



SouthPort
Community
Centre Inc.

ARCS

Applied Reception and Customer Service Training

**ARE YOU INTERESTED IN CUSTOMER SERVICE
BUT DON'T KNOW WHERE TO START?
WANT TO CHANGE YOUR CAREER?
UNEMPLOYED OR UNDER-EMPLOYED?
EXPERIENCING BARRIERS TO PAID WORK?**

This 22 week program provides:

Reception / customer service / retail sales skills

Real work experience on our reception desk

A supportive, friendly environment.

**NEXT COURSE STARTS
6 FEBRUARY 2024**

Enquiries: (03) 9645 1476 reception@southportcc.org.au

Places are limited.

This course is free if you are a permanent resident with a concession card
(otherwise fees do apply).



SouthPort Community Centre Inc.

154 Liardet St, Port Melbourne VIC 3207
Cnr. Nott & Liardet Sts.



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This enjoyable and practical course will support you to develop your skills, experience and confidence in customer service. Perfect first step if you want to move toward paid work, further study, or skilled volunteering.

Not only will you gain knowledge and skills, you will also get professional experience and references.

The ARCS course has been specifically designed for adult learners and has produced great outcomes for participants over the last 11 years.

Our teachers and staff will support you throughout the program and help you determine your pathway forward.

Through the course you will develop skills and experience in:

- Reception work
- Customer Service
- Community Sector
- Technology
- Communication
- Wellbeing
- Planning & Organising
- Job Seeking
and more...

This half year program includes one classroom session and one reception work experience shift at our Centre each week. Work based projects are also offered, depending on your own interests and goals.

Participants receive a Certificate of Completion and a professional reference. There is no formal assessment.

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