

Training Package	Tourism, Hospitality and Events (SIT07)/Business Services (BSB01)		HSC Requirements and Advice
Unit title	Communicate electronically		
Unit code	Competency field	Sector	HSC Indicative Hours
BSBEBUS403A	Computer Operations and ICT Management	Cross-Sector	15

Unit descriptor	This unit covers online communication, electronic conferencing and collaboration, and participation in a virtual community via Internet/intranet/extranet and implementation of organisational policies and procedures. Consider co assessment with BSBEBUS401A Conduct online research and BSBEBUS402A Implement e correspondence policies.
Prerequisite units	–
Application of the unit	–
Employability skills	–

Evidence Guide

The Evidence Guide identifies the critical aspects, underpinning knowledge and skills to be demonstrated to confirm competence for this unit. This is an integral part of the assessment of competence and should be read in conjunction with the Range Statement.

Critical Aspects of Evidence	Resource Implications	Consistency of Performance	Context/s of Assessment
<ul style="list-style-type: none"> Integrated demonstration of all elements of competency and their performance criteria. Meeting the requirements of the organisation's electronic communication policy while communicating online. 	The learner and trainer should have access to appropriate documentation and resources normally used in the workplace.	In order to achieve consistency of performance, evidence should be collected over a set period of time which is sufficient to include dealings with an appropriate range and variety of situations.	<ul style="list-style-type: none"> Competency is demonstrated by performance of all stated criteria, including paying particular attention to the critical aspects and the knowledge and skills elaborated in the Evidence Guide, and within the scope as defined by the Range Statement. Assessment must take account of the endorsed assessment guidelines in the Business Services Training Package. Assessment of performance requirements in this unit should be undertaken in an actual workplace or simulated environment. Assessment should reinforce the integration of the key competencies and the business services common competencies for the particular AQF level. Refer to the Key Competency Levels at the end of this unit.

Evidence Guide cont/d

Underpinning knowledge*	Underpinning skills
<p>* Required knowledge/skills is to be limited to that which is sufficient to perform the particular workplace competency</p> <ul style="list-style-type: none"> • relevant legislation from all levels of government that affects business operation, especially in regard to Occupational Health and Safety and environmental issues, equal opportunity, industrial relations and anti-discrimination • Internet/World Wide Web • organisational electronic communication policy • ‘Netiquette’ • technology requirements for communicating online • software features for communicating online • privacy, intellectual property and confidentiality requirements. 	<ul style="list-style-type: none"> • computer technology skills for corresponding and communicating electronically • literacy skills to compose and check accuracy of text and follow policies and procedures • communication skills to participate in online conferences and chat rooms • ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities.

Key Competency Levels						
<i>NB: These levels do not relate to the Australian Qualifications Framework. They relate to the seven areas of generic competency that underpin effective workplace practices.</i>						
Collect, analyse and organise information	Communicate ideas and information	Plan and organise activities	Work with others and in teams	Use mathematical ideas and techniques	Solve problems	Use technology
Level 2	Level 2	Level 2	Level 2	Level 1	Level 2	Level 2
<p>Three levels of performance denote level of competency required to perform a task.</p> <ol style="list-style-type: none"> 1. Perform 2. Administer 3. Design <ul style="list-style-type: none"> • Collecting, analysing and organising information – to investigate ‘netiquette’ requirements and to implement recordkeeping and electronic conferencing procedures. • Communicating ideas and information – by collaboration in online conferences and through text. • Planning and organising activities – to participate in electronic conferencing, to keep records and to implement procedures and protocols for online conferencing. • Working with teams and others – implement procedures and protocols and to collaborate online. • Using mathematical ideas and techniques – to connect to online conferences. • Solving problems – to implement procedures and protocols and to negotiate collaboration parameters. • Using technology – to communicate online. <p><i>Please refer to the Assessment Guidelines for advice on how to use the Key Competencies.</i></p>						

Element	Performance Criteria	Range Statement
1. Communicate online.	1.1 Technology <i>requirements for communicating online</i> are researched and current equipment and software confirmed as sufficient for participation.	<p>The Range Statement provides advice to interpret the scope and context of this unit of competency, allowing for differences between enterprises and workplaces. It relates to the unit as a whole and facilitates holistic assessment. The following variables may be present for this particular unit:</p> <p><i>Legislation, codes and national standards relevant to the workplace</i> may include:</p> <ul style="list-style-type: none"> • award and enterprise agreements • national, State/Territory legislative requirements especially in regard to Occupational Health and Safety • industry codes of practice • copyright laws • defamation laws • privacy legislation • intellectual property, confidentiality requirements • legal and regulatory policies affecting e-business. <p><i>Requirements for communicating online</i> may include:</p> <ul style="list-style-type: none"> • Internet connection • web browser • email software • news reader software • Internet Relay Chat (IRC) software • voice over the Internet software • net meeting software (with text chat, whiteboard and file transfer) • video conferencing software • sound card – full (or half) duplex • full-duplex audio (desirable) allowing you to speak and hear at the same time • half-duplex audio – one speaker at a time – if both speak, no one hears • video card • digital camera • digitiser • microphone • speakers or headphones • Internet telephone.
	1.2 Internet culture, <i>net ethics</i> and <i>net etiquette</i> is investigated and implemented to enable effective participation using electronic communication media.	<p><i>Net ethics</i> (netics) <u>refers to:</u></p> <ul style="list-style-type: none"> • behaviour on the Internet <ul style="list-style-type: none"> – if it's inappropriate or illegal in real life, it's inappropriate or illegal

