

continuing education

advance your career

courses for professional development

- computer training
- corporate training
- finance
- forklift training
- interpersonal skills
- professional exam preparation
- school-based training
- writing & workplace skills
- certificates of recognition



chinook learning services



Calgary Board
of Education

| experience |

advance your career



At the Calgary Board of Education, we can help you continue your lifelong learning journey.

Chinook Learning Services offers many programs and courses for your professional development. These courses are an excellent way to upgrade your skills, improve your workplace performance or enhance your employability. We continually update our course offerings to stay fresh and relevant for today's competitive business environment.

Advance your career today with Chinook Learning Services.

Naomi Johnson

Chief Superintendent of Schools
Calgary Board of Education

P.S. We also offer many programs for your personal enjoyment too.



ed2go Online Learning – Professional Development

Accessible, flexible & affordable – one course at a time

It's easy to learn something new with a Chinook Learning Services online course. Chinook Learning Services, in partnership with ed2go, is pleased to provide you with a wide selection of online courses designed to give you the flexibility and convenience of learning on your own time.

Our Internet-based classes are fully interactive with instructor-led sessions and student discussion areas where you and fellow students can connect and discuss the course.

CHOOSE FROM THESE SUBJECT AREAS:

- Accounting & Finance
- Business
- Computer Applications
- Design & Composition
- Teaching & Education
- Writing & Publishing

For a complete listing of online classes, visit ChinookLearningServices.com

Online Learning Courses are value priced at \$119!

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DON'T DELAY, REGISTER TODAY

Register early to avoid the disappointment of having a great learning experience cancelled due to insufficient enrolment.

DID YOU KNOW?

IS YOUR CLASS FULL? *We can respond to your needs by setting up another class. Ask to be put on the waiting list.*

JOIN OUR TEAM – CONTINUING EDUCATION POSITIONS *We are always looking for dynamic instructors and original new course ideas. Request a Course Proposal Package by phoning Continuing Education at 403-777-7550, e-mailing ChinookContEd@cbe.ab.ca or downloading it from our website.*

GETTING THERE *See the centre section for course locations and addresses.*

CLASS LOCATIONS *Directions to specific rooms within each site are posted in the main entrance of the school on the first day of the course.*

CORPORATE TEAMBUILDING *Interested in a unique and fun teambuilding event for your staff? We can customize a workshop for you. Call 403-777-7575 Ext. 2513.*

FREE PARKING *at all of our Calgary Board of Education training locations.*

CONTINUING EDUCATION INFORMATION

Visit our website for information on late-breaking and up-to-date course offerings. Find your class at www.ChinookLearningServices.com/ContEd.html

Certificates of Recognition

Certificates of Recognition offered by Chinook Learning Services package together course content to provide cohesive units for enhancing professional learning.

- **Bookkeeping Principles & Applications Certificate of Recognition, page 11**
- **Business Communication Certificate of Recognition, page 16**
- **CBE Office Administration Certificate Program (OACP), page 9**
- **Computer Skills & Workplace Integration Certificate of Recognition, page 3**
- **English Language Learning Assistant 1 Certificate of Recognition, page 15**
- **Library Assistant Certificate of Recognition, page 15**
- **Noon Supervision Service Certificate of Recognition, page 15**

info | [for a complete listing for all courses, consult the index on page 17.](#)

“All things are difficult before they are easy.” - Thomas Fuller

OUR COMPUTER TRAINING CENTRE offers a full range of computer software and technology training. Courses are taught days, evenings and weekends. Training is available for absolute beginners as well as intermediate and advanced users. Computer course outlines are available online. Visit our website.

A PREREQUISITE is a course or series of courses required as preparation for entry into another course. Prerequisites are important in order to ensure a uniform level of skills in a class. It is the responsibility of the student to ensure that prerequisites are met. The prerequisites for each course are identified within each course descriptor. Staff are available at our Erlton Campus for advice and assistance in determining your skill level. Contact Computer Training at 403-777-7966.

COMFORTABLY PACED courses are geared towards those participants who need more time for questions and practice in class.

ENERGETICALLY PACED courses are designed for those who are comfortable with technology and prefer to learn at a brisk pace.

For **CUSTOMIZED GROUP TRAINING** for your company or organization, call 403-777-7966.

COURSE CONTENT may vary depending on the software version taught. The instructor will endeavour to cover all of the materials included in the manual, however, circumstances may require changes to course content.

COMPUTER TRAINING INSTRUCTORS WANTED

If you would like to teach computer classes, request a Course Proposal Package by phoning Continuing Education at 403-777-7550, e-mailing ChinookContEd@cbe.ab.ca, or downloading it from our website.

FOR AN EASY AND CONVENIENT WAY to learn computer skills, see [Online Training on page 7](#).

We offer Microsoft® Office training in version 2010. Versions 2007 and 2010 are very similar and the differences will be highlighted during class time.

UPGRADE YOUR STAFF'S COMPUTER SKILLS Call Franca Best at 403-777-7575 Ext. 2513 to find out more information on Corporate Training.

SEND 4 AND THE 5TH ONE IS FREE

Register 4 employees in a Professional Development course and the 5th registration is FREE! (Some exceptions apply.)

CORPORATE TRAINING

Ongoing professional development ensures that your employees and your business continue to grow. How can we help you meet your employees' and business needs? As industry experts, our instructors, in consultation with you, can create a dynamic training product. Call Franca Best at 403-777-7575 Ext. 2513 to find out more information on Corporate Training.

For more information on our computer courses, contact us at 403-777-7966 or clsertlon@cbe.ab.ca



Watch for last minute discounts on selected courses. Follow us on Twitter or bookmark our Seat Sales webpage.

Calgary Board of Education's Office Administration Certificate Program (OACP)

Want to advance your career as an Office Administrative Professional? The Calgary Board of Education's **OFFICE ADMINISTRATION CERTIFICATE PROGRAM** prepares you with best-practice training and development opportunities that meet the essential requirements of today's rapidly changing school or central office at the Calgary Board of Education. For complete details, visit our website or call Franca Best at 403-777-7575 Ext. 2513.

Accounting

All accounting classes are taught by qualified, professional accountants.

For *Bookkeeping 1 - Basics*, see page 11. For *Personal Finance courses* see *Money Matters* on page 14 in the *Personal Development* section.

QuickBooks - Level 1 OACP

Learn how QuickBooks handles billing, from invoicing to finance charges, generate estimates, collections, inventory management and payroll. Having a basic knowledge of bookkeeping concepts and terminology is helpful for this course and can be gained by taking *Bookkeeping 1 - Basics* before or after taking Quickbooks. Recommended prerequisites: *Windows* or equivalent experience, and *Bookkeeping 1 Basics*. Limited seating.

12 Hours

Fee: \$289

74754 Fri, Sat 9 a.m.-4 p.m. Jan 11 & 12
Erlton Campus S.W.

74759 Mon, Wed 6 p.m.-9 p.m. Jan 21, 23, 28 & 30
Erlton Campus S.W.

74761 Fri, Sat 9 a.m.-4 p.m. Feb 22 & 23
Erlton Campus S.W.

74762 Sat 9 a.m.-4 p.m. Mar 16 & 23
Erlton Campus S.W.

QuickBooks - Level 2 OACP

A continuation of QuickBooks - Level 1. Learn to manage a wide range of transactions that can be encountered during regular bookkeeping. Limited seating. Recommended prerequisite: *QuickBooks - Level 1* or call 403-777-7966.

12 Hours

Fee: \$289

74757 Fri, Sat 9 a.m.-4 p.m. Feb 1 & 2
Erlton Campus S.W.

74760 Mon, Wed 6 p.m.-9 p.m. Feb 25, 27, Mar 4 & 6
Erlton Campus S.W.

Simply Accounting - Level 1

Learn how to set up a bookkeeping and accounting system using Simply Accounting. Having a basic knowledge of bookkeeping concepts and terminology is helpful for this course and can be gained by taking *Bookkeeping 1 - Basics* before or after taking Simply Accounting. Limited seating. Recommended prerequisites: *Windows* or equivalent experience and *Bookkeeping 1 - Basics*.

12 Hours

Fee: \$289

74763 Tue, Thu 6 p.m.-9 p.m. Jan 15, 17, 22 & 24
Erlton Campus S.W.

74764 Sat 9 a.m.-4 p.m. Mar 2 & 9
Erlton Campus S.W.

Simply Accounting - Level 2

A continuation of Simply Accounting - Level 1 covering such topics as month-end reconciliations, remitting GST and payroll. Limited seating. Recommended prerequisite: *Simply Accounting - Level 1* or call 403-777-7966.

12 Hours

Fee: \$289

74765 Tue, Thu 6 p.m.-9 p.m. Feb 19, 21, 26 & 28
Erlton Campus S.W.

Computer Skills & Workplace Integration Certificate

Are you considering rejoining the work force? Up-to-date training on the Windows Operating system and using Microsoft® Office is valuable in any workplace. The courses in the Computer Skills & Workplace Integration Certificate enable you to combine your software skills to complete in-class projects during Project Integration 1 & 2. This 108-hour program prepares you to embark on an office career or to improve your career opportunities.

Recommended prerequisites:

For complete computer beginners, take *Computers for the Absolute Beginner* before beginning this program. If you have some experience with computers but are not comfortable using computers, take *Introduction to Personal Computing & Online Skills* before beginning this program.

Completion Requirements:

Achievement of this Certificate requires the completion of the mandatory courses listed below with a minimum grade of 80% and successful completion of all classroom assignments and exercises. The program can be completed within 4 weeks of full-time, daytime study.

- Windows
- Word - Level 1
- Excel - Level 1
- PowerPoint - Level 1
- Project Integration 1
- Access - Level 1
- Excel - Level 2
- Word - Level 2
- Visio - Level 1
- Publisher - Level 1
- Outlook - Level 1
- Project Integration 2

74713 Mon, Tue, Wed, Thu, Fri 9 a.m.-4 p.m.
Jan 30, 31, Feb 1, 4, 5, 6, 7, 8, 19, 20, 21, 22, 25, 26, 27, 28, Mar 1 & 4
Erlton Campus S.W.

Fees:

\$1895 for registration in the entire program. This is a saving of 30% of the cost of registering for these courses individually.

TAKE ADVANTAGE OF THE CBE'S OFFICE ADMINISTRATION CERTIFICATE PROGRAM (OACP). Courses applicable to this program are identified with OACP. See page 9 for more information.

Beginner Computing

COMPUTER LITERACY is a necessary skill in today's society. If you are new to computers, these are the courses to get you started. You should have basic mouse skills to take any introductory computer course beyond Computers for the Absolute Beginner.

