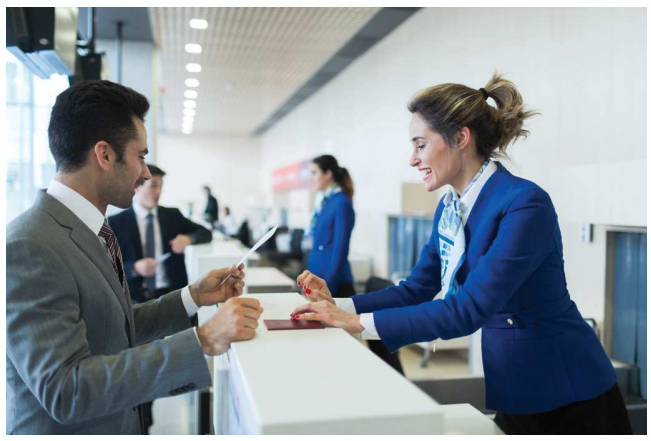


# International BUSINESS COMMUNICATIONS

The program has been reviewed and approved by the Private Training Institutions Branch (PTIB) of the Ministry of Advanced Education, Skills & Training.





# PROGRAM INFORMATION AND OPTIONS

The International Business Communications program focuses heavily on experimental learning to increase student's capacity in the business communications skill sets and increase their ability to demonstrate higher levels of the required attributes. Students will leave this program with the ability to work in various Canadian industries that require client care and customer service.

## PROGRAM OPTIONS

IBC  
(9 months)

Study  
4.5 months

Co-op (Paid)  
4.5 months

### [Credentials]

SELC CERTIFICATE  
WHIMIS  
SERVING IT RIGHT  
FOODSAFE Lv1

### Weekly Class Hours

Class Hours  
- 16 hours / week

Distance Education  
- 4 hours / week



### CAREER OPPORTUNITIES

Cashier / Customer Service  
Food and beverage server  
Hotel Guest Service Agent  
Receptionist / Reservation Agent  
(Endless employment opportunity!)



### EVALUATION

Final Exam  
Mid-Term Project  
Group Presentation & Report  
Assignments & Quizzes  
Attendance & Participation



### ENGLISH REQUIREMENTS

CELP: 5  
TOEFL (IBT): 75  
IELTS: 4.5  
TOEIC: 600  
SELC ONLINE ADMISSION TEST: 60%



# IBC COURSES

The International Business Communications courses engage and instruct students in a dynamic and highly experiential learning environment. The courses will utilize daily in-class lectures, role plays, simulations, guided discussions and small buzz groups.



Customer Service Excellence is a broad topic and in this course students will focus on a practical approach to Customer Service. Students will discover what Customer Service really is and what it is not. They will be introduced to the many challenges of providing effective customer service and learn how to problem solve and formulate plans for success that will benefit the customer and also the company.



In this course students will learn the foundations of interpersonal communications by focusing on how they relate to other people and the impact on relationships within the company and most importantly relationships with customers and stakeholders outside the company. The course will focus on helping students to develop high interpersonal communication skills in speaking and listening to be used in providing excellent customer service.



Learning intercultural competence for today's business environment has become essential for the workplace especially in customer service capacity. Rapid globalization, levels of increased tourism as well as the dynamics of a Canadian multicultural society all set the stage for the requirements of this new skill set. In this course students will learn the imperatives for intercultural competence. They will discover cultural patterns, identity and biases and how to communicate inter-culturally both verbally and non-verbally.

## CLASS SCHEDULE

**Daytime and Evening**  
class schedules TBA