



Australian Government

BSBTEC202 Use digital technologies to communicate in a work environment

Release: 1

BSBTEC202 Use digital technologies to communicate in a work environment

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to effectively identify, select and use available methods of digital communication in a workplace context. These methods may include email, instant messaging and other similar platforms.

The unit applies to those who use digital technology to communicate with relevant stakeholders. 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

Digital Competence - Technology 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 purpose and methods of digital communication	1.1 Identify purpose for communication, intended audience and content of proposed communication 1.2 Identify available digital communication applications by accessing relevant sources of information and clarify with relevant personnel, where required 1.3 Select most appropriate application for communication according to available resources and relevant organisational policies and procedures
2. Implement procedures	2.1 Access application for sending and receiving digital

ELEMENT	PERFORMANCE CRITERIA
to send and receive digital communications	communications according to organisational policies and procedures 2.2 Create outgoing digital communication, check for accuracy and ensure that any required attachments are included according to application requirements and organisational policies and procedures 2.3 Identify urgent, confidential, personal, suspicious or dangerous digital communication and take appropriate action, clarify with relevant stakeholder, where required 2.4 Access and identify most appropriate action in response to incoming digital communications, according to organisational policies and procedures
3. Assist with managing digital communications	3.1 Follow established security levels and filters for incoming digital communications according to organisational policies and procedures 3.2 Assist relevant personnel to create plan for monitoring and maintaining digital communications across multiple applications according to organisational policies and procedures 3.3 Store digital communications and attachments according to organisational policies and procedures 3.4 Archive or permanently delete digital communications according to 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
Self-management	Recognises and follows explicit and implicit protocols and meets expectations associated with own role

SKILL	DESCRIPTION
Problem solving	• Recognises and responds to routine problems in context of own work

Unit Mapping Information

Supersedes and is equivalent to BSBITU213 Use digital technologies to communicate remotely.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for BSBTEC202 Use digital technologies to communicate in a work environment

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- on four occasions send digital communications
- on four occasions receive and process digital communications.

In the course of the above, the candidate must:

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

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- existing and emerging methods of digital communication, including strengths and limitations
- industry practice relating to digital communication etiquette in a workplace setting
- commercial sensitivities in relation to knowledge management
- organisational policies and procedures relating to the use of digital communication
- security levels and filters for digital communications.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

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

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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