Computers for the Absolute Beginner

COMFORTABLY PACED

How do I turn this thing on? Learn how a computer works, how to operate a mouse and be introduced to the Windows operating system. With this gentle introduction to computers, you'll feel more comfortable taking other courses. With little or no experience with computers, after completing this course, you are ready for *Introduction to Personal Computing* or *Windows*.

6 Hours

Fee: \$185

74781 Mon 9 a.m.-4 p.m. Jan 14
Erlton Campus S.W.

74842 Sat 9 a.m.-4 p.m. Mar 2
Spectacular Saturdays
Ernest Manning High School S.W.

Introduction to Personal Computing & Online Skills

COMFORTABLY PACED

Basic hardware concepts, the Windows operating system, an introduction to word processing and a taste of the Internet and e-mail will be covered. Three glossy reference folders provided. Recommended prerequisite: *Computers for the Absolute Beginner* or equivalent experience.

12 Hours

Fee: \$225

74714 Mon, Tue 9 a.m.-4 p.m. Jan 28 & 29
Erlton Campus S.W.

Keyboarding - Level 1 OACP

COMFORTABLY PACED

Need to learn keyboarding skills? Develop proper keyboarding techniques as well as speed and accuracy. The speed and accuracy you achieve depends on your previous experience and practice outside class time. If you've taken this course with us within the past two years and wish to increase your speed, take Keyboarding - Level 1 again at half price. Recommended prerequisites: Basic computer knowledge and mouse skills are required.

12 Hours

Fee: \$225

74766 Tue 6 p.m.-8 p.m. Jan 22, 29, Feb 5, 12, 19 & 26
Erlton Campus S.W.

75255 Wed 6 p.m.-8 p.m. Mar 13, 20, Apr 3, 10, 17 & 24
Erlton Campus S.W.

Windows

Learning how to use an operating system is a fundamental part of your computer training. Most Chinook Learning Services computer training courses require knowledge of Microsoft® Windows.

Windows OACP

COMFORTABLY PACED

Learn to use the many features of Windows 7, including both basic and intermediate functions. Learn the various features, tools and options available. Familiarize yourself with the basics of personal computers, customize Windows, and manage files and folders. In the intermediate segment, learn advanced customization techniques and work with applications and programs in Windows. In addition, work with Internet Explorer and learn to enhance system performance. Content and practice focused. Recommended prerequisite: Comfortable with computers or *Computers for the Absolute Beginner*.

12 Hours

Fee: \$275

74717 Wed, Thu 9 a.m.-4 p.m. Jan 30 & 31
Erlton Campus S.W.

To register call 403-777-7224

Windows (Express) OACP

ENERGETICALLY PACED

Learn to use the many features of Windows 7, including both basic and intermediate functions. Learn the various features, tools and options available. Familiarize yourself with the basics of personal computers, customize Windows, and manage files and folders. In the intermediate segment, learn advanced customization techniques and work with applications and programs in Windows. In addition, work with Internet Explorer and learn to enhance system performance. Content focused. Recommended prerequisite: Comfortable with computers or *Computers for the Absolute Beginner*.

6 Hours

Fee: \$195

74769 Sat 9 a.m.-4 p.m. Jan 19
Erlton Campus S.W.

74855 Tue 9 a.m.-4 p.m. Feb 12
Erlton Campus S.W.

74856 Thu 6 p.m.-9 p.m. Feb 21 & 28
Erlton Campus S.W.

SPECIAL DISCOUNT

Take Troubleshooting & Maintaining Your PC and receive a 10% discount when you register for Troubleshooting Level 2 at the same time.

Troubleshooting & Maintaining Your PC OACP

Discover simple PC troubleshooting and maintenance techniques to keep your computer running at its best. Learn about hard drive management, care and cleaning of computer equipment, preventing computer problems as well as handling common problems when they occur. Recommended prerequisite: *Windows* or equivalent experience.

3 Hours

Fee: \$89

74844 Sat 9 a.m.-12 p.m. Mar 2
Spectacular Saturdays
Ernest Manning High School S.W.

Troubleshooting - Level 2

Take troubleshooting basics to the next level. Focus on software issues, such as disabling, 'tuning up', malware, uninstalling software, start-up options, partitions, file structures and more. Recommended prerequisites: *Windows AND Troubleshooting & Maintaining Your PC* or equivalent experience.

3 Hours

Fee: \$89

74846 Sat 1 p.m.-4 p.m. Mar 2
Spectacular Saturdays
Ernest Manning High School S.W.

Word

Word - Level 1 OACP

COMFORTABLY PACED

Learn to create and edit a basic document, format text and paragraphs, control page appearance and work with tables and graphics. Content and practice focused. Recommended prerequisite: *Windows* or equivalent experience.

12 Hours

Fee: \$250

75276 Mon, Wed 6 p.m.-9 p.m. Jan 28, 30, Feb 4 & 6
Erlton Campus S.W.

74719 Fri, Mon 9 a.m.-4 p.m. Feb 1 & 4
Erlton Campus S.W.

MANUALS and GST are included in the course fees and PARKING is free at all of our training locations.

For information call 403-777-7550

Word - Level 1 (Express) OACP

ENERGETICALLY PACED

Learn to create and edit a basic document, format text and paragraphs, control page appearance and work with tables and graphics. Content focused. Recommended prerequisite: *Windows* or equivalent experience.

6 Hours**Fee: \$185**74868 Mon 9 a.m.-4 p.m. Jan 21
Erlton Campus S.W.74772 Sat 9 a.m.-4 p.m. Jan 26
Erlton Campus S.W.74864 Sat 9 a.m.-4 p.m. Feb 9
Erlton Campus S.W.74843 Sat 9 a.m.-4 p.m. Mar 2
Spectacular Saturdays
Ernest Manning High School S.W.74857 Tue, Thu 6 p.m.-9 p.m. Mar 5 & 7
Erlton Campus S.W.**Word - Level 2 OACP**

COMFORTABLY PACED

Learn to manage lists, customize tables and charts, customize formatting, work with custom styles, modify pictures and create customized graphic elements, control text flow, automate common tasks and perform mail merges. Content and practice focused. Recommended prerequisites: *Windows AND Word - Level 1* or equivalent experience.

12 Hours**Fee: \$250**74743 Mon, Tue 9 a.m.-4 p.m. Feb 25 & 26
Erlton Campus S.W.**Word - Level 2 (Express) OACP**

ENERGETICALLY PACED

Learn to manage lists, customize tables and charts, customize formatting, work with custom styles, modify pictures and create customized graphic elements, control text flow, automate common tasks and perform mail merges. Content focused. Recommended prerequisites: *Windows AND Word - Level 1* or equivalent experience.

6 Hours**Fee: \$185**74869 Tue 9 a.m.-4 p.m. Jan 22
Erlton Campus S.W.74835 Thu 9 a.m.-4 p.m. Mar 28
Erlton Campus S.W.**Word - Level 3 (Express) OACP**

ENERGETICALLY PACED

Learn to use Word with other programs, collaborate on documents, add reference marks and notes, work with long documents, make documents secure, and create web pages and forms. Content focused. Recommended prerequisites: *Windows AND Word - Level 2* or equivalent experience.

6 Hours**Fee: \$225**74870 Wed 9 a.m.-4 p.m. Jan 23
Erlton Campus S.W.**Excel****Excel for Engineers NEW**

ENERGETICALLY PACED

This course is designed for engineers who know the basics of Excel and would like to learn more about its practical and extensive uses in the industry and in the workplace. Address the spreadsheet challenges related to demonstrating and analyzing engineering concepts. Gain knowledge about Excel's popular features and hidden abilities.

Prerequisite: Excel – Level 2 or extensive equivalent experience.

9 Hours**Fee: \$275**75599 Tue 6:00 p.m. – 9:00 p.m. Apr 9, 16 & 23
Erlton Campus S.W.**Excel - Level 1 OACP**

COMFORTABLY PACED

Learn to create, modify and format a basic worksheet, perform calculations, develop and print the contents of a workbook and customize the layout of the Excel window. Content and practice focused. Recommended prerequisite: *Windows* or equivalent experience.

12 Hours**Fee: \$275**74779 Sat 9 a.m.-4 p.m. Feb 2 & 9
Erlton Campus S.W.74730 Tue, Wed 9 a.m.-4 p.m. Feb 5 & 6
Erlton Campus S.W.74803 Wed 6 p.m.-9 p.m. Feb 6, 13, 20 & 27
Erlton Campus S.W.74873 Wed 9 a.m.-4 p.m. Mar 6 & 13
Erlton Campus S.W.**Excel - Level 1 (Express) OACP**

ENERGETICALLY PACED

Learn to create, modify and format a basic worksheet, perform calculations, develop and print the contents of a workbook and customize the layout of the Excel window. Content focused. Recommended prerequisite: *Windows* or equivalent experience.

6 Hours**Fee: \$195**74785 Fri 9 a.m.-4 p.m. Jan 18
Erlton Campus S.W.75258 Tue 9 a.m.-4 p.m. Jan 29
Erlton Campus S.W.75257 Tue 9 a.m.-4 p.m. Feb 26
Erlton Campus S.W.75256 Fri 9 a.m.-4 p.m. Mar 8
Erlton Campus S.W.74858 Tue, Thu 6 p.m.-9 p.m. Mar 12 & 14
Erlton Campus S.W.74830 Mon 9 a.m.-4 p.m. Mar 25
Erlton Campus S.W.**Excel - Level 2 OACP**

COMFORTABLY PACED

Learn to create and apply templates, create and modify charts, work with graphic objects, calculate with advanced formulas, sort and filter data, and use Excel with the Web. Content and practice focused. Recommended prerequisites: *Windows AND Excel - Level 1* or equivalent experience.

12 Hours**Fee: \$275**75260 Tue, Wed 9 a.m.-4 p.m. Jan 15 & 16
Erlton Campus S.W.74738 Thu, Fri 9 a.m.-4 p.m. Feb 21 & 22
Erlton Campus S.W.74861 Sat 9 a.m.-4 p.m. Mar 16 & 23
Erlton Campus S.W.74874 Mon, Tue 9 a.m.-4 p.m. Mar 18 & 19
Erlton Campus S.W.

Excel - Level 2 (Express) OACP

ENERGETICALLY PACED

Learn to create and apply templates, create and modify charts, work with graphic objects, calculate with advanced formulas, sort and filter data, and use Excel with the Web. Content focused. Recommended prerequisites: *Windows AND Excel - Level 1* or equivalent experience.

