

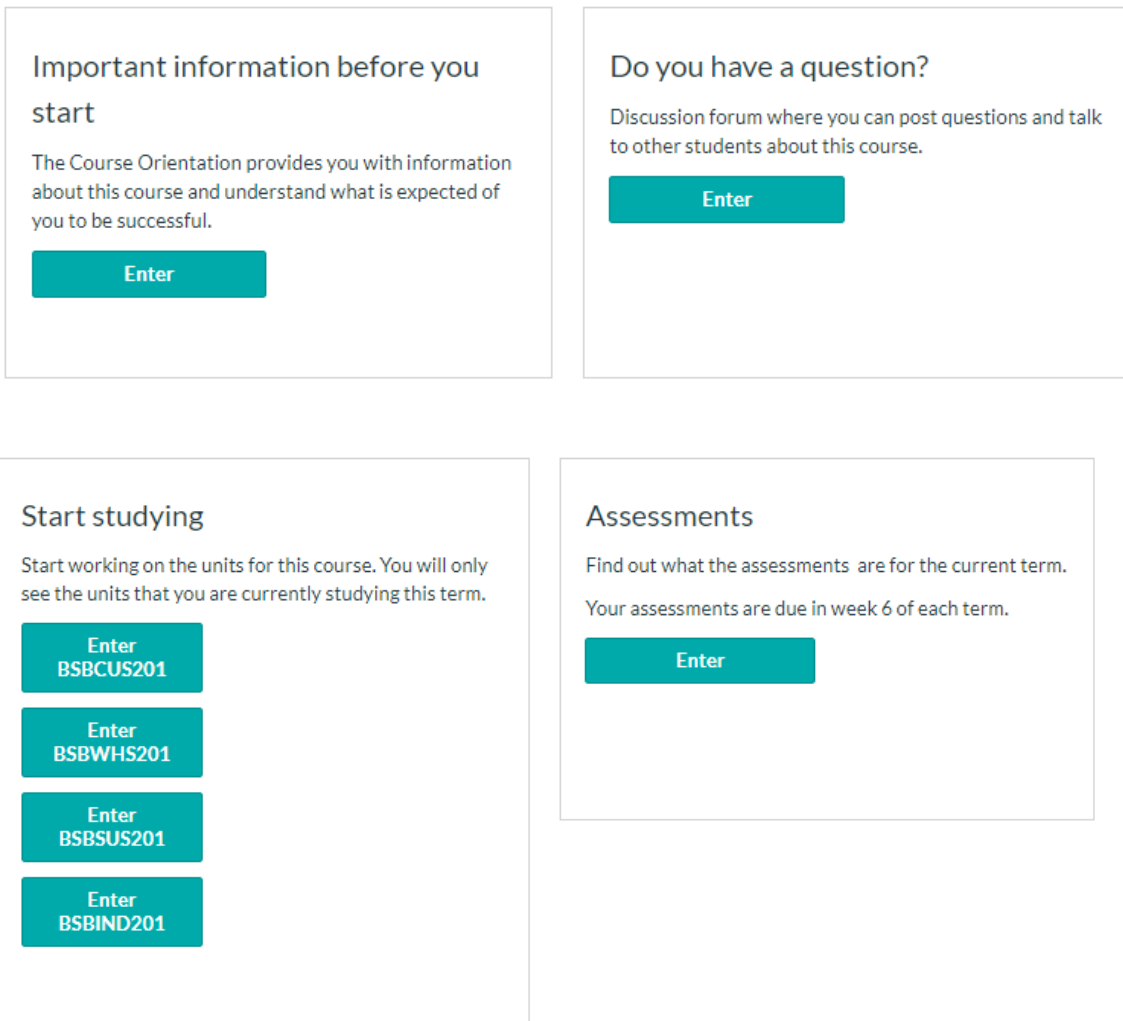
New look to the Greenwich Online Academic Learning System (GOALS)

1. Home page of the course



The screenshot shows the home page of the course. On the left is a navigation menu with icons for Account, Dashboard, Courses, Calendar, Inbox, and Help. The main content area has a header with the course title "Online Cert II in Business (MEL) - A" and the Greenwich Management College logo. Below the logo, it states: "You will complete each unit in this course over 6 weeks. Each week you will need to:" followed by a list of three tasks: 1. Work through online content and complete activities that will help you to learn. 2. Attend In-Class Delivery (Lecture) 3. Attend Skills Development Class. A call-to-action box at the bottom says: "To get started access the information below or go to *Modules* in the navigation menu to see all the content for this term."

2. Scroll down on the Home page: Can find Units and Assignments



The four content blocks are:

- Important information before you start**: The Course Orientation provides you with information about this course and understand what is expected of you to be successful. [Enter](#)
- Do you have a question?**: Discussion forum where you can post questions and talk to other students about this course. [Enter](#)
- Start studying**: Start working on the units for this course. You will only see the units that you are currently studying this term. [Enter BSBUS201](#), [Enter BSBWHS201](#), [Enter BSBSUS201](#), [Enter BSBIND201](#)
- Assessments**: Find out what the assessments are for the current term. Your assessments are due in week 6 of each term. [Enter](#)

3. Under “Start Studying”, click on the unit you want to read:

Introduction | BSBCUS201

Week 1 | BSBCUS201



This unit describes the skills and knowledge required to deliver all aspects of customer service at an introductory level. It includes creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback.

