



COURSE BOOKLET

June - December

2010

**208 First Avenue East
Prince Rupert BC V8J 4M8**

**250-624-9498
1-800-808-3988**

July 2010

www.hseds.ca

INTRODUCTION

Hecate Strait Employment Development Society became a registered entity in May 1995. At that time, the flagship program was the Self Employment Benefits program through Human Resource Development Canada (HRDC). We have held that particular program since then and have assisted over 500 small businesses develop on the North Coast and the Haida Gwaii.

The Hecate Strait Training Centre is a division of the Society that provides training for participants through contracts, the general public and for employers in the communities we serve.

We are proud to say that we provide employment and training opportunities to enhance the lives of the people.

“HECATE STRAIT – THE PLACE WHERE PEOPLE COUNT!”

2010

PROGRAMS AND CONTRACTS

**GATEWAY FOR MATURE WORKERS
IMMPOWER
JOBWAVE
RETURN TO WORK EMPLOYABILITY
SELF EMPLOYMENT BENEFITS
SMALL BUSINESS EMPLOYEE TRAINING**

TRAINING PARTNERSHIP

Our organization could not provide service to the North Coast without the partnerships with:

**St. John Ambulance (SJA)
Worksafe BC (WSBC)
Tourism BC (TBC)
Northern Health Authority (NHA)
GO BC (GOBC)
BC Safety Council (BCSC)
BC Construction Association (North) (BCCA)
Justice Institute of BC (JIBC)
NC Immigrant Resource Society
North Coast Distance Education School**

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“A person who never made a mistake never tried anything new.”

Albert Einstein

PROGRAMS AND COURSE OUTLINES

BASIC SECURITY TRAINING

This course is now provincially mandated to be a 40 hour course, and replaces the BST1 and BST2 courses that were previously offered. The new BST course is delivered in five segments:

- Intro to the Course
- Intro to Private Security
- Legal Issues
- Documentation
- Personal Safety

The final exam will be made up of 100 multiple choice and true/false questions.

RELATED OCCUPATIONS:

- Canadian Border Security
- Retail Security
- Casino Security
- Port Security
- Private Investigating

GATEWAY FOR MATURE WORKERS

Accepts participants over the age of 50 who want to learn new skills or refresh old skills while being paid to do so - development and certified training, to assist toward a new career path or strengthen an existing one.

The program consists of:

- 3 weeks of Living Skills
- 1 week of Employment Assistance Skills
- 4 weeks of Skills Development (certified training identified through initial assessment, follow-up and career planning)
- 4 weeks of Work or Community Based Service placement

“Talent and ambition matter more than age.”

Author Unknown

JOB WAVE

Assisting clients receiving income assistance from MHSD, Job Wave is a program that will help you develop skills and overcome challenges with these services:

- Workshops such as Goal Setting, Time Management, Problem Solving and Career Exploration
- Funds for necessities such as food, clothing, haircuts and transportation as required
- One-on-one coaching and support
- Referrals to community resources and services
- Training opportunities, work experience, volunteer positions and job placements

“Trust yourself.

You know more than you

think you do.”

Benjamin Spock

SKILLS CONNECT FOR IMMIGRANTS

Skilled immigrants and internationally trained professionals who have:

- **Immigrated to Canada within the last five (5) years**
- **At least three (3) years of skilled employment experience before coming to Canada**
- **Intermediate to advanced English language skills**

WE CAN HELP PROVIDE IMMIGRANTS:

- **Credentials, skills and language assessments**
- **Canadian trades assessment for those with skilled trades background**
- **Prior learning assessment portfolio (PLAR) development**
- **Connections to and assistance with professional regulating bodies**
- **Work search and career development techniques**
- **Work experience mentorship programs**
- **Access to apprenticeships**

RETURN TO WORK EMPLOYABILITY

The program helps participants gain employability skills to help them return back to the work force, offering training and work experience. The Program offers these living skills which include, but are not limited to:

- **Anger, time and money management**
- **Personal skills**
- **Employability skills**
- **Goal setting**
- **Personal development**
- **Attitude**
- **Public speaking**
- **Resume writing**
- **Interview technique**
- **Labour market information**
- **Employment needs assessment**
- **Employment counselling**
- **Return to work action plan**

4 WEEKS OF SKILLS DEVELOPMENT SUCH AS :

- **Basic Skills upgrading (GED)**
- **Driver's license**
- **4 weeks of Community Based Activities or Wage Subsidy Employment**
- **Food Safe**
- **First Aid**
- **Traffic Control Person(TCP)**
- **Fork Lift**

SELF EMPLOYMENT BENEFITS

This program is to help eligible unemployed Canadians to establish an income generating business that will allow them to be self sufficient and independent.