6 Hours**Fee: \$195**

- 74863 Sat 9 a.m.-4 p.m. Jan 12
Erlton Campus S.W.
- 74797 Fri 9 a.m.-4 p.m. Jan 25
Erlton Campus S.W.
- 75262 Fri 9 a.m.-4 p.m. Feb 8
Erlton Campus S.W.
- 74831 Tue 9 a.m.-4 p.m. Mar 26
Erlton Campus S.W.

Excel - Level 3 (Express)

ENERGETICALLY PACED

Learn to customize workbooks, collaborate with others using workbooks, audit worksheets, analyze data, work with multiple workbooks, import and export data, and structure workbooks with XML. Content focused. Recommended prerequisites: *Windows AND Excel - Level 2* or equivalent experience.

6 Hours**Fee: \$225**

- 74804 Mon 9 a.m.-4 p.m. Feb 11
Erlton Campus S.W.
- 74832 Wed 9 a.m.-4 p.m. Mar 27
Erlton Campus S.W.

Pivot Tables & Analysis Tools

ENERGETICALLY PACED

Learn to quickly make sense of all the numbers. Find out how one of Microsoft® Excel's most powerful - yet least used - tools can turn data drudgery into conclusive reports and simplified analysis. Discover the power of PivotTables! Recommended prerequisites: *Windows AND Excel Level 2* or equivalent experience.

3 Hours**Fee: \$99**

- 75263 Thu 6 p.m.-9 p.m. Feb 7
Erlton Campus S.W.

Access

Access - the Microsoft® Office Database Management System provides relational database power to give you the information you need to make better decisions. Access delivers powerful tools for managing and analyzing data.

Access - Level 1 OACP

COMFORTABLY PACED

Learn introductory concepts of database development including how to design a table and add, edit, locate, sort and delete records. Content and practice focused. Recommended prerequisites: *Windows AND Excel - Level 1* or equivalent experience.

12 Hours**Fee: \$275**

- 74862 Sat 9 a.m.-4 p.m. Jan 19 & 26
Erlton Campus S.W.
- 74736 Tue, Wed 9 a.m.-4 p.m. Feb 19 & 20
Erlton Campus S.W.

Access - Level 2 (Express)

ENERGETICALLY PACED

Build on Level 1. Learn to take advantage of relational database efficiency by establishing relationships and enforcing referential integrity, and sound table design techniques to control data entry and automate tasks. Content focused. Recommended prerequisites: *Windows AND Access - Level 1* or equivalent experience.

6 Hours**Fee: \$195**

- 74865 Wed 9 a.m.-4 p.m. Feb 13
Erlton Campus S.W.

Access - Level 3 (Express)

ENERGETICALLY PACED

Learn how to use a variety of complex query techniques, create more efficient forms and reports, and create and use macros to automate their forms. Gain experience with Internet-related features, including hyperlinks and the Web toolbar. The Access series of courses meets the Microsoft® Proficiency Guidelines for Access at the Core level. Content focused. Recommended prerequisites: *Windows AND Access - Level 2* or equivalent experience.

6 Hours**Fee: \$225**

- 74866 Wed 9 a.m.-4 p.m. Feb 27
Erlton Campus S.W.

PowerPoint**PowerPoint - Level 1 (Express) OACP**

ENERGETICALLY PACED

Learn to create, manipulate and prepare to deliver presentations. Topics covered are formatting text slides, adding tables and charting data in a presentation, modifying objects on slides and adding images to a presentation. Content focused. Recommended prerequisite: *Windows* or equivalent experience.

6 Hours**Fee: \$185**

- 74733 Thu 9 a.m.-4 p.m. Feb 7
Erlton Campus S.W.
- 74780 Sat 9 a.m.-4 p.m. Feb 23
Erlton Campus S.W.
- 74859 Tue, Thu 6 p.m.-9 p.m. Mar 19 & 21
Erlton Campus S.W.

Microsoft® Office Series

For Microsoft® Office Specialist (MOS) Certification Exam Prep courses for Word and Excel, see page 14.

Office on Saturdays

ENERGETICALLY PACED

A fast and easy way to learn the basics of Microsoft® Office. This course includes Level 1 in Windows, Word, Excel and PowerPoint, all on Saturdays. Recommended prerequisites: Mouse skills and Keyboarding.

30 Hours**Fee: \$679**

- 74768 Sat 9 a.m.-4 p.m. Jan 19, 26, Feb 2, 9 & 23
Erlton Campus S.W.
- Early Bird Fee: \$629**
(Register by 4 p.m., Jan 4 and save!)

MANUALS and GST are included in the course fees and PARKING is free at all of our training locations.

Online Training

Desktop Applications Complete Collection

A complete learning solution for your desktop applications. Leverage your software investment with our complete collection of Desktop Application courses and resources. Regardless of your job role, department, schedule or learning style, this collection provides the training and tools to improve productivity, efficiency and effectiveness. From the novice to the advanced user, this collection will sharpen skills and enhance user ability. The courses and resources in this collection address popular desktop operating systems and general office applications, including Microsoft® Office Suite, Open Office, Windows, MAC OS, Lotus Smart Suite, Crystal Reports, Quickbooks, and more.

A comprehensive collection for the most popular applications - Desktop Application courses and resources for creating spreadsheets, memos, presentations, emails, and more - all in one library. This collection covers seven relevant categories:

- Spreadsheet applications
- Word processing applications
- Presentation and publishing applications
- Desktop databases
- Web tools
- Operating systems
- Project management tools

Self-paced Courses plus resources (MS Office versions 2003 to 2010)

75294 **12 month subscription \$879**

75295 **6 month subscription \$679**

Adobe Pack: Perfect Your Design with the Latest Adobe Training

Our Adobe Pack library gives design professionals the most comprehensive suite of tools for achieving excellence with Adobe applications. The library was created with web designers, graphic designers, page layout experts, and other creative professionals in mind. This library provides training for all levels of experience. In addition, it is an excellent 'Just-in-Time' resource for referencing quick answers when working under a tight deadline, or can provide the framework for a full design and electronic communication learning path. Who said creativity can't be efficient?

The Adobe Pack will make tasks easier, and increase efficiency and precision. This collection of multi-level courses is perfect for PC and Mac users. Here are a few of the applications included in the Adobe Pack library:

- Adobe Dreamweaver®
- Adobe Flash®
- Adobe Illustrator®
- Adobe InDesign®
- Adobe Photoshop®

Each short, focused course is based on sound design techniques for creating graphical elements and objects for the web, print, or multi-media output. Many of the Adobe titles have been developed to meet the Adobe Certified Expert (ACE) objectives. Self-paced courses plus resources

75296 **12 month subscription \$879**

75297 **6 month subscription \$679**

OACP Testing Day

Computer Training assessment testing day for OACP students. The day is free but you must register to reserve your seat. Please allow one hour for each assessment.

1 Day **Free**

75496 Sat 9 a.m.-4 p.m. Apr 6
Viscount Bennett Centre S.W.

Outlook

Outlook - Level 1 OACP

COMFORTABLY PACED

Learn the fundamentals of using Outlook to coordinate mail, appointments, events, meetings, tasks and contacts. Content and practice focused. Recommended prerequisite: *Windows* or equivalent experience.

6 Hours **Fee: \$195**

74867 Mon, Wed 6 p.m.-9 p.m. Jan 21 & 23
Erlton Campus S.W.

74751 Fri 9 a.m.-4 p.m. Mar 1
Erlton Campus S.W.

Project

Stay informed by controlling your project work, schedule and finance, and effectively communicating project data. Learn the theory and then the appropriate application. For the Project Management theory course, see Project Management - An Overview on page 14.

Project - Levels 1 & 2

MS Office Project can provide you with robust project management capabilities. This effective software tool will allow you to stay informed, control project work, schedules, finances - and keep project teams aligned. Become more productive through integration with familiar Microsoft® Office system programs, powerful reporting options as well as guided planning, wizards, and templates. Learn how project and resource managers who work with others across an enterprise can share schedules and resources. Content focused. Recommended prerequisites: *Windows* or equivalent experience, and *Project Management - An Overview* is recommended for those individuals who have no Project Management experience.

6 Hours **Fee: \$325**

74853 Thu 9 a.m.-4 p.m. Jan 17 & 24
Erlton Campus S.W.

Mac Courses

Mac OS X

COMFORTABLY PACED

Mac OS X is the easiest to use computer operating system available. With its consistent, intuitive interface, you will get your work done quickly and easily using your computer as a tool in accomplishing your daily tasks. Learn a number of basic skills that will provide a good foundation for using Mac OS X in your everyday work. This covers introductory and intermediate material. Content and practice focused. Recommended prerequisite: *Comfortable with computers* or *Computers for the Absolute Beginner*.

12 Hours **Fee: \$250**

75289 Wed 6 p.m.-9 p.m. Jan 30, Feb 6, 13 & 20
Harold Panabaker School S.W.

iLife Suite '09

Learn to make the most out of your digital life. Use your Mac to collect, organize and edit the various elements. Transform them into mouth-watering masterpieces with Apple-designed templates. Then share the magic moments in beautiful books, colorful calendars, dazzling DVD's, perfect podcasts and attractive online journals. Courses included in this suite are iPhoto, GarageBand and iWeb. Recommended prerequisites: Basic computer knowledge and mouse skills.

12 Hours **Fee: \$249**

75290 Wed 6 p.m.-9 p.m. Feb 27, Mar 6, 13 & 20
Harold Panabaker School S.W.

GarageBand

Record your next hit show. Learn the best way to create music on a Mac whether it's for podcasts or movies. The podcast recording studio in GarageBand 3 puts you in the control room of your own full-featured radio station. Get your voice on the Internet in just a few minutes. Recommended prerequisites: Basic computer knowledge and mouse skills.

3 Hours**Fee: \$99**

75292 Wed 6 p.m.-9 p.m. Mar 13
Harold Panabaker School S.W.

iPhoto

Share photos in a whole new way. Learn the easiest way to import, organize, edit, input and share your digital photos. iPhoto offers support for up to 250,000 photos. New book templates, Photocasting, photo blogs, and custom calendars and cards guarantee no one will miss a single smile. Recommended prerequisites: Basic computer knowledge and mouse skills.

6 Hours**Fee: \$149**

75291 Wed 6 p.m.-9 p.m. Feb 27 & Mar 6
Harold Panabaker School S.W.

iWeb

Put your life on the web. Learn to create websites and blogs complete with podcasts, photos and movies. Customize your pages to build a great website in minutes, then publish live to Mac with a single click. Recommended prerequisites: Basic computer knowledge and mouse skills.

