



The mission of BCIT is to provide British Columbians with world-class, job-ready skills for career success.

## Call centre training nears the 100 mark

One year after the inaugural "beta" run of the Call Centre Agent Training program in April 1997, BCIT has graduated eight classes of call centre agents, preparing almost 100 people for careers in the fast-growing field of call centres.

The Call Centre of Excellence Training Series was developed by BCIT and industry partners as a key strategy to support the growth of call centres in B.C. The three-week, full-time program, also available in 10 weeks of Part-time Studies, produces work-ready graduates for career-entry positions and enhances individual and business performance within the industry.

"This is value-added training," says Gary Morrison, who initiated the program in partnership with BCIT's business program area. "It is not a stand-alone career program, but skills gained from this intensive training in call centre applications, combined with prior knowledge in such fields as financial services, technical services, marketing and even healthcare, are in big demand."

Mike Powley, who heads up the training program, says that the program is not just about the call centre industry. "The modular nature of the program allows companies to select portions that meet the particular training requirements of employees in various call centre applications. We have had participants from such diverse organizations as St. Paul's Hospital and Fed/Ex."

While the training takes place in BCIT's state-of-the-art Call Centre of Excellence at the Downtown campus, Powley says the most popular components occur in industry.

"Students really enjoy the first day when we tour operating call centres, and the practicum at the end of the program when they work in call centres for at least 25 hours. In fact, students usually request more than 25 hours of practicum time."

All aspects of the call centre training program are closely coupled with industry. Industry leaders worked with BCIT to design the program and continue to serve on an advisory committee. In addition to

providing work experience for the practicum, industry also looks at program graduates as a direct source of new employees.

Participating industries include BC TEL, The Hongkong Bank of Canada, Ingram Micro, Fed/Ex, Canadian Interline, Corporatel West, Western Inbound Network, Hewlett Packard, Dylan Ryan, Royal Bank, B.C. Automobile Association, Insurance Corporation of B.C., Client Management Training Centres, Vancouver Telephone Company, B.C. Transit and the Vancouver Stock Exchange.

"To all of these organizations we owe a great deal of thanks," says Mike Powley.

The program adapts the training as necessary to meet the special needs of people with visual or physical impairments. Presently, four participants look forward to



Alex Solis, Daniela Tolja, Cecila Chow, Dal Dhaliwal, Amanda Chudyk and Carlo Pagnotta celebrate after they complete the Call Centre Agent Training program through Part-time Studies in fall 1997.

employment in high performance call centres that operate as barrier-free work places. The program also enhances access to BCIT, providing graduates with advanced standing in Marketing Management Certificate programs.

The lead designer of the Call Centre of Excellence Training Series is Michelle Kearns, an Instructional Design Consultant in BCIT's Learning Resources Unit. With the program now well underway, Michelle and her LRU team are currently working on the supervisor program. The first two modules, Coaching and Motivation, are in high demand and will roll out this spring. Further modules will be developed and implemented later this year.

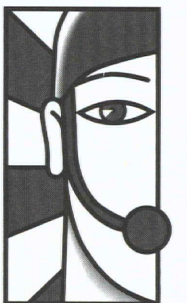
The Call Centre training program is a part of BCIT's \$1.5-million Call Centre of Excellence partnership with leading industry suppliers. While the overall goal of the partnership is to grow the call centre industry in the province, BCIT also has the goal of putting call centre technology to work for the Institute. In the

same way that businesses have integrated telephone and computer technology to increase speed to market, improve customer focus and enhance worker satisfaction, the advanced technology solutions provided by BCIT's call centre partners will help the Institute achieve its strategic goals.

"This is the technology of the one-to-one future," says David Harvey, Director of Campus Development.

As the Institute continues to build its relationship with the call centre industry and link the capabilities of the Call Centre of Excellence to BCIT operations, students will benefit from improved service and a long-term relationship with BCIT that will keep them job-ready for life.

For information on call centre training or the Call Centre of Excellence, contact Mike Powley at (604) 622-7838



Debbie Tommila, Barb Mount, Anita Striffling, Jana Mann, Maria Patricio and Pranita Narayan received their Agent certification during the winter session.

## \$1.2-million deal signed with police

Business Administration Industry Training is pleased to announce the completion of the largest industry training agreement in the history of the business program area. This "learning partnership" with the Vancouver police department offers in-house training in a carefully selected group of eight courses that lead to an associate certificate in Police Human Relations.

Assuming an 80 per cent participation rate for a potential of 735 officers, revenues will exceed \$1.2 million during a three-year period.

Officers who complete the program will receive full BCIT credit for all courses taken, and may ladder into a 15-course certificate in Management Systems or Human Resource Management, a diploma or the new Bachelor of Technology Management degree. Between 30 and 40 sections are expected to be offered each year; 14 are currently scheduled for spring and fall 1998.

All sections will be delivered on-site by Business Administration Part-time Studies instructors to coordinate with shift schedules of the police officers.

As an added incentive, officers completing the training receive a one per cent pay increase for each course they complete. That's no small potatoes...the completion of a certificate program would mean a 15 per cent boost in an officer's paycheck.

This project has been a team effort, with lead instructor Sieglinde Malmberg playing a key role in the structure of course content, Business Administration Part-time Studies coordinator Chris Gadsby providing ongoing involvement and Dean of Business Gordon

Farrell participating in final negotiations.

"It is truly an honor to be selected as the prime deliverer of "soft skills" training for such a fine and important community organization. We plan to market this package to all major police departments in the province," says Gadsby. "Completion of this type of contract is a direct result of the excellent reputation of BCIT, together with the innovation and commitment of our Part-time Studies faculty group to the contemporary learning process."

The Vancouver police department joins Ballard Power Systems as the second new client scheduled for on-site delivery in the month of May. Ballard is also a learning partner and will be presented with two workshops in cross cultural communication in teamwork and communications.

For further information please contact Industry Training Business Administration Part-time Studies Coordinator Chris Gadsby at (604) 451-6784 or cgadsby@bcit.bc.ca.

— from Chris Gadsby



## Ministry seeks skills development

BCIT's NOW Project has partnered with the Ministry of Education, Skills and Training to offer two special programs for the Skills Development Division (SDD).

Programs offered under Youth Works/Welfare to Work provide those on income assistance with training and skills for employment within British Columbia's changing economy and help them form long-term attachments to the labor force.

BCIT's industry training providers work closely with businesses, workers, industry associations, unions and communities to establish adjustment strategies that anticipate and respond to changes in the workplace.

Deanna Rexe, Manager of the NOW Project, is BCIT's negotiator for industry training contracts with SDD. For the past two years, Rexe has successfully negotiated major seat purchases of Trades Discovery for Women. In 1998, she will solicit proposals from the BCIT community and deliver short-term work-ready training to people making transitions.