Through this valuable program, the Hecate Strait Employment Development Society provides assistance in the preparation of a business plan, counselling on all aspects of starting or taking over a business, use of a resource library, public computer with Internet, desktop publishing, word processing, photocopying and fax services.

- **You must be referred to HSEDS by a Career Counsellor from one of the Career Resource Centers in Prince Rupert or Haida Gwaii.**
- **You must attend an orientation session at HSEDS or meet one-on-one with the HSEDS Small Business Counsellor.**
- **You must develop your business concept summary which explains in details your idea. The Small Business Counsellor is available to assist you if required.**
- **You must provide proof of a personal investment that is equal to or greater then 25% of the total financial contribution of the SEB funding.**

The application consists of the business concept summary, a copy of your most recent resume, the SEB application form, the CRC referral, the environmental questionnaire and proof of your 25% equity contribution.

Once your business concept summary and SEB application have been approved, you will sign an agreement with HSEDS.

Income support is as follows:

- **Clients that are currently on EI (Part I) will continue at their established rate, unless it is less then \$423 weekly. In that event, their weekly rate will be topped up to \$423. Once their Part I entitlement has ended, the client then becomes Part II Reach-Back, and for the remainder of the SEB agreement the client's rate will be \$423 weekly.**

**"If we don't discipline ourselves,
the world will do it for us."**

William Feather

OCCUPATIONAL HEALTH & SAFETY

TRAFFIC CONTROL

The course covers the following information in accordance with the Worker's Compensation Board (WBC) Occupational Health and Safety Regulation, Ministry of Transportation (MOT) standards and other regulatory requirements:

- Roles and responsibilities – Rules, regulations and standards.
- Working around equipment – Using traffic control equipment.
- Traffic Control Skills.
- Setting up, maintaining and removing work zones.
- This course is mandatory for working as a traffic control person (TCP) on all public roads throughout British Columbia. You will have classroom and practical time.
- Your picture ID certification is good for 3 years.

Pre-Requisites:

- Pre-reading of course book
- Steel-toe Boots
- Picture ID

FORKLIFT OPERATOR

Forklift training certification (OSHA) will teach participants / employees how to identify specific health hazards in the workplace associated with operating a powered industrial lift truck.

- Review legislation and fines/penalties relating to the (OSHA) Occupational Health and Safety Act.
- Outline the responsibilities of Owner, Employer, Supervisors, and Workers.
- Options available to a driver who is asked to perform unsafe work, or an unsafe act.
- Consequences of unsafe driving of an industrial Fork Lift: Legal, Moral, Ethical, Social and Psychological.
- Review the classifications of the Industrial Forklifts and highlight differences.
- Pre-shift inspections.
- Forklift training will involve verification.

SAFETY ORIENTATION FOR BUSINESS AND INDUSTRY

For new employees and businesses to keep the workplace a safe environment.

TOURISM AND HOSPITALITY

MIXOLOGY

This 15 hour course teaches the art and science behind various types of alcoholic and non-alcoholic beverages.

BARTENDING

This course consist of 30 hours theory and practical experience.

TABLE SERVICE

Training for staff working in the food industry.

FOOD SAFE INSTRUCTOR LEVEL 1

This is a mandatory certificate for anyone handling food products for the public. Food Safe was developed cooperatively by government, business, health, safety, and education in British Columbia. Once successfully completed you will be aware of the Safe food handling procedures, the dangers of food poisoning, how to minimize the dangers and you will be able to work in the kitchen.

SERVING IT RIGHT

Serving It Right is B.C.'s responsible beverage service program. It is designed to encourage a responsible, caring and professional approach to the service of alcohol.

Appropriate Dress/ Personal Presentation.

Dress code for different work settings.

CASH HANDLING

Interactive workshop is designed to show participants how to use an electronic cash register, credit card use, invoicing and how to give proper change. Gain confidence working with currency, exchange rates and learn customer service skills.

“Do what you do so well that they will want to see it again and bring their friends.”

WALT DISNEY

WORLD HOST

This is a participatory one day workshop that addresses the fundamentals of excellent customer service! From handling customers' concerns to first impressions, you'll leave with practical tips that work. The World Host certificate is recognized by employers and businesses everywhere.



PERSONALITY DIMENSIONS

Are you a
BLUE-GOLD-GREEN-ORANGE
personality?