Element	Performance Criteria	Range Statement
		<p>in cyberspace eg copyright and intellectual property rights must be respected</p> <ul style="list-style-type: none"> - people have been sued for libel over the content of email messages. <p><i>Net etiquette</i> (netiquette) <u>refers to</u>:</p> <ul style="list-style-type: none"> • protocols for discussion groups • accepted (not mandated) rules for being a good net citizen (netizen) • remember you're dealing with real people not computers • if you wouldn't do it in real life don't do it in cyberspace • adjust to the style and tone of discussion groups • respect other's time and bandwidth • look good online (spelling, grammar, and something worth saying) • share expert knowledge • keep flames under control (flaming is making personal attacks on others) • respect other people's privacy • don't abuse your power • be forgiving of other's mistakes <p>from Virginia Shea (1994) <i>Netiquette</i>, Albion Books San Francisco pp 32-33.</p>
	<p>1.3 <i>Electronic groups</i> are accessed to share information on business topics in accordance with organisational policy and procedures.</p>	<p><i>Electronic groups</i> may include:</p> <ul style="list-style-type: none"> • electronic bulletin boards • discussion lists • discussion groups • news groups • virtual communities. <p><i>Electronic bulletin board</i> <u>refers to</u>:</p> <ul style="list-style-type: none"> • an electronic discussion list where members each have an email address; subscribers to the list can leave messages, ask questions and share ideas and others can respond; everyone on the list receives every message; some lists allow a digest to be created and a single email sent rather than multiple emails. <p><i>Discussion group</i> <u>refers to</u>:</p> <ul style="list-style-type: none"> • an electronic bulletin board on a website where registered members read and post to the discussions; online discussions may be open (for viewing and contribution), moderated (contributions are checked by a moderator before being publicly visible) or closed (visible only to a specified group of people).

Element	Performance Criteria	Range Statement
		<p><i>Newsgroup</i> refers to:</p> <ul style="list-style-type: none"> • discussion groups dedicated to specific topics hosted on ISP servers; some newsgroups are moderated, most are not; newsreader software is required, registration is not.
	1.4 Participation in business electronic <i>chat</i> rooms and Internet meetings occurs in accordance with organisational policy and procedures and accepted net etiquette.	<p><i>Chat</i> may include:</p> <ul style="list-style-type: none"> • Internet chat • Internet Relay Chat (IRC).
	1.5 Record keeping requirements relating to online communication are met in accordance with organisational requirements.	
2. Collaborate online.	2.1 <i>Parameters</i> for online collaboration are negotiated with group members in accordance with organisational requirements.	<p><i>Parameters</i> for online collaboration may include:</p> <ul style="list-style-type: none"> • posted materials only • access levels restricted by password • access to data files • open access to all members' working documents • application sharing.
	2.2 Available hardware and software are confirmed as meeting the requirements for online collaboration in accordance with specified parameters.	
	2.3 Material is posted and responded to and online discussions held with group members in accordance with agreed collaboration parameters and organisational requirements.	
	2.4 Record keeping requirements relating to online collaboration are met in accordance with organisational requirements.	
	2.5 <i>Legal and ethical requirements</i> for online collaboration are met in accordance with organisational requirements.	<p><i>Legal and ethical requirements</i> may include:</p> <ul style="list-style-type: none"> • privacy • confidentiality • intellectual property.
3. Implement electronic conferencing procedures.	3.1 <i>Procedures, protocols and meeting behaviour for electronic conferencing</i> are identified and implemented.	<p><i>Electronic conferencing</i> may include:</p> <ul style="list-style-type: none"> • audio conferencing via the Internet • video conferencing.

Element	Performance Criteria	Range Statement
		<p>Procedures, protocols and meeting behaviour for conferencing may include:</p> <ul style="list-style-type: none"> • appointment of gatekeeper • procedure for connecting • conferencing facilitator • conference chair • conferencing etiquette • meeting behaviour guidelines • conference agenda.
	<p>3.2 Technology requirements for electronic conferencing are confirmed.</p>	<p>Requirements for electronic conferencing may include:</p> <ul style="list-style-type: none"> • voice over the Internet software • net meeting software • video conferencing software • sound card • video card • digital camera • digitiser • microphone • speakers or headphones • Internet telephone.
	<p>3.3 Software features to be used during conferencing are agreed and mastered.</p>	<p>Conferencing software features may include:</p> <ul style="list-style-type: none"> • text chat • whiteboard • file transfer • application sharing.
	<p>3.4 Participation in electronic conferencing occurs in accordance with electronic communication policy and organisational requirements.</p>	
	<p>3.5 Record keeping requirements relating to electronic conferencing are met in accordance with organisational requirements.</p>	