Australian Government

BSBDIG408X Develop Advanced Digital Skills in the Workplace

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Release: 1

BSBDIG408X Develop Advanced 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 integrate digital capabilities across multiple competence areas in 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 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 advanced knowledge of:

- Personal, social and political consequences of misinformation, disinformation, bias and social media influence
- Characteristics of trustworthy digital technologies and methods for identifying deep-fakes and AI-generated synthetic media
- Sources of error or inaccuracy in digital information and processes for managing, processing and analysing digital information and data
- Features, applications, benefits and limitations of open data and big data
- Ethical, legal and illegal behaviours in digital environments, and types of digital abuse, affected groups, impacts, and reporting mechanisms
- Relationship between technological development and digital identity management

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- High-risk and prohibited Artificial Intelligence (AI) systems, human-centric approaches and oversight principles, and types, features and purposes of common machine-learning approaches and algorithms
- Methods for complex digital content integration and adaptation including appropriate and inappropriate AI use
- Copyright and licensing legislation, including distinctions between AI training data and AI-generated content
- Rights under cyber security legislation and the use of emerging technologies, including AI, in cyber attacks and cyber security
- Advanced diagnostic and solution-finding strategies for resolving technical problems
- Principles underpinning human-centric, ethical and rights-sensitive digital problem-solving, including approaches for evaluating accessibility, inclusivity and fairness
- Approaches for monitoring digital technological developments and supporting capability development in self and others.

Skills

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

- Integrate advanced digital search tools and strategies to address complex information needs
- Assess the reliability and accuracy of diverse sources, including AI-generated content and bias, to support workplace decisions
- Coach a colleague to develop advanced information search and evaluation capability
- Combine communication and collaboration tools for complex tasks, guiding a colleague in tool selection
- Share information ethically, advising a colleague on ethical digital communication practices
- Evaluate digital technologies for inclusion, supporting a colleague to understand and exercise their digital rights
- Select digital content creation tools to produce specialised content aligned to defined goals and audiences
- Apply ethical, transparent AI use and legal guidelines to a content integration or adaptation task
- Use computational thinking and automation tools or AI systems to automate a routine workplace task
- Implement and update cyber security measures, coaching a colleague to apply protection strategies
- Manage privacy and wellbeing risks, intervening in a harmful situation where required
- Monitor the environmental impacts of digital technologies, supporting sustainable practice

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- Diagnose and resolve a technical problem using solution-finding strategies, evaluating the accessibility, inclusivity, fairness and rights-sensitivity of the resulting solution
- Track digital technological developments relevant to your own competence needs, and support another person's ongoing capability development.

Application of Knowledge & Skills

Learners work independently within established workplace frameworks and procedures, applying judgement to integrate digital capabilities across multiple competence areas in varied workplace contexts.

This applies to non-routine workplace digital tasks requiring analysis and judgement across diverse organisational contexts, supporting and guiding others, integrating capabilities across multiple competence areas, with multiple variables and stakeholder considerations.

Learners will follow:

- Established workplace frameworks and procedures for integrating digital capabilities across information management, communication, content creation, safety and problem-solving
- Escalation to specialist expertise or organisational policy guidance when matters fall outside established frameworks including but not limited to AI use, environmental impacts, accessibility and rights-sensitivity.

Learners are responsible for:

- Making informed decisions about the integration of digital capabilities across information management, communication, content creation, safety and problem-solving tasks across varied contexts
- Exercising judgement on AI use, ethical considerations, environmental impacts, accessibility and rights-sensitivity across multiple competence areas.

Learners are accountable for:

- The selection and application of digital tools and approaches across information, communication, content creation, safety and problem-solving tasks, and the verification of outputs from AI-supported activities
- The quality of integrated digital 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)

