



Australian Government

Assessment Requirements for BSBITU213

Use digital technologies to communicate remotely

Release: 1

Assessment Requirements for BSBITU213 Use digital technologies to communicate remotely

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 3.0.

Performance Evidence

Evidence of the ability to:

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

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

Knowledge Evidence

The candidate must be able to demonstrate the following knowledge to effectively complete the tasks outlined in the elements and performance criteria of this unit, and to manage tasks and reasonably foreseeable contingencies in the context of the work role.

- Key features of existing and emerging methods of digital communication, including strengths and limitations of each
- Key features of relevant industry practice relating to digital communication etiquette in a workplace setting
- Key features of commercial sensitivities in relation to knowledge management
- Key features of relevant organisational policies and procedures relating to the use of digital communication.
-

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:

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

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

Links

Companion Volume implementation guides are found in VETNet -

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