Australian Government

BSBDIG202X Develop Basic Digital Communication and Collaboration Skills

DRAFT

Release: 1

BSBDIG202X Develop Basic Digital Communication and Collaboration Skills

Modification History

Release	Comments
1	This unit of competency was first released in BSB Business Services Training Package Release 9.0.

Unit outcomes

This unit describes the skills and knowledge required to communicate and collaborate using digital technologies in workplace contexts. It applies to learners across all industries, who use digital technologies to communicate and collaborate as part of their day-to-day work.

The primary purpose of this unit is to develop foundation and employability digital capabilities that support participation in the digital workplace and underpin further vocational training. It is delivered under direct guidance and supervision, using established workplace procedures in familiar digital environments, at a basic level.

Learners develop capability across six competence areas:

- Interacting through and with digital technologies
- Sharing through digital technologies
- Engaging in citizenship through digital technologies
- Collaborating through digital technologies
- Digital behaviour
- Managing digital identity.

Licensing/Regulatory Information

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

Knowledge

On successful completion of this unit, learners will have basic knowledge of:

- Differences between synchronous and asynchronous digital communication, and between digital and non-digital interactions
- Basic features and functions of digital communication tools
- Key characteristics between human-to-human and human-to-machine interactions
- Benefits and risks of sharing information and content digitally
- Purpose, target audience, and appropriate channels for sharing information digitally

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- Examples of workplace and community participation online, and main purposes and functions of digital platforms and services
  Laws and regulations protecting the rights of users, and challenges that can impact digital exclusion of certain groups
- Basic features and functions of digital collaboration tools
- Differences in verbal and non-verbal behaviours in digital and non-digital contexts
- Online behaviours that may not be acceptable to others or may have legal consequences
- Features of physical and digital identities, including its dual function as authentication and as a record of online activities
- Persistence of internet information over time, digital footprints, and digital identity protection laws covering individuals' data and privacy
- Measures to manage digital identity.

Skills

On successful completion of this unit, learners will have skills to:

- Use basic features of digital communication tools to interact with individuals and groups under direct guidance
- Share information and content using established workplace procedures
- Use digital platforms and services for routine workplace participation activities, following established workplace procedures
- Participate in collaborative groups via digital tools under direct guidance
- Use tone and visual expression in formal and informal digital contexts following workplace guidelines
- Follow workplace procedures to manage digital identity.

Application of Knowledge & Skills

Learners apply their knowledge and skills under direct guidance and supervision, following established workplace procedures within familiar digital environments.

This applies to straightforward, routine workplace communication and collaboration tasks using workplace-approved digital tools.

Learners will follow:

- Clear instructions and established workplace procedures
- Escalation processes when encountering unclear requirements, technical issues, or sensitive content requiring guidance.

Learners are responsible for:

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- Making routine decisions about digital tool selection and communication methods within established guidelines.

Learners are accountable for:

- Completing assigned communication and collaboration tasks accurately, including selecting and using workplace-approved digital tools and communication methods within established guidelines.

Pre-requisite unit(s)

No pre-requisite units

Competency field(s)

