

Customer Service Course

AMEP Pathways to Work Program

Providing you with the skills required for employment in a retail shop, an office or other customer service related jobs. This course includes work experience.

Contact us today for more information

navitas-english.com.au/slpet



Customer Service Course

Who is this course for?

AMEP eligible students who:

- have at least 1 AMEP hour remaining from their 510 hour entitlement
- are CSWE 3 (but have not received CSWE Certificate III) or high CSWE 2
- want to work in customer service or continue to study
- are ready to work

What will this course cover?

- Communication skills for working in customer service
- Developing skills to work in customer service
- Employability skills
- Understanding Australian workplace culture
- Work experience in customer service
- Individual mentoring on career pathways
- Assistance with finding work or further study
- Job seeking skills such as tailoring a resume and interview preparation

Is childcare available?

Childcare is available for children under 5 years old (at no cost).

What are the benefits of this course?

- Gain local experience
- Acquire local referees
- Build your network of local contacts
- Improve your English
- Learn how to look for work
- Employment coaching to help you perform at your best in job interviews



More information

Check our course information sheet for course start dates and locations. For all enquiries or to check your eligibility please contact the Employment Pathways Unit (see contact details below) or speak to reception at a Navitas English College.

FREE* for AMEP eligible students
- up to 200 extra AMEP hours

Contact us today for more information
navitas-english.com.au/slpet

Navitas English

Employment Pathways Unit

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