3 Hours**Fee: \$99**

75293 Wed 6 p.m.-9 p.m. Mar 20
Harold Panabaker School S.W.

Publishing & Multimedia

Gain the skills you need to create outstanding documents, dynamic digital video or intriguing graphics.

Adobe Suite CS5

ENERGETICALLY PACED

Become familiar with all the components of Adobe Suite CS5 including Acrobat, Illustrator and InDesign in 18 hours. A manual for each component covered in depth will be included with the registration fee. Content focused. Recommended prerequisite: *Windows* or equivalent experience.

18 Hours**Fee: \$629**

74848 Thu 9 a.m.-4 p.m. Feb 28, Mar 7 & 14
Erlton Campus S.W.

Early Bird Fee: \$579

(Register by 4 p.m. Feb 14 and save!)

Adobe Acrobat 9 (Express)

ENERGETICALLY PACED

Learn how to create, edit and manage your library of electronic portable document format (PDF) files and understand how Adobe Acrobat documents are created from standard desktop applications. Be introduced to the main methods of creating Adobe PDF files then enhance those files using Adobe Acrobat, Acrobat Distiller and Acrobat Catalog. Content focused. Recommended prerequisite: *Windows* or equivalent experience.

6 Hours**Fee: \$225**

74850 Thu 9 a.m.-4 p.m. Feb 28
Erlton Campus S.W.

Adobe Illustrator CS5 (Express)

ENERGETICALLY PACED

Adobe Illustrator is the main graphic creation package used in desktop publishing. Establish a firm foundation in Illustrator by mastering the primary tools and techniques necessary to create complex and attractive illustrations and artwork that could be used in printed materials or for distribution on the web. Content focused. Recommended prerequisite: *Windows* or equivalent experience.

6 Hours**Fee: \$225**

74852 Thu 9 a.m.-4 p.m. Mar 14
Erlton Campus S.W.

To register call 403-777-7224

Adobe InDesign CS5 (Express)

ENERGETICALLY PACED

Adobe InDesign is a robust and easy to use design and layout program. Learn the basics of creating documents of many types, from single page advertisements and flyers, to complex multi-page colour publications. Content focused. Recommended prerequisite: *Windows* or equivalent experience.

6 Hours**Fee: \$225**

74851 Thu 9 a.m.-4 p.m. Mar 7
Erlton Campus S.W.

Adobe Photoshop CS5 - Level 1

COMFORTABLY PACED

Become familiar with the capabilities and use of Adobe Photoshop, tools, palettes and filters. Save images in formats for print and web use. This course uses the *Windows* version but the skills learned are interchangeable with the *Macintosh* version. Content and practice focused. Recommended prerequisite: *Windows* or equivalent experience.

12 Hours**Fee: \$299**

74849 Sat 9 a.m.-4 p.m. Mar 2 & 9
Erlton Campus S.W.

Publisher - Level 1 OACP

ENERGETICALLY PACED

This is an introduction to one of the easiest desktop publishing programs available today using Microsoft® Publisher. Review desktop publishing concepts and then look at how to create documents such as newsletters, flyers and brochures. Content focused. Recommended prerequisites: *Windows AND Word - Level 1* or equivalent experience.

6 Hours**Fee: \$185**

74748 Thu 9 a.m.-4 p.m. Feb 28
Erlton Campus S.W.

74834 Thu 9 a.m.-4 p.m. Mar 28
Erlton Campus S.W.

Visio**Visio**

Diagrams and charts play a key role in knowledge dissemination, making complex data easy to understand. Learn about the features that are instrumental in creating pictorial representations of information. Recommended prerequisite: Comfortable in an IT environment.

6 Hours**Fee: \$195**

74744 Wed 9 a.m.-4 p.m. Feb 27
Erlton Campus S.W.

74860 Mon, Wed 6 p.m.-9 p.m. Mar 11 & 13
Erlton Campus S.W.



LUNCH AND LEARN WEBINAR SERIES.
A convenient and cost effective way to get the information you need. For a list of dates and current topics, see page 17 or visit our website.

For Web Based courses see page 11.

For information call 403-777-7550

Office Administration Certificate Program



Want to advance your career as an Office Administrative Professional?



**Calgary Board
of Education**

The Calgary Board of Education's Office Administration Certificate Program prepares you with best-practice training and development opportunities that meet the essential requirements of today's rapidly changing school or central office at the Calgary Board of Education.

For complete details, visit our website at www.chinooklearningservices.com or contact Franca Best at 403-777-7575 Ext. 2513, flbest@cbe.ab.ca
For individual course listings, see index on page 17.

Office Administration Level 1

- Telephone Etiquette
- Dealing with Difficult People
- Customer Service
- Listening for Better Communication
- Time & Task Management
- Records Management and Retention
- Windows
- Online Skills

Office Administration Level 2

- Writing Skills for Business
- Proofreading Perfected!
- Bookkeeping 1 - Basics
- Keyboarding - Level 1
- Word - Level 1
- Outlook - Level 1

Office Administration Level 3

- Business English Grammar
 - Teambuilding
 - Managing Stress in the Workplace
- OR
- Troubleshooting & Maintaining Your PC
 - QuickBooks - Level 1
 - Word - Level 2
 - Excel - Level 1
- OR
- Publisher - Level 1
- OR
- PowerPoint - Level 1

Office Administration Level 4

- Speaking with Confidence
- Meetings, Agendas & Minutes
- Leadership Skills for Managers
- QuickBooks - Level 2
- Excel - Level 2
- Word - Level 3

Office Administration Level 5

- Negotiate for Win-Win Results
 - Conflict Resolution for the Workplace
 - Ethics Management
 - Project Management - An Overview
- OR
- Dreamweaver

Recommended Optional Courses

- Manage Your Workplace Emotions
- Personal Shorthand
- Supervisory Training
- Coaching Your Business Team
- Access - Level 1
- Understanding Financial Statements

Register for 3 or more courses at one time and receive a 10% discount
(Certificate registration fee does not count as a course).

For more information on our computer courses, contact us at 403-777-7966 or email clserlton@cbe.ab.ca

Corporate Training - Your Solution Partner

At Chinook Learning Services, we can help by offering face-to-face and virtual training designed with the working adult learner in mind. Our training approach is based on sound planning and presentation principles which ensure your employees get a learning experience that is highly interactive, practical and current.

Your staff can attend our scheduled courses, or we can bring our courses directly to your workplace or your computer. As well, we will conduct formal or informal assessments to help identify the knowledge your staff requires to effectively respond to the challenges they are facing in the workplace.



See course listings for the comprehensive list.

Communications

Strong communication skills are critical. We have a number of topics in this area to meet the demands of a highly effective work team.

- business writing
- speaking
- proofreading
- grammar
- spelling

Graphic Applications

Gain the skills to create outstanding documents, dynamic digital video or intriguing graphics using

- Adobe Suite
- Photoshop
- Publisher
- Dreamweaver
- Flash

Skills Development

We offer various topics to help the corporate work team tackle typical day-to-day challenges. Topics include

- speed reading
- minute taking
- shorthand
- memory skills

Microsoft® Applications

Keeping your technical skills current.

- Access
- Excel
- Outlook
- PowerPoint
- Project
- Windows
- Word
- Visio

Accounting Applications

Dependable accounting software and practices are critical to any organization.

- Bookkeeping/Accounting
- Quickbooks Pro
- Simply Accounting

Teambuilding

Choose from a variety of teambuilding activities to help you organize a memorable and effective training experience. Consider a hands-on teambuilding event involving painting or drawing, or learning a new language.

Management & Administration

The topics in this area cover a variety of business and management related topics that focus on both personal and professional effectiveness.

"The customer service workshop Chinook delivered was excellent and Drew Price did an amazing job! All of the feedback I received from the employees that were reluctant to attend was all very positive. The training was mandatory and many had worked the night before. Needless to say they were entertained and Drew did a great job. I will definitely call Chinook again for follow-up training in 6 months to reinforce the training that has occurred."

-Tammy Whitney, Executive Director

Dit'oni'kodza Limited Partnership & Guja Nats'iyini'hi Board

**Contact Franca Best at 403-777-7575 Ext.2513 or
email flbest@cbe.ab.ca and we will customize any course.**

Web Based

The growing importance of this revolutionary communication, business and research tool has also created a demand for individuals who possess the technical and strategic skills to create and manage Internet resources. To accommodate this need, businesses are looking for a recognizable standard of technical competence and organizational savvy.

Online Skills **NEW OACP**

This is more than just learning how to navigate the Internet. Learn the basics of browsing, conducting searches and then the most talked about - social networking. Learn about the do's and don't's to help you navigate online tools like Facebook, LinkedIn, Twitter, Scribd and blogging. (This course was previously called Internet Basics).

3 Hours

Fee: \$99

75271 Mon 6 p.m.-9 p.m. Feb 11
Erlton Campus S.W.

75274 Mon 6 p.m.-9 p.m. Mar 11
Erlton Campus S.W.

MANUALS and GST are included in the course fees and PARKING is free at all of our training locations.

Dreamweaver CS5 **OACP**

ENERGETICALLY PACED

This course provides you with the information and hands-on practice you need to build and manage professional websites. Become comfortable using Dreamweaver to build small sites and to edit existing larger sites. Discover Dreamweaver's powerful design tools for creative dynamic web pages. Topics include designing a website, working with images, tables and frames. Create dynamic user-interface elements and cascading style sheets. Work with advanced website creation features including libraries and behaviours. Content focused. This course is also part of the CBE Office Administration Certificate Program (OACP). Recommended prerequisite: Familiarity with the Internet and proficiency in Windows.

17.5 Hours

Fee: \$395

74872 Thu 5:30 p.m.-9 p.m. Jan 10, 17, 24, 31 & Feb 7
Erlton Campus S.W.

18 Hours

Fee: \$395

74833 Mon, Tues, Wed 9 a.m.-4 p.m. Mar 25, 26 & 27
Erlton Campus S.W.

Flash CS5

COMFORTABLY PACED

Learn how to use Macromedia Flash to create dazzling animations for web sites. Flash is an extremely powerful vector graphics program that allows you to create dynamic animated content. Learn to use Flash's tools and features to create and modify graphics, text, sound and animation. Work with the interactive capabilities of Flash. Content and practice focused. Recommended prerequisite: Knowledge of the Internet.

12 Hours

Fee: \$295

75275 Sat 9 a.m.-4 p.m. Apr 6 & 13
Erlton Campus S.W.

finance

"Out of clutter, find simplicity." -

Albert Einstein

Accounting

All accounting classes are taught by qualified, professional accountants. Take advantage of the Calgary Board of Education's, Office Administration Certificate Program. See page 9. Courses applicable to this program are identified with OACP.

