

# 2021 ARCS Annual Report



The success of our Applied Reception Customer Service Training Program (ARCS) in these Covid times has continued in this 20/21 year despite the challenges of ongoing lockdowns in Melbourne. We found participants were keen to sign up to a program designed to

get them 'work-ready' in a preparation for the business world re-opening. However, many graduates gained employment before that time, in frontline or essential work in medical centres, aged-care facilities and call centres. Our piloting of ARCS delivery online in 2020 also allowed us to readily switch between face to face training, and the Zoom space as snap lockdowns occurred. In my experience as a teacher of Adult Education, particularly with learners who experience challenges, disruptions to regular classes can be highly stressful and lead to them dropping out of their intended course of study. With this in mind, prior to the commencement of our 2021 program, we were able to get participants Zoom-ready so that the transition to online learning could be a smooth one and have students prepared. We have now incorporated the Zoom conferencing tool into our program delivery for this purpose, as well as giving students this new employability skill. ARCS continues to be a fabulous employment pathway program as well as a virtual connected community.

*I joined ARCS at the time when I was looking to switch my career from Personal Care Assistant in Aged Care to Administration. I loved my time in ARCS and can gladly say it has been one of the best decisions I've ever made in my career. Taking part in the ARCS program was a valuable experience for me to further develop skills and grow within myself as a student and new career seeker.*

*Soon after completing the program, I got a temporary role in a call centre. Even before finishing this role, I received another opportunity as a Medical Receptionist where I am currently employed.*

*I also recently received a temporary opportunity to work at a University as a Contact Centre Officer and I am very excited to explore this new opportunity in the education sector. Not only did the skills I gained from ARCS significantly increased the chances of landing a job, it is helping me in efficiently performing my current role as a Medical Receptionist.*

- Remya Dileep (ARCS graduate Dec 2020)