



**Australian Government**

# **BSBTEC202 Use digital technologies to communicate in a work environment**

**Release: 1**

# BSBTEC202 Use digital technologies to communicate in a work environment

## Modification History

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

## Application

This unit describes the skills and knowledge required to effectively identify, select and use available methods of digital communication in a workplace context. These methods may include email, instant messaging and other similar platforms.

The unit applies to those who use digital technology to communicate with relevant stakeholders. 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

Digital Competence - Technology 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. Identify purpose and methods of digital communication	1.1 Identify purpose for communication, intended audience and content of proposed communication 1.2 Identify available digital communication applications by accessing relevant sources of information and clarify with relevant personnel, where required 1.3 Select most appropriate application for communication according to available resources and relevant organisational policies and procedures
2. Implement procedures	2.1 Access application for sending and receiving digital

ELEMENT	PERFORMANCE CRITERIA
to send and receive digital communications	<p>communications according to organisational policies and procedures</p> <p>2.2 Create outgoing digital communication, check for accuracy and ensure that any required attachments are included according to application requirements and organisational policies and procedures</p> <p>2.3 Identify urgent, confidential, personal, suspicious or dangerous digital communication and take appropriate action, clarify with relevant stakeholder, where required</p> <p>2.4 Access and identify most appropriate action in response to incoming digital communications, according to organisational policies and procedures</p>
3. Assist with managing digital communications	<p>3.1 Follow established security levels and filters for incoming digital communications according to organisational policies and procedures</p> <p>3.2 Assist relevant personnel to create plan for monitoring and maintaining digital communications across multiple applications according to organisational policies and procedures</p> <p>3.3 Store digital communications and attachments according to organisational policies and procedures</p> <p>3.4 Archive or permanently delete digital communications according to organisational policies and procedures</p> <p>3.5 Create methods for communicating electronically with targeted groups of stakeholders as relevant to organisation</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.*

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"><li>Recognises textual information within different materials and interprets information to determine requirements, as well as confirming accuracy of content</li></ul>
Writing	<ul style="list-style-type: none"><li>Records key information relevant to requirements and prepares simple correspondence using basic punctuation, text and correct spelling</li></ul>
Oral Communication	<ul style="list-style-type: none"><li>Obtains information through listening and questioning and uses clear and appropriate language suitable to audience</li></ul>
Self-management	<ul style="list-style-type: none"><li>Recognises and follows explicit and implicit protocols and meets expectations associated with own role</li></ul>

SKILL	DESCRIPTION
Problem solving	<ul style="list-style-type: none"><li>Recognises and responds to routine problems in context of own work</li></ul>

## Unit Mapping Information

Supersedes and is equivalent to BSBITU213 Use digital technologies to communicate remotely.

## Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>