓋了尋找及獲取工作時所需要之基本技能。課程的主題皆與工作搜尋策略有關，包含撰寫有效履歷與專業的求職信、面試技巧訓練、人脈建立、網路求職以及瞭解勞工服務趨勢等。

#### **BUS 112 Co-op 工作實習**

作為作為專業顧客服務Co-op證書 (Professional Customer Service Co-op Certificate) 課程重要的一環，專業的有薪實習工作將提供學生良好的機會，為學術研究與相關實習工作經驗做最完整的結合。學生將體驗真正的職場工作，並帶著從實習中獲取的新視角與經驗返回課堂。畢業後，學生將擁有能夠全方位的執行公共及顧客關係的知識及技能，並可運用於以下職涯：顧客/資訊服務代表、零售商銷售員、金融服務人員以及飯店/旅遊服務人員。

#### **BUS 111 專題成果發表**

在完成工作實習後，學生需要提交一份報告將課程所學及工作經歷進行總結，包含整合的書面報告、日誌、代表作品或是透過其他媒介。該課程將幫助學生撰寫成果發表報告。

**Please let us know about the company you worked for and your responsibilities.**

I worked at a retail store that is widely deployed in Europe and America including Canada. This store sells a variety of household items such as furniture and cookware. I had a wide range of work contents, such as taking out goods, waiting on customers, dealing with cash registers, attending meetings, managing inventory, responding to telephone calls, creating sales floors, and transporting merchandise. In addition to this, we had frequent study sessions and tests.

**What was the challenge and how did you get over it?**

When I first started working, I was still lacking the English listening skills. I was able to convey something to others without any problems, but I could not understand English at the speed at which native English speakers spoke. It was stressful for me and customers as well. As soon as customers noticed that I did not understand what they were saying, they showed me the obvious angry face and tone and left. It was very humiliating but gave me a chance to make a big difference. I put myself in an environment where I could listen to English 24 hours a day. In addition, I realized that it is very important not to pretend. When I couldn't understand, I often pretended to understand it. Thinking about it now, this was an act of giving up learning opportunities. I realized that if I pretended to understand, the next time I encountered a similar event I would not be able to understand it. However, it took a lot of courage to ask customers to say it again, so it is important to show your "passion" to customers. This passion is created with an exquisite expression and tone, and by using an appropriate listening expression. As a result, my listening skills have improved dramatically, and in the end, I could catch what my customers, other employees and managers are saying immediately.



學生	Ryota
CO-OP 公司產業	家飾建材零售
CO-OP 工作職位	銷售專員

**What are your achievements?**

First, I doubled the sales of the department I was in charge of. At my workplace, each person had their own sales floor, and I was in charge of food. By observing customer behavior, rearranging, and featuring, I recorded a 100% increase compared to the sales before I was in charge. Secondly, I got a perfect score in all the tests that were conducted once a week while 70% of our employees took retests every time. Third, in the customer survey, I received more than 50 good feedbacks about me. I always smiled and tried to respond politely to any customers, so I was very delighted to see the results.

**What did you learn from classes? What was useful when you worked?**

Having group works was very useful. The groups are designed to have a mix of diversity, nationality, gender, etc., so it is an environment where you can express your opinion while getting various ideas different from yourself. By gaining a lot of experience like this, I broadened my horizons and became able to accept opinions and ideas that were different from my own. The program also provided countless of opportunities for presentations, alleviated the tension and anxiety of expressing myself in the masses, and now I am confident in making public speeches.

**What skills did you learn through Co-op?**

I am proud of my English and problem-solving skills that I have developed. There were so many challenges in my class for 4 months, but I think I have the current English skills because I have gone through all. I think that all the assignments and internships had a good relationship between inputs and outputs because I was able to put into practice after building the basic skills from the classes. My problem-solving skills were cultivated as I did my job during the co-op. As Canada is known for its diversity, there were different types of customers and employees in the workplace, which sometimes result in troubles and require. Of course, in that variety, there were often troubles, and there were many things to think about in order to solve them. I believe that the problem-solving skills I have developed in such an environment will be necessary in our long life.

**Please tell us about your future plans.**

I took a year off from university and came to Vancouver to take this program. And over the past year, I've been able to dream that I want to play an active role overseas. With that in mind, during my stay in Vancouver, I was interviewed by a Thai branch of a foreign-affiliated consulting company, and I am going to work there for a year. This opportunity is just the first step towards my big dream. First of all, I want to learn basics of consulting business at the company for a year. At the same time, I would like to obtain a license from a USCPA that I am currently studying on an ongoing basis. I have also been studying Chinese and Thai now. In the end, I hope that all the things I'm working on now can be tied together.

**What kind of students would you recommend Commerce and Marketing Co-op to?**

I would like to recommend this program to young people who are not confident about themselves, such as "What am I?" or "I don't have something I can be proud of". I think this experience is a good opportunity for you to think about what kind of person you are. Also, if you are a university student like me and are worried about taking a leave of absence, it is totally worth coming. If you would like to participate in this program but feel uneasy, please feel free to contact me anytime!

**Why you choose VanWest College?**

I chose VanWest College because it offers different lengths of programs for students. When I was 2nd year of my university, I wanted to apply for 1-year break and study abroad. Not only I wanted to improve my English ability, but I also wanted to gain the overseas working experience and enjoy the life in Canada. Among the program options and fully understand the programs details of VanWest College, I chose the Professional Customer Service Co-op Program, it contains 4 moths of academic study and 4 months of co-op working period. I hoped I could interact with local people and learn the Canadian workplace and life culture through the co-op work experience.