In partnership with the program areas, the NOW Project provides the customer support for these industry training contracts, which includes sponsorship liaison, advocacy, disbursements of participant allowances and ongoing personal support.

"The NOW Project assists clients to navigate BCIT's systems and processes. Through case management, we facilitate student retention and success," says Rexe.

The Skills Development Division is an "industry" client with an important social purpose. She continues, "BCIT training provides unemployed individuals with the skills they need to become competitive in the job market. Our industry training contracts provide increased opportunities for this training."

"With newfound job-ready skills and confidence, students can look forward to achieving and maintaining their independence," she says.

— from Deanna Rexe

## Downtown centre CLICKS into high gear

Since its official opening in November 1997, western Canada's first digital classroom at the BCIT Downtown campus has seen 36 students complete programs, has 60 current learners and has heavy-hitters KPMG and Sandwell Engineering as two of its biggest corporate clients.

Click@BCIT is an interactive multimedia centre for business and computer software training. The computer becomes your teacher, instructing with full-motion video, text, graphics and sounds.

"The advantages for students learning this way are one-on-one

instruction and the ability to proceed at their own pace," says manager Valerie Brooks. "Research shows this approach can be as much as 75 per cent more effective than classroom learning."

Current offerings include Microsoft Office and Harvard Business Skills courses, and, based on demand, Brooks may add desktop publishing programs in the future.

"This kind of learning is perfect for employed people who need to learn skills quickly," she says.

Click@BCIT allows students to learn on their own time, making



Facilitator Kim Chen of Industry Services (right) conducts a free trial session for two potential students in the Click@BCIT lab at the BCIT Downtown campus.



Vancouver professionals can sit down at an information breakfast session and click through the Harvard Business School course demonstration at CLICK.

it easy to work full-time or juggle other priorities. The entertaining, visually and audibly rich experience accelerates the learning process for many students.

Yuko Fujita, a student from Japan, said the rewind feature made it much easier to overcome the language barrier. "Sometimes it's hard to understand everything," she says. "If I don't understand I can just rewind."

Learners can choose from a host of computer courses including Microsoft Windows '95, Word, Excel, Access and PowerPoint, or navigate the Internet with

Introducing Netscape. Harvard Business Schools courses include High Performance Management, Managing Across Difference and Teams that Work.

KPMG's Gloria Dean highly recommends this new delivery method. "It is a great way to learn new computer skills," she says. "The emphasis on learning at your own pace allowed me to review information. I would prefer to learn all computer courses this way."

To find out if Click@BCIT is right for you, Brooks invites you to sign up for an initial free trial session at any time. For information call (604) 412-7621.

## BCIT gives encore performance at annual CE retreat

Each year, continuing education administrators from B.C. colleges and institutes gather at the Naramata Conference Centre for three days of seminars and socializing. The theme of this year's conference, held April 1-3, was continuous learning in response to technological, environmental, sociological and demographic change.

Valerie Brooks from Industry Training Services represented BCIT at this year's conference. Valerie worked with Louise

Krohn, Vice President of the Justice Institute, to plan and facilitate the plenary session for the conference kickoff. Valerie's seminar presentation the following day, Performance Consulting - Linking Training to Business Results, was so popular that a second presentation was scheduled.

"Initially we anticipated about 30 participants," said Krohn. "However, we had 60 people eager to familiarize themselves with the concept of training for

impact toward improved business results."

Valerie's 90-minute presentation provided an overview of the performance consulting model which she and other BCIT staff have used to help industry clients ensure a bottom line return on their training investment. The seminar was rated as "highly informative" and "enthusiastically presented" by participants. Participants left the seminar eager to apply the process in their organizations.

"People were keen to learn more about specific tools and techniques; now they have an understanding of the process," said Brooks. "Industry clients cannot afford to get less than full value from training provided by colleges and institutes. The performance consulting approach is a key to the success of our industry service operations."

All but two B.C. post secondary institutions were represented by a record 120 participants at the 1998 conference.

## New WCB regulation takes effect

On April 15 the new WCB Occupational Health and Safety Regulation replaced the old "green book" of regulations from 1978.

Approximately one-third of the requirements in the new regulation have not changed from those in the existing Industrial Health and Safety Regulations. Another third have had some modification. The remaining third are new and reflect how workplaces are evolving around the province.

The requirements have been rewritten in plain language and the format of the regulation has changed. The regulation is now published in three books:

- Core Requirements: Parts 1 to 4. These apply to all employers and all workplaces.

- General Hazard Requirements: Parts 5 to 19. These apply to a broad spectrum of workplaces.

- Industry/Activity Specific Requirements: Parts 20 to 33. These apply to specific workplaces such as: Construction, Oil and Gas, Forestry, Aircraft Operations and Laboratories.

There is also a separate index/guide to make the regulation easier to use.

New regulations require workplaces to assess ergonomics and indoor air quality (including environmental tobacco smoke) and cover working alone or in isolation and emergency preparedness (including fire prevention and emergency evacuation). Most new regulations require workplaces

to have programs in place that include risk identification and assessment, written work procedures and hazard control.

The General Hazard section requirements include new regulations for hazardous waste identification, emergency eye wash requirements, removal of all carcinogens, reproductive toxins and sensitizers where practicable and new confined space requirements. This section also outlines the responsibilities of workers, supervisors and employers with respect to personal protective equipment in the workplace.

Many regulations stay the same including all the specific occupational health and safety committee regulations, requirements for workplace inspections

and accident investigations and instruction of workers.

In order to ensure that departments are aware of the changes that will affect the industry, the Health and Safety Department will be offering industry specific information sessions for instructors and staff.

Copies of the regulations are available for pick up in the First Aid Room, Building NE16.

For more information or to schedule an industry-specific information session for your department contact:

**Tina Tett** – local 8318  
Health and Safety Manager  
**Helen Chandler** – local 8797  
Health and Safety Officer

— from Gordon McLean



## INDUSTRY SERVICES SPECIAL EDITION

# Message from the Director, Industry Training

If there is strength in diversity, industry services at BCIT has the might of Hercules. BCIT's direct services to the business community come from every corner of the Institute and utilize our resources in myriad ways. It is this diverse approach to serving the business market that helps make BCIT an "Institute of enterprise".

*This network represents all areas of BCIT that serve business clients.*

BCIT's approach to industry services is a balance between the centralized business arm found in many institutions and the laissez-faire approach of other organizations. BCIT industry service operations are dispersed through the organization, but are all directed by an institutional mandate to work with business and industry to improve business performance. This approach keeps industry services operationally integrated with full- and part-time studies, ensuring that our 'knowledge capital' is well-utilized and returns value to the whole organization.

While not a centralized operation, the industry service

mandate of BCIT is guided and supported by various institutional service units, including the Technology Centre, Learning Resource Unit, the Development department and Industry Training Services (ITS).

