



Australian Government

BSBITU422 Use digital technologies to collaborate in the workplace

Release: 1

BSBITU422 Use digital technologies to collaborate in the workplace

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 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.

It applies to individuals 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

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. Review existing digital technology use in the business	1.1 Identify current collaborative ways of working, particularly relating to the use of technology to support collaboration 1.2 Assess performance of current 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	2.1 Identify available digital technologies by accessing relevant

ELEMENT	PERFORMANCE CRITERIA
to implement digital technologies for workplace collaboration	sources of information 2.2 Seek assistance from specialist advisors as required to determine relevant digital applications and specific information related to each 2.3 Assess existing collaborative methods against available and existing digital technologies to determine opportunities and priorities taking into account any associated costs and risks 2.4 Prepare a business case for implementing new digital solutions to support collaboration and seek approval where required
3. Implement and use digital technologies to collaborate in the workplace	3.1 Develop a plan to introduce new collaborative technologies, by assessing short-term and longer-term goals business objectives 3.2 Communicate and promote key features of the plan to others, referring to organisational strategies where relevant 3.3 Organise training and coaching for relevant personnel to maximise uptake and effectiveness

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	Actively reinforces workplace learning by encouraging personnel to expand their digital literacy
Reading	Organises, evaluates and critiques information from a wide variety of textual material
Writing	Develops material for a specific audience using clear language and workplace conventions to convey explicit information, requirements and recommendations
Oral communication	- Uses appropriate, detailed and clear language to address key personnel and disseminate information - Uses listening and questioning skills to confirm understanding of requirements
Navigate the world of work	Adheres to organisational policies and procedures and considers own role for its contribution to broader workplace goals
Interact with others	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

	• May seek expert guidance of others in specific areas
Get the work done	• Applies problem-solving processes when tackling an unfamiliar problem, breaking complex issues into manageable parts and identifying and evaluating several options for action • Uses both formal and informal processes to monitor implementation of solutions and reflect on outcomes for future improvements • Reflects on ways digital systems and tools are used, or could be used, to achieve work goals, and begins to recognise strategic and operational applications

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBITU422 Use digital technologies to collaborate in the workplace	BSBSMB412 Introduce cloud computing into business operations	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 BSBITU422 Use digital technologies to collaborate in the workplace

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Performance Evidence

Evidence of the ability to:

- review business use of technology for collaboration and identify opportunities, priorities and risks associated with adopting new technologies, in accordance with organisational strategies
- collect, analyse and present relevant information about digital applications
- create and present a business case to appropriate personnel for adopting new collaborative digital technologies
- develop and communicate a plan to implement new ways of working collaboratively using digital technologies.

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 fundamentals of digital applications, including key terms and concepts
- Key features of organisational policies and requirements related to digital security
- Key features of organisational commercial strategy relevant to digital technologies
- Key sources of information about digital applications, and options specific to the business.

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:

- business equipment and resources

- business technology
- relevant legislation, regulations, standards and codes
- relevant organisational policies and procedures
- case studies or where possible, real situations
- interaction with others.

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

Links

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