



Australian Government

BSBTEC404 Use digital technologies to collaborate in a work environment

Release: 1

BSBTEC404 Use digital technologies to collaborate 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 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.

The unit applies to those 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

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. Review existing digital technology use in the business	1.1 Identify current collaborative ways of working 1.2 Assess performance of current collaborative 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 to implement digital technologies for	2.1 Identify available digital technologies by accessing relevant sources of information 2.2 Seek assistance from specialist advisors, where required

ELEMENT	PERFORMANCE CRITERIA
workplace collaboration	<p>2.3 Assess existing collaborative work against available and existing digital technologies</p> <p>2.4 Identify opportunities and priorities for digital technology in collaborative work</p> <p>2.5 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 Assess business goals and objectives and develop a plan to introduce new collaborative technologies</p> <p>3.2 Communicate and promote key features of the plan to relevant stakeholders</p> <p>3.3 Implement digital technologies according to plan and organisational requirements, policies and procedures</p> <p>3.4 Organise training in digital technologies for collaboration for relevant stakeholders</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
Learning	<ul style="list-style-type: none"> Actively reinforces workplace learning by encouraging personnel to expand their digital literacy
Reading	<ul style="list-style-type: none"> Organises, evaluates and critiques information from a wide variety of textual material
Writing	<ul style="list-style-type: none"> Develops material for a specific audience using clear language and workplace conventions to convey explicit information, requirements and recommendations
Oral communication	<ul style="list-style-type: none"> Uses appropriate, detailed and clear language to address key personnel and disseminate information Uses listening and questioning skills to confirm understanding of requirements
Teamwork	<ul style="list-style-type: none"> 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
Problem solving	<ul style="list-style-type: none"> Applies problem-solving processes when tackling an unfamiliar problem, breaking complex issues into manageable parts and identifying and evaluating several options for action

Unit Mapping Information

Supersedes and is equivalent to BSBITU422 Use digital technologies to collaborate in the workplace.

Supersedes but is not equivalent to BSBITB511 Establish and maintain a network of digital devices.

Links

Companion Volume Implementation Guide is found on VETNet -

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