Want to know what jobs best match your personality? Learn how to communicate better with people that you know or don't know. This course will help you discover yourself and how to interact with others and your surroundings.

FIRST AID

This one-day course teaches basic first aid procedures and practical skills that can be applied at the scene of an accident. This course is suggested for adult residential care workers, federal government employees, and the general public.

The lessons included are:

- Emergency Scene Management
- Shock, Unconsciousness and Fainting
- Choking – Adult
- Adult CPR and Introduction to AED
- Severe Bleeding
- Medical Conditions
- Bone and joint injuries
- Head, Spine and Pelvic Injuries
- Rescue Carries
- Eye and dental injuries
- Burns
- Poisons, Bites, and Stings
- Heat and Cold Injuries

EMERGENCY CHILD CARE

This is a one day course that teaches basic first aid procedures and practical skills that can be applied at the scene of an accident, without special equipment and in the absence of professional medical help or supervision. This course is suggested for childcare workers and the general public. This course meets the first aid requirements for licensed Child Care Facilities in BC and Canada Labour Code Basic First Aid, but is not recognized as equivalent to Worksafe BC Occupational Level 1 First Aid.

The lessons included are:

- Emergency Scene Management
- Shock, Unconsciousness and fainting
- Choking
- Adult CPR and introduction to AED
- Severe bleeding
- Medical conditions
- Child resuscitation
- Infant resuscitation
- Bone and Joint Injuries
- Head and Spinal injuries (modified content)
- Burns
- Poisons, Bites and Stings
- Heat and Cold injuries

EMERGENCY SAFETY ORIENTED FOR INDUSTRY

This course meets first aid requirements for Worksafe BC Occupational First Aid Level 1 Standard 1st Aid For Industry with Alberta Endorsement.

The lessons included are:

- Canada Labour Code Basic First Aid
- Emergency Scene Management
- Artificial Respiration & Assisted Breathing
- Shock, Unconsciousness and Fainting
- Choking (Adult)
- CPR and Introduction to AED
- Severe Bleeding
- Minor Wound Care and Documentation
- Medical Conditions

OCCUPATIONAL FIRST AID

OFA LEVEL 3

First Aid level 3 is a 2 week instructor- led course, Once completed can have an occupation as a first responder, ambulance attendant, work as an on-site first aid attendant.

SPINAL IMMOBILIZATION TRANSPORTATION ENDORSEMENT

This course is designed to work in conjunction with the OFA Level 1 course, and focuses on recognition of potential spinal injuries, and how best to prepare them for transportation to medical aid. Candidates will learn techniques for moving patients, as well as spinal immobilization and WCB regulatory requirements.

CPR C (with AED)

Look, listen and feel for
breathing and pulse



ADAM.

This course covers skills needed to recognize and respond to cardiovascular emergencies for adults, children and babies as well as other topics such as choking, airway and breathing emergencies, and prevention of disease transmission. An Automated External Defibrillator (AED) certification is included where legislation permits.

STANDARD FIRST AID WITH CPR C & AED OR STANDARD FIRST AID FOR INDUSTRY (SSOC)

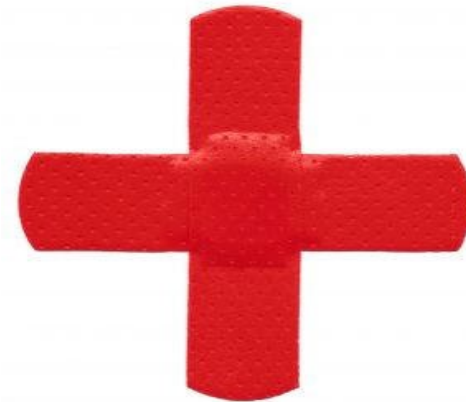
This 2 day certification course has been developed from the St. John Ambulance First on the Scene program.

Day 1 meets first aid requirements for:

- Worksafe BC OFA-1
- Canadian Labour Code Basic First Aid
- Standard 1st Aid w/Alberta Endoresment

Day 2 meets first aid requirements for:

- Canada Labour Code Standard FA
- Corrections Canada
- Emergency First Aid for Child and Adult Care Facilities
- Marine Basic First Aid



FORESTRY

POWER SAW SAFETY

In partnership with the Geophysical Contractors of Canada (CAGC) and provides awareness of the proper handling and operating of a chainsaw.