Bookkeeping 1 - Basics **OACP**

Little or no formal bookkeeping instruction? Having trouble understanding your accountant? Learn the basics including bookkeeping terminology and methodology. Each session includes a lecture and exercises to reinforce the concepts. Gain a strong base in the fundamentals as a good foundation for computerized accounting. A modified fee is available for students who have taken this course in the last two years.

Instructor: Doug Reeh, CA (see profile on our website)

3 Classes

Fee: \$309

74426 Wed, Thu, Fri 8:30 a.m.-3 p.m. Jan 16 - 18
Erlton Campus S.W.

Understanding Financial Statements **OACP**

Financial statements are tools that investors or lenders use to assess the position of a company. Learn to assess a company's solvency, and direction, in addition to trends in earnings and capital investment. *Instructor: Cheryl Davis*

1 Class

Fee: \$149

74429 Sat 9 a.m.-4 p.m. Feb 23
Viscount Bennett Centre S.W.

For Personal Finance courses, see Money Matters on page 14 in the Personal Development section.

Bookkeeping Principles & Applications Certificate of Recognition

Many office positions now require knowledge of bookkeeping and accounting principles. By learning the basics in these areas, you can become more marketable. This financial knowledge can also help you manage a business or a department. This flexible 60-hour program is designed to help you learn the necessary theory and practical skills required to set you apart from other applicants or provide the foundation needed to launch into a new field of study.

- Bookkeeping 1 – Basics (18 hours)
- Bookkeeping 2 – Accounting Essentials (12 hours)
- Understanding Financial Statements (6 hours)

One of the following accounting software packages (both levels required):

- Quickbooks - Level 1 (12 hours) and Quickbooks - Level 2 (12 hours)

OR

- Simply Accounting - Level 1 (12 hours) and Simply Accounting - Level 2 (12 hours)

Fees:

All course fees are specified individually. Please refer to each course. Participants are required to register in the Bookkeeping Principles & Applications Certificate of Recognition Program and pay a non-refundable \$50 fee at the time of registration. This fee is waived for CBE Office Administration Certificate Program (OACP) registrants.

Registration Information

Call 403-777-7224.

“A journey of a thousand miles begins with a single step.” – Lao Tzu

Professional Training

Forklift - Sit-Down Training

For both experienced and inexperienced operators wishing to have certification. In keeping with Occupational Health & Safety standards, this course is designed to foster and develop a professional, willing and cooperative attitude towards safe forklift operation. The Sit-Down (counter-balanced) forklift license is recognized and accepted across North America. Prerequisite: participants must be at least 18 years of age and know how to drive a car. *Instructor: Vern Pauls (see profile on our website)*

2 Classes

Fee: \$180

74154 Thu 6 p.m.- 9 p.m. Jan 24
Viscount Bennett Centre S.W.
Sat 9 p.m.- 2 p.m. Jan 26
Bugle Forklift Sales & Rentals S.W.

74155 Thu 6 p.m.- 9 p.m. Feb 21
Viscount Bennett Centre S.W.
Sat 9 p.m.- 2 p.m. Feb 23
Bugle Forklift Sales & Rentals S.W.

74156 Thu 6 p.m.- 9 p.m. Mar 21
Viscount Bennett Centre S.W.
Sat 9 p.m.- 2 p.m. Mar 23
Bugle Forklift Sales & Rentals S.W.

interpersonal skills

“Remember not only to say the right thing in the first place, but far more difficult still, to leave unsaid the wrong thing at the tempting moment.” – Benjamin Franklin

Communication

Communication & Effective Relationships

Are you a deliberate communicator - someone who knows what to say and understands the impact of a message? Establishing and maintaining good workplace relationships requires skill and affects efficiency, productivity, career progression and well-being. This course is recommended for managers seeking the skills, tools and strategies needed to enhance prominence, influence and respectability within their organizations.

Instructor: David Gross

6 Classes

Fee: \$329

74433 Tue, Thu 6 p.m.-9 p.m. Jan 15-31
Erlton Campus S.W.

Difficult Conversations

“We need to talk”.... Develop the tools needed to approach challenging conversations with a higher level of skill and confidence. Understand your current conflict style and learn about handling emotional energy. Explore the preparation and structure needed for creating safety, trust and awareness leading to improved communication, understanding and solution-building. *Instructor: David Gross*

1 Class

Fee: \$149

74439 Sat 9 a.m.-4 p.m. Feb 9
Viscount Bennett Centre S.W.

Listening for Better Communication OACP

Listening effectively is more than just hearing; it's the ability to receive, attend to, interpret and respond to oral messages and other cues, such as body language. Improve your productivity, boost morale and ultimately save money. Adapt your listening habits and identify factors that limit effective listening. Learn appropriate responses and help others listen better to you at home and at work.

Instructor: Lynne Thornton (see profile on our website)

1 Class

Fee: \$149

74443 Sat 9 a.m.-3:30 p.m. Mar 16
Erlton Campus S.W.

Manage Your Workplace Emotions OACP

You can't change conflict and opposing points of view in the workplace. You can, however, change the way you react. Become more emotionally aware, harness your emotions and express them positively with control, confidence and composure.

Instructor: Wilma Rubens (see profile on website)

1 Class

Fee: \$89

74453 Sat 1 p.m.-4 p.m. Mar 2
Spectacular Saturdays
Ernest Manning High School S.W.

Personal Accountability

What is the 'blame game' costing you in lost productivity, reduced profits, poor communication, and decreased employee motivation? Training in personal accountability helps build a core foundation to building employee morale, improving employee productivity, and enhancing the customer experience. Corporate cultures that embrace and promote personal accountability are forces to be reckoned with.

Instructor: Drew Price (see profile on our website)

1 Class**Fee: \$129**

74457 Tue 6 p.m.-9 p.m. Feb 12
Erlton Campus S.W.

Speaking With Confidence OACP

Your ability to speak effectively can make or break your career. Become the speaker you want to be. Using the supplied textbook, *Speak With Power* by Betty Cooper, learn the Seven Steps and Seven Keys to speaking with power, including 'Four P's to Powerful Presenting' and 'Re-directing Your Nervous Energy'. Presented by Cooper Communication Ltd.

7 Classes**Fee: \$309**

74463 Mon 6 p.m.-9 p.m. Jan 28 - Mar 18
Erlton Campus S.W.

Telephone Etiquette OACP

Learn how to enhance your professional image and communication skills through effective telephone etiquette. Gain the necessary guidelines, knowledge, skills and strategies to ensure a positive impact on all callers. Learn about: effective greetings, voice technique, taking messages/voice mail, conference calls, handling difficult callers and much more.

Instructor: Heather Meadows, Keystone Connections (see profile on our website)

1 Class**Fee: \$89**

74467 Tue 6 p.m.-9 p.m. Feb 5
Erlton Campus S.W.

Leadership & Management**Conflict Resolution for the Workplace OACP**

Successful conflict resolvers are not born; they are trained. Build your skills as an effective conflict resolver and mediator. Learn to recognize conflict patterns and what triggers and escalates conflict in others, master strategies that reduce conflict escalation, assert yourself confidently and give constructive feedback. These skills will help you work more productively and harmoniously with clients, colleagues and superiors.

Instructor: Wilma Rubens (see profile on website)

2 Classes**Fee: \$249**

74434 Sat 8:30 a.m.-3:30 p.m. Mar 9 & 16
Viscount Bennett Centre S.W.

Customer Service OACP

With the proper tools, your front line staff can turn your business around and increase sales. Explore the eight pillars of customer service excellence, how to deal with disasters and angry customers, and how to use surveys and feedback responses. Develop customer service guidelines and effectively manage the customer service process.

Instructor: Drew Price (see profile on our website)

2 Classes**Fee: \$159**

74436 Mon, Wed 6 p.m.-9 p.m. Feb 11 & 13
Erlton Campus S.W.

Dealing with Difficult People OACP

Have you ever had to deal with difficult people at work? Learn to understand these people, and gain specific strategies for dealing with them. Know what to do and say the next time you're the target of extreme behaviour.

Instructor: Darlene Readwin (see profile on our website)

1 Class**Fee: \$159**

74437 Sat 9 a.m.-4 p.m. Feb 23
Erlton Campus S.W.

Decision Making for Leaders

How are successful well-rounded timely decisions made? Research shows that one of the critical skills distinguishing great leaders from good leaders is the conscious choice to listen to and act on gut feeling or intuition in daily decision making. Discover to what extent you are already utilizing intuition, determine when it is appropriate to use intuition, identify and overcome emotional and cognitive blocks, and enhance the conscious use of intuitive decision making.

Instructor: Darlene Readwin (see profile on website)

2 Classes**Fee: \$159**

74438 Thu 6 p.m.-9 p.m. Jan 31 & Feb 7
Erlton Campus S.W.

Ethics Management OACP

Managing organizational, team or even personal ethics begins with knowing how to think through a situation and come to a decision that can be trusted to be both high-integrity and effective. Discover the ethical decision process - something of high practical value to participants. From the smallest decision to the most difficult dilemmas, experience how to make good, ethical choices and develop clear reasons to support them. From your own shared values and experience and by studying positive examples and models, learn approaches to making integrity-based decisions.

Instructor: Viorica Craciunescu

2 Classes**Fee: \$159**

74441 Tue 6 p.m.-9 p.m. Mar 12 & 19
Erlton Campus S.W.

Leadership Skills for Managers OACP

Want to learn the keys to getting people to perform better for you? Discover the difference between leading people and managing things, and how to acquire and accentuate the characteristics that make people want to follow you. Learn to communicate expectations, accountability and personal responsibility in a positive, friendly manner. Motivate your staff and handle difficult situations by developing relationships and trust with your team. Recommended prerequisite: Supervisory Training. *Instructor: Drew Price (see profile on our website)*

2 Classes**Fee: \$249**

74442 Mon, Tue 9 a.m.-4 p.m. Feb 11 & 12
Erlton Campus S.W.

Problem Solving Strategies

Problem solving is one of the most challenging and complex, yet vitally important skills required of leaders and teams in organizations. Learn how to involve employees in problem solving to increase productivity and enhance job satisfaction. Learn about the different problem solving styles, and how to choose which style is appropriate for the work unit and situation.

1 Class**Fee: \$159**

74458 Fri 9 a.m.-4 p.m. Feb 22
Erlton Campus S.W.

high school upgrading

Complete your diploma, take extra courses, increase your marks or supplement your schedule. Chinook has the program for you.

