



Australian Government

BSBTEC203 Research using the internet

Release: 1

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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 plan, conduct and present research using the internet within an organisational context.

The unit applies to individuals who perform a range of routine tasks in the workplace, using a limited range of practical skills and fundamental knowledge of research in a defined context, under direct supervision or with limited individual responsibility.

No licensing, legislation 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. Plan research	1.1 Confirm task requirements 1.2 Identify research objectives in consultation with relevant stakeholders 1.3 Identify potential sources for research information according to organisational policies and procedures 1.4 Select application and search engine according to organisational policies and procedures 1.5 Plan key search terms to be used in research
2. Conduct research	2.1 Power up digital device and access internet using selected application 2.2 Open search engine according to research plan

ELEMENT	PERFORMANCE CRITERIA
	2.3 Enter search terms according to research plan 2.4 Collect information according to research plan and organisational policies and procedures 2.5 Use relevant help functions to overcome simple issues, where required
3. Present research	3.1 Document information collected according to task requirements 3.2 Deliver document to relevant stakeholders according to organisational policies and procedures

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 organisational and task requirements to determine work requirements
Writing	Records numerical and textual information in accordance with requirements of task
Oral Communication	Participates in a variety of spoken exchanges with relevant stakeholders in an effort to clarify research purpose, audience and presentation requirements
Self-management	Recognises and follows explicit and implicit protocols and meets expectations associated with own role
Technology	Understands functions and features of specific digital applications and uses these to perform work tasks

Unit Mapping Information

No equivalent unit. New unit.

Supersedes but is not equivalent to BSBITU315 Purchase goods and services online.

Links

Companion Volume Implementation Guide is found on VETNet -

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