It applies to individuals who perform a range of routine tasks in the workplace using a limited range of practical skills and

creating a relationship with customers, identifying their needs, delivering services or products and processing customer feedback.

It applies to individuals who perform a range of routine tasks in the workplace using a limited range of practical skills and

fundamental knowledge of customer service in a defined context under direct supervision or with limited individual responsibility.

Please click on the following link for information on the unit outline:

<https://training.gov.au/Training/Details/BSBCUS201>

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4. Click on Next to go to the Next page – (Some pages – you will have videos, text and some articles.)

5. There are **activities** you will need to complete at your own time to test your understanding of what you have just read.

See sample activity below:

Activity 1 | Short Answers

Due No due date Points 5 Questions 5 Time Limit None

Instructions

Week 1 | BSBWHS201

Short answers

Review the following webpage and answer the questions in your own words (20 – 30 words/answer):


Enter your answer in the space below.

Take the Quiz


◀ Previous


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6. **Click on Assignments** – it will take you to the Assignments page where you can view all Assignments (Assessments) to be completed in a term.

- Home
- Modules
- Assignments**
- Marks
- People
- Zoom
- Attendance
- Collaborations
- New Analytics
- Google Drive
- Chat
- Files 


⋮ **BSBWHS201** Contribute to health and safety of self and others

⋮  **Assessment task 1 | BSBWHS201 Knowledge questions**
Week 1 | BSBWHS201 Contribute to health and safety of self and others Module

⋮  **Assessment task 2 | BSBWHS201**
Week 1 | BSBWHS201 Contribute to health and safety of self and others Module

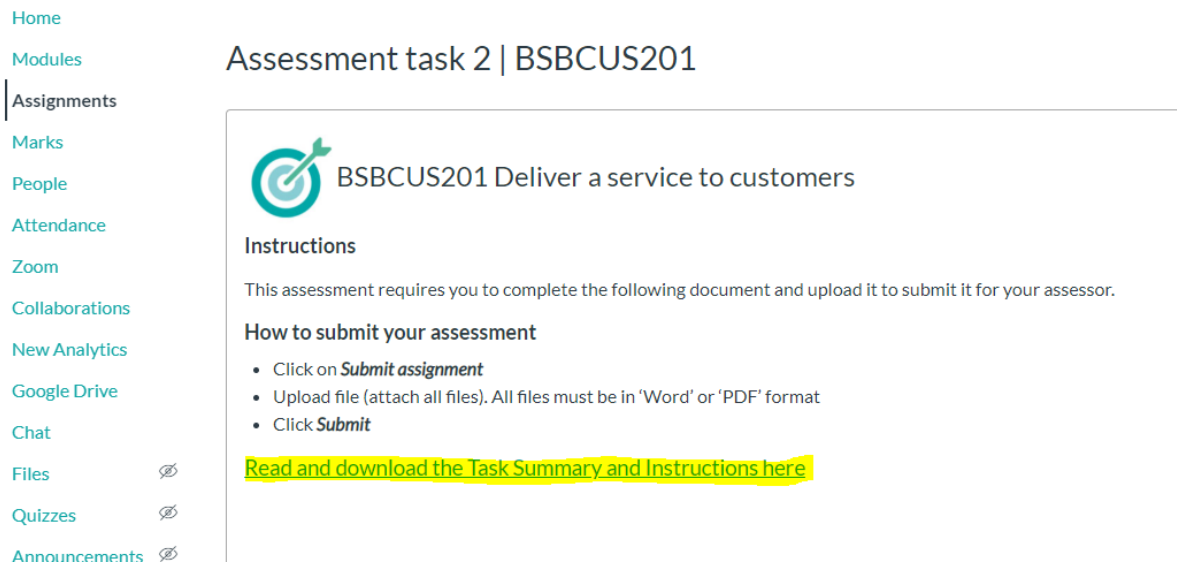
⋮  **Important information before you start**

⋮ **BSBCUS201** Deliver a service to customers

⋮  **Assessment task 1 | BSBCUS201 Knowledge questions**

7. **Click on any Assessment (Tasks)** – It has all instructions and links to download the assessments.

☰ BSB20115 MEL TUE/WED/EVE A > Assignments > Assessment task 2 | BSBCUS201



Home

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Assessment task 2 | BSBCUS201

 BSBCUS201 Deliver a service to customers

Instructions

This assessment requires you to complete the following document and upload it to submit it for your assessor.

How to submit your assessment

- Click on **Submit assignment**
- Upload file (attach all files). All files must be in 'Word' or 'PDF' format
- Click **Submit**

Read and download the Task Summary and Instructions here

8. When you are ready to submit your assignment (assessment), click on the Submit button on the top right-hand.

Further Support

If you require any assistance, please contact GMC Academic team on

gmc-academic@greenwichcollege.edu.au