One of the key vehicles used by ITS to cultivate the "Institute of enterprise" is the Industry Services Marketing Group, or ISMG. This network represents all areas of BCIT that serve business clients. These front-line contacts with business and industry meet regularly to learn from each other, solve common problems, explore opportunities and share single contact points for various external organizations.

Industry Training Services also works directly with other operating units in responding to business opportunities. For example, ITS partnered with the Marketing Management Department to launch the Call Centre of Excellence. As well as contracting service to industry, this venture generates part-time enrolments, provides resources for full-time students and uses call centre technology to enhance services to students.

ITS is also collaborating with programs to service the pulp and paper industry in the JUMP project, created by Forest Renewal B.C. funding.

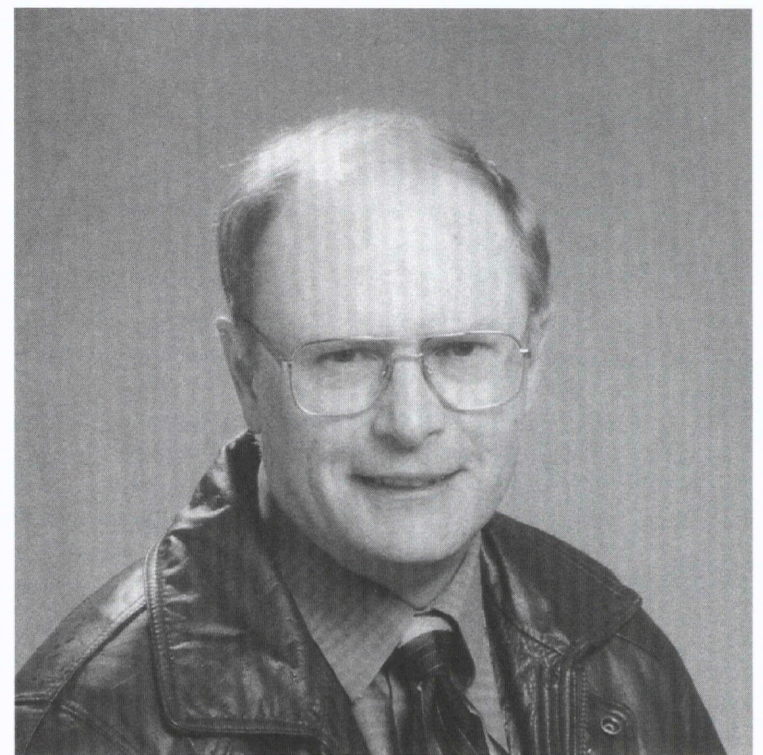
The Learning Resources Unit and ITS have a standing partnership to develop BCIT's resources in "human performance technology" — they have tackled performance improvement projects for a number of industry clients.

Click@BCIT is an ITS venture that adds value to third party multimedia products. ITS is also the Institute's point of contact with system marketing organizations like the National Training Alliance and the provincial Contract Training Marketing Society.

*As we mature as an institution of enterprise, we will master the discipline of market leaders.*

BCIT's continuing challenge is to improve our own performance in business performance services. In many ways we are in the classic early stages of entrepreneurship, as discrete operating units, motivated by the need to diversify revenue sources. We are independently pursuing business opportunities in the course of learning how to commercialize their resources.

As we mature as an institution of enterprise, we will master the discipline of market leaders. We



Gary Morrison, Director, Industry Training

will be less opportunistic in taking whatever business comes to each unit and more strategic in cultivating markets that, with our collective efforts, we can dominate. We will be less concerned with the profile of discrete disciplines and will pay more attention to positioning the BCIT brand. We will continue to shift our focus from the discrete product to the total customer.

Most importantly, our preferred business and industry clients will become marketing partners, with

a shared interest in enhancing the value of human performance in the workplace. As a public organization, our ultimate customers are individual learners.

Regardless of how we do it or what we call it, our bottom line is the total value of service that we deliver to learners in many technical skill areas. The diverse array of industry services featured in this issue of Update adds up to a pretty healthy bottom line.

## SimTech makes imagination a reality

Imagine having the chance to try new technology before you buy it... imagine finding out how serious a problem is before dealing with the consequences... imagine SimTech, a virtual reality laboratory. It's a hands-on interactive showcase — a training centre that simulates industrial plant operations.

Located in BCIT's Downtown campus, Sim-Tech focuses on three business areas: industry upgrading and customer training, testing and development and demonstration.

Training takes the form of conventional courses, workshops, seminars and Internet access. The facility is equipped to handle onsite training; work is underway to provide this training in the workplace. Further training opportunities include the proposed Bachelor of Technology degree in Process Integrated Systems Management.

And when you're done, the information is archived, modularized and available as on-line help.

The simulator applies real-time computer technology and computer simulation to the complex control systems used in several of British Columbia's industries — including mining, manufacturing and pulp and paper.



Only in an actual mill would you otherwise find this technology — nowhere else can a student, prospective buyer or plant manager use it to test new hardware and software.

What makes SimTech unique is the sophisticated simulation system built from multiple vendors; it represents customer needs and demonstrates the latest in process control.

It's a place where SimTech partners can demonstrate the latest innovations in process control to national and international customers alike.

The simulator combines the best in hardware, software, control systems and training support.

Together, the SimTech partners have invested nearly \$4-million in a training centre geared at boosting the province's resource industries.

All equipment and software will be updated regularly through ongoing support of the partners, who are committed to ensuring the centre remains at the absolute forefront of technology.

The centre features a 'live' control room with six stations where plant operations are simulated on multi-vendor hardware and software, a computer training classroom with stations for up to 16 students and a boardroom which will have interactive Internet

video conferencing capability in the future.

BCIT has partnered with 11 leading high tech companies to form SimTech. The collaboration between a post-secondary institution and private sector partners has resulted in an unparalleled training ground beyond the plant itself.

The partners, who specialize in hardware, software, control systems and training support have come together at BCIT's Downtown campus to support this state-of-the-art learning environment.

BCIT

BC TEL

DigiDyne Inc.

Elsag Bailey

Hewlett Packard

Indus International

ISM-B.C.

Oracle Corporation

OSI Software, Inc.

