# Assessment Requirements for BSBTEC202 Use digital technologies to communicate in a work environment

**Release: 1**

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## Modification History

| Release | Comments |
|---------|----------|
| Release 1 | This version first released with BSB Business Services Training Package Version 7.0. |

## Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- on four occasions send digital communications
- on four occasions receive and process digital communications.

In the course of the above, the candidate must:

- follow organisational and technology provider requirements when communicating electronically across multiple digital applications, including in relation to security of communications
- follow organisational policy and procedures when managing all aspects of digital communication, including by storing, filing, archiving, and deleting inbound communications
- communicate electronically with targeted groups of colleagues, clients or similar as relevant to organisation.

## Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- existing and emerging methods of digital communication, including strengths and limitations
- industry practice relating to digital communication etiquette in a workplace setting
- commercial sensitivities in relation to knowledge management
- organisational policies and procedures relating to the use of digital communication
- security levels and filters for digital communications.

## Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- industry applications/platforms for communicating digitally
- relevant organisational policies and procedures
- relevant workplace documentation and resources.


Assessors of this unit must satisfy the assessor requirements in applicable vocational education and training legislation, frameworks and/or standards.

## Links

Companion Volume Implementation Guide is found on VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10