Australian Government

# BSBDIG402X Develop Advanced Digital Communication and Collaboration Skills

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**Release: 1**

# BSBDIG402X Develop Advanced 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 across diverse workplace contexts.

The primary purpose of this unit is to develop advanced digital capabilities that support specialised application across diverse workplace contexts and underpin further vocational training. Learners apply these capabilities across all industries in complex, non-routine workplace tasks at an advanced level.

Learners develop advanced 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 advanced knowledge of:

- Factors influencing effective digital communication across diverse organisational contexts
- Approaches for developing and refining AI prompts to achieve communication outcomes
- Principles governing ethical information sharing in professional environments (including but not limited to disclosure and attribution of AI-generated content)
- High-risk and prohibited Artificial Intelligence (AI) systems under legislation, with potential societal, political or economic impacts
- Approaches for effective human-AI collaboration in workplace contexts


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- Ethical, legal and illegal behaviours in digital environments
- Types of abuse in digital environments, affected groups, potential impacts, obligations and ways to report and respond to abuse
- Digital identity management, associated rights, and the use of AI systems in identity management.

## Skills

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

- Combine communication tools to address complex tasks across varied contexts, coordinating complex digital events where required
- Develop and refine prompts for AI systems to handle complex interactions
- Share information ethically to support professional goals, guiding a colleague in ethical information sharing practices
- Assess digital technologies for inclusion and democratic impacts, applying this assessment to support others to participate and exercise their digital rights
- Select collaboration tools to meet project needs, ensuring ethical AI use and assessing the effectiveness of human-AI collaboration
- Respond effectively to difficult digital situations, promoting inclusive behaviour within a team or work area
- Evaluate ethical and legal aspects of digital behaviour, analysing patterns and impacts of digital abuse
- Manage digital identity across multiple environments, assessing AI implications and curating identities for varied purposes
- Coach a colleague to develop capability in digital collaboration or identity management.

## Application of Knowledge & Skills

Learners work independently within established workplace frameworks and procedures, applying judgement to complete communication and collaboration tasks across varied workplace contexts.

This applies to non-routine workplace communication and collaboration tasks requiring analysis and evaluation across diverse organisational contexts, including situations with multiple variables and stakeholder considerations.

Learners will follow:

- Established workplace frameworks and procedures for communication and collaboration
- Escalation to specialist expertise or organisational policy guidance when matters fall outside established frameworks, including AI-influenced content and contested digital behaviours requiring specialist expertise.

Learners are responsible for:


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- Making informed decisions about communication tool combinations, AI prompt strategies, ethical sharing practices and identity management approaches across varied contexts, and exercising judgement on AI-influenced content, contested digital behaviours and ethical considerations.

Learners are accountable for:

- The selection and combination of communication and collaboration tools, and the verification of outputs from AI-supported communication activities
- The quality of digital communication and collaboration outputs in their own work and in supporting and guiding the work of others.