We offer . . .

- A wide range of high school credit courses.
- A choice of learning environments - classroom or self-directed learning.
- Quality teaching - your success is our success.
- Specialty courses - our Prep, Fast and Condensed classes prepare you for your next steps.
- Learning assistance when you need it.
- Friendships - it isn't always about the work!

For more information call 403-777-7200 or cruise our website
www.ChinookLearningServices.com

Project Management - An Overview OACP

Project Management is an essential and critical skill to have in any corporate work environment. Gain a solid grounding in both the hard technical skills of project management as well as the all-important softer people management skills. Examine the project life cycle, project definition, project planning, project manager's role, creation of a project team, progress tracking, organizational responsibilities, time management and project evaluation. *Instructor: Mike Haden*

4 Classes**Fee: \$269**

74459 Thu 6 p.m.-9 p.m. Feb 28 - Mar 21
Erlton Campus S.W.

Records Management & Retention OACP

Suffering from information overload? Find yourself saying, 'I know it's here somewhere?' Discover the basic concepts used in the successful management of information resources at the Calgary Board of Education. In this introductory course, learn about filing guidelines, electronic file management, and the structure and life cycle of records.

*Instructor: Cindy Keays***2 Classes****Fee: \$139**

74460 Mon 6 p.m.-8:30 p.m. Feb 25 & Mar 4
Highfield Centre S.E.

Supervisory Training OACP

Learn how to analyze employee performance, identify and solve performance problems, implement leverage strategies, improve time and team management, as well as set and achieve goals. The Supervisory Training and Responsibilities (STAR) program is best suited for retail outlets, business offices, manufacturing and wholesale businesses and allows you to make the shift from employee to management with maximum effectiveness. *Instructor: Garth Roberts*

3 Classes**Fee: \$309**

74465 Wed 9 a.m.-4 p.m. Jan 30 - Feb 13
Erlton Campus S.W.

Teambuilding OACP

The team approach is certainly recognized as one of the best ways to achieve success in a project or endeavour of any size. However, not everyone is a natural team player nor does everyone have the ability to build high performance teams. Learn the theory and the practical skills necessary to deliver success to your organization whether you lead or work in a team. *Instructor: Drew Price (see profile on our website)*

1 Class**Fee: \$159**

74466 Fri 9 a.m.-4 p.m. Feb 8
Erlton Campus S.W.

Time & Task Management OACP

People to see and places to go, but no time to spare? Learn that you cannot manage time, only yourself. Identify the tools to make better choices, including the critical tool of delegation. Discover how to overcome time wasters and bad habits by changing your behaviour. *Instructor: Drew Price (see profile on our website)*

1 Class**Fee: \$159**

74468 Sat 9 a.m.-4 p.m. Feb 9
Viscount Bennett Centre S.W.

For more business courses, see Money Matters - Business on page 13 in the Personal Development section.

professional exam preparation

"It is only as we develop others that we permanently succeed." – Harvey S. Firestone

Engineering - APEGA

NPPE Preparation Course (APEGA)

As a prerequisite for registration in the APEGA, engineering, geology, geophysics graduates and first time applicants are required to successfully complete the National Professional Practice Exam (NPPE). This five-session, 15-hour seminar reviews the primary literature required by APEGA and provides preparation for exam writing in the general areas of Engineering Practice and Ethics and Fundamentals of Professional Engineering Law. It also covers the Occupational Health and Safety Act. The final session includes a review of 100 multiple choice questions in preparation for the exam. Each participant receives copies of the materials covered throughout the seminar. Access to the textbooks and literature required by APEGA is recommended.

Instructor: Mohammad Toghraei, MSc, P. Eng. (see profile on our website)

Please note that the first class will be on Tuesday, February 26, and all other classes will be on Thursdays. Class dates are Feb 26, 28, Mar 7, 14 & 21.

5 Classes**Fee: \$459**

74471 Thu 6 p.m.-9 p.m. Feb 26 - Mar 21
Erlton Campus S.W.

Microsoft® Office (MOS) Certification

MOS Certification Exam Prep - Excel

Increase your employment marketability by upgrading your core competencies. This preparation program is for individuals who use Microsoft's® business desktop software and addresses Microsoft® Office Specialist (MOS) Word certification skill sets. Learn what you need to know to successfully complete the certification exam offered through SAIT to obtain the 2010 MOS designation. Attend 9 instructional hours and 3 tutorial hours. Recommended prerequisites: *Excel* Levels 1, 2 and 3 or equivalent experience.

2 Classes**Fee: \$275**

75309 Fri 9 a.m.-4 p.m. Mar 15 & 22
Erlton Campus S.W.

MOS Certification Exam Prep - Word

Increase your employment marketability by upgrading your core competencies. This preparation program is for individuals who use Microsoft's® business desktop software and addresses Microsoft® Office Specialist (MOS) Excel certification skill sets. Learn what you need to know to successfully complete the certification exam offered through SAIT to obtain the 2010 MOS designation. Attend 9 instructional hours and 3 tutorial hours. Recommended prerequisites: *Word* Levels 1, 2 and 3 or equivalent experience.

2 Classes**Fee: \$275**

75308 Fri 9 a.m.-4 p.m. Mar 1 & 8
Erlton Campus S.W.

“Life isn’t about finding yourself. Life is about creating yourself.” – George Bernard Shaw

CBE Classroom Support Programs

Watch our website for new programs for CBE employees. Call Donna Crowe at 403-777-7575 Ext. 2516 to find out more.

English Language Learning Assistant 1 Program

Program content includes theoretical and practical applications for working with ELL learners, from elementary through adult, within the Calgary Board of Education. Upon completion of the program, you will have a broad understanding of ELL learners and their diversity of needs, understand second language acquisition and implications for instructors, develop awareness of the Calgary Board of Education policies and procedures concerning ELL students and become familiar with a variety of resources that support ELL learners. *Instructor: Doloris Duval*

12 Classes

Fee: \$549

74147 Tue 5 p.m.-7:30 p.m. Jan 15 - Apr 16
Viscount Bennett Centre S.W.

English Language Learning Assistant 2 Program

This certificate program is a continuation of the ELL Assistant Training Program. The focus is on ELL strategies, second language theory and empowering the ELL learner. Required prerequisite: *ELL Assistant 1 Program*.

8 Classes

Fee: \$329

74148 Thu 4:45 p.m.-7:45 pm Jan 24 - Mar 21
Viscount Bennett Centre S.W.

Great Reads for Teens

Learn about the booming young adult literature industry, the latest and greatest books for teens (and you too!), and how to motivate young learners to read, read, read!

Instructor: Jilliane Yawney, BFA, M.LIS

1 Class

Fee: \$59

74166 Thu 6:30 p.m.-9 p.m. Feb 21
Viscount Bennett Centre S.W.

Library Assistant Program

This introductory program provides an orientation to the work environment of a library assistant within the Calgary Board of Education school library learning commons in support of 21st century learners. Upon completion of the program, you will have an understanding of basic library management, school library policies within the CBE and become familiar with a variety of strategies, resources and procedures that support working in a school library.

Instructor: Linda Shantz-Keresztes, B Ed, Dip Ed (see profile on our website)

10 Classes

Fee: \$399

74182 Mon, Wed 5 p.m.-8 p.m. Mar 4 - Apr 22
Henry Wise Wood High School S.W.

Literature Selection for Children

The program content provides an overview and familiarizes the library assistant with the large body of children’s literature from an historical and modern perspective. This knowledge helps to build collections in Calgary Board of Education school libraries, giving support to 21st century readers/learners. Explore different genres of literature each week. Reading books in these genres is a requirement of the program. Electronic readers will be discussed. *Instructor: Ellen Sears, MEd, BEd (see profile on our website)*

5 Classes

Fee: \$199

74183 Wed 6 p.m.-8:30 p.m. Mar 13 - Apr 17
Viscount Bennett Centre S.W.

Nemeth Braille Program Online **NEW**

Nemeth is a braille code for mathematics and science notation. Learn to transcribe math and science text into braille and interline Nemeth braille with print. Be introduced to the Braille Code for Chemical Notation. Classes will be held online through the CBE’s D2L and LiveRoom (Elluminate). You will need to access the course from your home computer. This course requires additional hours for homework which must be done on a consistent and regular basis.

Instructors: Carolyn Malcolm, Certified Braille Transcriber & Leanne Makowski

16 Classes

Fee: \$350

75224 Tue 7 p.m.-8:30 p.m. Jan 15 - May 28
Online

Noon Supervision Service Program

Noon supervision service is an important part of a child’s educational experience. Learn information and strategies to help you as a supervisor feel comfortable in your role and create a positive, safe environment for students. This one-day training session introduces lunch program supervisors to the philosophy and goals of the Calgary Board of Education’s noon supervision service for elementary students. Lunch is provided.

1 Class

Fee: \$119

74192 Tue 8:30 a.m.-4 p.m. Mar 5
Erlton Campus S.W.

Picture Books - Best of the Best

How do you select the best picture books for your school library learning commons collection? Learn about selection and evaluation criteria for picture books for all grades. Be prepared to be excited by the newest selection of outstanding picture books. Bring one of your own personal picks to share and discuss. This class is suitable for school library personnel, classroom teachers and individuals who value quality picture books for school age youth. *Instructor: Linda Shantz-Keresztes, B Ed, Dip Ed (see profile on our website)*

1 Class

Fee: \$69

75163 Tue 7 p.m.-9 pm Apr 23
Henry Wise Wood High School S.W.

Storytelling for Classroom Support

Oral storytelling is a powerful medium for communication and a great way to enhance classroom learning. Learn to tell oral stories using good speech techniques and explore how storytelling can be used to support the curriculum. Leave with enhanced communication skills that will benefit both elementary and junior high school classrooms. *Instructor: Jilliane Yawney, BFA, M.LIS.*

4 Classes

Fee: \$159

74238 Thu 7 p.m.- 9:30 p.m. Feb 28 - Mar 21
Viscount Bennett Centre S.W.

For online classroom support courses, visit our website to see our ed2go Teaching and Education section.



Learn More

For Brain Gym, see page 8 in the Personal Development section.

“When your work speaks for itself, don’t interrupt.” – Henry J. Kaiser

Business Writing

Business English Grammar OACP

Do you find it a challenge to write concise sentences? Do you find it difficult to keep pace with the increased workplace demand for competent English skills? Make use of practical exercises to reinforce grammar, word usage, conciseness, clarity, punctuation, spelling and dictionary study. Textbook included: *Know More English*.