Rockwell Automation/Allen Bradley

Simons International Corporation

TransTech Interactive Training

— from Sheila Rees

## Mission

*The mission of BCIT industry services is to increase measurable business results by enhancing the value of human performance in the work place.*

## Operating Principles

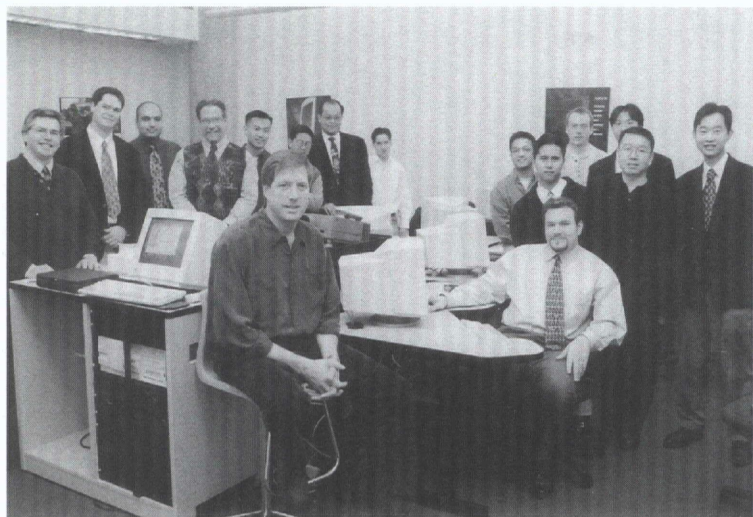
Industry services shall:

1. be positioned consistent with BCIT's mandate and public image
2. serve to increase BCIT expertise, resources and reputation
3. maintain consistent standards of service throughout the institute
4. meet or exceed the customer service expectations of industry clients
5. utilize a consistent approach to marketing services and products
6. operate within an institute protocol for costing and pricing
7. utilize standard business practices to measure performance and customer satisfaction
8. provide a reasonable financial return to the Institute.



## INDUSTRY SERVICES SPECIAL EDITION

## Intense program fast-tracks students into IT



Students fast-track their careers into the Information Technology industry at the BCIT Downtown campus.

BCIT and SHL Systemhouse have collaborated to develop the Systems Support Specialist program, an innovative and intense 32-week course that prepares students for fast track entry into the ever-changing information technology (IT) industry.

In keeping with BCIT's mission, this program is highly applicable and practical in nature, providing students with the necessary skills to address current gaps in the workplace.

Student Carolyn Squires says, "Since the start of the program I have discovered career choices

that I didn't even know existed. This program has been instrumental in my personal and career development."

For those wishing to expand their options and further their education, Dr. Benjamin Yu, Program Head of Technology Degree and Advanced Programs at BCIT confirms, "Graduates of this program may apply their credits to the Diploma or Bachelor Degree in Computer Systems Technology."

The program is a unique marriage of collegiate experience and industry leadership. BCIT brings its well-recognized reputation as a leading post-secondary institution and provides graduates with a highly valued certification, while SHL Systemhouse shares its extensive experience and training in systems integration.

"The Systems Support Specialist program has

contributed immensely to my grasp of Microsoft applications as they relate to various hardware environments," says student Bryon Mearns. "I especially enjoy the great learning environment — the classroom and workstations are excellent."

The program is application rather than programming oriented, equipping students with the ability and confidence to administer and maintain operating systems and networks. A key component of the program is six weeks of guaranteed work practicum — students are placed in IT departments of local businesses and corporations.

Colleen Murphy of SHL Systemhouse says, "Fifty per cent of previous work placements have led directly to full-time employment offers."

The program, which has already seen two past intakes of

students, now prepares for May and September 1998 start dates. Classes are currently being held at the BCIT ANO Office Automation and Downtown campuses.

Students come from diverse educational and professional backgrounds including criminology, construction, horse racing and horticulture. Students benefit from the ability to draw upon previously acquired skills in management and communication.

"It hasn't been easy going back to school after a long absence," comments student Mark Oster. "It took some time to get my brain to be receptive to the lessons. Topics come fast and furious; the program is really demanding. It's so exciting. Learning is really fun and I'm so appreciative of this chance to change my life. I'm not sure what direction I may go in, but to have choices is a privilege."

— from Rick Long

## CST Laptops take a roadtrip

Two years ago, Computer Systems Technology Part-time Studies purchased a laptop lab that allowed BCIT to offer courses requiring special configurations not available in a regular lab. Until recently, the primary use was seminar-type courses held at the Burnaby campus.

These days, though, the laptops are part of a CST travelling roadshow.

**"Having one contact person for the client really made my life easier." ~ Isaksson**

It all started when Kim Chen from Industry Training services placed a call to Eeva Isaksson, CST Industry training coordinator. A client in Richmond needed BCIT to provide a training trailer on its site. Isaksson was quick to suggest that BCIT provide the laptops for use in the client's facility.

Chen's continued involvement as the primary client liaison allowed for "one-stop-shopping."

"I was delighted by the spirit of cooperation from CST, which resulted in a very positive experience for all involved," says Chen. "Furthermore, additional training contracts have been requested by the client based on the relationship established."

"It was great working with Kim — I am thrilled to have had such a positive experience for our first "partnership" in industry training," says Isaksson. "Having one contact person for the client really made my life easier."

Instructor Colleen Penrowley delivered an adaptation of BCIT's regular COMP 0001, Computing for the Timid. While the part-time instructor is a BCIT veteran, this method was a first for her as well.

"It was certainly a different experience, and I had a really good time teaching in an environment so different from a regular campus setting," says Penrowley. "The students were all great and are already talking about future computer training they would like to take."

"The course was perfectly tailored for the computer illiterate — it is a great way to

learn about computers without fear of seeming dumb," commented one student. "The solid foundation encourages one to keep at it and learn the next level." Students also agreed that having the courses delivered to their workplace to complement their work schedules was very beneficial.

**"The solid foundation encourages one to keep at it and learn the next level." ~ student**

The client has already expressed interest in further sessions of the same course and is in the process of polling employees for future course topics.

"The laptop lab enables us to bring training to people who might otherwise find it difficult or impossible to receive it," says Isaksson. "It really opens up avenues for a whole new way of delivering courses."

— from Rick Long

## Forest Engineering Technician Project

BCIT's Industry Services and Engineering Technology Distance Education (ETDE) departments continue to enjoy a long-term partnership with the Ministry of Forests, Resource Tenure and Engineering department.

The project objective is to develop learning materials in a dual-delivery format leading to a BCIT Certificate of Technology (technician) in Forest Engineering Technology.

Development includes in-service, instructor-led training for

delivery through the B.C. Forestry Continuing Studies Network and self-paced, industry-project distance learning through the ETDE department. It is anticipated that the full complement of distance learning will be completed by 1999.

— from Ron Isaak

## Renewable Resources to deliver watershed restoration training

Industry Services and Renewable Resources at BCIT have partnered with the Steelhead Society Habitat Restoration Corporation (SSHRC) to deliver two elements (for a total of one week) of a six-week training program.

There is potential for BCIT to continue active involvement

with SSHRC by providing BCIT credentials through a learning partnership. Participants already have some post-secondary education (most with Bachelor's degree) and are receiving specific training in watershed restoration.

