

# Adult Migrant English Program (AMEP)

## Pathways to Business Administration and Customer Service

### Business Administration and Customer Service

- Improve spoken and written English for workplace situations
- Gain skills for office administration and customer service roles
- Build confidence in communicating with customers and colleagues
- Learn digital and computer skills used in the workplace
- Understand Australian workplace culture and expectations
- Prepare for employment or further training
- Complete some VET units

#### Eligibility

For all courses, you will need to:

- Have attended the AMEP program in the last 12 months
- Want to work in customer service or enrol in the Certificate III Business Administration qualification
- Travel to a work experience placement
- Be at level II or above



#### Enrolment

Enrolment sessions can be held online or at the course location. **No childcare** facilities are provided at enrolment sessions.

Course	Session type	Address	Class Time**	Enrolment date and time	Course start date	Course end date
<b>Pathways to Business Administration and Customer Service</b>	F2F on-site at Navitas Skilled Futures	2 Jacobs Street, Bankstown NSW 2200	2:00pm - 5:30pm	Wednesday 11th March @ 2:30pm Classroom 1.04	20th April 2026	26th June 2026

#### More Information

The course will consist of 140h knowledge based training and 60h work experience placement.

Please contact us today:

P: **(02) 9707 0200**

E: **bankstown@navitas-skilled-futures.com.au**

W: **navitas-skilled-futures.com.au/ptw**



\*Clients are only eligible for one Pathways to Work course during their time in the AMEP. \*\*Class time may change subject to VET training timetable. The Pathways to Work (PtW) program is part of the Adult Migrant English Program (AMEP) and is funded by the Australian Government. Navitas Skilled Futures is part of the Navitas Group. RTO Code: 0927.



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