Instructor: Helen Toews

4 Classes

Fee: \$269

74473 Mon, Wed 6:30 p.m.-9:30 p.m. Jan 28 - Feb 6
Viscount Bennett Centre S.W.

Writing for Magazines

There’s something for everyone in the wonderful world of magazines! In this hands-on workshop, discover the opportunities available in the local market and get expert advice on how to develop a story idea, pitch it to an editor, conduct an interview and more.

Write a personality profile, a business advertorial, and a full-fledged feature article and receive feedback from a professional editor.

Instructor: Jim Zang

7 Classes

Fee: \$329

74481 Tue 7 p.m.-9 p.m. Feb 5 - Mar 19
Henry Wise Wood High School S.W.

Writing Skills for Business OACP

Poor writers smother even the most important business messages. Develop positive writing skills for today’s business. Learn to write effective e-mails, memos, letters, reports and presentations. Presented by Cooper Communication Ltd.

7 Classes

Fee: \$329

74482 Wed 6 p.m.-9 p.m. Feb 6 - Mar 20
Erlton Campus S.W.

Business Communication Certificate of Recognition

Effective communication skills are vital to professional success. The ability to communicate comfortably and clearly is not innate; it is learned. By enhancing your ability to express and receive information, you can improve your career opportunities. This flexible 90-hour program is designed to help you build valuable professional communication skills for the workplace.

- Business English Grammar - 12 hours
- Communication Skills for Effective Relationships - 18 hours
- Conflict Resolution for the Workplace - 12 hours
- Proofreading Perfected! - 6 hours
- Speaking with Confidence - 21 hours
- Writing Skills for Business - 21 hours

Fees

All course fees are specified individually. Please refer to each course. Participants are required to register in the Business Communication Certificate of Recognition Program and pay a non-refundable \$50 fee at the time of registration. This fee is waived for CBE Office Administration Certificate Program (OACP) registrants.

Registration Information

Call 403-777-7224.

To register call 403-777-7224

Office Skills

Meetings, Agendas & Minutes OACP

How do you conduct meetings that are productive and effective? This course addresses the roles and responsibilities of the meeting leader, note-taker and attendees. Learn about the preparation of agendas and minutes. Get your group on track for successful meetings! This course can also be taken as a *Lunch & Learn Webinar*. Recommended companion course: *Personal Shorthand*.

Instructor: Sandra Hébert (see profile on our website)

1 Class

Fee: \$129

74474 Sat 9 a.m.-3 p.m. Mar 2

Spectacular Saturdays

Ernest Manning High School S.W.

75498 Webinar: Tue, Thu 12 p.m.-1 p.m. Mar 5 & 14

Online Registration - \$129 plus applicable registration fee

Memory Mechanics

With so much more information coming at you every day, how do you remember the really important things? This workshop teaches you exactly what memory is in order to help you stay on top of your area of expertise. Learn about attention, association and repetition as well as some simple, basic steps that are fun and memorable.

Instructor: Bruce Lee (see profile on our website)

1 Class

Fee: \$99

74475 Thu 6 p.m.-9 p.m. Mar 7

Viscount Bennett Centre S.W.

Personal Shorthand OACP

Record telephone messages and meeting minutes as fast as the spoken word. This shorthand course uses only the letters of the alphabet and no symbols. Course includes a home study workbook, use of a library of audio practice recordings, weekly instructional/practice sessions. Personal Shorthand can be transcribed using Microsoft® Word. A certificate of competence is awarded upon meeting the exit standard of 50 w.p.m., completing the testing and attending 70% of class time. Success in this course depends on your commitment to work at home between class sessions. If you’ve taken Personal Shorthand with us in the past 2 years, and wish to increase your speed, take Personal Shorthand again for half price. Recommended companion course *Meetings, Agendas & Minutes*.

4 Classes

Fee: \$299

74476 Thu, Sat 9 a.m.-4 p.m. Feb 23 - Mar 14

Erlton Campus S.W.

Proofreading Perfected! OACP

Mistakes always reflect on the writer! Using a proven method, learn how to spot unnecessary errors quickly before they are released for all to see. Learn this technique and become a valuable asset to your team and organization.

Instructor: Joy Carlson (see profile on our website)

1 Class

Fee: \$149

74477 Sat 9 a.m.-4 p.m. Jan 26

Erlton Campus S.W.

Speed Reading

Discover how to significantly increase your effective reading speed by up to 400% and save up to an hour a day in reading time - and time is money. Learn where the most important information is in a book, so you can read a book in half the time. Your comprehension and understanding of the material will also increase dramatically.

Instructor: Bruce Lee (see profile on website)

1 Class

Fee: \$149

74479 Sat 9 a.m.-4 p.m. Mar 2

Spectacular Saturdays

Ernest Manning High School S.W.

For information call 403-777-7550

Lunch & Learn Webinar Series

\$45 each plus applicable online registration fees.

We all have tight budgets these days so finding a way to make that dollar go farther can be a challenge. These 50-minute Webinars allow you and your staff a convenient opportunity to learn about topics relevant to your work without having to spend time and money travelling. Attend a webinar from an office desk or gather several staff members in a conference room. All that is needed is a computer with an internet connection and a web browser. Online registration is available for the following:

- **Skype's the Limit** | Use Skype for Coaching & Training Jan 23
- **How to Lead Difficult Meetings** | 21 Tips to Ease Your Leadership Pain Feb 13
- **Meetings, Agendas & Minutes** | Tips for Conducting Effective and Productive Meetings Mar 5, 7, 12 & 14
- **Storytelling for Managers & Leaders** | Meaningful Stories for Effective Leadership Mar 13

New Webinars are being added frequently. Visit our website for details.

GIFT THE GIFT OF LEARNING, GIVE A GIFT CERTIFICATE

Buy someone you care about a gift certificate for a course.
Call 403-777-7224.



Learn More

ed2go Online Learning – Professional Development

Accessible, flexible & affordable – one course at a time

It's easy to learn something new with a Chinook Learning Services online course.

Chinook Learning Services, in partnership with ed2go, is pleased to provide you with a wide selection of online courses designed to give you the flexibility and convenience of learning on your own time.

Our Internet-based classes are fully interactive with instructor-led sessions and student discussion areas where you and fellow students can connect and discuss the course.

CHOOSE FROM THESE SUBJECT AREAS:

- Accounting & Finance
- Business
- Computer Applications
- Design & Composition
- Teaching & Education
- Writing & Publishing

For a complete listing of online classes, visit ChinookLearningServices.com

Online Learning Courses are value priced at \$119!

Access - Level 1 OACP	6	Forklift - Sit-Down Training	12	Problem Solving Strategies	13
Access - Level 2 (Express)	6	GarageBand	8	Project - Levels 1 & 2	7
Access - Level 3 (Express)	6	Great Reads for Teens	15	Project Management - An Overview OACP	14
Adobe Acrobat 9 (Express)	8	iLife Suite '09	7	Proofreading Perfected! OACP	16
Adobe Illustrator CS5 (Express)	8	Introduction to Personal Computing & Online Skills	4	Publisher - Level 1 OACP	8
Adobe InDesign CS5 (Express)	8	iPhoto	8	QuickBooks - Level 1 OACP	3
Adobe Pack	7	iWeb	8	QuickBooks - Level 2 OACP	3
Adobe Photoshop CS5 - Level 1	8	Keyboarding - Level 1 OACP	4	Records Management & Retention OACP	14
Adobe Suite CS5	8	Leadership Skills for Managers	13	Simply Accounting - Level 1	3
Bookkeeping 1 - Basics OACP	11	Library Assistant Program	15	Simply Accounting - Level 2	3
Business English Grammar OACP	16	Listening for Better Communication OACP	12	Speaking With Confidence OACP	13
Communication & Effective Relationships	12	Literature Selection for Children	15	Speed Reading	16
Computer Skills & Workplace Integration Certificate	3	Mac OS X	7	Storytelling for Classroom Support	15
Computers for the Absolute Beginner	4	Manage Your Workplace Emotions OACP	12	Supervisory Training OACP	14
Conflict Resolution for the Workplace OACP	13	Meetings, Agendas & Minutes OACP	16	Teambuilding OACP	14
Customer Service OACP	13	Memory Mechanics	16	Telephone Etiquette OACP	13
Dealing with Difficult People OACP	13	MOS Certification Exam Prep - Excel	14	Time & Task Management OACP	14
Decision Making for Leaders	13	MOS Certification Exam Prep - Word	14	Troubleshooting - Level 2	4
Desktop Applications Complete Collection	7	Nemeth Braille Program Online NEW	15	Troubleshooting & Maintaining Your PC OACP	4
Difficult Conversations	12	Noon Supervision Service Program	15	Understanding Financial Statements OACP	11
Dreamweaver CS5 OACP	11	NPPE Preparation Course (APEGA)	14	Visio	8
English Language Learning Assistant 1 Program	15	OACP Testing Day	7	Windows (Express) OACP	4
English Language Learning Assistant 2 Program	15	Office on Saturdays	6	Windows OACP	4
Ethics Management OACP	13	Online Skills NEW OACP	11	Word - Level 1 (Express) OACP	5
Excel for Engineers NEW	5	Outlook - Level 1 OACP	7	Word - Level 1 OACP	4
Excel - Level 1 (Express) OACP	5	Personal Accountability	13	Word - Level 2 (Express) OACP	5
Excel - Level 1 OACP	5	Personal Shorthand OACP	16	Word - Level 2 OACP	5
Excel - Level 2 (Express) OACP	6	Picture Books - Best of the Best	15	Word - Level 3 (Express) OACP	5
Excel - Level 2 OACP	5	Pivot Tables & Analysis Tools	6	Writing for Magazines	16
Excel - Level 3 (Express)	6	PowerPoint - Level 1 (Express) OACP	6	Writing Skills for Business OACP	16
Flash CS5	11				

NOTE: directions to specific rooms within each site are posted in the main entrance of the school on the first day of the course.

Bugle Forklift Sales & Rentals
105 - 4919 - 72 Ave. S.E.

Central Memorial High School
5111 - 21 St. S.W.

Crescent Heights High School
1019 - 1 St. N.W.

Dr. E.P. Scarlett High School
220 Canterbury Dr. S.W.

Erlton Campus
24 - 28 Ave. S.W.

Ernest Manning High School
20 Springborough Blvd. S.W.

Harold Panabaker School
23 Sackville Dr. S.W.

Henry Wise Wood High School
910 - 75 Ave. S.W.

Highfield Centre
3610 - 9 St. S.E.

Lord Beaverbrook High School
9019 Fairmount Dr. S.E.

