



Australian Government

BSBTEC404 Use digital technologies to collaborate in a work environment

Release: 1

BSBTEC404 Use digital technologies to collaborate 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 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.

The unit applies to those 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

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. Review existing digital technology use in the business	1.1 Identify current collaborative ways of working 1.2 Assess performance of current collaborative 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 to implement digital technologies for	2.1 Identify available digital technologies by accessing relevant sources of information 2.2 Seek assistance from specialist advisors, where required

ELEMENT	PERFORMANCE CRITERIA
workplace collaboration	2.3 Assess existing collaborative work against available and existing digital technologies 2.4 Identify opportunities and priorities for digital technology in collaborative work 2.5 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 Assess business goals and objectives and develop a plan to introduce new collaborative technologies 3.2 Communicate and promote key features of the plan to relevant stakeholders 3.3 Implement digital technologies according to plan and organisational requirements, policies and procedures 3.4 Organise training in digital technologies for collaboration for relevant stakeholders

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
Teamwork	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
Problem solving	Applies problem-solving processes when tackling an unfamiliar problem, breaking complex issues into manageable parts and identifying and evaluating several options for action

Unit Mapping Information

Supersedes and is equivalent to BSBITU422 Use digital technologies to collaborate in the workplace.

Supersedes but is not equivalent to BSBITB511 Establish and maintain a network of digital devices.

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 BSBTEC404 Use digital technologies to collaborate 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:

- plan and implement use of digital technology to collaborate in a work environment at least once.

In the course of the above, the candidate must:

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

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:

- fundamentals of common digital applications, including key terms, concepts and user features
- organisational requirements, policies and procedures
- collaborative technologies and their use in a business context
- format and content of a business case in the organisation
- strategies for training and coaching in digital technologies
- organisational commercial strategy relevant to digital technologies
- key sources of information about digital applications, and options specific to the business.

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:

- workplace equipment and resources relevant to performance evidence
- relevant legislation, regulations, standards and codes
- relevant organisational policies and procedures.

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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