**Please let us know about the company you worked for and your responsibilities, and what are your achievements?**

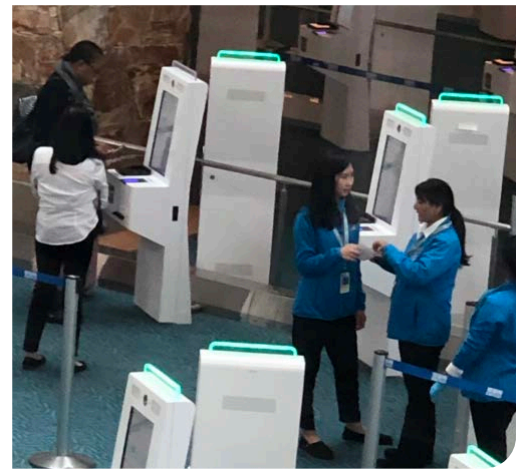
During the co-op period, I was working as a customer service ambassador in the airport. My main duty is to assist arriving and transferring passengers. And, to provide services to all international travelers, being able to speak many languages is very crucial; almost all of my colleagues can speak at least 2 or 3 different languages. Due to my co-op period is in summertime, which is the high tourism season in Vancouver, we were so busy with assisting all the passengers every day. This let me build up strong relationships with my team. I also had opportunities to meet colleagues from all over the world, with all ages and races. We help each other, learn and work together. In these 4 moths, I had a great time in the Canadian workplace, not only learning the Canadian work culture, also strongly improving my English skills. The most important thing is to meet a group of friends who work hard together. This was also the reason I chose to come to Canada. I was very happy to get the job I wanted, and I successfully achieved my original goal. It totally meets the expectation and goals I made a year ago.

**What did you learn from classes? What was useful when you worked?**

During the 4 months of academic study, the Cross-Cultural Communication course enhances my communication skills. I have learned how to efficiently express my opinion in my workplace, also apply what I learn to communicate with colleagues from different cultural backgrounds. I think it is a really important skill we have to learn because there are so many people from different countries in Canadian workplaces. For example, I am working as a customer service staff at the airport, there are at least over 80 languages being used in the workplace. As it's my first time to work in Canada, this course helped me quickly adapt to the co-op workplace and the diversities. Another course is Customer Service Skills where our instructor shared many real-life cases and let us to fully understand that the customer service is not only what it is, it contains lots of important skills. For example, there was a complain case happened in a 5 stars hotel, the instructor taught as besides the SOP resolve procedure, we also learn how to build the relationship with customers. In this course, we were divided to different groups and conduct a practical discussion and role play. The instructor carefully discussed and corrected us for every gesture, eye contact, language and response. We also have field trips to shopping mall and sports equipment store to do observation. All the courses help me to enhance my skills and let me be more confident to complete my co-op work as customer service staff in the international airport.

**Suggestions and tips for future students.**

Study hard and be prepared to face any kinds of challenges! At VanWest, all the teachers concern and take care of students' learning progress, in detailed and result oriented teaching way. If you are willing to study hard and work hard, you will learn and improve a lot. It will help your future career development, during the co-op job searching period, the on-campus co-op team will provide the full support, including resume revising and mock interviews. Get ready and be confident and you will be successful for every job interview!



學生	Haney
CO-OP 公司產業	機場服務
CO-OP 工作職位	旅客服務專員

### 課程大綱

#### 第一學期 (4個月)

##### TERM 1 – 2個月

- BUS 101 跨文化溝通
- BUS 107 商業書信
- BUS 109 職場預備

##### TERM 2 – 2個月

- BUS 110 商業英語技巧 (Linguaskill Business 1)
- BUS 106 顧客服務技巧

#### 第二學期 (2個月)

- BUS 110 商業英語技巧 (Linguaskill Business 2)
- BUS 102 職場人際關係技巧

– 學校保留課程更改權

### 特色

- 主要著重於職涯發展，學生將學習基礎工作技能，並能夠將所學應用於國際化與多元文化之工作環境中。
- 培養並建立學生自信地用英語口語與書面進行有效地溝通。
- 將跨文化溝通技巧及策略應用於工作職場中。
- 課程符合學生簽證之學術課程期間做校外工讀資格(每週20小時)。

### 課程介紹

此課程將訓練並培養學生成功地各類職場工作中，展現所需之基本技能與良好工作習慣。學生將探索真實工作環境並檢視決定成功之因素，同時加強求職與就業之技能。在課程中，學生將會研究團體之動態，以及學習團體中多樣化的價值，並且提升溝通技巧與實作技能的學習，如：撰寫履歷、面試與求職技能.....等。

### 概述

#### 課程長度

- 6個月
- 學術課程 6個月 (共504小時)

#### 職涯機會

- 行政管理助理
- 辦公室職員
- 銷售代表
- 客戶服務代表
- 飯店 / 觀光服務代表

#### 英語入學要求

- VanWest 分級測驗 Level 7 或
- VanWest 完成課程EAP 200 (Level 6) 或
- IELTS 雅思 5.0 以上 (各成績項目不得低於4.5) 或
- TOEIC 多益 605 以上

#### 學術入學要求

- 高中(Grade 12) 以上文憑 或
- 普通教育發展證書(GED) 或
- 社會人士學生證明

#### 開課校區

- 溫哥華

#### 開課日期

- 2021: 2/22、8/9
- 2022: 1/24、9/6

#### 費用 (不含書本費)

- 學費: \$8,550
- 註冊費: \$210
- 學雜費: \$250
- 總費用: \$9,010

\* 書籍費不在以上費用中，學生需自行購買書本上課，課本清單請參照學校網站。

#### 畢業專業憑證頒發

- VanWest College 所核發之 Cross-Cultural Business Communication 文憑
- Cambridge English Language 所核發之官方Linguaskill Business劍橋領思英語考試結果

### 課程時間表範例

	週一	週二	週三	週四	週五
3:00 – 5:45 PM	課程一	課程三	課程一	課程三	課程一 或 三
6:00 – 9:30 PM	課程二	課程四	課程二	課程四	



## 課程描述

### BUS 101 跨文化溝通

此課程著重於面對面互動情境，能夠幫助瞭解在多元文化工作環境中建立積極且有效的關係所需的人際溝通技巧。該課程將探索基礎理論、人際關係之差異源並理解如何處理溝通之障礙。

### BUS 102 職場人際關係技巧

此課程著重於面對面互動情境，培養學生的團隊合作、人際關係、表達與聆聽、解決問題以及領導技巧。課程核心部分包含基本人際溝通理論、語言與非語言溝通技巧以及探討道德倫理人際關係行為。

### BUS 106 顧客服務技巧

此課程提供公共與顧客關係的知識及實作技能。主題包含：人際關係、積極的顧客態度與意識、形象與專業性、優質的客戶服務、特殊需求顧客、應對棘手客戶、衝突解決與協商；公共演說以及處理媒體關係。

