



# FREE SKILL SET TRAINING & EMPLOYMENT OPPORTUNITY

GET A CAREER IN CUSTOMER SERVICE



## BREAKING NEWS!

**THE WA GOVERNMENT IS OFFERING  
FREE JOB SKILLS TRAINING!\***

**THAT'S RIGHT... FREE TRAINING!**

\*Eligibility criteria applies

### DO YOU WANT TO FAST TRACK YOUR CUSTOMER SERVICE CAREER?

The WA government want to meet the immediate and emerging skill requirements to ensure our state has the best workers and are providing FREE skills training to make it happen!

Kick start your career with the Customer Service Skill Set. Learn to provide brilliant customer service, interact effectively with diverse people, presentation perfection and how to interview like a pro- becoming a customer service superstar in no time.

As part of your course you are introduced to and visit Probe CX- a leading customer experience organisation, operating across the Pacific, Asia, North America and Africa. You will hear first hand from Probe CX the job opportunities available now. Your visit to the workplace will give you a great feel for Probe and give you an insight into the roles available, what it would be like to be a part of the Probe team and the recruitment process. While we can not guarantee employment we will support you through application process and ensure you are prepared and job ready.

The skills ready training includes the following units of competency:

- Provide service to customers (SITXCCS006)
- Comply with infection prevention and control policies and procedures (HLTINFCOV001)
- Show social & cultural sensitivity (SITXCOM002)

UPCOMING  
COURSES

CENTRAL PERTH

THURSDAY SEPT 9TH  
9AM-5PM  
THURSDAY & FRIDAY

POTENTIAL JOB  
OPPORTUNITIES  
AT PROBE  
JOONDALUP &  
WEST PERTH

This course is subsidised by Jobs and Skills WA as part of the Skills Ready initiative. Eligibility criteria applies. Training is delivered by Century Group Pty Ltd trading as Arrow Training Services RTO 6127.





# FREE SKILL SET TRAINING!

## AM I ELIGIBLE?

To be eligible you must meet one or more of the eligibility criteria below and provide evidence to support your eligibility.

ELIGIBILITY REQUIREMENTS	EVIDENCE OF ELIGIBILITY
<p>Persons aged 15—24 years at the time of enrolment (excluding school students).</p>	» Present current driver's license, birth certificate or similar.
<p>Secondary school-aged persons who are not enrolled at school. (NOA must be provided)</p>	
OR	
<p>Persons receiving the <b>JobSeeker</b> or <b>Centrelink payment</b>.</p>	» Evidence or advice from Centrelink that they are in receipt of Jobseeker payments or equivalent.
<p>Persons and dependents of persons receiving the Youth Allowance, AUSTUDY or ABSTUDY.</p>	
OR	
<p>Persons and dependents of persons holding:</p> <p>» Pensioner Concession Card or Health Care Card; or</p> <p>» Repatriation Health Benefits Card issued by the Department of Veterans' Affairs.</p>	» Present valid card.



**THIS SKILLS READY TRAINING IS FUNDED BY THE WA DEPARTMENT OF TRAINING AND WORKFORCE DEVELOPMENT, AS PART OF THE TRAINING SECTOR COVID-19 RESPONSE AND RECOVERY PLAN.**

**probe**  
NEXT GENERATION DRIVEN

**1300 737 977**  

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**SKILLS  
READY**  
Boost your skills for the future

  
**arrow**training