



Australian Government

BSBITU315 Purchase goods and services online

Release: 1

BSBITU315 Purchase goods and services online

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 use e-commerce to procure goods and services in a business context. This includes the ability to undertake a range of online buy-side transactions, including banking, and purchasing products and services.

It applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of engaging in e-commerce to provide technical advice and support to a team.

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 suitable suppliers online	1.1 Identify purpose for goods or services to be procured 1.2 Conduct research to identify potential suppliers of required goods/services by accessing a range of digital sources/marketplaces 1.3 Assess service provider confidentiality, security and privacy facilities in accordance with individual and organisational requirements 1.4 Assess potential products/services for authenticity 1.5 Select most appropriate supplier of goods/services, in accordance with organisational budget, policies, and procedures

ELEMENT	PERFORMANCE CRITERIA
2. Procure goods or services online	2.1 Engage with supplier in a professional and appropriate manner via the relevant online platform 2.2 Identify risks in the digital transfer of information and take steps to ensure that information is secured in accordance with organisational requirements 2.3 Place purchase order with the relevant supplier using appropriate online functions to obtain required goods/services 2.4 Report any difficulties in accessing or using online facilities to the supplier as required 2.5 Make payment or receive invoice to complete transaction in accordance with terms of online transaction and organisational policies and procedures
3. Maintain records of online transactions	3.1 Maintain banking and other records of transactions in accordance with organisational policy, procedures and level of authority 3.2 Compare organisational records with online records and deal with irregularities according to organisational policy and procedures 3.3 Review goods/services obtained, assessing quality, timeliness, and level of customer service

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	Accesses a range of online information and contextualises to transaction requirements
Reading	Recognises and interprets numerical information within online content and organisational requirements to establish and complete required tasks and determine quality of content
Writing	Ensures specific and relevant language is used to communicate required information, and information is accurately maintained
Oral Communication	- Articulates requirements clearly using listening and questioning techniques to clarify and confirm understanding - Delivers specific and factual information appropriate to audience and environment

Navigate the world of work	Recognises and follows explicit and implicit protocols and meets expectations associated with own role
Interact with others	Selects the appropriate form, channel and mode of communication for a specific purpose relevant to own role
Get the work done	- Develops plans to manage relatively complex, non-routine tasks with an awareness of how they may contribute to longer-term operational and strategic goals - Recognises a range of familiar problems and seeks assistance from appropriate parties - Uses a range of online applications to access, filter and extract information and process transactions

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBITU315 Purchase goods and services online	BSBITU305 Conduct online transactions	Updates to unit 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 BSBITU315 Purchase goods and services online

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Performance Evidence

Evidence of the ability to:

- research and assess potential suppliers using a range of sources of information, whilst adhering to organisational requirements
- engage a supplier online in a professional and appropriate manner in accordance with organisational policies and procedures
- identify and mitigate risks associated with conducting business online
- adhere to organisational requirements when performing online transactions including:
 - reporting faults to supplier
 - checking accuracy of products/services delivered
- maintain accurate records according to organisational policy and procedures and reporting to relevant personnel
- review effectiveness of online transactions.

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 provisions of relevant legislation that affect aspects of business operations
- Key features of organisational policies and procedures relating to use of internet and online purchasing
- Key features of organisational policies and procedures relating to the security of electronic information (including, for example, financial information)
- Key features of legal and ethical requirements relating to a range of online transactions.

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:

- office equipment and resources
- relevant applications/platforms for conducting e-commerce
- relevant legislation
- relevant organisational policies and procedures.

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

Links

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