### BUS 107 商業書信

此實作課程涵蓋了溝通理論以及寫作溝通等技巧，並強調在訓練學生的公共演說能力。完成此課程後，學生將能夠：清楚地包裝想法、完整且清楚的提供書面與口語溝通訊息，以及能夠正確的寫出商業相關文案。

### BUS 109 職場預備

此課程涵蓋了尋找及獲取工作時所需要之基本技能。課程的主題皆與工作搜尋策略有關，包含撰寫有效履歷與專業的求職信、面試技巧訓練、人脈建立、網路求職以及瞭解勞工服務趨勢等。

### BUS 110 Linguaskill Business 商業英語技巧

Linguaskill Business劍橋領思職場英語檢測為一項有效的評估系統。企業及組織用此來評估現有員工及求職者的語言能力。學生將使用現代商業案例來學習觀察，瞭解並加強商業之詞彙及概念。

### 課程大綱

#### 第一學期 (2個月)

- BUS 101 跨文化溝通
- BUS 107 商業書信
- BUS 109 職場預備

— 學校保留課程更改權

### 課程描述

#### BUS 101 跨文化溝通

此課程著重於面對面互動情境，能夠幫助瞭解在多元文化工作環境中建立積極且有效的關係所需的人際溝通技巧。該課程將探索基礎理論、人際關係之差異源並理解如何處理溝通之障礙。

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此實作課程涵蓋了溝通理論以及寫作溝通等技巧，並強調在訓練學生的公共演說能力。完成此課程後，學生將能夠：清楚地包裝想法、完整且清楚的提供書面與口語溝通訊息，以及能夠正確的寫出商業相關文案。

#### BUS 109 職場預備

此課程涵蓋了尋找及獲取工作時所需要之基本技能。課程的主題皆與工作搜尋策略有關，包含撰寫有效履歷與專業的求職信、面試技巧訓練、人脈建立、網路求職以及瞭解勞工服務趨勢等。

### 特色

- 訓練學生為進入多元文化的英語工作職場環境做足準備。
- 培養學生對既有文化背景之世界觀意識以及對文化差異的積極態度。
- 提升在多元的工作職場之英語溝通技巧。
- 發展並培養實作技能，如撰寫履歷、面試及發展求職技能等。

### 課程介紹

此課程將為學生做好在多元化文化的英語工作環境的入門就業準備，訓練學生瞭解工作職場上的文化影響，並提升溝通技能以及學習實作的技能，例如：撰寫履歷、面試及發展求職技能等。

### 概述

<b>課程長度</b>	<ul style="list-style-type: none"> <li>• 2個月</li> <li>• 學術課程 2個月(共168小時)</li> </ul>
<b>職涯機會</b>	<ul style="list-style-type: none"> <li>• 在各個產業的初階 / 入門職位</li> </ul>
<b>英語入學要求</b>	<ul style="list-style-type: none"> <li>• VanWest 分級測驗 Level 7 或</li> <li>• VanWest 完成課程EAP 200 (Level 6) 或</li> <li>• IELTS 雅思 5.0 以上 (各成績項目不得低於4.5) 或</li> <li>• TOEIC 多益 605 以上</li> </ul>
<b>學術入學要求</b>	<ul style="list-style-type: none"> <li>• 高中(Grade 12) 以上文憑 或</li> <li>• 普通教育發展證書(GED) 或</li> <li>• 社會人士學生證明</li> </ul>
<b>開課校區</b>	<ul style="list-style-type: none"> <li>• 溫哥華</li> </ul>
<b>開課日期</b>	<ul style="list-style-type: none"> <li>• 2021: 2/22、4/19、6/14、8/9、10/4、11/29</li> <li>• 2022: 1/24、3/21、5/16、7/11、9/6、10/31、12/27</li> </ul>
<b>費用 (不含書本費)</b>	<ul style="list-style-type: none"> <li>• 學費: \$3,100</li> <li>• 註冊費: \$210</li> <li>• 學雜費: \$250</li> <li>• 總費用: \$3,560</li> </ul> <p><small>* 書籍費不在以上費用中，學生需自行購買書本上課，課本清單請參照學校網站。</small></p>
<b>畢業專業憑證頒發</b>	<ul style="list-style-type: none"> <li>• VanWest College 所核發之Cross-Cultural Business Communication 證書</li> </ul>

### 課程時間表範例

	週一	週二	週三	週四	週五
3:00 – 5:45 PM	課程一	課程三	課程一	課程三	課程一 或 三
6:00 – 9:30 PM	課程二	課程四	課程二	課程四	



### Why did you decide to take Cross Cultural Communication Diploma?

At first, I was thinking to take the Professional Customer Service Co-op Certificate program, which includes paid internships, but there are two deciding factors in choosing the Cross-Cultural Business Communication Diploma. The biggest reason was that after returning to Japan, I wanted to work in a workplace where English is the main language, so I wanted to acquire English skills specialized in business. Secondly, I felt that I didn't need to have a paid internship because I originally found a job and had work experience in Canada.

### What were the differences between ESL and College class?

I think the biggest difference is studying English and learning something in English. I felt that the ESL class was mainly about getting used to use English, such as giving presentations in English, understanding grammar, and reading long sentences. On the other hand, College classes are delivered and proceeded based on those. Also, you need to discuss with many students who work in Canada or thinking of living in Canada permanently. As a result, you will be required to have a higher level of English proficiency, and you will not be able to keep up with the lessons if you have to look up grammar or vocabulary all the time, so it is recommended that you build a solid foundation with ESL. Especially in class, the amount of reading is large, and the amount of homework is enormous, so it is necessary to improve reading comprehension.

### What did you learn from classes?

The Business Language skill was very helpful. At that time, the number of students was only five, so I was able to receive detailed guidance from the teacher. Thanks to this class, I was able to learn not only speaking skills but also small differences in English nuances that I would not normally be able to learn. In particular, I learned by getting in touch with the current affairs of various countries through classes where I select business-based news that is offered once a week, present it, and discuss it in class. Also, when I gave a presentations, I was able to receive feedback from the teacher on the spot when I finished the presentation, and I was able to check the details such as pronunciation and grammar mistakes, and I was able to improve my English proficiency. The teacher always answers any questions politely, so trusting the teacher to study is the fastest way to improve your English.

