Australian Government

BSBDIG502X Develop Highly Advanced Digital Communication and Collaboration Skills

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Release: 1

BSBDIG502X Develop Highly 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 manage digital communication and collaboration across diverse organisational contexts.

The primary purpose of this unit is to develop highly advanced digital capabilities that support strategic leadership across diverse workplace contexts and underpin further professional development. Learners apply these capabilities across all industries in complex workplace tasks at a highly advanced level.

Learners develop highly 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 highly advanced knowledge of:

- Emerging developments in communication technologies
- Approaches for facilitating and improving complex information sharing across varied digital technologies
- Legislative requirements relating to digital citizenship
- Emerging developments in collaborative tools
- Ethical and proportionate use of Artificial Intelligence (AI) in communication and collaboration

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- Approaches for developing and applying collaboration practices in complex workplace contexts
- Emerging developments in digital behaviour legislation
- Legislative requirements relating to digital behaviour
- Emerging developments in identity management systems
- Legislative requirements relating to identity management
- Approaches for building capability in others across digital communication, collaboration, behaviour and identity management.

Skills

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

- Select and combine communication tools and approaches to resolve complex, non-routine workplace communication challenges
- Take responsibility for the quality of communication practice across a team or work area, refining tools and methods as new technologies emerge
- Resolve complex or ambiguous information-sharing problems by adapting methods across multiple, varied digital technologies
- Interpret how digital technologies affect society, political processes and the economy, and apply this understanding to workplace decisions involving digital citizenship
- Provide expert guidance to colleagues on their legislative rights and responsibilities relating to digital citizenship
- Apply ethical and proportionate AI use in collaborative work, adapting collaborative approaches to complex or unfamiliar environments
- Take responsibility for the quality of human-AI collaboration within a team or work area
- Critically evaluate new and existing digital behaviour policies and legislation, applying this analysis to atypical or contested situations
- Provide expert guidance to colleagues on their rights and responsibilities under digital behaviour legislation
- Apply specialist knowledge of emerging identity management technologies to resolve complex identity management or rights issues
- Provide expert advice and mentoring to build another person's identity management capability.

Application of Knowledge & Skills

Learners work independently and with significant self-direction across varied workplace contexts, applying specialist expertise to communication and collaboration practices and monitoring emerging developments in communication technologies, collaborative tools, digital behaviour legislation and identity management systems to inform independent decision-making and self-directed practice.

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This applies to complex workplace communication and collaboration challenges requiring application of frameworks and integration of digital communication considerations with organisational risk management and compliance requirements.

Learners will follow:

- Organisational policies and frameworks for digital communication, collaboration, behaviour and citizenship, contributing to their implementation and improvement

Learners are responsible for:

- Making judgement-based decisions about communication tool integration, collaborative approaches, ethical AI use and identity management practices, within established organisational frameworks, and exercising judgement on legislative compliance
- Emerging communication technologies and digital citizenship considerations, evaluating the impacts of digital technologies on society, political processes and the economy, leading digital citizenship initiatives
- Supporting others to develop identity management capabilities, and ensuring digital behaviour rights and responsibilities are understood and applied across the workplace
- Determining when specialist expertise, legal or regulatory advice, or senior consultation is required.

Learners are accountable for:

- Leading communication and collaboration initiatives in the workplace, the selection and integration of communication tools and development of collaborative approaches
- Contributions to organisational policies for digital behaviour and citizenship, and the application of governance frameworks in their own work and in building capability in others
- Exploring and facilitating complex information sharing across varied technologies, and advising on identity management capabilities, rights and compliance issues within the organisation.

Pre-requisite unit(s)

No pre-requisite units

Competency field(s)

Digital Competence

Unit sector(s)

