

## About Essential Skills for Aboriginal Futures (ESAF)

Essential skills are the skills needed for work, learning and life. They provide the foundation to learn a multitude of skills that enable our Aboriginal learners to evolve and adapt to changes within the workplace. Our innovative approach to training is focused on the development of job skills required for specific job positions. Through this bridge of employer partnerships and customized training, our Aboriginal learners have the tools to support continued successful employment.

### The 9-Essential Skills

- Reading
- Document Use
- Numeracy
- Writing
- Oral Communication
- Working with Others
- Thinking
- Computer use
- Continuous Learning

### Pictures of Success



ESAF is located at:

735 Carnarvon Street  
New Westminister, BC V3M 1E6  
Tel: 604 521-5929 Fax: 604 521-5931



## ESSENTIAL SKILLS For ABORIGINAL FUTURES

In partnership with



### Customer Service Representative



**8-week Program**  
January 4 – February 25, 2011

## About the Program

Essential Skills for Aboriginal Futures in partnership with TD Bank Financial Group is offering an 8-week Essential Skills training program for Customer Service Representatives.

In this Entry-Level position you will get firsthand experience in helping people with their day – to – day banking needs while learning about a wide variety of areas within the financial services industry.

Your Role will include processing basic banking transactions serving clients in a friendly, efficient manner and maintaining a comfortable environment for all customers

Through tailored Essential Skills lessons, participants will learn how to efficiently and effectively complete the operational tasks required for the position.

The 8-week program will take place at the ESAF site in New Westminster, where participants will delve into lessons and activities designed to enhance their Essential Skills. Learning is in an interactive classroom environment and will consist of a combination of: one to one teaching, self-directed and experiential learning in a group environment

During the program participants will be exposed to authentic documents and scenarios to practice workplace specific skills. Also, during the last week participants will be interviewed by the TD Bank Financial Group HR Department for potential CSR Opportunities. The total compensation for these positions include: hourly wage, flexibility of shifts, medical and dental benefit options and other financial benefits.

## Job Requirements:

- Grade 12
- Personal Confidence
- Friendly
- High Energy
- Reliable and Punctual
- Proactive with a passion to go above and beyond to serve customers
- Must pass a credit and criminal check

## Eligibility

- Aboriginal ancestry and able to work in Canada
- Have a referral from an ACCESS employment counselor
- 18 years of age or older
- Willingness to learn about Essential Skills
- Demonstrate reliability, punctuality, commitment to demonstrate a positive attitude

## Course Outline

- Customized Essential Skills Training
- TOWES Testing
- Authentic Workplace Document Use
- Cultural Exploration
- Hours: 9:00am to 3:30pm
- Daily: Monday to Friday

[www.accessfutures.com](http://www.accessfutures.com)

## Contact Information

For more information about the Essential Skills for Aboriginal Futures TD Bank Financial Group program, please contact an Employment Counselor at one of the following ACCESS/MNBC offices:

### Employment Assistance Services Offices

#### ACCESS Employment Assistance Services

Suite 110-1607 E. Hastings Street  
Vancouver, BC V5L 1S7  
Tel: 604 251-7955 Fax: 604 251-7954

#### ACCESS Aboriginal Connections to Employment

390 Main Street  
Vancouver, BC V6A 2T1  
Tel: 604 687-7480 Fax: 604 687-7481

#### ACCESS and MNBC Employment & Training

Suite 201-10114 King George Hwy  
Surrey, BC V3T 2W4  
Tel: 604 582-4791 Fax: 604 582-4753



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