BSBITU213 Use digital technologies to communicate remotely

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Application

This unit describes the skills and knowledge required to effectively identify, select and use available methods of digital communication in a workplace context. Such methods may include electronic mail (email), instant messaging and other similar applications/web-based platforms.

It applies to individuals who use digital technology to communicate with business stakeholders (including co-workers and customers). This will be particularly relevant to individuals in teams that work remotely. 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. Identify methods for digital communication	1.1 Identify purpose for communication, intended audience and content of proposed communication (including whether it is commercially sensitive)
	1.2 Identify available digital communication applications by accessing relevant sources of information and clarify with relevant personnel as required
	1.3 Select most appropriate application for communication in accordance with available resources and relevant organisational

ELEMENT	PERFORMANCE CRITERIA
	policies and procedures
2. Implement procedures to send and receive digital communications	2.1 Access application/platform for sending and receiving digital communications in accordance with organisational policies and procedures
	2.2 Create outgoing digital communication, checking for accuracy and ensuring that any required attachments are prepared in accordance with organisational and technology provider requirements
	2.3 Identify urgent, confidential, personal, suspicious or potentially dangerous email and take appropriate action, clarifying with relevant personnel as required
	2.4 Access and determine most appropriate action in response to incoming digital communications, in accordance with organisational policies and procedures
3. Manage digital communications effectively	3.1 Set security levels and/or filters for incoming digital communications in accordance with organisational policies and procedures
	3.2 Create plan for monitoring and maintaining digital communications across multiple applications/platforms in accordance with organisational policies and procedures
	3.3 Store digital communications and/or attachments in accordance with policies and procedures
	3.4 Empty inboxes and archive or permanently delete in accordance with organisational policies and procedures
	3.5 Create methods for communicating electronically with targeted groups of stakeholders as relevant to organisation

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

Skill	Description
Reading	• Recognises textual information within different materials and interprets information to determine requirements as well as confirming accuracy of content
Writing	• Records key information relevant to requirements and prepares simple correspondence using basic punctuation, text and correct

	spelling		
Oral Communication	•	Obtains information through listening and questioning and uses clear and appropriate language suitable to audience	
Navigate the world of work	•	Recognises and follows explicit and implicit protocols and meets expectations associated with own role	
Get the work done	•	Recognises and responds to routine problems in context of own work	

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBITU213 Use digital technologies to communicate remotely	BSBITU203 Communicate electronically	Updates to title, application statement, elements, performance criteria and assessment requirements	Equivalent unit

Links

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