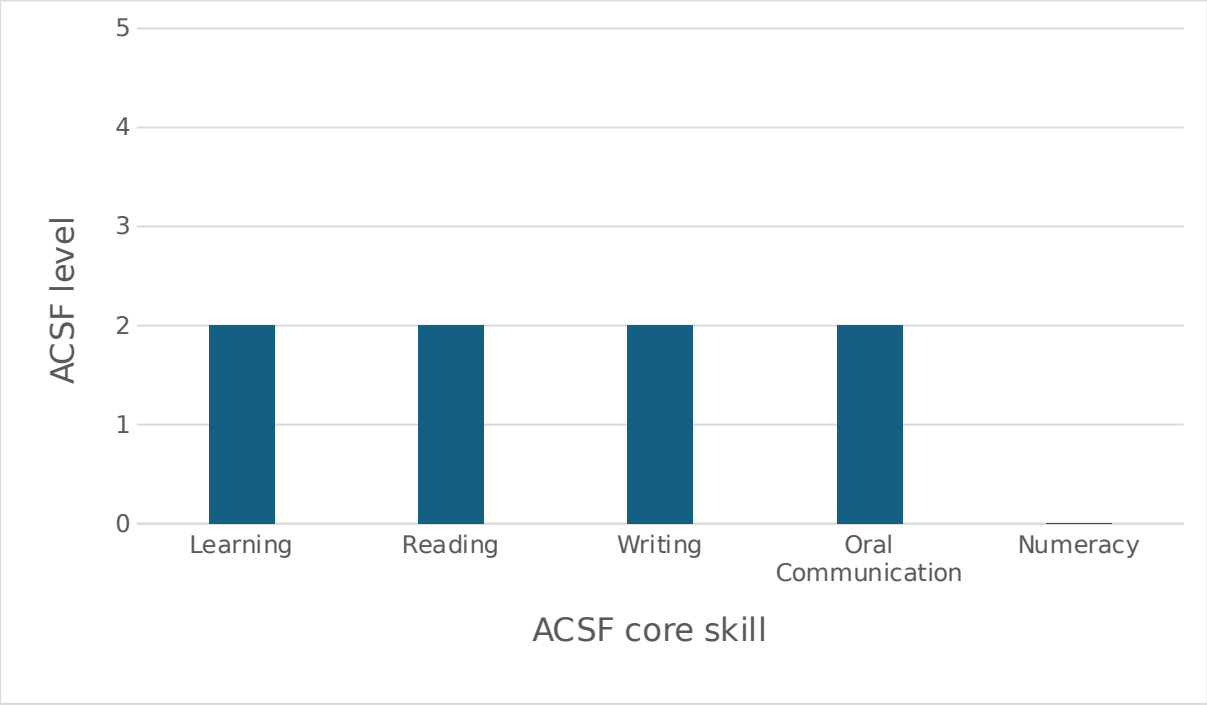
Digital Competence

Unit sector(s)

Digital Capability

Foundation skills

The foundation skills in this unit are outlined below



Core Skills	ACSF Indicators and Performance Features
Learning	Applies a limited range of strategies in structured, familiar contexts. Taking responsibility for some aspects of learning in familiar contexts

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	and using familiar scaffolding such as templates and checklists.
Reading	Identifies and interprets information in familiar texts on familiar topics. Understanding the main ideas of short, unambiguous texts and beginning to recognise bias.
Writing	Conveys meaning on familiar topics using familiar text types. At least two familiar text types, such as an email message, and factual information in notes or lists.
Oral Communication	Uses everyday language in familiar spoken contexts. Giving explanations, making enquiries and seeking clarification.
Numeracy	No ACSF level assigned.

Range of conditions

N/A

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Assessment Requirements for BSBDIG202X Develop Basic Digital Communication and Collaboration Skills

Performance Evidence

Learners must demonstrate ability to:

- Communicate with others using digital tools and platforms, both synchronously and asynchronously, to complete a workplace task
- Share information or content securely through a digital channel appropriate to its purpose and audience
- Participate in a workplace or community activity using workplace-approved collaborative digital platforms and tools
- Demonstrate appropriate tone and behaviour in a digital interaction and apply workplace procedures to manage digital identity.

Knowledge Evidence

Learners must demonstrate basic knowledge of:

- Digital interaction methods, including how synchronous and asynchronous communication and human-to-machine interaction differ, and the features of digital communication tools available for a workplace task
- Digital information sharing, including the benefits and risks of sharing content and how to match audience and purpose to an appropriate digital channel
- Digital citizenship and participation, including workplace and community platforms, and the laws and factors that affect access and inclusion
- Digital collaboration, including the features and functions of digital collaboration tools available for a workplace task
- Digital behaviour, including differences between digital and non-digital verbal and non-verbal behaviour, and online behaviours that may be inappropriate or carry legal consequences
- Digital identity, including its dual function as authentication and behavioural record, the persistence of digital footprints, related privacy protections, and measures for managing digital identity.

Assessment Conditions

N/A

Mandatory Workplace Requirements

Assessment of performance evidence may be in a workplace setting or an environment that accurately represents a real workplace.

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Unit Mapping Information

Previous Code and Title	Equivalence	Comments
	Newly created	This unit has been created to address a skill or task required by industry that is not covered by an existing unit of competency

Links

Companion volumes, including implementation guides, are found on the national training register - https://training.gov.au/training/details/BSB.

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