### How much English did you improve before and after studying abroad?

My speaking and listening skills were significantly improved. I realized that when it came as a result. After returning to Japan, I had an English interview with an interviewer whose mother tongue is English. I successfully got the job and I was asked to use my English ability to play an active role. Also, when I communicate with foreigners, I am often asked where I learned English and pronunciation, and my pronunciation is especially complimented.

### Did you work part time during the class? Was it difficult to work and study at the same time?

I mainly worked on order-taking and customer service, such as cashiering at a local restaurant & cafe. My colleagues were mostly Canadians, and there were only a few Japanese-speaking people. That made it the best environment for me to work and improve my English skills. All my colleagues were very kind, and taught me English, dispelling my fear of speaking it. It was a wonderful place to work. However, it was very difficult to balance life with the class. Before the presentations and tests, I had a day to prepare all night, but I had the opportunity to communicate with the local people and speak spontaneous English, so I had to balance my time between them.

### How did the studying abroad experience help your job hunting?

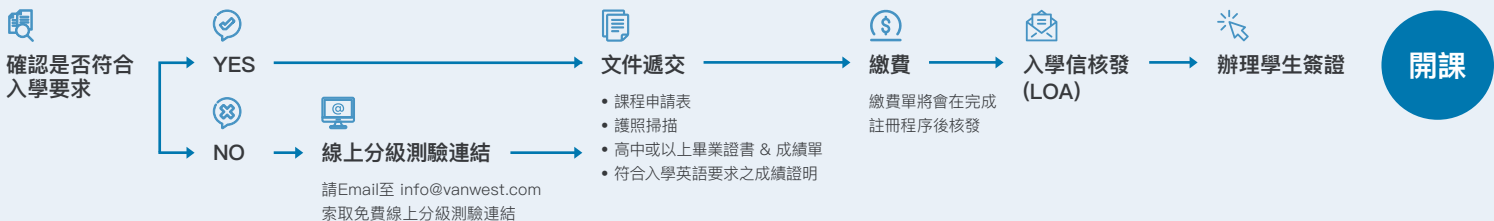
Through the VanWest class, I was able to approach the English interview with confidence because I learned interview practice, presentations, and understanding of different cultures. I was mainly looking for a job at a foreign-affiliated company, but was required to convey my own opinion, which Japanese people are not always good at. At that time, I was able to express my opinions firmly without being too nervous, and by accurately performing non-verbal communication such as body language. Overall, it was a lively and enjoyable interview.

### Please give advice for those who would like to get a job using English!

I recommend that you value your time while studying abroad and work backwards to what you need to do to achieve your goals. And please be able to talk about what you have been working on while studying abroad. No matter how much you want to speak English in Japan, it may be obvious, but the chances are much less than when you are in Canada. Therefore, talk to people as much as possible, and don't be afraid to make mistakes; it's okay to make a lot of mistakes. It will definitely be something that you can benefit from. I hope that you will take advantage of the opportunities that have been given and have a fruitful study abroad life.



學生	Asuna
畢業後發展	成功地應徵上世界著名的豪華五星飯店工作



## 選擇您欲就讀之課程並詳閱以下入學要求:

職業培訓課程項目	入學要求		開課日		
	學術要求	英語要求	2021	2022	
<b>學士後課程 (Co-op實習)</b>					
Supply Chain Management Post-baccalaureate Advanced Diploma 供應鏈管理Co-op學士後進階文憑 32個月 (學術課程14個月 + Co-op實習12個月)	大學畢業證書	<ul style="list-style-type: none"> <li>VanWest 分級測驗 Level 8</li> <li>VanWest 完成課程 EAP 300 (Level 7)</li> <li>雅思 6.0+</li> <li>多益 800+</li> </ul>	Feb 22 Aug 9	Jan 24 Sept 6	
Supply Chain Management Post-baccalaureate Diploma 供應鏈管理Co-op學士後文憑 18個月 (學術課程8個月 + Co-op實習6個月)					
<b>專上課程 (Co-op實習)</b>					
Commerce & Marketing Co-op Diploma 貿易與行銷Co-op文憑 30個月 (學術課程12個月 + Co-op實習12個月)	<ul style="list-style-type: none"> <li>高中(或以上)畢業證書 或</li> <li>普通教育發展證書 (GED) 或</li> <li>社會人士學生證明</li> </ul>	<ul style="list-style-type: none"> <li>VanWest 分級測驗 Level 8</li> <li>VanWest 完成課程 EAP 300 (Level 7)</li> <li>雅思 5.5+</li> <li>多益 730+</li> </ul>	Feb 22 Aug 9	Jan 24 Sept 6	
Business Management Co-op Diploma 商業管理Co-op文憑 18個月 (學術課程8個月 + Co-op實習6個月)					
Professional Customer Service Co-op Certificate 專業顧客服務Co-op證書 9個月 (學術課程4個月 + Co-op實習4個月)			<ul style="list-style-type: none"> <li>VanWest 分級測驗 Level 7</li> <li>VanWest 完成課程 EAP 200 (Level 6)</li> <li>雅思 5.0+ (各成績項目不得低於4.5)</li> <li>多益 605+</li> </ul>	Feb 22, Apr 19, Jun 14, Jul 12, Aug 9, Sept 7, Oct 4, Nov 1, Nov 29, Dec 28 <small>*僅HM進階文憑開課</small>	Jan 24, Mar 21, Apr 18, May 16, Jun 13, Jul 11, Aug 8, Sept 6, Oct 3, Oct 31, Nov 28, Dec 27
Hospitality Management Co-op Advanced Diploma 餐旅飯店管理Co-op進階文憑 28個月 (學術課程12個月 + Co-op實習12個月)					
Hospitality Management Co-op Diploma* 餐旅飯店管理Co-op文憑 15個月 (學術課程6個月 + Co-op實習6個月)					
<b>專上課程 (非Co-op實習)</b>					
Cross-Cultural Business Communication Diploma 跨文化商業溝通文憑 6個月	<ul style="list-style-type: none"> <li>高中(或以上)畢業證書 或</li> <li>普通教育發展證書 (GED) 或</li> <li>社會人士學生證明</li> </ul>	<ul style="list-style-type: none"> <li>VanWest 分級測驗 Level 7</li> <li>VanWest 完成課程 EAP 200 (Level 6)</li> <li>雅思 5.0+ (各成績項目不得低於4.5)</li> <li>多益 605+</li> </ul>	Feb 22 Aug 9	Jan 24 Sept 6	
Cross-Cultural Business Communication Certificate 跨文化商業溝通證書 6個月					