Topics include:

- Personal Protection
- Chainsaw Maintenance and Handling
- Safe Falling & Limbing
- Bucking Practices
- Minimum of 16 hours theory training, followed by written exam



OIL FIELD TRAINING

FIRST AID

H2S ALIVE

This course is the industry standard for hydrogen sulphide (H₂S) training in the oil and gas industry, it is intended for all workers in the petroleum industry. It was developed by the Petroleum Industry Training Service in 1978 and is recognized world wide.



WHMIS

WHMIS is a short form of Workplace Hazardous Materials Information System. It is a comprehensive plan for providing information on the safe use of hazardous materials used in Canadian workplaces. Information is provided by means of product labels, material safety data sheets (MSDS) and worker education programs.

ON-LINE TRAINING

TRANSPORTATION OF DANGEROUS GOODS ON-LINE COURSE

The purpose of dangerous goods training is to:

- Develop an understanding of dangerous goods.
- Learn to recognize labels and documents
- Learn what to do in the event of an incident involving dangerous goods.
- Be able to safely work with dangerous goods
- Anybody who ships, handles, transports, or receives “dangerous goods” in the course of their job duties must be trained, including supervisors and managers. Failure to comply with the regulations is a criminal offence.
- This certificate is valid for 3 years (road) and 2 years (air)

ASPECT ON-LINE

ASPECT on-line training courses will increase your professional skills and help you achieve your personal goals.

Choose from a library of thousands of courses that offer flexible and affordable professional development.

5 courses for \$299!

Get the Skills Needed Today, Anywhere You Can Access the Internet

ASPECT (continued)

Business Skills Catalogue-This catalogue offers courses in the areas of strategic planning, “Green” business planning, sales, marketing, leadership, customer service, human resources, administration skills and more.

Desktop Skills-Develop skills in the most up-to-date software used by businesses today. Courses include beginner to advance courses in Windows 7, Dreamweaver, Flash, Illustrator, MS Office 2003/XP and 2007, MS Project, Lotus Notes 7 and more.

IT Skills -This catalogue offers courses for the aspiring or established IT Professional. Offerings include Best Practices and Testing for Software Programming, Java, Microsoft.NET, Visual Basic, C++, ANSI C, IBM Websphere, a whole section on different operating systems server technologies and more.

Environmental Safety, Health & Transportation-Protect your team, business and environment by providing courses in the areas of First Aid, Food Safety and Handling, Defensive Driving, Emergency Response, Fire Safety, Spill Prevention, Accident Investigating and Reporting and more.

Go To www.aspectimpact.com

CALL HECATE STRAIT FOR MORE
INFORMATION (250) -624-9498

Visit the ASPECT website
at
www.aspect.bc.ca

CONSTRUCTION SAFETY TRAINING ON-LINE

With this ticket you can work safely on construction sites.



The course is designed to promote workplace safety and provide training and awareness, reducing the number and duration of workplace injuries and lowering the contractor costs.

FOOD SAFE – LEVEL I ON-LINE

This is a mandatory certificate for anyone handling food products for the public. Food Safe was developed cooperatively by government, business, health, safety, and education in British Columbia. Once completed you will be aware of the safe food handling procedures, the dangers of food poisoning, how to minimize the danger. Once course is completed you will be able to work in the kitchen.



CANADIAN LABOUR CODE – PART 2 ON-LINE

Canada Labour Code, Part II, is intended for employers and employees, members of health and safety committees and representatives who are covered by Part II of the Code.

The course consists of the following units:

- Section 1 – Introduction
- Section 2 – Duties of Employers
- Section 3 – Duties and Rights of Employees
- Section 4 – Committees, Representatives and Officers
- Section 5 – Appeals, Offences and Punishment

FIRE SAFETY ON-LINE

This course will better help you understand the potential uses of the fire extinguisher and the limitations in using them. This course is a basic awareness program of workplace environments that includes prevention techniques as well as information on how to use a fire extinguisher.



The course has four units which cover:

- Basic Workplace Fires Safety Awareness
- Fire Safety and Prevention
- Types and Uses of Fire Extinguishers
- Using a Fire Extinguisher and Basic Fire Fighting Principles

The course is designed to give the participant the knowledge in fire safety and prevention, fighting fire by recognizing user and equipment limitations, the fundamentals of fires, types of fire extinguishers and the proper handling of the fire extinguisher. This course is offered as a self-paced course.

LOCKOUT/ TAG OUT PROCEDURES ON-LINE

Lockout/Tagout refers to specific practices and procedures to safeguard employees from the unexpected energization or startup of machinery and equipment, or the release of hazardous energy during service or maintenance activities.

