

# WELCOME TO THE h&h ONLINE LEARNING PLATFORM

This document provides you with some general instructions that will enable you to study your course and complete your assessments online.

After enrolling into your course, you will be provided with a **log in** to access your study. The log in will only enable you to access the course you have enrolled into.

When you login into the h&h online learning platform, click “Courses” you will see your enrolled course listed in the table below.

This example below is for a student enrolling into the *Certificate III in Business*.

## Student Courses

Dashboard **Courses** Account Logout

## Enrolled Courses

Course	Progress	Overall Grade
BSB30115 - Certificate III in Business	<input type="text"/> 0%	-

You are now required to Click on the qualification you are enrolled into and it will list the units of competency you will need to complete to gain a full qualification.

The units you are required to complete are located on your training plan you received at enrolment (should you require a further copy, please email [granville@hnh.org.au](mailto:granville@hnh.org.au)) if unsure please contact the college.

## Enrolled Courses

Course	Progress	Overall Grade
▼ BSB30115 - Certificate III in Business	<input type="text"/> 0%	-
<b>Module 1</b>	<b>BSBADM311 - Maintain business resources</b>	
Item 1	Training Resources	●
Item 2	Pre-assessment Checklist	●
Item 3	Assessment item 1 - Short questions and answers	●
Item 4	Assessment item 2 - Case Study	●
Item 5	Student Practical Skills Observation Checklist	●
Item 6	Instructions for the completion of this unit of competency	●
<b>Module 2</b>	<b>BSBCMM301 - Process customer complaints</b>	
Item 1	Training Resources	●

For each unit of competency on the list, you will have access to training resources, to be able to complete the assessments requirements.

Each individual unit has their own set of instructions (for theory and practical components)

Refer to “instructions for the completion of this unit of competency” on how to complete each of the requirements.

Module 1	BSBADM311 - Maintain business resources	
Item 1	Training Resources	●
Item 2	Pre-assessment Checklist	●
Item 3	Assessment item 1 - Short questions and answers	●
Item 4	Assessment item 2 - Case Study	●
Item 5	Student Practical Skills Observation Checklist	●
Item 6	Instructions for the completion of this unit of competency	●

Not all assessment items required to be completed in one go. You can always save your answers and continue again later. To do this, you can click “Save & Next Question” and then click “Student Account & Courses” on the right-side menu to return to your “Course” page.

## Assessment item 1 – Short questions and answers

Apr 2, 2020

Assessment item 1 - Short questions and answers - BSBADM311  
Question 4 of 22

Question #4: How do you ensure the advice or recommendations are correct and relevant to achieve the business target? [Answer Later...](#)

[« Previous Question](#) [Save & Next Question »](#)

[« Previous Item](#) [Next Item »](#)

Current Student  
Progress

BSB30115 -  
Certificate III in  
Business

0%

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