Australian Government

BSBDIG208X Develop Basic Digital Skills in the Workplace

DRAFT

Release: 1

BSBDIG208X Develop Basic Digital Skills in the Workplace

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 apply digital capabilities in an integrated way across multiple competence areas in workplace contexts. It applies to learners across all industries, who apply integrated digital capabilities 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 integrated workplace capability across five competence areas:

- Information search, evaluation and management
- Communication and collaboration
- Digital content creation
- Safety, wellbeing and responsible use
- Problem identification and solving.

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:

- Digital search tools used to locate workplace information, and the criteria used to evaluate the reliability of search results
- The organisation and storage of digital files in workplace systems
- The features and uses of digital communication and collaboration tools relevant to workplace tasks
- Considerations for sharing information appropriately through digital channels
- Common digital content types and file formats, and the copyright and licensing requirements that apply to their use
- The use of generative Artificial Intelligence (AI) to support content creation, and the need for human oversight

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- Basic device protection measures, including antivirus software, screen locking, strong passwords and multi-factor authentication
- The risks of sharing personal data digitally, and the risks and benefits of digital technology use for wellbeing
- The basic features of hardware, software, connectivity and peripheral devices relevant to workplace tasks
- Common technical issues in workplace digital environments, and the purpose of digital assistance tools.

Skills

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

- Use digital search tools to locate workplace information and refine results following established workplace procedures
- Follow established workplace fact-checking and verification procedures to check reliability and credibility of digital information
- Organise and store digital files using basic workplace systems and templates, following workplace procedures
- Use basic features of digital communication tools to interact with others
- Share information and content using digital platforms, following workplace procedures
- Participate in digital collaborative activities and follow established workplace procedures
- Use basic features of content creation tools to create and edit digital content
- Apply basic formatting, editing and integration functions to existing digital content
- Share digital content following legal and ethical guidelines
- Implement basic device protection and security measures, including antivirus software, screen locking, strong passwords and multi-factor authentication, following workplace procedures
- Adopt simple strategies to support personal digital wellbeing
- Follow instructions to resolve common technical problems
- Draw on digital assistance tools, following workplace guidelines, to support simple workplace tasks.

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 integrated workplace digital tasks using workplace-approved tools and procedures.

Learners will follow:

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- Clear instructions and established workplace procedures
- Escalation processes when encountering tasks beyond established procedures, suspected security or privacy concerns, or unfamiliar digital situations requiring guidance.

Learners are responsible for:

- Making routine decisions about applying digital tools and practices across competence areas within established guidelines.

Learners are accountable for:

- Completing assigned digital tasks accurately, using workplace-approved digital tools and practices across information, communication, content, safety and problem-solving tasks within established guidelines.

Pre-requisite unit(s)

No pre-requisite units

Competency field(s)

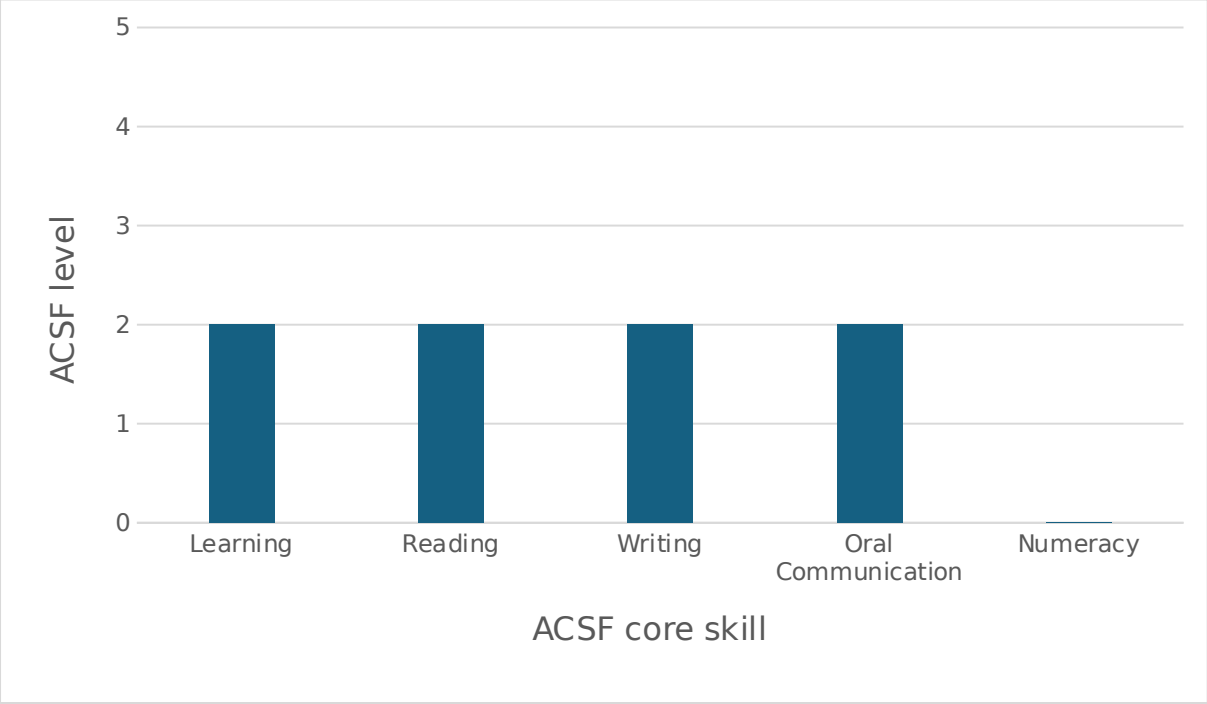
Digital Competence

Unit sector(s)

Digital Capability

Foundation skills

The foundation skills in this unit are outlined below



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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 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 BSBDIG208X Develop Basic Digital Skills in the Workplace

Performance Evidence

Learners must demonstrate ability to:

- Access, search, verify and organise workplace information using digital systems, and store files following workplace procedures
- Participate in at least one workplace digital task that requires both interaction with others through workplace communication tools and contribution to a shared collaborative activity, applying organisational conventions for sharing information through digital channels
- Create and modify basic digital content using workplace tools and templates, in line with legal and ethical guidelines for using and sharing digital content
- Follow security, privacy and wellbeing practices for a workplace digital task
- Recognise and resolve at least one common technical problem encountered during a workplace digital task, drawing on established troubleshooting procedures, available digital assistance tools, and escalation pathways.

Knowledge Evidence

Learners must demonstrate basic knowledge of:

- Digital search tools used to locate workplace information, the criteria used to evaluate the reliability of search results, and the organisation and storage of digital files in workplace systems
- The features and uses of digital communication and collaboration tools relevant to workplace tasks, and considerations for sharing information appropriately through digital channels
- Common digital content types, file formats and copyright and licensing requirements, including the use of generative Artificial Intelligence (AI) to support content creation and the need for human oversight
- Device protection measures, and the risks and benefits associated with sharing personal data and using digital technologies for wellbeing
- Hardware, software, connectivity and peripheral devices relevant to workplace tasks, common technical issues in workplace digital environments, and the purpose of digital assistance tools.

Assessment Conditions

N/A

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Mandatory Workplace Requirements

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

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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