— from Sherry Wilson

## Demand for industry training in engineering continues to grow

Prior to BCIT's program realignment, the School of Engineering Technology's Industry Services provided a focal point for the development and delivery of training for industry. Headed by Ron Isaak as Manager, the size of the Industry Services operation varied with an ongoing series of projects that always seemed to emerge.

"We haven't done any serious marketing in the past five years," says Isaak. "We have just been dealing with the lineup at our door." It is apparent that BCIT retains a high degree of respect in industry and Engineering

Technology's Industry Services has continued this tradition.

The last two years has seen a successful merger of self-paced, workplace-based distance learning development through Industry Services and the Engineering Technology Distance Education (ETDE) department. This initiative has complemented instructor-led industry training in the same subject areas. Economies of scale now allow for face-to-face training where learner numbers warrant distance learning for individuals who are isolated by distance or job classification.

— from Ron Isaak



## INDUSTRY SERVICES SPECIAL EDITION



BCIT instructor (far right) takes Mount Currie students through a reforested field site with both spacing and pruning treatments.

## First Nations band enters into forestry resource partnership

Pemberton's Mount Currie First Nation has entered into a multiple-phase training partnership strategy with BCIT. This training partnership leads to community-based field skills and skills in data collection in forestry resource. The skills are necessary to initiate and pursue forestry careers and to take advantage of local employment opportunities.

Mount Currie is located northeast of Whistler in the St'at'imx territory. The local nature of this training partnership means opportunities exist to visit field sites; therefore, BCIT can meet its target to have 50 per cent of each course topic actively taught in the field. The minimal need for facilities makes this an ideal program for community-based instruction and learning.

The first phase of the training resulted in the delivery of a 20-week course in Basic Forestry.

In April 1997, 16 successful students received an Associate Certificate in Basic Forestry from BCIT.

The second phase of the program began in November 1997, with 14 students registered in the Forest Technician program. This second phase ends this month, followed by a five-month break May through September allowing students to seek employment and gain work experience. The students return to the class in October, 1998 to complete the Forest Technician program by April of next year.

The third phase involves bridging and training toward the two-year Diploma of Technology (ASTT Accredited program), expected to begin in the fall of 1999.

There are numerous advantages to community-based instruction. The First Nations students are

able to maintain the important close ties with their families and the community. Additionally, the First Nations Programs and Services department at BCIT works closely with program coordinators to include culturally-appropriate components.

Instructors are removed from the rush of urban life and can concentrate on intense, retreat-like delivery of selected topics.

Trained forest resource technicians and technologists will help the Mount Currie band manage forest resources on traditional territories. Creekside Resources Inc. in Mount Currie was recently awarded a woodlot licence and is looking forward to hiring graduates from this training partnership with BCIT. Future prospects for the Mount Currie First Nation may include a community forest and/or value added business.

— from Sherry Wilson

## Forestry workers explore new futures at BCIT

BCIT is the institution of choice for 200 sponsored students through FWTP, the Forest Worker Transition Program.

FWTP is designed to assist in the retraining of forestry workers who have been permanently displaced from the industry. This Crown Corporation is wholly funded by stumpage fees, which are paid by all companies involved in tree cutting.

"The back to work plan provided by FWTP to clients is really a life plan," says Catherine Dawson, Career Coordinator at the Vancouver office. "It is a process consisting of extensive, comprehensive vocational testing

and counselling. The aim is not to provide a bandage solution, but one that will set these people up for life."

A maximum of \$7,000 may be allotted per student for tuition, books and supplies. The full amount is adequate to allow some sponsored students to complete a full-time, two-year program while on the Transition Program income assistance. At the end of two years, those students will be prepared to enter the workforce.

Other students are sponsored to take any number of part-time courses to complement their previous experience and

education. Industry demand for skilled employees are taken into account when FWTP counsellors assess and recommend programs or courses.

The Institutional Research and Planning department provides the contact for the Vancouver and Surrey branch counsellors of FWTP when initiating sponsorships. IRP assists prospective students with registration into part-time courses, advises all other departments of the sponsorships into full-time programs, follows-up and reports student progress to counsellors.

— from Cecilia Rossier

## Projects on rise in partnership with B.C. Parks

*A number of partnership projects with B.C. Parks highlighted the 1997-98 year.*

### Trail Construction Training Project

BCIT, B.C. Parks, the IWA and Forest Renewal B.C. (FRBC) have united in a project to provide transition training for displaced forest workers. The five-week training program focuses on Park Trail construction and maintenance — all trainees work on B.C. Parks FRBC funded trail projects. The project involved more than 200 trainees, was expanded to include Environmental Youth Team trainees and is currently being revamped to include Ministry of Forests trail construction projects. Refer to *Forestry Workers* below for details about this unique program.

### Park Management and Security Project

BCIT and B.C. Parks have combined resources to develop in-service self-paced training and instructor-led training in Park Management and Security.

BCIT provides recognition for B.C. Parks' in-service training and has the rights to general delivery of the training materials in a distance learning format.

Courses under development include Crime Prevention Through Environmental Design (CPTED), Risk Management, WHMIS and Transportation of Dangerous Goods.

Courses currently being offered include Occupational Illness and Injury Prevention, Managing Safety Compliance and Safety Compliance Programs.

Demonstration of the success of these courses is the current Ministry of Environment Lands and Parks (MELP) training contract where more than 500 MELP learners throughout the province are participating in the Managing Safety Compliance Course.

### B.C. Parks Job Entry Training

BCIT and B.C. Parks undertook a project to develop a two-course distance education series in Law and its Administration as a prerequisite for employment as a B.C. Parks Ranger.

Formerly, B.C. Parks presented the training to employment recruits; it is now possible for individuals to pre-qualify for these positions. Learners from across Canada access the distance education courses.

BCIT, in cooperation with B.C. Parks, has entered into a partnership with Lethbridge Community College, the College of the Rockies, Selkirk College, Malaspina College and BCIT's Renewable Resources department to provide the opportunity for college students in resource and recreation programs to attend special seminars and write qualifying examinations for entry-level jobs as Parks Rangers. Several hundred students each year access this training, providing B.C. Parks with a specially trained workforce from employment entry.

### B.C. Parks Facility Maintenance and Inspection Project

Work is nearing completion of a 12-part series of recreation facility maintenance management and inspection training which will be accessible to all parks employees, park facility operators and others employed in the local, regional and district parks. Parks Canada has recently shown interest in the project. It is anticipated that the program will be introduced this summer and will be available to the general public by the fall of 1998 in a self-paced distance learning format.

— from Ron Isaak

## BCIT is partner's best defense

This spring, the Department of National Defense again contracted with BCIT to deliver the Pavement Maintenance and Construction Training Course. This annual training project brings both military engineering

personnel and their civilian counterparts from across the country to BCIT for an intensive two weeks of lectures, field trips and laboratory work.

— from Ron Isaak



## Sky's the limit for LRU development

If two recent aviation projects have set a trend, the Learning Resources Unit will be looking to the stars for future industry training business.

