

Unit code	BSBXXX109
Unit title	Develop Intermediate 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 intermediate 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. Analyse the reality-virtuality continuum and its applications in workplace digital environments.</p> <p>K2. Describe features and functions of digital communication tools.</p> <p>K3. Identify contexts in which asynchronous, synchronous, or non-digital communication is most effective.</p> <p>K4. Describe responsibilities and effective ethical practices for sharing information and content in digital environments.</p> <p>K5. Analyse digital participation as active organisational involvement through digital technologies.</p> <p>K6. Describe the core components of the platform economy including its benefits and challenges.</p> <p>K7. Identify features and functions of digital collaboration including human-Artificial Intelligence (AI) collaboration.</p> <p>K8. Evaluate rights and responsibilities in relation to digital behaviour and explain the relationship between digital behaviour and digital reputation.</p> <p>K9. Describe relationships between digital footprint, reputation and identity, and ways to analyse digital identity scope.</p> <p>K10. Identify features and functions used to manage digital identity.</p>
Skills (S)	<p>Required skills include:</p> <p>S1. Select suitable digital and non-digital communication tools for given contexts and use multiple features to interact with and manage individuals, groups and channels.</p>

	<p>S2. Develop and refine prompts for AI systems to support non-complex digital interactions.</p> <p>S3. Assess risks, benefits and ethical considerations when sharing information and report on misinformation and disinformation.</p> <p>S4. Interact autonomously with digital platforms and services, and assess opportunities, risks and ethical implications of the platform economy.</p> <p>S5. Select digital collaboration tools aligned to collaboration goals, and create, manage and effectively contribute to simple collaborative tasks.</p> <p>S6. Use respectful and inclusive tone and visual expression in formal and non-formal digital environments.</p> <p>S7. Use information about digital identity scope to guide management actions, adjust settings on devices, applications and online accounts, and curate and manage digital identities across platforms.</p>
<p>Application of Knowledge & Skills</p>	<p>At the Intermediate level, learners apply knowledge (K1-K10) and skills (S1-S7) with some autonomy across all competence areas (C1-C6) with the following characteristics:</p> <ul style="list-style-type: none"> • Autonomy: With some autonomy under limited supervision, making informed decisions about communication and collaboration approaches within established workplace frameworks and procedures. • Accountability: Accountable for quality and effectiveness of their own communication and collaboration work and for supporting others with routine digital communication tasks. • Responsibility: Responsible for selecting appropriate communication tools and strategies to achieve workplace outcomes within defined parameters. • Context: Varied workplace communication and collaboration tasks of moderate complexity, adapting approaches to different contexts while working within organisational guidelines. • Decision-Making: Make informed decisions about tool selection, information sharing and digital behaviour; seek guidance when facing unfamiliar situations, ethical considerations, or requirements beyond established procedures.
<p>Assessment Requirements</p>	
<p>Performance evidence (PE)</p>	<p>Learners must demonstrate ability to:</p> <p>PE1. communicate using appropriate digital tools selected based on context and purpose, including synchronous and asynchronous tools</p> <p>PE2. develop prompts for AI system interactions</p> <p>PE3. manage multiple communication channels</p> <p>PE4. share information effectively and ethically across varied digital environments, including assessing risks and benefits</p>

	<p>PE5. report misinformation, and ensure appropriate attribution and security</p> <p>PE6. participate in corporate responsibility activities, and assess platform economy implications</p> <p>PE7. coordinate and contribute to collaborative tasks using selected digital tools and engaging in ethical human-AI collaboration</p> <p>PE8. demonstrate respectful digital behaviour appropriate to formal and non-formal contexts and diverse audiences</p> <p>PE9. manage digital identity across multiple platforms, including adjusting settings, analysing digital footprint scope, and curating professional presence.</p> <p>Performance evidence must be demonstrated across at least two different workplace scenarios.</p>
<p>Knowledge evidence (KE)</p>	<p>Learners must demonstrate knowledge of:</p> <p>KE1. features and functions of digital communication and collaboration tools</p> <p>KE2. responsibilities and ethical practices for sharing information in digital environments</p> <p>KE3. corporate responsibility concepts including digital participation, e-government services relevant to workplace operations, platform economy, and the influence of digital technologies on workplace decision-making processes</p> <p>KE4. rights, freedoms and responsibilities under digital laws and regulations, and how to exercise key rights</p> <p>KE5. principles of ethical human-AI collaboration</p> <p>KE6. relationship between digital behaviour and digital reputation, including rights and responsibilities</p> <p>KE7. digital identity concepts including digital footprint, reputation and identity, and features for managing digital identity.</p> <p>Knowledge evidence must be demonstrated across at least two different workplace scenarios.</p>
<p>Assessment conditions</p>	<p>Assessment must be conducted in a workplace or simulated environment that accurately reflects real workplace practices, including access to:</p> <ul style="list-style-type: none"> • varied digital communication and collaboration platforms including synchronous and asynchronous tools • opportunities to interact with others across different contexts requiring communication adaptation • scenarios requiring ethical decision-making related to information sharing • digital platforms for corporate participation and collaborative tasks requiring tool selection and team coordination • organisational procedures for digital communication security, ethical information sharing, and professional behaviour standards • assistive technologies where required to support diverse learner needs.

	Assessors must satisfy the requirements for assessors under applicable VET legislation, frameworks, and standards.
Unit Mapping Information	No equivalent unit.
Links	Link to BSB TP Companion Volume Implementation Guide.

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