



Australian Government

Department of Education, Employment and Workplace Relations

BSBITU305A Conduct online transactions

Revision Number: 1

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Modification History

Not applicable.

Unit Descriptor

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to undertake a range of online transactions, including banking, buying and selling products and services. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
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Application of the Unit

Application of the unit	This unit applies to individuals who are skilled operators and apply a broad range of competencies in various work contexts. They may exercise discretion and judgement using appropriate theoretical knowledge of conducting online transactions to provide technical advice and support to a team.
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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Prerequisite units		

Employability Skills Information

Employability skills	This unit contains employability skills.
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Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
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Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
1. Identify and investigate online service provider	1.1.Undertake online research to identify suppliers of required products/services 1.2.Assess service provider confidentiality, security and privacy facilities in accordance with individual and organisational requirements 1.3.Assess potential products/services for authenticity
2. Perform online transactions	2.1.Confirm organisational requirements for products/services to be obtained 2.2.Ensure authentication information is secured in accordance with organisational requirements 2.3.Use appropriate online functions to obtain required products/services 2.4.Report any difficulties in accessing or using online facilities to the service provider 2.5.Complete transaction and ensure that products/services are received in accordance with terms of online transaction
3. Maintain records of online transactions	3.1.Maintain records of transactions in accordance with organisational policy, procedures and level of authority 3.2.Compare organisational records with online records and deal with irregularities according to organisational policy and procedures
4. Review online transactions	4.1.Review obtained products/services rendered to determine quality, timeliness and level of customer service in relation to advertised profile 4.2.Make recommendations regarding continued or future use of online service provider, as supported by transaction history

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to negotiate with online service provider/s.
- literacy skills to read and analyse information for its relevance and sufficiency, and to follow policies and procedures
- numeracy skills to work with and evaluate monetary figures
- technology skills to operate computer and software appropriate to transaction being performed.

Required knowledge

- key provisions of relevant legislation from all levels of government that may affect aspects of business operations, such as:
 - anti-discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety
- policies and procedures relating to use of the internet and online purchasing
- service provider requirements
- legal and ethical requirements relating to a range of online transactions.

Evidence Guide

EVIDENCE GUIDE

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- identification and selection of appropriate services to meet defined needs
- use of appropriate security considerations
- knowledge of policies and procedures relating to the use of the internet and online purchasing.

Context of and specific resources for assessment

Assessment must ensure:

- access to an actual workplace or simulated environment
- access to office equipment and resources.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- direct questioning combined with review of portfolios of evidence and third party workplace reports of on-the-job performance by the candidate
- analysis of responses to case studies and scenarios
- demonstration of techniques
- oral or written questioning to assess knowledge of legal and ethical requirements relating to a range of online transactions
- review of recommendations made regarding continued or future use of online service provider.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example:

- other information and communications technology units.

Range Statement

RANGE STATEMENT

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording, if used in the performance criteria, is detailed below. Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.

Suppliers may include:

- banks or other financial institutions
- e-auction
- e-brokerage service
- e-mail
- e-procurement service
- e-shop
- third party marketplace

Products/services may include:

- financial services
- goods
- insurance
- loans
- shares

Confidentiality, security and privacy may include:

- access to independent reviews of financial services such as:
 - Australian Competition and Consumer Commission (ACCC)
 - Financial Planning Association of Australia (FPA)
- authentication services
- disclaimers
- firewall protection
- jurisdiction
- level of encryption
- limit of liability
- personal identification number (PIN)
- physical site security of web server
- receipting
- terms and conditions of website use
- use of 'cookies' - small files automatically downloaded from a web server to the computer of someone browsing a website - information stored in cookies can be accessed any time computer returns to the site

RANGE STATEMENT

	• user name and password • warranties
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Unit Sector(s)

Unit sector	
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Competency field

Competency field	Information and Communications Technology - IT Use
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Co-requisite units

Co-requisite units		