One project led the department to develop curriculum on structural repair maintenance for the Canadian Aviation Maintenance Council and has already been completed. Now, the LRU, in partnership with trades training, is working on an aviation contract for AVCORP Industries Inc.

The department has completed 18 of 20 modules of training material related to the manufacturing process of aircraft components. This material is currently being used both at AVCORP and at the Sea Island campus. While the material was originally developed for AVCORP, as copyright holder BCIT is able to market the program throughout the aviation industry.

This isn't the first project the LRU has been able to market to industry. The Basic Power Plant Training Program, originally

developed for Georgia Pacific in partnership with the Power Engineering Department, has been repackaged for Weyerhaeuser.

Flexibility is key to this package's marketability. The program offers three learning options: instructor led, distance learning and self-directed. Each option features an end-of-module evaluation and a certificate for successful completion. Students earn a Certificate of Program Mastery when they complete all 17 modules.

Current LRU involvement also includes the development of a Supervisor's Program for the Call Centre of Excellence Training Series, a DACUM (Develop a Curriculum) Workshop for High Value Recovery Manufacturing for the Centre for Advanced Wood Processing at UBC, the review of the existing lift truck operation training program and the development of a half day seafood specific module for the National Seafood Sector Council.

— from Tom Ashlee and Brian Thom

## Hollywood North reaches Burnaby campus

Consultants to the stars? The Learning Resource Unit's Motion Picture project may lack the glamour of the Oscars, but it has certainly attracted a great deal of attention.

The explosive increase in Vancouver film productions and new theatrical venues like the Ford Centre for the Performing Arts has sparked employment opportunities in the theatre and film industries. Between 1994 and 1995 alone, IATSE 891 (the local union chapter that represents a number of Motion Picture and Theatre technicians) saw its membership increase by 1400%. Yes, you read that correctly: **1400%**.

In 1995, in response to this remarkable growth, the Apprenticeship Branch (now the

B.C. Industry Training and Apprenticeship Commission, or ITAC) engaged the LRU to develop job skill profiles for 22 occupations, for everything from costumers to grips. The provincial government then designated these 22 occupations as trades.

Now, the LRU is developing the outlines and training record books for these apprenticeship programs — quite a feather in the LRU cap considering this is the first apprenticeship program of its type in North America.

In a spin-off contract with IATSE 891, the LRU also developed a training program for department heads and supervisors.

— from Tom Ashlee and Brian Thom



**BEST SUCCESS.** The Winter '98 BEST graduating class with instructors, administrators and guest speakers.

## Entrepreneurs get BEST boost

Last year, BCIT's Venture Development Centre, headed by Peter Thomson, teamed up with Human Resources Development Canada (HRDC) to offer the BCIT Entrepreneurial Skills Training (BEST) program. Based on proven success rates with the Venture Program, BCIT was targeted by HRDC to deliver a Self Employment Assistance (SEA) Program. Federally funded SEA programs, offered across Canada, help unemployed people achieve their goals of becoming successful entrepreneurs.

*"Here at BCIT we call EI Enterprise Insurance,"*  
~Thomson

"We've just graduated the third intake of the BEST program — we're really proud of the students," says Thomson. "They're very motivated and we're confident they'll do well in their new businesses."

The BEST Program focuses on the development of a business plan, marketing research and marketing strategies, along with an assortment of specialized

classes on the financial aspects of running a business.

### **BEST Success**

So far 58 people have completed the training and more than two-thirds of those in the first two groups are well on their way to establishing their businesses:

- Graphic designer Diana Gardiner, fresh out of the January '98 session, has already got contracts — one is designing Placer Dome's Annual Report.
- Dino Kritikos is establishing his painting and interior design business, Living In Color, which specializes in refinishing furniture.
- Construction project manager Angie Lee has secured financing, based on presales, to go ahead with a 22-unit condominium project.
- Seana Wade attracted a great turnout, despite the rain, to the grand opening of Perk Street Drive-Thru Espresso in Maple Ridge by offering a latte and muffin for a loonie.

Most of the instructors are BCIT Business faculty members who draw on their own entrepreneurial backgrounds. Brian

Giffen teaches the 'streetwise' business plan development course and Anne Marie Neilson delivers high-energy instruction in marketing. Both marketing instructors are recipients of BCIT's Excellence in Teaching award.

The program assists people with both product and service oriented businesses. In order to qualify for the program they must meet HRDC qualifications: either they are currently collecting EI benefits or have exhausted benefits in the last three years (five years if they were on parental benefits). To meet BCIT's requirements, they must identify the business they wish to start, have proven skills and expertise to apply to the business and display a committed attitude towards entrepreneurship.

"Here at BCIT we call EI Enterprise Insurance," says Thomson. "We've just signed the contract to deliver the BEST Program for another year and we're looking forward to ongoing relationship with HRDC."

Call (604) 432-8953 for more information about the BEST Program.

— from Lynne Brisdon

## Venture development presents two conferences

BCIT's industry partners benefit from a diverse mix of conferences conducted by the Venture Development Centre each year.

### **Pulp and Paper Summer Institute**

BCIT is gearing up for the 20<sup>th</sup> Anniversary Pulp & Paper Summer Institute, June 8-12 in Prince George. This highly successful conference continues to attract pulp and paper industry

professionals with its showcase of manufacturing processes and technical innovations, including environmental management.

### **Clinical Research Professionals Training Seminar**

The first ever Clinical Research Professionals Training Seminar was held at the BCIT Downtown campus, March 30 to April 3 for those pursuing careers in Clinical Research. Conducted as a joint

venture between BCIT Technology Centre's Health and Applied Research department and Health Part-time Studies, the seminar was coordinated by Mary Sue Fairbairn with assistance from an impressive advisory committee. The committee comprised of representatives Vancouver's major hospitals, clinical research organizations and pharmaceutical companies.

— from Lynne Brisdon

### **QUICK.**

**Name the enterprise that helped develop long-life ginseng, placed hockey pools on the Web and turned a Crown Corporation Suit into a fire breathing entrepreneur.**

**BCIT Industry Services**

**Call (604) 451-7149 Now, Reap the Rewards in the Future.**





## Dual-paradigm simulation eases retraining in clinical labs

While increased automation within integrated clinical laboratories boosts efficiency, it also creates retaining and staffing challenges that often require external consultation to resolve. That's where BCIT's Technology Centre comes in.

Recognizing a growing need for effective training tools, the BCIT Technology Centre has presented MDS-Metro, one of the largest clinical laboratories in Canada, with a research proposal to create a computer-based training package for its laboratories. MDS responded enthusiastically and agreed to finance 50 per cent of the project. The other 50 per cent is funded by the provincial government through the Skills Now initiative.

