

Training Package	Tourism, Hospitality and Events (SIT07)/Business Services (BSB07)	HSC Requirements and Advice
Unit code	Unit title	HSC Indicative Hours
BSBITU203A	Communicate electronically	15

Unit descriptor	This unit describes the performance outcomes, skills and knowledge required to send, receive and manage electronic mail (email), as well as to collaborate online using chat rooms, intranets and instant messaging. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.
Competency field	Information and Communications Technology – IT Use
Application of the unit	This unit applies to individuals who use business technology to perform a range of routine tasks to communicate with co workers, customers or others. 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.
Employability skills	This unit contains employability skills.

Evidence Guide			
The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.			
Critical aspects for assessment and evidence required to demonstrate competency in this unit	Context of and specific resources for assessment	Method of assessment	Gather information for assessment
Evidence of the following is <u>essential</u> : <ul style="list-style-type: none"> • sending and receiving email for a range of purposes • attaching and removing documents to email • using software applications to collaborate online • knowledge of relevant legislation. 	Assessment <u>must</u> ensure: <ul style="list-style-type: none"> • access to an actual workplace or simulated environment • access to office equipment and resources • access to software applications likely to be used in the workplace. 	A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit: <ul style="list-style-type: none"> • direct questioning combined with review of portfolios of evidence and third party workplace reports of on the job performance by the candidate • analysis of responses to case studies and scenarios • demonstration of techniques • oral or written questioning to assess knowledge of electronic communication methods and tools • review of attachments prepared for email • review of electronic mailing lists • evaluation of postings and responses to online discussions. 	Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended, for example: <ul style="list-style-type: none"> • general administration units • other IT use units.

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to request advice, to receive feedback and to work with a team
- literacy skills to identify work requirements; to understand and process basic, relevant workplace information; and to draft simple correspondence
- problem solving skills to solve routine technology problems.

Required knowledge

- different methods of electronic communication
- key provisions of relevant legislation from all forms of government that may affect aspects of business operations, such as:
 - anti discrimination legislation
 - ethical principles
 - codes of practice
 - privacy laws
 - occupational health and safety.

Element	Performance Criteria	Range Statement
1 Implement procedures to send and receive electronic mail	1.1 Log in to <i>software</i> for sending and receiving email in accordance with <i>organisational requirements</i> .	<p>The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. <i>Bold italicised</i> wording, if used in the performance criteria, is detailed below.</p> <p>Essential operating conditions that may be present with training and assessment (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) may also be included.</p> <p><i>Software</i> may include:</p> <ul style="list-style-type: none"> • mobile or wireless software applications: <ul style="list-style-type: none"> - personal digital assistants (PDA) - mobile phones - text messaging (SMS/TXT) - multimedia messaging (MMS) - internet relay chat (IRC) • personal computer based software applications: <ul style="list-style-type: none"> - email applications - web based email services - chat applications - internet discussion groups/boards/chat rooms - intranet discussion groups/boards/chat rooms. <p><i>Organisational requirements</i> may include:</p> <ul style="list-style-type: none"> • carbon copies or blind carbon copies • concise, relevant subject line • electronic signature • form of address • formality/informality of language, tone and structure • including original message in the reply • length of emails (i.e. short and to the point) • net ethics • net etiquette(netiquette) • requesting read receipt • sender's name and address.
	1.2 <i>Check outgoing email for accuracy</i> and ensure any required <i>attachments</i> are prepared, in accordance with organisational and service provider requirements.	<p><i>Checking outgoing email for accuracy</i> may include checking:</p> <ul style="list-style-type: none"> • clarity of intended meaning • completeness • content • grammar • punctuation

Element	Performance Criteria	Range Statement
		<ul style="list-style-type: none"> • recipient's address • spelling • structure. <p><i>Attachments</i> may include:</p> <ul style="list-style-type: none"> • PDFs • pictures • spreadsheets • word processed documents • any electronic file.
	1.3 Identify urgent, confidential, personal, <i>suspicious or potentially dangerous email</i> and take appropriate actions.	<p><i>Suspicious or potentially dangerous email</i> may include:</p> <ul style="list-style-type: none"> • attachments • email where sender is unknown, and subject line is enticing and/or personal (e.g. urging the receiver to open immediately) • particular file extensions • spam (unsolicited commercial email or junk email) • unsolicited email containing viruses.
	1.4 <i>Deal with returned email</i> in accordance with organisational policies and procedures.	<p><i>Dealing with returned email</i> may include:</p> <ul style="list-style-type: none"> • checking email address • checking size of attachment/s • re sending • sending message by other means e.g. facsimile, post • telephoning addressee.
2 Manage electronic mail	2.1 Set security levels and/or filters for incoming email in accordance with organisational requirements.	
	2.2 Create and maintain individual mailboxes in accordance with organisational requirements.	
	2.3 <i>Store email</i> and/or attachments in accordance with organisational requirements.	<p><i>Storing email</i> may include:</p> <ul style="list-style-type: none"> • email application software • paper based filing system • specialised recordkeeping, spreadsheet or database software.
	2.4 Empty inboxes and archive or permanently delete in accordance with organisational requirements.	

Element	Performance Criteria	Range Statement
	2.5 Prepare and maintain electronic <i>mailing lists</i> in accordance with organisational requirements.	<p><i>Mailing lists</i> may include:</p> <ul style="list-style-type: none"> • database or spreadsheet records • electronic address books • word processing tables or data files.
3 Collaborate online	3.1 Identify software to be used in collaboration.	
	3.2 Ensure <i>online collaboration</i> is undertaken in accordance with organisational policy, procedures and <i>net etiquette</i> (netiquette).	<p><i>Online collaboration</i> may include:</p> <ul style="list-style-type: none"> • chat rooms • email communications • instant messaging • intranet. <p><i>Net etiquette</i> may include:</p> <ul style="list-style-type: none"> • accepted (not mandated) rules for being a good net citizen (netizen) • adjust to the style and tone of discussion groups • be forgiving of other's mistakes • do not abuse your power • if you would not do it in real life do not do it in cyberspace • keep flames under control (flaming is making personal attacks on others) • look good online (spelling, grammar, and have something worth saying) • protocols for discussion groups • remember you are dealing with real people not computers • respect copyright • respect other people's privacy • respect other's time and bandwidth • share expert knowledge.
	3.3 Respond to posts or communications in accordance with agreed parameters, organisational requirements and netiquette.	