Australian Government

BSBDIG302X Develop Intermediate Digital Communication and Collaboration Skills

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Release: 1

BSBDIG302X Develop Intermediate 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 tools to interact, share, collaborate and manage their digital identity as part of their day-to-day work.

The primary purpose of this unit is to develop intermediate and employability digital capabilities that support participation in the digital workplace and underpin further vocational training. It is delivered with limited supervision, using varied workplace tasks of moderate complexity, at an intermediate 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 intermediate knowledge of:

- Range of digital interaction tools used in workplace contexts
- Features and functions of digital collaboration tools, including human - Artificial Intelligence (AI) collaboration
- Contexts in which asynchronous, synchronous, or non-digital communication is most effective
- Responsibilities and effective ethical practices for sharing information and content in digital environments

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- Ways to participate in workplace and community activities through digital technologies
- Use of digital platforms and services in workplace and community activities, with associated benefits and risks
- Rights and responsibilities relating to digital behaviour, and the relationship between digital behaviour and digital reputation
- Relationships between digital footprint, reputation and identity, and ways to check the scope of own digital identity
- Features and functions used to manage digital identity.

Skills

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

- Select suitable digital and non-digital communication tools for given contexts and use multiple features to interact with and manage individuals, groups and channels
- Develop and refine prompts for AI systems to support routine digital interactions, with appropriate disclosure and attribution of AI-generated content
- Identify risks, benefits and ethical implications when sharing information, and report misinformation and disinformation through workplace channels
- Engage with digital platforms and services to share information and resources, considering opportunities, risks and ethical implications within workplace contexts
- Select digital collaboration tools aligned to collaboration goals, and create, manage and effectively contribute to simple collaborative tasks
- Use respectful and inclusive tone and visual expression in formal and informal digital environments
- Adjust settings on devices, applications and online accounts to manage own digital identity across platforms, in line with workplace expectations.

Application of Knowledge & Skills

Learners apply their knowledge and skills with limited supervision, following established workplace frameworks and procedures.

This applies to varied workplace communication and collaboration tasks of moderate complexity, adapting approaches to different contexts while working within organisational guidelines.

Learners will follow:

- Established workplace frameworks and procedures for communication and collaboration
- Escalation processes when encountering unfamiliar situations, ethical considerations, or requirements beyond established procedures.

Learners are responsible for:

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- Making informed decisions about information sharing and digital behaviour within defined parameters.

Learners are accountable for:

- The quality and effectiveness of their own communication and collaboration work, including selecting appropriate communication tools and strategies to achieve workplace outcomes within defined parameters, and supporting others with routine digital communication tasks.

Pre-requisite unit(s)

No pre-requisite units

Competency field(s)