### 符合入學要求者

- 請繳交以下必要註冊文件:
  - 註冊單 (務必完整填寫表格並簽署, 請填寫信用卡授權書來繳交註冊費與住宿安置費)
  - 護照掃描(請提供清晰PDF掃描檔)
  - 高中(或大學)以上英文版畢業證書 或 普通教育發展證書(GED) 或 社會人士學生證明(解釋信)
  - 符合入學英語要求之成績證明(VW分級測驗結果/VW級別完成證明/雅思或多益成績單)
- 註冊並繳付以下費用後, 註冊組將會核發職業培訓課程正式入學信(LOA)與相關註冊文件:
  - 職業培訓課程註冊費(non-refundable不退費)
  - 職業培訓課程學費(至少第一期)

### 未符合入學英語要求者

- 與我們聯繫索取VanWest線上分級測驗資訊, 經測驗評估後, 報讀VanWest 英語課程(ESL)來完成入學英語要求
- 繳交必要註冊文件(請參考左側資訊)
- 註冊並繳付以下費用後, 註冊組將會核發ESL英語課程正式入學信(LOA)與職業培訓課程條件式入學信(CLOA)以及其他相關註冊文件:
  - ESL英語課程+職業培訓課程註冊費(non-refundable不退費)
  - ESL英語課程學費(全額)
  - 職業培訓課程學費(至少第一期)

■ 國定假日 / 學校放假日

• 職業培訓課程開課日  
請參照第35頁

• ESL英語課程開課日  
每週一開課, 若遇國定假日  
(學校放假日)則順延一日

## 01 JANUARY

S	M	T	W	T	F	S
					<b>1</b>	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
<sup>24</sup> / <sub>31</sub>	25	26	27	28	29	30

## 02 FEBRUARY

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	<b>15</b>	16	17	18	19	20
21	22	23	24	25	26	27
28						

## 03 MARCH

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

## 04 APRIL

S	M	T	W	T	F	S
				1	<b>2</b>	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

## 05 MAY

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
<sup>23</sup> / <sub>30</sub>	<b>24</b> <sub>31</sub>	25	26	27	28	29

## 06 JUNE

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

## 07 JULY

S	M	T	W	T	F	S
				<b>1</b>	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## 08 AUGUST

S	M	T	W	T	F	S
<b>1</b>	<b>2</b>	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## 09 SEPTEMBER

S	M	T	W	T	F	S
			1	2	3	4
5	<b>6</b>	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

## 10 OCTOBER

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	<b>11</b>	12	13	14	15	16
17	18	19	20	21	22	23
<sup>24</sup> / <sub>31</sub>	25	26	27	28	29	30

## 11 NOVEMBER

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	<b>11</b>	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

## 12 DECEMBER

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	<b>24</b>	25
26	<b>27</b>	28	29	30	31	

## 01 JANUARY

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
<sup>23</sup> / <sub>30</sub>	<sup>24</sup> / <sub>31</sub>	25	26	27	28	29

## 02 FEBRUARY

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	<b>21</b>	22	23	24	25	26
27	28					

## 03 MARCH

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

## 04 APRIL

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	<b>15</b>
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

## 05 MAY

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	<b>23</b>	24	25	26	27	28
29	30	31				

## 06 JUNE

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

## 07 JULY

S	M	T	W	T	F	S
				<b>1</b>	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
<sup>24</sup> / <sub>31</sub>	25	26	27	28	29	30

## 08 AUGUST

S	M	T	W	T	F	S
<b>1</b>	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## 09 SEPTEMBER

S	M	T	W	T	F	S
			1	2	3	4
5	<b>6</b>	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

## 10 OCTOBER

S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	<b>11</b>	12	13	14	15	16
17	18	19	20	21	22	23
<sup>23</sup> / <sub>30</sub>	<sup>24</sup> / <sub>31</sub>	25	26	27	28	29

## 11 NOVEMBER

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	<b>11</b>	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

## 12 DECEMBER

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	<b>23</b>	24	25
26	<b>27</b>	28	29	30	31	

SUPPLY CHAIN MANAGEMENT POST-BACCALAUREATE ADVANCED DIPLOMA (共128週)											
第一學期 學術課程		第二學期 學術課程		第三學期 學術課程			第四學期 CO-OP實習	結業日			
TERM 1 (8週) *開課日*	TERM 2 (8週)	TERM 1 (8週)	TERM 2 (8週)	TERM 1 (8週)	TERM 2 (8週)	TERM 3 (8週)	CO-OP實習 + 專題成果發表 (48週)				
Feb-22-21	Apr-19-21	Aug-09-21	Oct-04-21	Jan-24-22	Mar-21-22	May-16-22	Sep-06-22	Aug-04-23			
Aug-09-21	Oct-04-21	Jan-24-22	Mar-21-22	Jul-11-22	Sep-06-22	Oct-31-22	Feb-21-23	Jan-19-24			
Jan-24-22	Mar-21-22	Jul-11-22	Sep-06-22	Dec-27-22	Feb-21-23	Apr-17-23	Aug-08-23	Jul-05-24			
Sep-06-22	Oct-31-22	Feb-21-23	Apr-17-23	Aug-08-23	Oct-02-23	Nov-27-23	Mar-18-24	Feb-14-25			

