

Free Training & Work Experience!

Applied Reception & Customer Service Course (ARCS)

This enjoyable and well-paced course will support you to develop your skills, experience and confidence. If you are currently unemployed and would like to move toward paid work, further study, or skilled volunteering, this is the perfect next step.

The ARCS course has been specifically designed for adult learners and has produced great outcomes for participants over the last 8 years. We take a holistic, interactive and practical approach to learning and development. 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
- ✓ Communication
- ✓ Technology
- ✓ Teamwork
- ✓ Wellbeing
- ✓ Planning & Organising
- ✓ Job seeking
- ✓ And more...



This 6 month program includes one classroom session, and one reception work experience shift at our Centre, each week. Work based projects are also offered, based around your own interests and goals.

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

This course is offered in two locations:

- Port Melbourne Neighbourhood Centre
- Elwood St Kilda Neighbourhood Learning Centre

Next courses start early January 2018

Contact us for information and enrolment
Permanent resident only