## Pre-requisite unit(s)

No pre-requisite units

## Competency field(s)

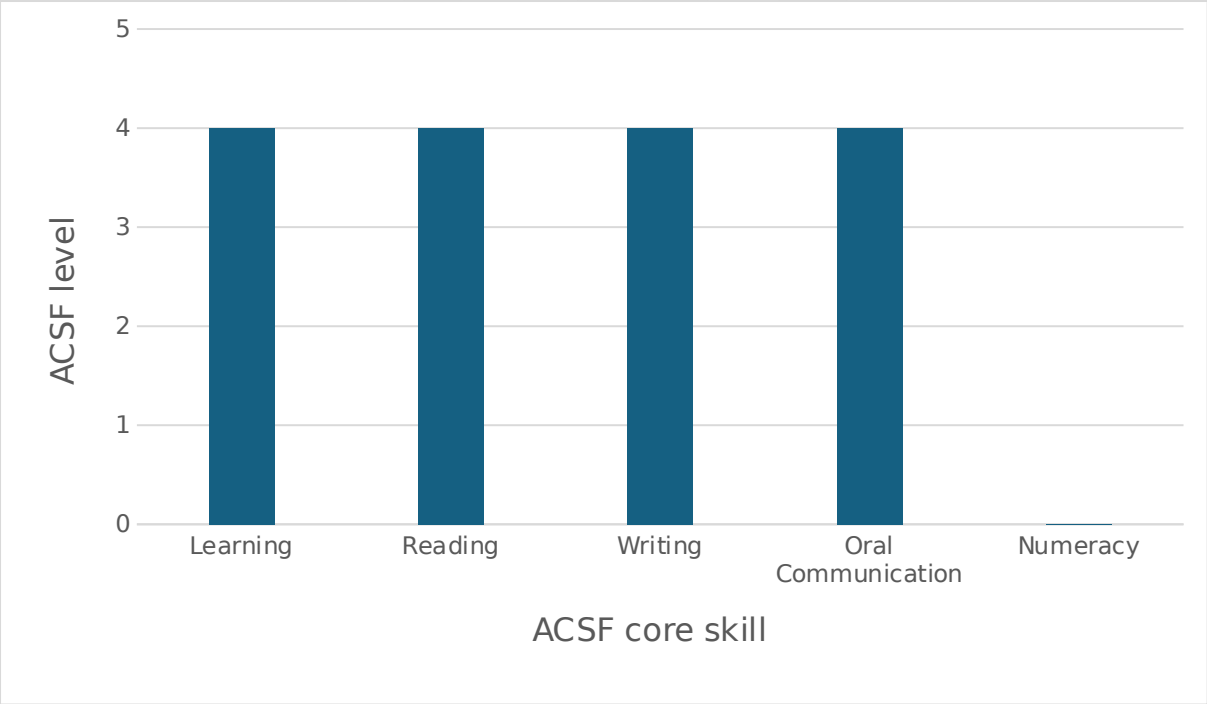
Digital Competence

## Unit sector(s)

Digital Capability

## Foundation skills

The foundation skills in this unit are outlined below




| Core Skills | ACSF Indicators and Performance Features |
|---|---|
| Learning | Designs, reflects on and redesigns approaches, adapting strategies to |


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| | |
|---|---|
| | new contexts.<br>Self-directing learning in an expanding range of contexts and using formal approaches to maintain currency in a specialised field. |
| Reading | Interprets and critically analyses complex texts.<br>Understanding texts with complex structures and some technical specificity, synthesising information from several sources, and beginning to evaluate credibility and relevance as a routine part of reading. |
| Writing | Communicates complex relationships between ideas, matching style to purpose and audience.<br>Control of text types such as reports and procedures, writing for a range of purposes and integrating information from several sources. |
| Oral Communication | Shows flexibility, choosing structures and strategies across a range of contexts.<br>Complex oral exchanges such as exploring issues, problem solving and reconciling points of view, with control of oral genres such as reports and discussions. |
| Numeracy | No ACSF level assigned. |

## Range of conditions

N/A

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# Assessment Requirements for BSBDIG402X Develop Advanced Digital Communication and Collaboration Skills

## Performance Evidence

Learners must demonstrate ability to:

- Address a complex communication task by combining and coordinating appropriate digital communication tools, including for a complex digital event
- Develop and refine AI prompts to handle a complex interaction, sharing the resulting information ethically to support professional goals
- Assess a digital technology for inclusion, exclusion or democratic impact, including analysis of a high-risk AI system, and support a colleague to participate and exercise their digital rights
- Respond to a difficult or contested digital behaviour situation, applying ethical and legal analysis and promoting inclusive behaviour
- Manage digital identity across multiple environments, coaching a colleague to develop their digital collaboration or identity management capability.

## Knowledge Evidence

Learners must demonstrate advanced knowledge of:

- Factors influencing effective digital communication across diverse organisational contexts, and approaches for developing and refining AI prompts to achieve communication outcomes
- The principles governing ethical information sharing in professional environments, including disclosure and attribution of AI-generated content
- High-risk and prohibited AI systems under legislation, and their potential societal, political or economic impacts
- Approaches for effective human-AI collaboration in workplace contexts
- Ethical, legal and illegal behaviours in digital environments, including types of digital abuse, affected groups, impacts, and obligations to report and respond
- Digital identity management, associated rights, and the use of AI systems in identity management.

## 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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