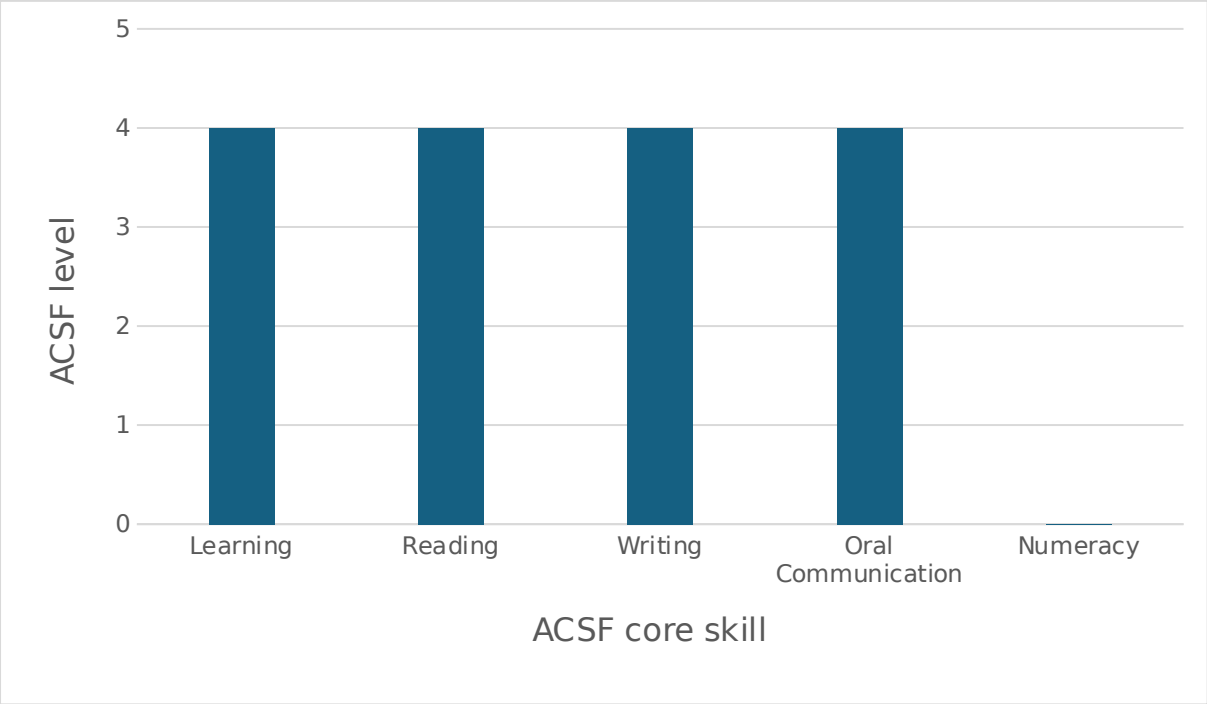
Digital Capability

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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 new contexts. 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. 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. 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. Complex oral exchanges such as exploring issues, problem solving and reconciling points of view, with control of oral genres such as reports and discussions.

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Numeracy	No ACSF level assigned.

Range of conditions

N/A

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Assessment Requirements for BSBDIG408X Develop Advanced Digital Skills in the Workplace

Performance Evidence

Learners must demonstrate ability to:

- Implement advanced information search and evaluation methods, assessing diverse sources including AI-generated content and bias, to support a workplace decision
- Coordinate ethical digital communication and collaboration using integrated tools, supporting a colleague to build their digital collaboration capability
- Create specialised digital content using ethical AI practices and legal guidelines
- Use automation tools or AI systems, applying computational thinking to automate a routine workplace task
- Apply cyber security, privacy, wellbeing and sustainability practices in a workplace context
- Diagnose and resolve a technical problem using human-centric approaches, evaluating the accessibility, inclusivity, fairness, rights-sensitivity and democratic impact of the resulting solution
- Support a colleague to understand and exercise their digital rights, contributing to their integrated digital capability development.

Knowledge Evidence

Learners must demonstrate advanced knowledge of:

- The personal, social and political consequences of misinformation, disinformation, bias, social media influence, the indicators of trustworthy digital technologies and methods for identifying deep-fakes and AI-generated synthetic media, sources of error or inaccuracy in digital information, and the features, applications, benefits and limitations of open data and big data
- Ethical, legal and illegal behaviours in digital environments, including types of digital abuse, affected groups, impacts and reporting mechanisms, and the relationship between technological development and digital identity management
- High-risk and prohibited AI systems, human-centric approaches and oversight principles, methods for complex digital content integration and adaptation including appropriate and inappropriate AI use, and copyright and licensing legislation as it applies to AI training data and AI-generated content
- Rights under cyber security legislation and the use of emerging technologies, including AI, in cyber attacks and cyber security
- Advanced solution-finding strategies for diagnosing and resolving technical problems, the principles underpinning human-centric, ethical and rights-sensitive digital problem-solving, and approaches for monitoring digital technological developments and supporting capability development in self and others.

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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.

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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