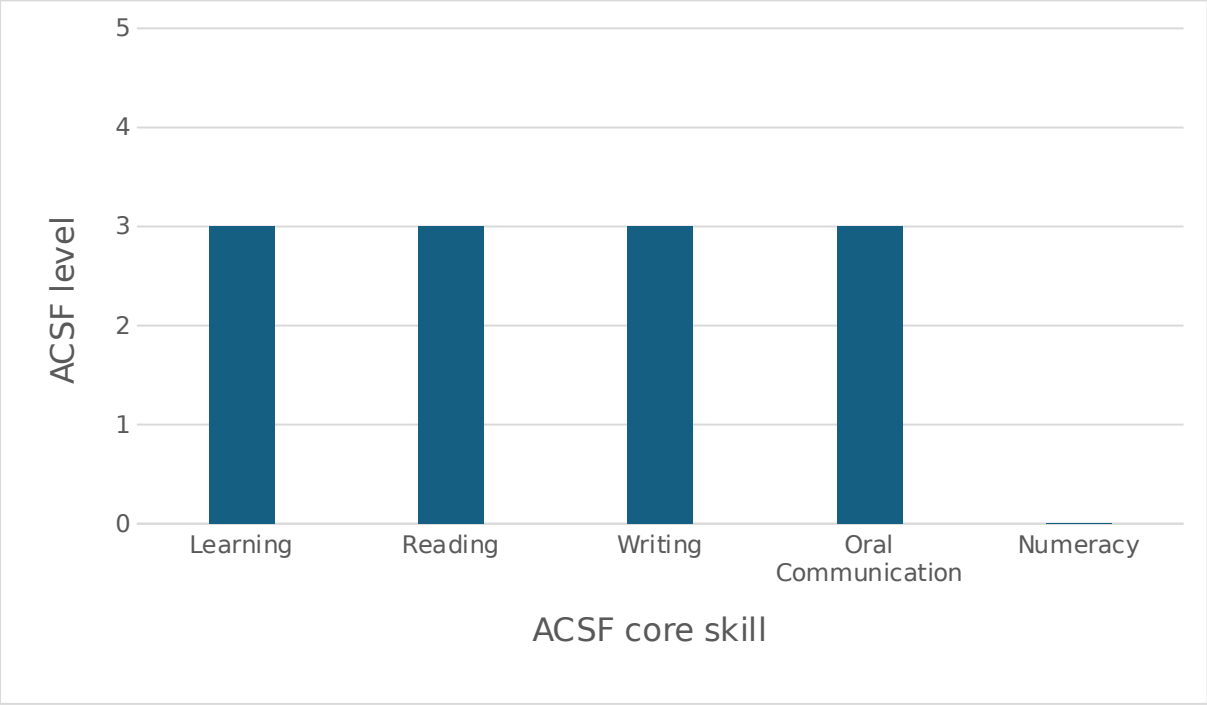
Digital Competence

Unit sector(s)

Digital Capability

Foundation skills

The foundation skills in this unit are outlined below



Core Skills	ACSF Indicators and Performance Features
Learning	Plans, implements and adjusts processes and applies strategies in less familiar contexts.

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	Taking responsibility for routine learning, reflecting on actions and outcomes, and beginning to transfer principles to new situations.
Reading	Evaluates and integrates information across familiar and some unfamiliar texts. Understanding texts that require integrating a number of ideas, with some inference, and beginning to consider the validity of a source.
Writing	Communicates relationships between ideas in a style suited to audience and purpose. A range of text types with appropriate structures, interrelating ideas and information and varying language for the audience.
Oral Communication	Establishes and maintains spoken communication in familiar and some unfamiliar contexts. Using structure and register for a range of purposes, including explaining, instructing and problem solving in everyday situations.
Numeracy	No ACSF level assigned.

Range of conditions

N/A

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Assessment Requirements for BSBDIG302X Develop Intermediate Digital Communication and Collaboration Skills

Performance Evidence

Learners must demonstrate ability to:

- Communicate for a workplace task using digital tools selected for context and purpose, including synchronous and asynchronous channels
- Develop prompts for AI system interactions, with appropriate disclosure and attribution, and share information ethically for a workplace task, including assessing risks and reporting misinformation through appropriate channels
- Participate in a workplace or community activity using digital platforms and services, considering the risks and benefits of their use
- Coordinate and contribute to a collaborative task using selected digital tools, including ethical human-AI collaboration
- Demonstrate respectful and inclusive digital behaviour appropriate to formal and informal contexts and diverse audiences
- Manage own digital identity across multiple platforms for a workplace context, including adjusting settings and checking digital footprint scope.

Knowledge Evidence

Learners must demonstrate intermediate knowledge of:

- The range of digital interaction and communication tools used in workplace contexts, and the contexts in which synchronous, asynchronous or non-digital communication is most effective.
- The responsibilities and ethical practices that apply to sharing information and content in digital environments
- Ways to participate in workplace and community activities through digital platforms and services, including the associated benefits and risks
- The features and functions of digital collaboration tools, including human-AI collaboration
- The rights and responsibilities associated with digital behaviour, and its relationship to digital reputation
- The relationship between digital footprint, reputation and identity, and the features used to check and manage digital identity.

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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