BSBITU203 Communicate electronically

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to send, receive and manage electronic mail (email), as well as collaborate online using chat rooms, intranets and instant messaging.

It applies to individuals who use business technology to perform a range of routine tasks to communicate with co-workers, customers or others. The individual will use a limited range of practical skills and fundamental knowledge in a defined context under direct supervision or with limited individual responsibility.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Information and Communications Technology – IT Use

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Implement procedures to send and receive electronic mail	1.1 Login to software for sending and receiving email in accordance with organisational requirements 1.2 Check outgoing email for accuracy and ensure any required attachments are prepared, in accordance with organisational and service provider requirements 1.3 Identify urgent, confidential, personal, suspicious or potentially dangerous email and take appropriate action 1.4 Deal with returned email in accordance with organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
2. Manage electronic mail	2.1 Set security levels and/or filters for incoming email in accordance with organisational requirements
	2.2 Create and maintain individual mailboxes in accordance with organisational requirements
	2.3 Store email and/or attachments in accordance with organisational requirements
	2.4 Empty inboxes and archive or permanently delete in accordance with organisational requirements
	2.5 Prepare and maintain electronic mailing lists in accordance with organisational requirements
3. Collaborate online	3.1 Identify software to be used in collaboration
	3.2 Ensure online collaboration is undertaken in accordance with organisational policy, procedures and net etiquette (netiquette)
	3.3 Respond to posts or communications in accordance with agreed parameters, organisational requirements and netiquette

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 2.1-2.5, 3.2, 3.3	• Recognises textual information within different materials and interprets information to determine requirements as well as confirming accuracy of content
Writing	1.1, 2.2, 2.5, 3.2, 3.3	• Records key information relevant to requirements and prepares simple correspondence using basic punctuation, text and correct spelling
Oral Communication	1.4	• Obtains information through listening and questioning and uses clear and appropriate language suitable to audience
Navigate the world of work	1.1, 1.2, 1.4, 2.1-2.5, 3.2, 3.3	• Recognises and follows explicit and implicit protocols and meets expectations associated with own role
Get the work done	1.3	• Recognises and responds to routine problems in context of own work

Range of Conditions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBITU203 Communicate electronically	BSBITU203A Communicate electronically	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10