



Australian Government

ICTSS00108 Digital Skills for Small Business Skill Set

Release 1

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Modification History

Release	Comments
Release 1	This version first released with ICT Information and Communications Technology Training Package Version 6.1.

Description

This skill set addresses the skills and knowledge needed to support small businesses in building a digital presence, transitioning to online solutions and providing online customer service.

Pathways Information

These units of competency provide credit towards BSB30315 Certificate III in Micro Business Operations, ICT30120 Certificate III in Information Technology SIR30216 Certificate III in Retail and other qualifications that allow for selection of these units.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this skill set at the time of publication.

Skill Set Requirements

BSBXCS303 Securely manage personally identifiable information and workplace information

ICTWEB304 Build simple web pages

SIRXCEG006 Provide online customer service

SIRXMKT002 Use social media to engage customers

Target Group

This skill set is for those working in small businesses in any industry who require the skills and knowledge to transform and transition their business models so that they can operate in an online context.

Suggested words for Statement of Attainment

These units of competency from the BSB Business Services, ICT Information and Communications Technology and SIR Retail Services Training Packages meet industry requirements for applying digital skills to help small businesses transition to an online context.