SUPPLY CHAIN MANAGEMENT POST-BACCALAUREATE DIPLOMA (共72週)						
第一學期 學術課程		第二學期 學術課程		第三學期 CO-OP實習	結業日	
TERM 1 (8週) *開課日*	TERM 2 (8週)	TERM 1 (8週)	TERM 2 (8週)	CO-OP實習 + 專題成果發表 (24週)		
Feb-22-21	Apr-19-21	Aug-09-21	Oct-04-21	Jan-24-22	Jul-08-22	
Aug-09-21	Oct-04-21	Jan-24-22	Mar-21-22	Jul-11-22	Dec-22-22	
Jan-24-22	Mar-21-22	Jul-11-22	Sep-06-22	Dec-27-22	Jun-09-23	
Sep-06-22	Oct-31-22	Feb-21-23	Apr-17-23	Aug-08-23	Jan-19-24	

COMMERCE & MARKETING CO-OP DIPLOMA (共120週)							
第一學期 學術課程		第二學期 學術課程		第三學期 學術課程		第四學期 CO-OP實習	結業日
TERM 1 (8週) *開課日*	TERM 2 (8週)	TERM 1 (8週)	TERM 2 (8週)	TERM 1 (8週)	TERM 2 (8週)	CO-OP實習 + 專題成果發表 (48週)	
Feb-22-21	Apr-19-21	Aug-09-21	Oct-04-21	Jan-24-22	Mar-21-22	Jul-11-22	Jun-09-23
Aug-09-21	Oct-04-21	Jan-24-22	Mar-21-22	Jul-11-22	Sep-06-22	Dec-27-22	Nov-24-23
Jan-24-22	Mar-21-22	Jul-11-22	Sep-06-22	Dec-27-22	Feb-21-23	Jun-12-23	May-10-24
Sep-06-22	Oct-31-22	Feb-21-23	Apr-17-23	Aug-08-23	Oct-02-23	Jan-23-24	Dec-20-24

BUSINESS MANAGEMENT CO-OP DIPLOMA (共72週)											
第一學期 學術課程		第二學期 學術課程		第三學期 CO-OP實習	ENDING DATE	第一學期 學術課程		第二學期 學術課程		第三學期 CO-OP實習	結業日
TERM 1 (8週) *開課日*	TERM 2 (8週)	TERM 1 (8週)	TERM 2 (8週)	CO-OP實習 + 專題成果發表 (24週)		TERM 1 (8週) *開課日*	TERM 2 (8週)	TERM 1 (8週)	TERM 2 (8週)	CO-OP實習 + 專題成果發表 (24週)	
Feb-22-21	Apr-19-21	Aug-09-21	Oct-04-21	Jan-24-22	Jul-08-22	Jan-24-22	Mar-21-22	Jul-11-22	Sep-06-22	Dec-27-22	Jun-09-23
Apr-19-21	Jun-14-21	Oct-04-21	Nov-29-21	Mar-21-22	Sep-02-22	Mar-21-22	May-16-22	Sep-06-22	Oct-31-22	Feb-21-23	Aug-04-23
Jun-14-21	Aug-09-21	Nov-29-21	Jan-24-22	May-16-22	Oct-28-22	May-16-22	Jul-11-22	Oct-31-22	Dec-27-22	Apr-17-23	Sep-29-23
Aug-09-21	Oct-04-21	Jan-24-22	Mar-21-22	Jul-11-22	Dec-22-22	Jul-11-22	Sep-06-22	Dec-27-22	Feb-21-23	Jun-12-23	Nov-24-23
Oct-04-21	Nov-29-21	Mar-21-22	May-16-22	Sep-06-22	Feb-17-23	Sep-06-22	Oct-31-22	Feb-21-23	Apr-18-23	Aug-08-23	Jan-19-24
Nov-29-21	Jan-24-22	May-16-22	Jul-11-22	Oct-31-22	Apr-14-23	Oct-31-22	Dec-27-22	Apr-17-23	Jun-12-23	Oct-02-23	Mar-15-24
-	-	-	-	-	-	Dec-27-22	Feb-21-23	Jun-12-23	Aug-08-23	Nov-27-23	May-10-24

