



**Australian Government**

# **BSBITU422 Use digital technologies to collaborate in the workplace**

**Release: 1**

## BSBITU422 Use digital technologies to collaborate in the workplace

### 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 understand the fundamentals of using digital technologies to collaborate in a workplace context, including working as part of a remote team. It involves undertaking a basic review of organisational processes to identify opportunities for using digital technologies to complete work tasks more efficiently and effectively.

It applies to individuals who use problem-solving skills and take responsibility for adopting and promoting approaches to improve organisational operations, particularly relating to the use of digital technologies.

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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Review existing digital technology use in the business	1.1 Identify current collaborative ways of working, particularly relating to the use of technology to support collaboration 1.2 Assess performance of current ways of working against organisational strategies and objectives 1.3 Collate information collected through review and provide to relevant personnel as required
2. Identify opportunities	2.1 Identify available digital technologies by accessing relevant

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
to implement digital technologies for workplace collaboration	<p>sources of information</p> <p>2.2 Seek assistance from specialist advisors as required to determine relevant digital applications and specific information related to each</p> <p>2.3 Assess existing collaborative methods against available and existing digital technologies to determine opportunities and priorities taking into account any associated costs and risks</p> <p>2.4 Prepare a business case for implementing new digital solutions to support collaboration and seek approval where required</p>
3. Implement and use digital technologies to collaborate in the workplace	<p>3.1 Develop a plan to introduce new collaborative technologies, by assessing short-term and longer-term goals business objectives</p> <p>3.2 Communicate and promote key features of the plan to others, referring to organisational strategies where relevant</p> <p>3.3 Organise training and coaching for relevant personnel to maximise uptake and effectiveness</p>

## Foundation Skills

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

<b>Skill</b>	<b>Description</b>
Learning	<ul style="list-style-type: none"> <li>Actively reinforces workplace learning by encouraging personnel to expand their digital literacy</li> </ul>
Reading	<ul style="list-style-type: none"> <li>Organises, evaluates and critiques information from a wide variety of textual material</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Develops material for a specific audience using clear language and workplace conventions to convey explicit information, requirements and recommendations</li> </ul>
Oral communication	<ul style="list-style-type: none"> <li>Uses appropriate, detailed and clear language to address key personnel and disseminate information</li> <li>Uses listening and questioning skills to confirm understanding of requirements</li> </ul>
Navigate the world of work	<ul style="list-style-type: none"> <li>Adheres to organisational policies and procedures and considers own role for its contribution to broader workplace goals</li> </ul>
Interact with others	<ul style="list-style-type: none"> <li>Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a leadership role on occasion</li> </ul>

	<ul style="list-style-type: none"> <li>• May seek expert guidance of others in specific areas</li> </ul>
Get the work done	<ul style="list-style-type: none"> <li>• Applies problem-solving processes when tackling an unfamiliar problem, breaking complex issues into manageable parts and identifying and evaluating several options for action</li> <li>• Uses both formal and informal processes to monitor implementation of solutions and reflect on outcomes for future improvements</li> <li>• Reflects on ways digital systems and tools are used, or could be used, to achieve work goals, and begins to recognise strategic and operational applications</li> </ul>

## Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBITU422 Use digital technologies to collaborate in the workplace	BSBSMB412 Introduce cloud computing into business operations	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>