The four units in this course are :

- Unit 1 – Introduction
- Unit 2 – Injury Prevention
- Unit 3 – Equipment Shutdown and Isolation
- Unit 4 – The Procedure of Lock-Out Tag-Out

MEDICAL TERMINOLOGY ON-LINE

This course is designed to deliver the fundamentals of common medical terms including word roots, prefixes, suffixes and understanding the reasoning, (and pronunciation!) of words commonly used in medical, dental and other healthcare facilities. You can work as an administrative assistant in various settings such as a doctor's clinic, dental clinic, and hospitals.

WHMIS. ON-LINE TRAINING

WHMIS is a short form of Workplace Hazardous Materials Information System. It is a comprehensive plan for providing information on the safe use of hazardous materials used in Canadian workplaces. Information is provided by means of product labels, material safety data sheets (MSDS) and worker education programs.



WORK PLACE HARASSMENT SENSITIVITY TRAINING ON-LINE

This course is recommended for any employee at any level – as harassment of any type adds no value to the work environment. This course is a 3 unit course designed for both management and non-management workers. Upon completion individuals should be equipped to recognize and properly address workplace harassment and to prevent such situations, when possible. The course will take between 1.5 and 3 hours to complete.

LEARNERS LICENCE PREP-CLASS 5

Do you need help studying for your knowledge test?

Do you need help getting your “L” Licence?

Then this is the course for you!

We will help you study the Road Sense for Drivers – BC's Safe Driving Guide and help you prepare you for the knowledge test.

Topics include:

Chapter 1- You in the Driver's Seat

Chapter 2- You and Your Vehicle

Chapter 3- Signs, Signals and Road Markings

Chapter 4-Rules of the Road

Chapter 5-See-Think-Do

Chapter 6-Sharing the road safely

Chapter 7-Personal Strategies

Chapter 8-Emergency Strategies

Chapter 9-Your Licence

Chapter 10-Licensing Information

FOR MORE INFORMATION ABOUT THESE AND OTHER COURSE OFFERINGS, CALL

**HECATE STRAIT EMPLOYMENT
DEVELOPMENT SOCIETY**

250-624-9498

1-800-808-3988

FRONT OFFICE SUPPORT WORKER

A one week orientation of the basic skills required to work in a front office or front counter position.

Topics include:

- **office equipment**
- **customer service**
- **telephone etiquette**
- **mail and messages**
- **computers and email**
- **basic bookkeeping**
- **minute taking**
- **ethics**
- **meeting planning**
- **planning and portfolios**
- **letter writing**
- **calculators-hands on practise for keying data**
- **staff meetings**
- **first day on the job**
- **what kind of jobs are out there**



OTHER TRAINING

GED

Completing the General Education Development Workbook and successfully completing a series of five exams, will give individuals a Grade 12 equivalence that may be accepted by some employers.

ADULT DOGWOOD

For adults who want to complete their Grade 12 it requires an individual assessment. Once accepted you will be required to place a book deposit and pay a fee for the tutoring services. Tutoring by certified teacher.
Completing your High School Dogwood Diploma



PROPOSAL WRITING

Not-for-profit organizations frequently rely on outside financial support to maintain, expand, or create programs and services. Often, proposals must be written to secure this support. The good news is successful proposal writing is not complicated; it does take a considerable amount of preparation and good organizational skills. Topics include:

- Seeking funding
- Managing the Proposal Development Process
- Developing Your Proposal
- Producing and Packaging Your Proposal
- Submitting and Following Up

POWER OF GOVERNANCE

This workshop is about defining the role of a Board and the work associated with that role and about how it is different from the role of work staff.

Topics include:

- The Board's Leadership Team and how it should work
- Board Committees/Task Forces and Staff Committees and Task Forces
- The Work of the Board vs. the Work of the Executive Director and staff
- The Role and Use of Information and Reports
- How to use policies to help you Govern

MONEY MATTERS

Northern Savings Partnership

Your Money Matters is a FREE interactive, practical, on-line learning program designed to help people of all ages and all walks of life to gain the basic money management skills they need to be financially successful. Improve your banking and budgeting skills with Your Money Matters.

CASH HANDLING

This interactive workshop is designed to show participants how to use an electronic cash register, credit card use, invoicing and how to give proper change. Gain confidence working with currency, exchange rates and learn the customer service skills used in the retail/hospitality industries.



HAZARD RECOGNITION & CONTROL

This course, taught by qualified Work Safe instructors, helps participants identify hazards and apply effective strategies to control them in the workplace.

