



Australian Government

BSBITU213 Use digital technologies to communicate remotely

Release: 1

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.

Application

This unit describes the skills and knowledge required to effectively identify, select and use available methods of digital communication in a workplace context. Such methods may include electronic mail (email), instant messaging and other similar applications/web-based platforms.

It applies to individuals who use digital technology to communicate with business stakeholders (including co-workers and customers). 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

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. Identify methods for digital communication	1.1 Identify purpose for communication, intended audience and content of proposed communication (including whether it is commercially sensitive) 1.2 Identify available digital communication applications by accessing relevant sources of information and clarify with relevant personnel as required 1.3 Select most appropriate application for communication in accordance with available resources and relevant organisational

ELEMENT	PERFORMANCE CRITERIA
	policies and procedures
2. Implement procedures to send and receive digital communications	2.1 Access application/platform for sending and receiving digital communications in accordance with organisational policies and procedures 2.2 Create outgoing digital communication, checking for accuracy and ensuring that any required attachments are prepared in accordance with organisational and technology provider requirements 2.3 Identify urgent, confidential, personal, suspicious or potentially dangerous email and take appropriate action, clarifying with relevant personnel as required 2.4 Access and determine most appropriate action in response to incoming digital communications, in accordance with organisational policies and procedures
3. Manage digital communications effectively	3.1 Set security levels and/or filters for incoming digital communications in accordance with organisational policies and procedures 3.2 Create plan for monitoring and maintaining digital communications across multiple applications/platforms in accordance with organisational policies and procedures 3.3 Store digital communications and/or attachments in accordance with policies and procedures 3.4 Empty inboxes and archive or permanently delete in accordance with organisational policies and procedures 3.5 Create methods for communicating electronically with targeted groups of stakeholders as relevant to organisation

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	Recognises textual information within different materials and interprets information to determine requirements as well as confirming accuracy of content
Writing	Records key information relevant to requirements and prepares simple correspondence using basic punctuation, text and correct

	spelling
Oral Communication	Obtains information through listening and questioning and uses clear and appropriate language suitable to audience
Navigate the world of work	Recognises and follows explicit and implicit protocols and meets expectations associated with own role
Get the work done	Recognises and responds to routine problems in context of own work

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBITU213 Use digital technologies to communicate remotely	BSBITU203 Communicate electronically	Updates to title, application statement, elements, performance criteria and assessment requirements	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 BSBITU213 Use digital technologies to communicate remotely

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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.
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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>