



Australian Government

BSBITU203 Communicate electronically

Release: 1

BSBITU203 Communicate electronically

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to send, receive and manage electronic mail (email), as well as collaborate online using chat rooms, intranets and instant messaging.

It applies to individuals who use business technology to perform a range of routine tasks to communicate with co-workers, customers or others. 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
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Implement procedures to send and receive electronic mail	1.1 Login to software for sending and receiving email in accordance with organisational requirements 1.2 Check outgoing email for accuracy and ensure any required attachments are prepared, in accordance with organisational and service provider requirements 1.3 Identify urgent, confidential, personal, suspicious or potentially dangerous email and take appropriate action 1.4 Deal with returned email in accordance with organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
2. Manage electronic mail	2.1 Set security levels and/or filters for incoming email in accordance with organisational requirements 2.2 Create and maintain individual mailboxes in accordance with organisational requirements 2.3 Store email and/or attachments in accordance with organisational requirements 2.4 Empty inboxes and archive or permanently delete in accordance with organisational requirements 2.5 Prepare and maintain electronic mailing lists in accordance with organisational requirements
3. Collaborate online	3.1 Identify software to be used in collaboration 3.2 Ensure online collaboration is undertaken in accordance with organisational policy, procedures and net etiquette (netiquette) 3.3 Respond to posts or communications in accordance with agreed parameters, organisational requirements and netiquette

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 2.1-2.5, 3.2, 3.3	Recognises textual information within different materials and interprets information to determine requirements as well as confirming accuracy of content
Writing	1.1, 2.2, 2.5, 3.2, 3.3	Records key information relevant to requirements and prepares simple correspondence using basic punctuation, text and correct spelling
Oral Communication	1.4	Obtains information through listening and questioning and uses clear and appropriate language suitable to audience
Navigate the world of work	1.1, 1.2, 1.4, 2.1-2.5, 3.2, 3.3	Recognises and follows explicit and implicit protocols and meets expectations associated with own role
Get the work done	1.3	Recognises and responds to routine problems in context of own work

Range of Conditions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBITU203 Communicate electronically	BSBITU203A Communicate electronically	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

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

Assessment Requirements for BSBITU203 Communicate electronically

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Performance Evidence

Evidence of the ability to:

- follow organisational and service provider requirements when communicating electronically
- follow organisational policy and procedures when managing all aspects of electronic communication
- comply with netiquette
- collaborate in accordance with agreed parameters for electronic communication
- identify most appropriate software applications.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- identify different methods of electronic communication
- outline key provisions of relevant legislation that affect aspects of business operations
- outline relevant organisation policies and procedures.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the information and communications technology – IT use field of work and include access to:

- organisational policies and procedures
- relevant legislation
- relevant workplace documentation and resources
- industry software packages.

Assessors must satisfy NVR/AQTF assessor requirements.

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