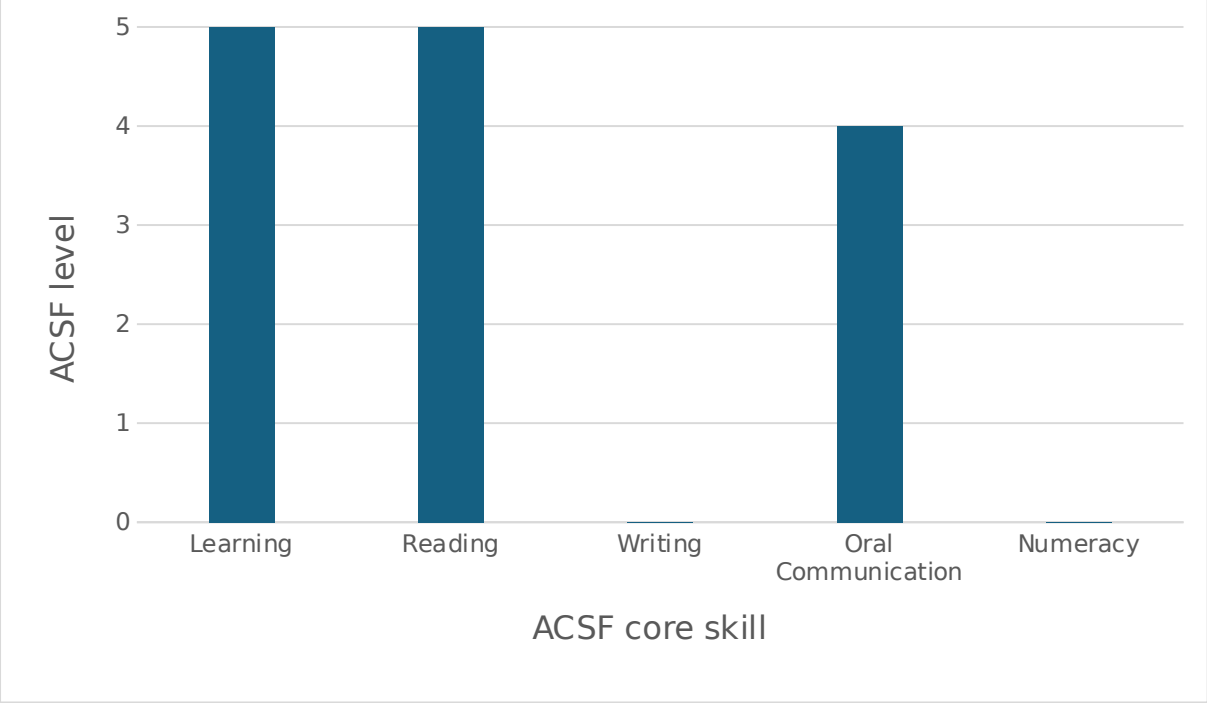
Digital Capability

Foundation skills

The foundation skills in this unit are outlined below

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Core Skills	ACSF Indicators and Performance Features
Learning	Self-directs learning, drawing on a broad and expanding repertoire of strategies. Self-directing learning in highly challenging contexts, critically evaluating information from a wide variety of sources, and using structured approaches to currency and critical reflection.
Reading	Organises, evaluates and critiques ideas and information across complex texts. Understanding highly complex, technically dense texts; selecting, synthesising and critically evaluating evidence and arguments; evaluating credibility and relevance against criteria.
Writing	No ACSF level assigned.
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.
Numeracy	No ACSF level assigned.

Range of conditions

N/A

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Assessment Requirements for BSBDIG502X Develop Highly Advanced Digital Communication and Collaboration Skills

Performance Evidence

Learners must demonstrate ability to:

- Resolve a complex, non-routine communication challenge by selecting and combining appropriate tools and methods, and by taking responsibility for the quality of communication practice within a team or work area
- Address an information-sharing problem spanning multiple digital technologies, adapting methods to fit varied or unfamiliar platforms
- Analyse the impact of a digital technology on society, political processes or the economy, and apply this analysis to a workplace decision involving digital citizenship, including advising a colleague on their legislative rights and responsibilities
- Apply ethical and proportionate AI use to a collaborative task in a complex or unfamiliar environment, taking responsibility for the quality of the resulting human-AI collaboration
- Evaluate a digital behaviour policy or piece of legislation as it applies to an atypical or contested situation, and advise a colleague on their rights and responsibilities under digital behaviour legislation
- Draw on specialist knowledge of emerging identity management technologies to resolve a complex identity management or rights issue, and mentor another person to build their identity management capability.

Knowledge Evidence

Learners must demonstrate highly advanced knowledge of:

- Emerging developments in communication technologies, and approaches for applying communication practices to complex workplace contexts
- Approaches for facilitating and improving complex information sharing across varied digital technologies
- Legislative requirements relating to digital citizenship, their application in workplace contexts, and approaches for embedding compliant practice
- Emerging developments in collaborative tools, the principles of ethical and proportionate AI use in collaboration, and approaches for applying collaboration practices to complex workplace contexts
- Emerging developments in digital behaviour legislation and its legislative requirements
- Emerging developments in identity management systems, associated legislative requirements, and approaches for building organisational capability across digital communication, collaboration, behaviour and identity management.

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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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