



Australian Government

BSBTEC403 Apply digital solutions to work processes

Release: 1

BSBTEC403 Apply digital solutions to work processes

Modification History

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

Application

This unit defines the skills, knowledge and outcomes to integrate digital technologies into common management practice.

The unit applies to supervisors, teams, and new and emerging leaders who need to apply digital vision and solutions within structured work environments.

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. Use digital workplace information	1.1 Identify available workplace digital applications for communications, technologies and networks 1.2 Locate and use digital information 1.3 Review digital information sources for validity and reliability 1.4 Create, store and retrieve information in digital format 1.5 Continuously review trends and innovations in relevant digital technology suitable for workplace innovation
2. Integrate digital solutions into work processes	2.1 Identify areas in workplace that could integrate digital solutions 2.2 Select digital solutions required in workplace operations 2.3 Review digital solutions that are fit for purpose and according to organisational policies and procedures 2.4 Implement digital solutions into workplace operations

ELEMENT	PERFORMANCE CRITERIA
	2.5 Identify and adopt digital media protocols and conventions 2.6 Train and support team members in the application of digital solutions
3. Comply with intellectual property rights	3.1 Identify relevant intellectual property legislation, regulations and the organisational policy 3.2 Review digital process and applications and confirm compliance with intellectual property requirements 3.3 Document, register and report relevant matters related to intellectual property

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

SKILL	DESCRIPTION
Reading	Sources, analyses and interprets information in the context of organisational strategy and compliance requirements
Writing	Develops texts dealing with complex concepts using specialised and detailed language to convey explicit information, requirements and recommendations in accordance with legal and organisational requirements
Oral communication	Presents information using language and features appropriate to the audience
Teamwork	Uses a collaborative instructional approach to encourage, support and develop understanding and skills in others

Unit Mapping Information

Supersedes and is equivalent to BSBMGT407 Apply digital solutions to work processes.

Supersedes but is not equivalent to:

- BSBCUE407 Administer customer engagement technology
- BSBITS411 Maintain and implement digital technology
- BSBMGT519 Incorporate digital solutions into plans and practices.

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 BSBTEC403 Apply digital solutions to work processes

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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:

- implement at least two digital solutions in the work processes of an organisation or work area.

In the course of the above, the candidate must:

- identify digital applications, services and information and evaluate them for use in the workplace including:
 - checking the validity and reliability of digital information
 - monitoring trends and innovations in digital technology
 - selecting digital services and solutions suitable for the workplace
 - compliance to relevant legislation, regulations and organisational policies
- identify and implement protocols and procedures to integrate digital services and solutions including:
 - intellectual property requirements
 - digital media protocols and conventions
 - storage and retrieval of digital information
 - training, mentoring and other support for team members.

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:

- legislation, regulations, and organisational policies and procedures relevant to working with digital technology and information
- strategies to train and support team members in applying digital technology
- key elements to consider when evaluating whether digital technology and information options are fit for purpose
- intellectual property risks to organisation in relation to digital technology.

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:

- relevant legislation and regulations
- workplace documentation and resources.

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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