

Unit code	BSBXXX101
Unit title	Develop Basic Digital Communication and Collaboration Skills
Unit outcomes	<p>This unit describes the skills and knowledge required to communicate and collaborate using digital technologies in workplace contexts.</p> <p>Learners develop capability across six competence (C) areas:</p> <p>C1. Interacting through and with digital technologies</p> <p>C2. Sharing through digital technologies</p> <p>C3. Engaging in corporate responsibility through digital technologies</p> <p>C4. Collaborating through digital technologies</p> <p>C5. Digital behaviour</p> <p>C6. Managing digital identity.</p> <p>No licensing, legislative or certification requirements apply to this unit at the time of publication.</p>
Knowledge (K)	<p>Required knowledge includes:</p> <p>K1. Recognise differences between synchronous and asynchronous digital communication, and between digital and non-digital interactions.</p> <p>K2. Identify basic features and functions of digital communication tools.</p> <p>K3. Recognise key differences between human-to-human and human-to-machine interactions.</p> <p>K4. Identify benefits and risks of sharing information and content digitally.</p> <p>K5. Identify purpose, target audience, and appropriate channels for sharing information digitally.</p> <p>K6. Identify examples of corporate participation online, and main purposes and functions of digital platforms and services.</p> <p>K7. Recognise that digital technologies can exclude certain groups or individuals, and that laws and regulations protect the rights of users.</p> <p>K8. Recognise main benefits and limitations of digital collaboration tools.</p> <p>K9. Identify differences in verbal and non-verbal behaviours in digital and non-digital contexts.</p> <p>K10. Recognise that some online behaviour may not be acceptable to others or may have legal consequences.</p> <p>K11. Recognise features of physical and digital identities, and how digital identity functions as both authentication and data generated by online activities.</p> <p>K12. Recognise that information on the internet can persist over time, contributing to digital footprints, and that digital identity protection laws protect individuals' data and privacy.</p> <p>K13. Identify measures to manage digital identity.</p>

Skills (S)	<p>Required skills include:</p> <p>S1. Use basic features of digital communication tools to interact with individuals and groups.</p> <p>S2. Share information and content using established workplace procedures.</p> <p>S3. Use workplace digital platforms and services for corporate participation activities following established procedures.</p> <p>S4. Participate in collaborative groups via digital tools.</p> <p>S5. Use tone and visual expression in formal and non-formal digital contexts following workplace guidelines.</p> <p>S6. Follow workplace procedures to manage digital identity.</p>
Application of Knowledge & Skills	<p>At the Basic level, learners apply knowledge (K1-K13) and skills (S1-S6) across all competence areas (C1-C6) with the following characteristics:</p> <ul style="list-style-type: none"> • Apply computational thinking, programming knowledge and AI systems to automate routine tasks. • Autonomy: Under direct guidance and supervision, following clear instructions and established workplace procedures. • Accountability: Accountable for completing assigned communication and collaboration tasks accurately and following workplace digital communication requirements. • Context: Straightforward, routine workplace communication and collaboration tasks using workplace-approved digital tools within familiar workplace contexts. • Decision-Making: Make routine decisions about tool selection and communication methods within established guidelines; escalate to supervisor when encountering unclear requirements, technical issues, or sensitive content requiring guidance.
Assessment Requirements	
Performance evidence (PE)	<p>Learners must demonstrate ability to:</p> <p>PE1. communicate using digital tools and platforms both synchronously and asynchronously</p> <p>PE2. share information and content securely through appropriate digital channels</p> <p>PE3. participate in corporate responsibility activities and collaborative groups using workplace-approved platforms and tools</p> <p>PE4. demonstrate appropriate digital behaviour and identity management</p> <p>Performance evidence must be demonstrated across at least two different workplace scenarios.</p>
Knowledge evidence (KE)	<p>Learners must demonstrate knowledge of:</p> <p>KE1. types and features of digital communication and collaboration tools</p>

	<p>KE2. benefits and risks of sharing information digitally</p> <p>KE3. principles of corporate responsibility through digital technologies</p> <p>KE4. appropriate digital behaviour standards</p> <p>KE5. concepts of digital identity and footprint</p> <p>Knowledge evidence must be demonstrated across at least two different workplace scenarios.</p>
Assessment conditions	<p>Assessment must be conducted in a workplace or simulated environment that reflects real workplace conditions, including access to:</p> <ul style="list-style-type: none"> • digital communication and collaboration platforms used in workplace contexts • opportunities to interact with others using digital tools and participate in collaborative activities • scenarios requiring information sharing, community participation, and identity management • organisational procedures for digital communication, security, and appropriate online behaviour • assistive technologies where required to support diverse learner needs <p>Assessors must satisfy the requirements for assessors under applicable VET legislation, frameworks, and standards.</p>
Unit Mapping Information	No equivalent unit.
Links	Link to BSB TP Companion Volume Implementation Guide.