This course will be of interest to workers, new supervisors, joint health and safety committee members, worker health and safety representatives and business owners or operators who wish to improve health and safety knowledge in their workplace.



SERVING IT RIGHT

Serving It Right is B.C.'s responsible beverage service program. It is designed to encourage a responsible, caring and professional approach to the service of alcohol.

The course can be self paced or instructor led.



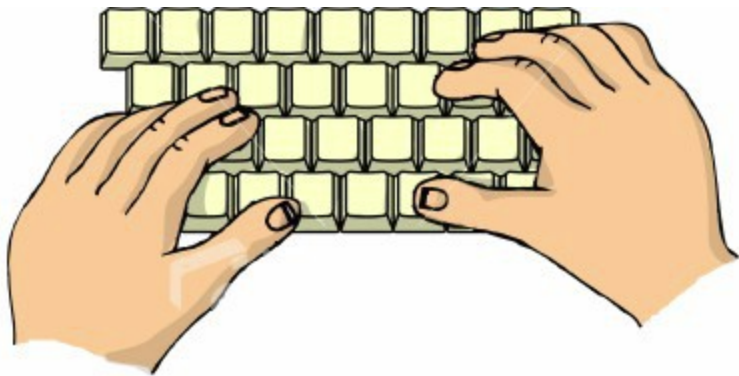
FOOD & BEVERAGE SERVER

Food and beverage servers take order or request from guest and serve food and beverage. The server checks on guest satisfaction and handle the payment, complaints/concerns of customers. They are employed in restaurants, dining rooms, fast food outlets, hotels, private clubs, convention centers and on cruise ships. They have knowledge of service techniques, food and beverage products and responsible alcohol service practises.



MAVIS BEACON – KEYBOARDING

This is an application software program for teaching typing. The program was initially released in late 1987 by the software Tool Works, and has been published regularly ever since. It a good course for people working with computers, office setting and data entry.



COMPUTER TRAINING

- **Get to know Word 2007 I: Create your first document**
- **Create your first document**
- **how to do the basics: type where you want to on a page, fix spelling errors, change spacing and page margins, and save your work.**
- **Edit text and revise your documents**
- **How to get from one place to another in a document so that you can make changes anywhere on the page, how to add and delete text, and move text around**
- **Make documents look great**
- **Emphasize Text, make lists, and use style, a tool that helps you format a document.**



MORE COMPUTER TRAINING

- Microsoft Word 2007 Level 2
- Up to speed with Word 2007:
- The layout of the new design, how to accomplish everyday tasks in Word 2007, and a bit about the new XML file formats.
- Up to speed with the 2007 Office System:
- How to work with the new look of familiar programs in the 2007 Microsoft Office System
- Microsoft Power Point 2007

LEARN THE NEW POWER POINT 2007

- Slide Show Basics
- Picture Basics
- Use diagrams, charts, and tables
- Add sound or narration
- Insert movies
- Use animation
- Change slide design
- Reuse slides from a SharePoint Library

MICROSOFT EXCEL 2007

The layout of the new design, how to accomplish everyday tasks in Excel 2007, and a bit about the new XML file formats.

Learn how to create a workbook, enter and edit text and numbers, and add rows or columns.

Learn how to enter simple formula into worksheets, and how to make formulas update their results automatically.

Learn how to create a chart using the new Excel 2007 commands and make changes to a chart after you create it.

MANDRIVA SOFTWARE

Mandriva 2010 is a Linux software package. It consists of bundles that give you an operating system with many options.

It contains word processing, media, animation, web-design and financial software, as well as games.

Mandriva is a free software that needs no anti-virus. Support is provided through online forums and linux Q&A.

ADULT DOGWOOD COMPLETION

Our partnership with the North Coast Distance Education School means that Hecate Strait can assist you locally to complete the assessments, study for and undertake the exams necessary to complete your Grade 12.

You can opt to register on-line at
[Http://www.ncdes.ca](http://www.ncdes.ca)
or

If you require personal support and encouragement to complete the tasks,
Hecate Strait is here for you!

SPANISH FOR TRAVEL

Whether it is for business, studying or pleasure, Spanish will make your trip more enjoyable!

We offer Introductory Spanish twice a week with a “Muy Caliente” Native Spanish speaking instructor.

In this course you will learn basic conversation including :

- Greetings
- Directions
- Ordering Food and Beverages
- Counting Money
- Time and Days of the Week

...and much more related to travelling

Come have fun and get ready to travel!

Participants should supply English/Spanish dictionary.

