

# NEW Opportunity: Health Care Scheduling Course

Register now:

Advance your scheduling skills and prepare for the future!

Open to internal and external applicants with previous scheduling experience in healthcare, private or public sector.

There is a growing demand for qualified scheduling staff in health care. This is your opportunity to enhance your scheduling skills for your current role or a new job opportunity as a scheduler within a health care environment!



## Learn about

- Collective Agreements
- Scheduling Processes and Roles
- Workforce Central ESP  
(Environment for Scheduling Personnel)  
Computer Program

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For upcoming course dates and to register:

Email or fax your resume to [RSTtraining@vch.ca](mailto:RSTtraining@vch.ca) or 604-675-2525

Course fee: \$300 (includes GST)

## Course FAQ's

**Q. What can I expect from this course?**

A. You will participate in the Workforce Scheduling Services (WSS) Short Call Training course. This program: introduces you to the Workforce Scheduling Services and its standard practices; the Staffing Clerk role and duties; Collective Agreements and how they apply to scheduling. You will also learn how to use ESP and ASC scheduling applications.

**Q. Who can take this course?**

A. We are offering this opportunity to internal VCH employees and others with scheduling experience.

**Q. How do I enroll for the WSS Short Call Training Course?**

A. You cannot self-register for the WSS Short Call Training Course.

Send your resume to [RSTTraining@vch.ca](mailto:RSTTraining@vch.ca). To be eligible to register, you must have relevant scheduling experience and pass an online critical thinking test. Those who meet the requirements will be approved to participate in the course. You can then be registered upon payment of the \$300 course fee.

**Q. If my results from the Critical Thinking Assessment are unsatisfactory, can I retake the test?**

A. No, the test can only be taken once.

**Q. When is the payment due?**

Payment is due once you have been approved for the course. Your registration will be confirmed upon receipt of payment, via cheque, payable to VCH (Employee Engagement).

Note: Credit Card payment is not available at this time.

**Q. What is included in the fee?**

A. The \$300 fee includes the course and all training materials.

**Q. What is the Course Schedule?**

A. The course includes a 2 hour prerequisite online course; 3 days of in-class training; followed by 2 observatory/preceptor shifts in the VGH Staffing Office. When you are approved for the course, your preceptor shifts will be arranged directly with the coordinator of the VGH Staffing Office.

**Q. When is the course offered?**

A. The course is offered once a month, most months. Only two spots are allocated to external students.

**Q. If I take the training course, does this guarantee me to qualify for a job posting?**

A. No, you must still meet the minimum job posting requirements and must go through the competitive hiring process.

**Q. Do I have to pass a test to complete the course?**

A. Yes, there is evaluation throughout the course and the passing mark is 75%.

**Q. What is the class size?**

A. Maximum is 8 students in a class, and at this time only 2 spots are allotted for the students outside of Workforce Scheduling Services.

**Q. Where are the classes offered?**

A. All classes and the practicum are held at Vancouver General Hospital.

**Q. If I am VCH employee do I get paid for attending the class?**

A. You do not get paid for attending the course and manager approval is required. Discuss with your manager whether you can use your vacation, banked overtime, or take unpaid leave time to attend classes and practicum shifts.

**Q. What happens if I miss one of the classroom sessions?**

A. There are no makeup days for missed classes and course fee will not be refunded.

**Q. Do I qualify for educational funding?**

A. If you are currently an HEU (FAC) member, you may be qualified for FAC education funding. Please contact your local HEU Representative.

**Q. What is the Cancellation Policy?**

A. Cancellation policy is a minimum of 2 weeks prior to the course. Please remember that class size is limited, so register early!