The Technology Centre's ARCS (Applied Research in Computer Systems) Lab is now developing a system that uses two educational paradigms to train lab technologists in the operation and management of an automated clinical laboratory.

The first is a simulation of a generic clinical laboratory similar to the one in operation at MDS-Metro. Medical analyzers, conveyor belts, loaders and shuttle gates are modeled within



MDS Metro, one of Canada's largest clinical laboratories, sought BCIT to develop its computer-based training package.

the simulation. Students initially assume the roles of laboratory staff and perform the tasks required to operate the lab under various changing conditions.

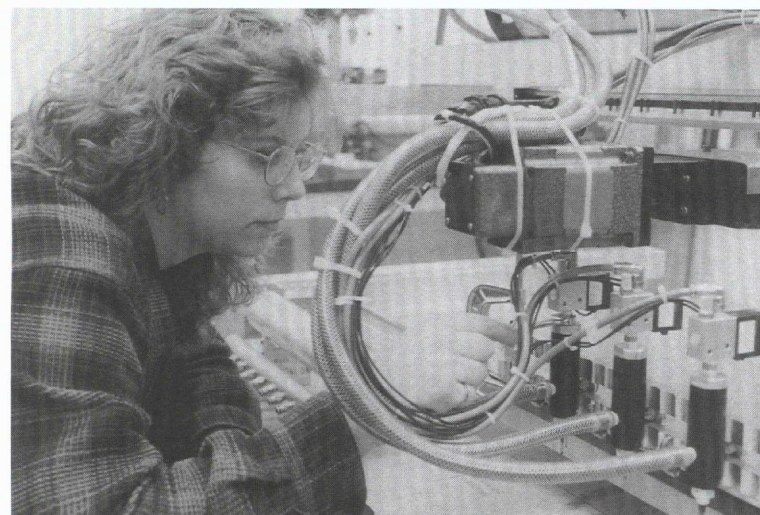
The second paradigm involves completing construction of the system. As students learn from instruction and from interacting with the simulated laboratory, they develop a knowledge-base of rules, procedures and instructions that determine the behavior of simulated laboratory staff. Upon successful completion, the simulated integrated system will function smoothly with no intervention.

A distinguishing feature of this approach is that both paradigms are in operation simultaneously. This allows students to learn from two different perspectives: actually participating in the operation of a functioning system and completing the construction of an incomplete system.

BCIT's Medical Laboratory Training program intends to use the system as the foundation for a new Medical Lab Technologists training program proposed for delivery in the spring of 1998.

— from Kelly Gervais

## Design hikes productivity



The Technology Centre is developing an automated manufacturing process for Wetless Aqua Gear.

With a brand new material process, a unique product line and growing market demand, Wetless Aqua Gear needed a way to boost production of its products, and fast. The BCIT Technology Centre had the answer, and in early 1997 began development of an automated flat molding process for this small B.C.-based company.

Botex, a new synthetic plastic material with stretching characteristics similar to natural latex, displays numerous benefits. It can be manufactured in any color, is tear resistant and has high levels of elasticity and memory, which means when stretched it will return to its original form. Botex is also UV protected to ensure that colors won't fade in the sun.

Wetless Aqua Gear uses the material to manufacture a wide variety of products, from athletic shoe soles and kneepads to in-line skates and flashlight covers. At present, the company uses hand-held dispensers to fill individual cavities within product molds. This process is time consuming and inefficient.

The Technology Centre designed and built the mechanical structure, then wrote and tested the dispensing and process control software, creating an automated system that will manufacture some of the company's products. Depending on the client's final design specifications, the finished flat molding process will be able to produce approximately 2000 component parts per hour. The system is scheduled to be installed in the Wetless plant in the spring of 1998.

— from Kelly Gervais

## Gasfitter program on LRU's front burner

Commandeering a significant amount of time at the LRU is the CSA Gasfitter Program. In 1996-97, the LRU, in cooperation with the Piping Department, completed the Gas Technician 1 program. In January 1998, the Learning Resources Unit and Piping were

awarded a contract for Gas Technician 2.

With the deadline looming, a number of LRU staff is devoting time exclusively to the project. Managing the project is Rick Kolebaba, one of the LRU's Instructional

Development Consultants. Rick is heading up a team consisting of one full-time and one part-time subject matter expert, five writers and three graphic artists.

— from Tom Ashlee and Brian Thom

## Lung disease sufferers get newfound Freedom

Local-based company Freedom Air Services is making strides in a more efficient system for delivering oxygen to patients with chronic lung disease. In 1995, the company brought its concept to the BCIT

Technology Centre and has since benefited from diverse resources of talent and experience that would be difficult to find in any other single location.

Three key groups at BCIT tackled the challenge from different directions: a pair of graduating students from the BCIT Electronics Engineering program took on the design of a proof-of-concept prototype as their final class project, BCIT faculty members from the Electronics Engineering program designed the initial software and hardware and the Technology Centre's Health R&D team optimized the software code and designed and built the trial-ready prototype.

At present, medical oxygen is given through a facial mask that dispenses oxygen continuously. There are several problems with this system. Up

to 80 per cent of the oxygen dispensed is not inhaled by the patient, creating significant waste and requiring patients to carry around greater daily quantities of oxygen than they actually need.

The Freedom Air oxygen controller monitors patients' breathing patterns and dispenses oxygen only at the time of inhalation. A microprocessor controls the amount of oxygen being dispensed and constantly adjusts depending on breathing patterns and the flow setting: sleep, rest, light activity or exertion. The system conserves oxygen and increases mobility, allowing patients to travel lighter and breathe easier.

The device also logs respiratory data such as the amount of oxygen used, breathing patterns and the incidence of apnea episodes when patients actually stop breathing for a period of time while sleeping. This data can help doctors and medical staff identify problems and assess the progress of treatment.

— from Kelly Gervais

## Internal project leads to CNC contract

Sometimes it's when best kept secrets are revealed that business booms — at least, that's the case with the Learning Resources Unit.

When BIESSE Group America learned that the LRU had developed training manuals for the BIESSE CANC wood-

working machine for the Joinery department, they were quick to hire BCIT to customize their own manuals and provide "Train the Trainer" workshops for their personnel.

— from Tom Ashlee and Brian Thom

## Tired of the Commute?

**Garden Apartments, Townhomes & Detached Homes for Sale**



## Greentree Village

Located directly behind the BCIT Burnaby campus off Wayburne Avenue

**Tim Zimich** tel: 433-2411  
Re/Max Central, Burnaby cell: 290-5592



# Electrical and Electronic Technology goes the distance

The BCIT Industry Services group in Electrical and Electronic Technology is really going the distance to meet the growing needs of customers. Learners come from as far away as Ontario, and courses are now delivered through on-site training all the way to Mackenzie B.C.