**HOSPITALITY MANAGEMENT CO-OP ADVANCED DIPLOMA (共112週)**

第一學期 – 學術課程				第二學期 – 學術課程			
TERM 1 (4週) *開課日*	TERM 2 (4週)	TERM 3 (4週)	TERM 4 (4週)	TERM 1 (4週)	TERM 2 (4週)	TERM 3 (4週)	
Feb-22-21	Mar-22-21	Apr-19-21	May-17-21	Jul-12-21	Aug-09-21	Sep-07-21	
Mar-22-21	Apr-19-21	May-17-21	Jun-14-21	Aug-09-21	Sep-07-21	Oct-04-21	
Apr-19-21	May-17-21	Jun-14-21	Jul-12-21	Sep-07-21	Oct-04-21	Nov-01-21	
May-17-21	Jun-14-21	Jul-12-21	Aug-09-21	Oct-04-21	Nov-01-21	Nov-29-21	
Jun-14-21	Jul-12-21	Aug-09-21	Sep-07-21	Nov-01-21	Nov-29-21	Dec-28-21	
Jul-12-21	Aug-09-21	Sep-07-21	Oct-04-21	Nov-29-21	Dec-28-21	Jan-24-22	
Aug-09-21	Sep-07-21	Oct-04-21	Nov-01-21	Dec-28-21	Jan-24-22	Feb-22-22	
Sep-07-21	Oct-04-21	Nov-01-21	Nov-29-21	Jan-24-22	Feb-22-22	Mar-21-22	
Oct-04-21	Nov-01-21	Nov-29-21	Dec-28-21	Feb-22-22	Mar-21-22	Apr-18-22	
Nov-01-21	Nov-29-21	Dec-28-21	Jan-24-22	Mar-21-22	Apr-18-22	May-16-22	
Nov-29-21	Dec-28-21	Jan-24-22	Feb-22-22	Apr-18-22	May-16-22	Jun-13-22	
Dec-28-21	Jan-24-22	Feb-22-22	Mar-21-22	May-16-22	Jun-13-22	Jul-11-22	
Jan-24-22	Feb-22-22	Mar-21-22	Apr-18-22	Jun-13-22	Jul-11-22	Aug-08-22	
Feb-22-22	Mar-21-22	Apr-18-22	May-16-22	Jul-11-22	Aug-08-22	Sep-06-22	
Mar-21-22	Apr-18-22	May-16-22	Jun-13-22	Aug-08-22	Sep-06-22	Oct-03-22	
Apr-18-22	May-16-22	Jun-13-22	Jul-11-22	Sep-06-22	Oct-03-22	Oct-31-22	
May-16-22	Jun-13-22	Jul-11-22	Aug-08-22	Oct-03-22	Oct-31-22	Nov-28-22	
Jun-13-22	Jul-11-22	Aug-08-22	Sep-06-22	Oct-31-22	Nov-28-22	Dec-27-22	
Jul-11-22	Aug-08-22	Sep-06-22	Oct-03-22	Nov-28-22	Dec-27-22	Jan-23-23	
Aug-08-22	Sep-06-22	Oct-03-22	Oct-31-22	Dec-27-22	Jan-23-23	Feb-21-23	
Sep-06-22	Oct-03-22	Oct-31-22	Nov-28-22	Jan-23-23	Feb-21-23	Mar-20-23	
Oct-03-22	Oct-31-22	Nov-28-22	Dec-27-22	Feb-21-23	Mar-20-23	Apr-17-23	
Oct-31-22	Nov-28-22	Dec-27-22	Jan-23-23	Mar-20-23	Apr-17-23	May-15-23	
Nov-28-22	Dec-27-22	Jan-23-23	Feb-21-23	Apr-17-23	May-15-23	Jun-12-23	
Dec-27-22	Jan-23-23	Feb-21-23	Mar-20-23	May-15-23	Jun-12-23	Jul-10-23	
第二學期 – 學術課程	第三學期 – 學術課程				第四學期 – CO-OP實習		結業日
TERM 4 (4週)	TERM 1 (4週)	TERM 2 (4週)	TERM 3 (4週)	TERM 4 (4週)	CO-OP實習 + 專題成果發表 (48週)		
Oct-04-21	Nov-29-21	Dec-28-21	Jan-24-22	Feb-22-22	May-16-22	Apr-14-23	
Nov-01-21	Dec-28-21	Jan-24-22	Feb-22-22	Mar-21-22	Jun-13-22	May-12-23	
Nov-29-21	Jan-24-22	Feb-22-22	Mar-21-22	Apr-18-22	Jul-11-22	Jun-09-23	
Dec-28-21	Feb-22-22	Mar-21-22	Apr-18-22	May-16-22	Aug-08-22	Jul-07-23	
Jan-24-22	Mar-21-22	Apr-18-22	May-16-22	Jun-13-22	Sep-06-22	Aug-04-23	
Feb-22-22	Apr-18-22	May-16-22	Jun-13-22	Jul-11-22	Oct-03-22	Sep-01-23	
Mar-21-22	May-16-22	Jun-13-22	Jul-11-22	Aug-08-22	Oct-31-22	Sep-29-23	
Apr-18-22	Jun-13-22	Jul-11-22	Aug-08-22	Sep-06-22	Nov-28-22	Oct-27-23	
May-16-22	Jul-11-22	Aug-08-22	Sep-06-22	Oct-03-22	Dec-27-22	Nov-24-23	
Jun-13-22	Aug-08-22	Sep-06-22	Oct-03-22	Oct-31-22	Jan-23-23	Dec-21-23	
Jul-11-22	Sep-06-22	Oct-03-22	Oct-31-22	Nov-28-22	Feb-21-23	Jan-19-24	
Aug-08-22	Oct-03-22	Oct-31-22	Nov-28-22	Dec-27-22	Mar-20-23	Feb-16-24	
Sep-06-22	Oct-31-22	Nov-28-22	Dec-27-22	Jan-23-23	Apr-17-23	Mar-15-24	
Oct-03-22	Nov-28-22	Dec-27-22	Jan-23-23	Feb-21-23	May-15-23	Apr-12-24	
Oct-31-22	Dec-27-22	Jan-23-23	Feb-21-23	Mar-20-23	Jun-12-23	May-10-24	
Nov-28-22	Jan-23-23	Feb-21-23	Mar-20-23	Apr-17-23	Jul-10-23	Jun-07-24	
Dec-27-22	Feb-21-23	Mar-20-23	Apr-17-23	May-15-23	Aug-08-23	Jul-05-24	
Jan-23-23	Mar-20-23	Apr-17-23	May-15-23	Jun-12-23	Sep-05-23	Aug-02-24	
Feb-21-23	Apr-17-23	May-15-23	Jun-12-23	Jul-10-23	Oct-02-23	Aug-30-24	
Mar-20-23	May-15-23	Jun-12-23	Jul-10-23	Aug-08-23	Oct-30-23	Sep-27-24	
Apr-17-23	Jun-12-23	Jul-10-23	Aug-08-23	Sep-05-23	Nov-27-23	Oct-25-24	
May-15-23	Jul-10-23	Aug-08-23	Sep-05-23	Oct-02-23	Dec-25-23	Nov-22-24	
Jun-12-23	Aug-08-23	Sep-05-23	Oct-02-23	Oct-30-23	Jan-22-24	Dec-20-24	
Jul-10-23	Sep-05-23	Oct-02-23	Oct-30-23	Nov-27-23	Feb-19-24	Jan-17-25	
Aug-08-23	Oct-02-23	Oct-30-23	Nov-27-23	Dec-26-23	Mar-18-24	Feb-14-25	

\* All co-op terms include a 2-week capstone assignment.

