

<b>Unit code</b>	BSBXXX117
<b>Unit title</b>	Develop Advanced Digital Communication and Collaboration Skills
<b>Unit outcomes</b>	<p>This unit describes the skills and knowledge required to communicate and collaborate using digital technologies in workplace contexts.</p> <p>Learners develop advanced 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>
<b>Knowledge (K)</b>	<p>Required knowledge includes:</p> <p>K1. Analyse factors that influence effective digital communication across diverse organisational contexts.</p> <p>K2. Evaluate approaches for developing and refining AI prompts to achieve communication outcomes.</p> <p>K3. Analyse principles of ethical information sharing in professional environments.</p> <p>K4. Distinguish between high-risk and prohibited Artificial Intelligence (AI) systems according to legislation.</p> <p>K5. Describe potential societal, political or economic impacts of prohibited and high-risk AI systems.</p> <p>K6. Distinguish between ethical, legal and illegal behaviours in digital environments, recognising that distinctions may be complex.</p> <p>K7. Identify types of abuse in digital environments including affected groups and potential impacts.</p> <p>K8. Describe ways to report and tackle abuse in digital environments.</p> <p>K9. Describe the relationship between digital technological developments and digital identity management.</p> <p>K10. Identify ways to exercise rights on issues relating to digital identity.</p> <p>K11. Describe ways AI systems are used in digital identity management.</p>
<b>Skills (S)</b>	<p>Required skills include:</p> <p>S1. Combine communication tools for complex tasks and varied contexts and assist others to select tools and organise complex digital events.</p> <p>S2. Develop and refine prompts for AI systems to handle complex interactions.</p>

	<p>S3. Share information ethically to support professional goals of oneself and others and advise others on ethical sharing practices.</p> <p>S4. Assess digital technologies for inclusion and democratic impacts and assist others to participate in digital environments and exercise rights.</p> <p>S5. Combine collaboration tools for project needs, ensure ethical AI use, assess human-AI collaboration, help others develop capabilities, and lead collaboration.</p> <p>S6. Respond effectively to difficult situations, promote inclusive behaviour, and support others to develop inclusive capacities.</p> <p>S7. Assess ethical and legal aspects of digital behaviour and analyse abuse patterns and impacts.</p> <p>S8. Manage digital identity across multiple environments, assess AI implications, curate identities for varied purposes, and assist others with identity management.</p>
<p><b>Application of Knowledge &amp; Skills</b></p>	<p>At the Advanced level, learners apply knowledge (K1-K11) and skills (S1-S8) across all competence areas (C1-C6) with the following characteristics:</p> <ul style="list-style-type: none"> <li>• <b>Autonomy:</b> With significant autonomy and initiative, making strategic decisions and judgements based on analysis of communication requirements and organisational objectives.</li> <li>• <b>Accountability:</b> Accountable for outcomes of their own and others' work, quality of digital communication and collaboration solutions, and effectiveness of strategies implemented.</li> <li>• <b>Responsibility:</b> Responsible for guiding and supporting others, evaluating communication approaches, and contributing to organisational digital communication capability development.</li> <li>• <b>Context:</b> Workplace communication tasks requiring analysis, evaluation and strategic application across diverse organisational contexts, including situations with multiple variables and stakeholder considerations.</li> <li>• <b>Decision-Making:</b> Make strategic decisions about communication tool selection and collaboration approaches; evaluate effectiveness of digital communication strategies; identify when specialist expertise or organisational policy development is required.</li> </ul>
<p><b>Assessment Requirements</b></p>	
<p><b>Performance evidence (PE)</b></p>	<p>Learners must demonstrate ability to:</p> <p>PE1. combine digital communication tools to address complex workplace communication tasks</p> <p>PE2. develop and refine prompts for AI systems to handle complex interactions</p>

	<p>PE3. organise or moderate complex digital events while assisting others with tool selection</p> <p>PE4. share information ethically to support professional goals and advise others on ethical sharing practices</p> <p>PE5. assess digital technologies for inclusion, exclusion and democratic impacts including high-risk AI systems</p> <p>PE6. assess human-AI collaboration techniques and lead collaborative activities using combined digital tools</p> <p>PE7. respond to challenging digital situations while promoting inclusive behaviour</p> <p>PE8. implement comprehensive digital identity management and assist others with identity management.</p> <p>Performance evidence must be demonstrated across at least two different workplace scenarios.</p>
<p><b>Knowledge evidence (KE)</b></p>	<p>Learners must demonstrate knowledge of:</p> <p>KE1. factors influencing effective digital communication and approaches for developing AI prompts</p> <p>KE2. principles of ethical information sharing in professional environments</p> <p>KE3. high-risk and prohibited AI systems under legislation and societal, political and economic impacts</p> <p>KE4. approaches for effective human-AI collaboration in workplace contexts</p> <p>KE5. ethical, legal and illegal behaviours in digital environments</p> <p>KE6. types of abuse in digital environments, affected groups, impacts and reporting mechanisms</p> <p>KE7. digital identity management, associated rights, and AI use in identity management.</p> <p>Knowledge evidence must be demonstrated across at least two different workplace scenarios.</p>
<p><b>Assessment conditions</b></p>	<p>Assessment must occur in workplace or simulated conditions that reflect real-world environments, including access to:</p> <ul style="list-style-type: none"> <li>• professional digital communication and collaboration systems</li> <li>• scenarios requiring strategic communication planning, complex event facilitation, and non-routine tasks</li> <li>• opportunities to guide others in developing capabilities</li> <li>• contexts requiring ethical assessment including AI system assessment and democratic impact analysis</li> </ul>

	<ul style="list-style-type: none"> <li>• situations involving challenging interactions and promotion of inclusive practice</li> <li>• platforms supporting comprehensive identity management strategies</li> <li>• assistive technologies where required.</li> </ul> <p>Assessors must satisfy the requirements for assessors under applicable VET legislation, frameworks, and standards.</p>
<b>Unit Mapping Information</b>	No equivalent unit.
<b>Links</b>	Link to BSB TP Companion Volume Implementation Guide.

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