Listen to the messages in iLearn>Assessment centre> AT1\_BSBADM307 and complete the following tasks.

Ensuring you adhere to and address all Bushland Blooms protocols and templates when establishing schedule requirements. These are available in Bushland Blooms intranet via iLearn.

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| ***Message 1 : Email response***  Ensure these adhere to email templates and protocol for Bushland Blooms  (you will have to ***copy the email template from the intranet and paste into Assessment 1 response sheet here***)   |  | | --- | | **Subject:** Confirmation of Appointment: Call Out Service, Wednesday 25/3/2020 8:00 am - 10:00 pm | | cid:image001.gif@01D07365.66EF8A10 | |  | | Dear Mr Monahan,  We are pleased to confirm your appointment with our Bushland Blooms Technician Ian Smith on the above day and time.  Ian will be there within that two hour time frame.  If you have any further questions or require changes please contact our friendly team on  07 3456 7890  Kind Regards  John Shenton | |  | |

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| ***Message 2 : Email response***  Ensure these adhere to email templates and protocol for Bushland Blooms (you will have to copy the email template and paste into Assessment 1 response sheet)   |  |  |  |  | | --- | --- | --- | --- | | **Subject:** Confirmation of Appointment: Call Out Service, Monday 30/3/2020 8:00 am - 1 0:00 pm | | | | | cid:image001.gif@01D07365.66EF8A10 | | | | |  | | | | | Dear Ms Chalk,  We are pleased to confirm your appointment with our Bushland Blooms Technician John Laws on the above day and time.  John will be there within that two hour time frame.  If you have any further questions or require changes please contact our friendly team on  07 3456 7890  Kind Regards  John Shenton | | | | |  | | | | |  |  |  |  | |

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| ***Message 3 : Email response***  Ensure these adhere to email templates and protocol for Bushland Blooms (you will have to copy the email template and paste into Assessment 1 response sheet)   |  |  |  |  | | --- | --- | --- | --- | | **Subject:** Confirmation of Appointment: Call Out Service, Thursday 27/3/2020 12:00 pm - 2:00 pm | | | | | cid:image001.gif@01D07365.66EF8A10 | | | | |  | | | | | Dear Mr Korvac,  We are pleased to confirm your appointment with our Bushland Blooms Technician Ian Smith on the above day and time.  Ian will be there within that two hour time frame.  If you have any further questions or require changes please contact our friendly team on  07 3456 7890  Kind Regards  John Shenton | | | | |  | | | | |  |  |  |  | |

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| ***Message 4 : you are not required to respond to this message only DOT POINT ACTIONS you would take***  [dot points max 80 words]  Ensure that you refer to technicians schedule and that you adhere to all protocols outlined at Bushland Blooms for appointments.   * **Call (Customer service admin manager Joanne Jones and try to identify the customer)**   **confirm name (hard to hear sounds like ‘Norjin Singh’), water fountain and pond (recently purchased).**   * **Contact service manaver Shane Baron with following information**   **Customer details (if found)**  **Enquiry time (Early Monday morn).**  **issue leaking.**  **available after 10am only.**  **requests technician** |

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| ***Message 5 : Voice response on Voice Thread***  In this assessment task you will simulate leaving a message on a customer’s answering service responding to their message retrieved from the out of office message bank.  Listen to the message from the customer and respond    Ensuring you adhere to and address all Bushland Blooms protocols and templates when establishing schedule requirements. These are available in Bushland Blooms intranet via iLearn.   * **I have recorded a message on Voice Thread**   **The audio link (https://www.ilearnportal.com.au/bbcswebdav/pid-215965-dt-content-rid-213876\_1/xid-213876\_1 ) asks to refer to voice thread link. For message 5 I cant find this.**   * **type ‘insert’ in search bar** * **select ‘object’** * **then select 'create from file'** * **select audio file from your system (browse)** * **then select icon (to show)** |

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| Questions  Using the eLibrary – review   * Anti-discrimination and Equal opportunities * Privacy laws   *Answer the following questions.*  In reference to the nature of information kept on staff records for the technicians available from  **Bushland Blooms Intranet**> Staff>Service Technician do you think the information stored is appropriate?   1. What is Bushland Blooms breaching? [maximum 50 words]   With the reference to John Laws wife’s language and Christian holidays, they are breaching the Privacy act 1988,  and in reference to Ian Smith’s disability also the Australia human rights commission act 1986.  The reference to Sara Williams epilepsy may also breach the privacy act without proper disclosure.   1. Are the technicians being treated differently to other team members at Bushland Blooms? [maximum 50 words]   I have found similar treatment to technicians in the customer service department. But this does not appear in the other departments (apart from an isolated exception - marketing Marinda Wang: 'single mum').  In the other departments, team member’s personal information is limited to job description, experience, skills and achievements. |