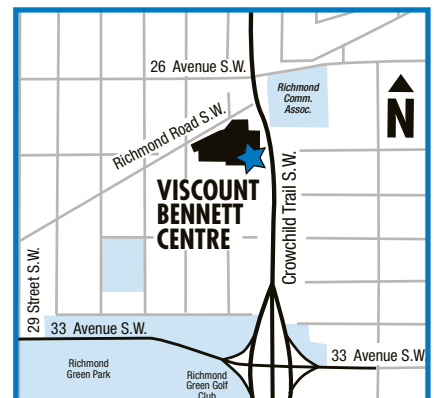
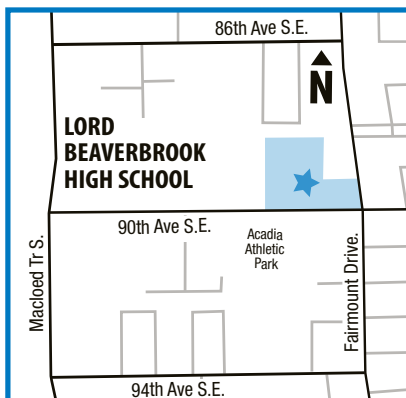
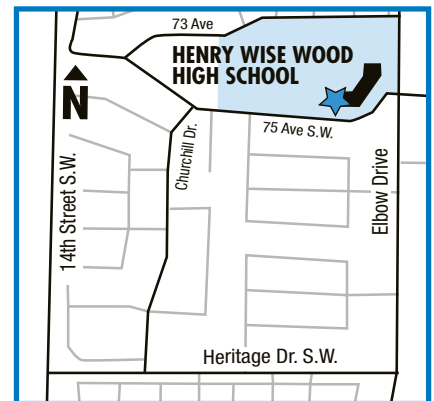
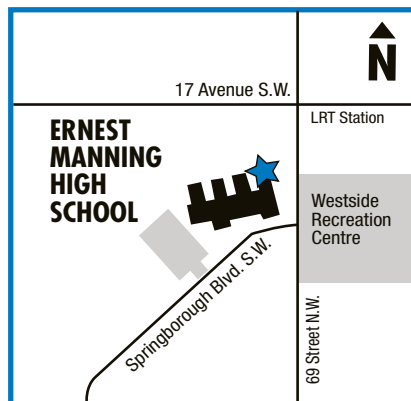
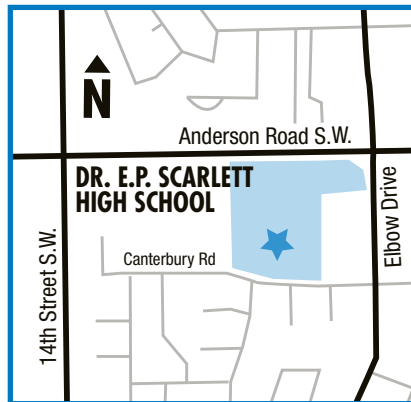
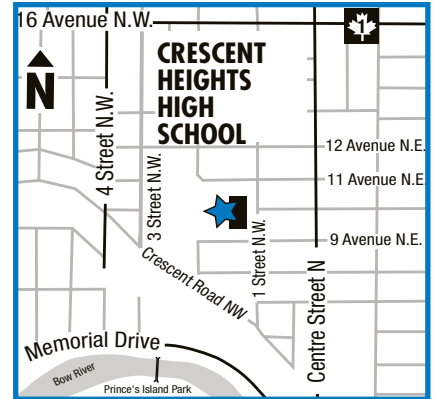
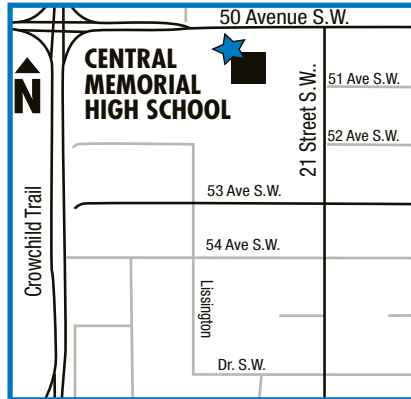
Musica Academy N.W.
102, 200 Country Hills Landing N.W.

Musica Academy S.W.
1935 - 37 St. S.W.

Sir Winston Churchill High School
5220 Northland Dr. N.W.

Vincent Massey School
939 - 45 St. S.W.

Viscount Bennett Centre
2519 Richmond Rd. S.W.



DECIDED ON A COURSE OR TWO?

We'd love to have you join us, so check out the variety of options listed and choose the one that works for you.

- **REGISTER EARLY!** *If you wait until the last minute to register you may be disappointed, so register today.*
- **Tried to register but the course is full?** *Ask the registration agent to put you on a waiting list. We'll be in touch if a space becomes available.*
- **A minimum number of registrants is required to run a class.** *Chinook Learning Services reserves the right to make the final decision to run or cancel a class or to revise the fee structure.*
- **Want to receive our e-mail newsletter?** *Don't forget to give us your email address so you can find out when new classes are available for registration and take advantage of special offers.*

FREE PARKING!

Did you know that you can park for free at all our Calgary Board of Education schools? If you do have to park on the street adjacent to the school, please be aware of the posted parking restrictions, and be sensitive to the neighbourhood needs.

NEED MORE INFORMATION?

Call 403-777-7224.

For HIGH SCHOOL UPGRADING OR ELL information, call 403-777-7200 or visit our website www.ChinookLearningServices.com

WHEELCHAIR ACCESSIBILITY

Many of our locations are wheelchair accessible. Contact Continuing Education at 403-777-7550 for details about our schools.

DISCLAIMER

Every effort is made to ensure accuracy at the time of printing. Chinook Learning Services reserves the right to make any necessary changes in matters related to course content and offerings, procedures, policies and costs.

How To Register

- *You must be 18 years of age or older to register in most Continuing Education courses.*
- *65 or over? You are eligible for a 10% discount (some exceptions apply).*

1

PHONE | 403-777-7224

Daytime: Monday - Friday
8:30 a.m. - 4:30 p.m.
Payment: Visa or MasterCard only

2

WALK-IN |

Registration, Room 162
Viscount Bennett Centre Campus
2519 Richmond Road S.W.

Daytime: Monday - Friday, 8:30 a.m. - 4:30 p.m.
Payment: Visa, MasterCard, debit card, cash, cheque or money order (payable to Calgary Board of Education). Please list the course title, code and location on reverse of cheque or money order.

3

FAX | 403-777-8848

Payment: Visa or MasterCard only
(see form in the centre section)

4

MAIL |

Chinook Learning Services, Registration
Viscount Bennett Centre, Room 162
2519 Richmond Road S.W.
Calgary, AB T3E 4M2
(see form in the centre section)

Payment: Visa, MasterCard, cheque or money order (payable to Calgary Board of Education). Please list the course title, code and location on reverse of cheque or money order. Please submit a separate cheque for each course.

Note: No post-dated cheques will be accepted. A service fee of \$25 is charged for all NSF cheques and declined credit cards. GST is included in course fees where applicable.

Withdrawal/Transfer Policy

1. A full refund is given if a course is cancelled by Chinook Learning Services.
2. An administrative fee of \$25 will be charged for each withdrawal request; however, the administrative fee will be waived for a transfer to another course. After a transfer has been processed, a refund will not be issued for a subsequent withdrawal.
3. Refunds will not be issued for any withdrawals processed within 5 business days (Monday-Friday) prior to course start.
4. Refunds are not issued once classes have begun or for non-attendance.
5. Some exceptions apply.

Income Tax Policy for Non-Credit Continuing Education

Chinook Learning Services, Calgary Board of Education, is certified by Human Resources and Skills Development Canada to be a designated educational institution for the purposes of sections 118.5 and 118.6 of the Income Tax Act. Canada Revenue Agency Income Tax Act applies only to those programs or courses offered by our institution which have been designated to provide students with sufficient skills to enable them to work in or improve their skills in a recognized occupation. Students who have attained the age of 16 years may qualify for a tuition credit, if their total tuition fees exceed \$100. Certification by Human Resources and Skills Development Canada in no way guarantees that Canada Revenue Agency will automatically accept receipts for all courses or programs offered by our institution, for tuition tax credit purposes. Students who qualify for an education credit can submit a request, for a T2202A to the Chinook Learning Services Registration office.

Students may be requested to provide proof to Canada Revenue Agency that they are working towards an occupation or improving their skills in an occupation by taking this course.

Note: High School Upgrading, ESL and personal interest Continuing Education courses cannot be used to claim the tuition or education amount for income tax purposes. (T22024)

mail-in | fax-in registration**f | 403-777-8848**

Visit our website for late-breaking and up-to-date course offerings at
www.ChinookLearningServices.com/ContEd.html

Date _____

Student Name _____ Birthdate (dd/mm/yy) _____

Address _____ Gender female male

City _____ Postal Code _____

Home Phone _____ Work Phone _____ Cell Phone _____

E-mail _____

By providing us with your e-mail address, you give Chinook Learning Services permission to contact you by email to receive our online course evaluations, newsletters and for marketing purposes. We will not give, lease or sell the information to third parties, and you may opt out of receiving our e-mails at any time.

How did you hear about our programs? _____

Course Title #1 _____ Course Code _____ Fee _____

Course Title #2 _____ Course Code _____ Fee _____

Course Title #3 _____ Course Code _____ Fee _____

Total _____

PAYMENT METHOD:

I am enclosing payment by (check one) - GST is included in the course fee where applicable.

 Personalized Cheque Money Order MasterCard Visa
Please submit one cheque/money order per course payable to the *Calgary Board of Education*.

Card Holder's Name _____

Card # _____ Expiry Date _____

Card Holder's Signature _____

Please fill out this application and attach your personalized cheque or money order if applicable.

DO NOT MAIL CASH.

MAIL TO:

Chinook Learning Services, Registration

Viscount Bennett Centre, Room 162

2519 Richmond Road S.W.

Calgary, AB T3E 4M2

Confirmation of your registration will be sent to you.

See page 19 in the Professional Development section for Withdrawal / Transfer policy**Protection of Privacy Act**

Personal information is collected under the authority of Alberta's Freedom of Information and Protection of Privacy Act (FOIP). This information is used for administering, evaluating and marketing Chinook Learning Services programs and for statistical purposes. It is treated in accordance with the privacy protection provisions of the FOIP Act. Certain personal information may be made available to federal or provincial government departments or agencies under appropriate legislative authority.

If you have any questions about the collection or its intended use, please contact our Registration Department, Chinook Learning Services, 2519 Richmond Road S.W., Calgary AB T3E 4M2 or telephone 403-777-7224.