



**CATAPULT**

# BSBTEC202

Use digital technologies to communicate in a work environment

## Table of Contents (Extract)

**NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.**

**This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit BSBTEC202.**

**For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:**

**<https://catapultlearning.com.au/product/BSBTEC202/>**

# Trainer/assessor guide

## BSBTEC202

### Use digital technologies to communicate in a work environment

#### Welcome to this unit of study

This unit describes the skills and knowledge required to effectively identify, select and use available methods of digital communication in a workplace context. These methods may include email, instant messaging and other similar platforms.

The unit applies to those who use digital technology to communicate with relevant stakeholders. This will be particularly relevant to individuals in teams that work remotely. The individual will use a limited range of practical skills and fundamental knowledge in a defined context under direct supervision or with limited individual responsibility.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

# Contents

<b>About this trainer/assessor guide .....</b>	<b>4</b>
<b>Learning resource.....</b>	<b>5</b>
Topic 1: Identify purpose and methods of digital communication .....	5
Identify purpose, intended audience and content of proposed communication .....	5
Identify available digital communication applications .....	7
Select most appropriate application .....	10
Check your understanding .....	13
Topic 2: Implement procedures to send and receive digital communications .....	15
Access application for sending and receiving digital communications .....	15
Create outgoing digital communication, check for accuracy and ensure that any required attachments are included .....	20
Identify urgent, confidential, personal, suspicious or dangerous digital communication and take appropriate action.....	24
Access and identify most appropriate action in response to incoming digital communications.....	29
Check your understanding .....	33
Topic 3: Assist with managing digital communications .....	35
Follow established security levels and filters for incoming digital communications .....	35
Create plan for monitoring and maintaining digital communications .....	38
Store digital communications and attachments .....	39
Archive or permanently delete digital communications .....	41
Create methods for communicating electronically with targeted groups of stakeholders .....	43
Check your understanding .....	49
Topic 4: Additional learning .....	51
Industry practice relating to digital communication etiquette in a workplace setting .....	51
References.....	52
<b>Assessment workbook.....</b>	<b>53</b>
Unit information.....	55
What is competency-based assessment?.....	56
How will my competency be assessed?.....	57
Assessment agreement.....	58
Foundation skills checklist.....	59
<b>Skills recognition.....</b>	<b>60</b>
Topic 1: Identify purpose and methods of digital communication .....	61
Topic 2: Implement procedures to send and receive digital communications .....	62
Topic 3: Assist with managing digital communications .....	63
<b>Knowledge questions .....</b>	<b>64</b>
Topic 1: Identify purpose and methods of digital communication .....	65
Topic 2: Implement procedures to send and receive digital communications .....	69
Topic 3: Assist with managing digital communications .....	74
Topic 4: Specific knowledge evidence.....	79

<b>Performance tasks</b> .....	<b>80</b>
Third party evidence collection agreement .....	81
Topic 1: Identify purpose and methods of digital communication .....	82
Topic 2: Implement procedures to send and receive digital communications .....	84
Topic 3: Assist with managing digital communications .....	88
<b>Completion record</b> .....	<b>90</b>
<b>Unit mapping</b> .....	<b>91</b>
<b>Trainer/ assessor user instructions</b> .....	<b>93</b>

# About this trainer/assessor guide

---

## Learning resource

---

The learning resource is divided into the following topics:

- » Identify purpose and methods of digital communication
- » Implement procedures to send and receive digital communications
- » Assist with managing digital communications
- » Additional learning

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

---

## Assessment workbook

---

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

---

## Disclaimer

---

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.

---