**HOSPITALITY MANAGEMENT CO-OP DIPLOMA (共60週)**

第一學期 – 學術課程				第二學期 – 學術課程
TERM 1 (4週) *開課日*	TERM 2 (4週)	TERM 3 (4週)	TERM 1 (4週)	
Mar-22-21	Apr-19-21	May-17-21	Jul-12-21	
Apr-19-21	May-17-21	Jun-14-21	Aug-09-21	
May-17-21	Jun-14-21	Jul-12-21	Sep-07-21	
Jun-14-21	Jul-12-21	Aug-09-21	Oct-04-21	
Jul-12-21	Aug-09-21	Sep-07-21	Nov-01-21	
Aug-09-21	Sep-07-21	Oct-04-21	Nov-29-21	
Sep-07-21	Oct-04-21	Nov-01-21	Dec-28-21	
Oct-04-21	Nov-01-21	Nov-29-21	Jan-24-22	
Nov-01-21	Nov-29-21	Dec-28-21	Feb-22-22	
Nov-29-21	Dec-28-21	Jan-24-22	Mar-21-22	
Dec-28-21	Jan-24-22	Feb-22-22	Apr-18-22	
Jan-24-22	Feb-22-22	Mar-21-22	May-16-22	
Feb-22-22	Mar-21-22	Apr-18-22	Jun-13-22	
Mar-21-22	Apr-18-22	May-16-22	Jul-11-22	
Apr-18-22	May-16-22	Jun-13-22	Aug-08-22	
May-16-22	Jun-13-22	Jul-11-22	Sep-06-22	
Jun-13-22	Jul-11-22	Aug-08-22	Oct-03-22	
Jul-11-22	Aug-08-22	Sep-06-22	Oct-31-22	
Aug-08-22	Sep-06-22	Oct-03-22	Nov-28-22	
Sep-06-22	Oct-03-22	Oct-31-22	Dec-27-22	
Oct-03-22	Oct-31-22	Nov-28-22	Jan-23-23	
Oct-31-22	Nov-28-22	Dec-27-22	Feb-21-23	
Nov-28-22	Dec-27-22	Jan-23-23	Mar-20-23	
Dec-27-22	Jan-23-23	Feb-21-23	Apr-17-23	
第二學期 – 學術課程		第三學期 – CO-OP實習		結業日
TERM 2 (4週)	TERM 3 (4週)	CO-OP實習 + 專題成果發表 (24週)		
Aug-09-21	Sep-07-21	Nov-29-21		May-13-22
Sep-07-21	Oct-04-21	Dec-28-21		Jun-10-22
Oct-04-21	Nov-01-21	Jan-24-22		Jul-08-22
Nov-01-21	Nov-29-21	Feb-22-22		Aug-05-22
Nov-29-21	Dec-28-21	Mar-21-22		Sep-02-22
Dec-28-21	Jan-24-22	Apr-18-22		Sep-30-22
Jan-24-22	Feb-22-22	May-16-22		Oct-28-22
Feb-22-22	Mar-21-22	Jun-13-22		Nov-25-22
Mar-21-22	Apr-18-22	Jul-11-22		Dec-22-22
Apr-18-22	May-16-22	Aug-08-22		Jan-20-23
May-16-22	Jun-13-22	Sep-06-22		Feb-17-23
Jun-13-22	Jul-11-22	Oct-03-22		Mar-17-23
Jul-11-22	Aug-08-22	Oct-31-22		Apr-14-23
Aug-08-22	Sep-06-22	Nov-28-22		May-12-23
Sep-06-22	Oct-03-22	Dec-27-22		Jun-09-23
Oct-03-22	Oct-31-22	Jan-23-23		Jul-07-23
Oct-31-22	Nov-28-22	Feb-21-23		Aug-04-23
Nov-28-22	Dec-27-22	Mar-20-23		Sep-01-23
Dec-27-22	Jan-23-23	Apr-17-23		Sep-29-23
Jan-23-23	Feb-21-23	May-15-23		Oct-27-23
Feb-21-23	Mar-20-23	Jun-12-23		Nov-24-23
Mar-20-23	Apr-17-23	Jul-10-23		Dec-21-23
Apr-17-23	May-15-23	Aug-08-23		Jan-19-24
May-15-23	Jun-12-23	Sep-05-23		Feb-16-24

\* All co-op terms include a 2-week capstone assignment.



**PROFESSIONAL CUSTOMER SERVICE CO-OP CERTIFICATE (共36週)**

第一學期 – 學術課程		第二學期 – CO-OP實習	結業日
TERM 1 (8週) *開課日*	TERM 2 (8週)	CO-OP實習 + 專題成果發表 (16週)	
Feb-22-21	Apr-19-21	Jul-12-21	Oct-29-21
Apr-19-21	Jun-14-21	Sep-07-21	Dec-23-21
Jun-14-21	Aug-09-21	Nov-01-21	Feb-18-22
Aug-09-21	Oct-04-21	Dec-28-21	Apr-15-22
Oct-04-21	Nov-29-21	Feb-22-22	Jun-10-22
Nov-29-21	Jan-24-22	Apr-18-22	Aug-05-22
Jan-24-22	Mar-21-22	Jun-13-22	Sep-30-22
Mar-21-22	May-16-22	Aug-08-22	Nov-25-22
May-16-22	Jul-11-22	Oct-03-22	Jan-20-23
Jul-11-22	Sep-06-22	Nov-28-22	Mar-17-23
Sep-06-22	Oct-31-22	Jan-23-23	May-12-23
Oct-31-22	Dec-27-22	Mar-20-23	Jul-07-23
Dec-27-22	Feb-21-23	May-15-23	Sep-01-23

**CROSS-CULTURAL BUSINESS COMMUNICATION DIPLOMA (共24週)**

第一學期 – 學術課程		第二學期 – 學術課程	結業日
TERM 1 (8週) *開課日*	TERM 2 (8週)	TERM 1 (8週)	
Feb-22-21	Apr-19-21	Jun-14-21	Aug-06-21
Aug-09-21	Oct-04-21	Nov-29-21	Jan-21-22
Jan-24-22	Mar-21-22	May-16-22	Jul-08-22
Sep-06-22	Oct-31-22	Dec-27-22	Feb-17-23

**CROSS-CULTURAL BUSINESS COMMUNICATION CERTIFICATE (共8週)**

第一學期 – 學術課程 (8週) *開課日*	結業日
Feb-22-21	Apr-16-21
Apr-19-21	Jun-11-21
Jun-14-21	Aug-06-21
Aug-09-21	Oct-01-21
Oct-04-21	Nov-26-21
Nov-29-21	Jan-21-22
Jan-24-22	Mar-18-22
Mar-21-22	May-13-22
May-16-22	Jul-08-22
Jul-11-22	Sep-02-22
Sep-06-22	Oct-28-22
Oct-31-22	Dec-22-22
Dec-27-22	Feb-17-23

\* All co-op terms include a 2-week capstone assignment.

## 2021/2022 VOCATIONAL PROGRAMS 中文版

### 職業培訓課程 (CO-OP打工遊學)



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