Current course offerings include Electrical, Instrumentation and Electronics, covering subjects from trades training to Electronics Technology. Employers see measurable improvements in productivity and reductions in down-time, allowing companies to retain a competitive edge in our global economy.

## Mackenzie, B.C.

The three-year, on-site Mackenzie project provides

maximum flexibility for the employer. BCIT provides the necessary skills upgrading for the tradespeople involved with minimal operational disruption. The program's success has triggered the potential for similar training at three other sites.

## Electrical and Instrumentation Courses for Supervisors

The Electrical and Instrumentation Courses have drawn interest from other areas outside the Lower Mainland. These week-long courses, held on the Burnaby campus, are primarily designed to provide the participant with first-hand experience, giving supervisors a better appreciation of the skills involved for tradespeople under

their direction. These courses have seen participation from supervisors throughout British Columbia and have been attended by supervisors from as far away as Fort Francis, Ontario.

## Telecommunications Training

BCIT's growing reputation as a national provider of Telecommunications training was recently enhanced when the Institute was awarded a contract to become the Western Canadian trainer for Lucent Technologies.

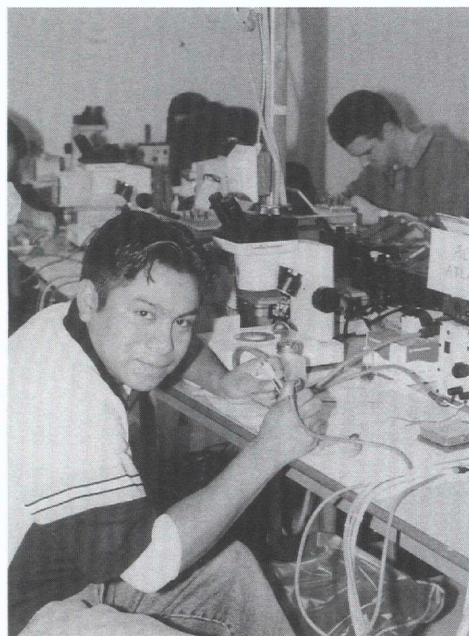
BCIT is delivering Systemax courses, which cover the design, engineering, installation and maintenance of structured cabling systems. So far, these

courses have been taught on-site in Edmonton, Calgary, Yellowknife and Burnaby.

Electrical and Electronic programs are moving quickly to ensure BCIT remains on the leading edge of technology and meets client training needs both now and well into the 21st century.

Future expansion will include Internet delivery of Advanced Industrial Computing in September 1998. More on-site Electrical and Instrumentation training and expanded delivery of Telecommunications training for Lucent Technologies to areas east of Alberta is also on the horizon.

— from Sandy Shaw



PACE training student Victor Garcia takes another step in his work-ready training program.

## BCIT keeps PACE with industry

Today's rapidly changing electronics industry has come to expect high quality and reliability particularly in soldering processes. The industry relies on accuracy, staying current and highly skilled personnel. PACE training at BCIT can result in increased product quality and employee productivity.

BCIT is a recognized PACE training provider offering state-of-the-art equipment and facilities. An innovative training

schedule includes two-day workshops as well as five-day PACE certified courses. BCIT also offers custom courses tailored to suit specific organizational requirements offering the opportunity to gain that important competitive edge.

Pace Training at BCIT combines:

- conductive and connective technology
- video instruction
- classroom lecture and theory
- instructor demonstration
- maximum hands-on practice
- written materials for future reference

This year, the training schedule is designed to accommodate all sizes of business with open registration through Part-time Studies. The recent addition of two-day workshops, means increased flexibility in the course line-up.

The demand for PACE hi-tech soldering training continues to grow with the recent increase in Electronic Manufacturers in British Columbia. Serving this market means continually reviewing course offerings and making sure BCIT offers the latest technology in an environment where meeting the needs of industry is first on the agenda.

— from Sandy Shaw

## PAWWS

(Personal and Workplace Wellness and Safety)

### Stretching

#### Why should I stretch?

Joint flexibility is important in allowing the complex movements that occur during sports. It is also important for absorbing impact during impact activities.

#### When should I stretch?

The most effective time to stretch is after light warm-up exercise when the muscle tissue is warm and blood flow is increased. Stretching may be done before and/or after a workout.

#### Tips on stretching

Avoid stretching a cold muscle. Do a light warm-up

activity (walk, run or cycle) prior to stretching. Alternatively, stretch following a workout.

Stretching must be pain free. Pain within a muscle can produce a reflex tightening of that muscle, making it difficult to perform an effective stretch.

Slowly beginning the stretch until you feel a firm pain-free pulling sensation. Then, hold this position continuously for at least 60 seconds.

Alternatively, you could hold the stretch for 20-30 seconds and repeat it three to four times.

— from Gloria Katnick

## CAMPUS CRIME STOPPERS

### Theft of computer

Overnight on March 31, 1998, a CPU was stolen from the top of the fridge in the Millwright Office, NE1 building. There was no evidence of a forced entry. Approximate value of the stolen CPU is \$1500.

### You can help

It could be something you've seen, heard or found: a name, a physical description or a license plate number. Even the smallest tip can lead to an arrest and the solution to a crime.

Crime Stoppers is a non-profit organization funded solely by private citizen and corporate donations. Monies raised are used to pay tipsters, while much

of the administrative work, material and time are donated by volunteers.

More than 8500 cases have been solved since the program was introduced into the Lower Mainland in 1985. Among those apprehended have been bank robbers, burglars, drug dealers, rapists and murderers. More than \$75 million in illicit drugs has been seized and more than \$18 million in stolen property has been recovered.

*If you know anything about this or any other crime, call 669-TIPS. Crime Stoppers can also be reached from anywhere across Canada by calling 1-800-222-TIPS.*

## Classy finds

**For Sale:** NordicTrack cross-country ski machine in good shape. Asking \$175. Call Roy at (604) 943-7883.

**For Sale:** Eight piece dining room suite: six chairs, table, china cabinet in honey oak, very good condition. Asking \$1500. Call Trena at (604) 431-7346.

**For Sale:** Ten PC computer graphics programs with manuals, i.e.: Adobe, Corel Fractal Design, etc. and many third party professional manuals, call for details; professional hydraulic drafting table, 36 x 60, white, clean, good as new. Asking \$400 obo. Call (604) 618-9754.

**For Rent:** Three bdrm updated heritage home in Grandview Woodlands. Avail mid-June to end-Aug. (part or all), furn., n/s, n/p. Call (604) 451-7066.

**For Rent:** Six-month rental available at Whistler from May 1 to Nov 1. Spacious, modern townhome in Alta Vista. Two bdrm +loft, three bath and two balconies. Call (604) 602-1502.

**Wanted:** One or two people to join daily vanpool between Port Moody/Coquitlam and BCIT. Fast, friendly and air conditioned. Call Terry at (604) 431-3161.

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