

# BUSINESS ESSENTIALS - DIGITAL



NATIONALLY RECOGNISED  
TRAINING

## COURSE OVERVIEW

This nationally accredited set of skills aims to equip individuals with the knowledge required to communicate digitally within a work environment.

To achieve the **Business Essentials - Digital**, Part Qualification, the candidate must complete two (2) units of competency; refer to unit list on page 2.

Acacia Education & Training is committed to providing an inclusive learning environment. Principles of access and equity for all students are applied in all programs.

## COURSE OUTCOME

This training applies to individuals who use digital technology to communicate with business stakeholders (including co-workers and customers). It is particularly relevant to individuals in teams that work remotely.

## ENTRY REQUIREMENTS

There are no formal entry requirements for this qualification.

- Applicants will be required to undertake a Language, Literacy & Numeracy assessment.
- Applicants will be required to complete a Pre-Training Review.
- Applicants must be able to attend all practical assessments on the assigned dates where required.



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## JOB OUTCOMES

This course will develop a range of skills that may be required for roles in the following areas.

- ✓ **Small Business Owner**
- ✓ **Administration Assistant**
- ✓ **Communications Officer**
- ✓ **Personal Assistant**
- ✓ **Sales Support and Administration**

## COURSE DELIVERY



## COURSE DURATION

Students may have up to six (6) months to complete the course. However, if you are utilising NSW Government funding, these dates may vary.

Students will need to follow the training plan provided to them at commencement of training to ensure they complete the course in the required timeframe. Approximately fifteen (15) hours of study should be allocated for each unit.

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# ESSENTIAL SKILLS FOR THE WORKPLACE



## UNITS OF COMPETENCY

Below are the units of competency required for this course.

UNIT CODE	UNIT DESCRIPTION
BSBTEC202	Use digital technologies to communicate in a work environment
BSBTEC301	Design and produce business documents

## UNIT OVERVIEW

### BSBTEC202 - Use digital technologies to communicate in a work environment

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.

**Knowledge Evidence examples:** Key features of existing and emerging methods of digital communication, including strengths and limitations of each; Key features of commercial sensitivities in relation to knowledge management.

**Performance Evidence examples:** Identify suitable methods for digital communication in the context of the purpose and content of the proposed communication; communicate electronically with targeted groups of colleagues, clients or similar as relevant to organisation.

### BSBTEC301 - Design and produce business documents

This unit describes the skills and knowledge required to digitally design and develop text-based documents using advanced features of word processing applications/platforms. It applies to individuals who provide administrative support within an enterprise, or may be technical/knowledge experts responsible for production of their own digital documents.

**Knowledge Evidence examples:** Key elements of intermediate-level formatting styles and their impact on formatting, readability and appearance of documents; Key strengths and limitations of various word processing applications.

**Performance Evidence examples:** design and produce digital text documents that align to document purpose and are appropriate to target audience; use application features for intermediate-level document design.



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## COURSE DELIVERY

This course can be delivered in a flexible program of **online** learning.

**Theory:** Students may complete their assessments at their own pace. Support from a designated trainer is available via email, phone, SMS and video call.

**Practical:** There are no practical based assessments for this course that require a trainer or workplace supervisor present. All performance activities are written tasks and submitted to the trainer for assessment.

*\*Classroom may be arranged on a case-by-case basis. Minimum numbers may apply. Ask us for more information.*

## CERTIFICATE

On successful completion of all assessments each participant will receive a Statement of Attainment containing the Nationally Recognised Units of Competency:

- **BSBTEC202**
- **BSBTEC301**

The successfully completed units provide credit towards a range of qualifications within the BSB-Business Services training package.

## COURSE FEES

Contact Acacia for further information and ask us for a free quote.

**Subsidised Training:** Participants may be eligible to receive subsidised training or a fee reduction through the NSW Government Smart & Skilled program where available. Contact Acacia to find out more.

## FUNDING ELIGIBILITY *(where applicable)*

To be eligible to receive Smart and Skilled funding, applicants must meet the following criteria:

- living or working in NSW
- 15 years old or older and no longer at school
- an Australian citizen, Australian permanent resident, humanitarian Visa holder or New Zealand citizen.

## STUDENT SUPPORT

### Academic support

Students have access to trainer support throughout the duration of their course, whether they are learning online or in class. Our experienced trainers are available to answer any questions students may have regarding the learning materials and assessments. The appointed trainer can be contacted via email, phone or video call, students will be provided with these contact details on course commencement.

### Administrative support

The administrative team is available during business hours (9am - 5pm) Mondays to Fridays and can assist students with all administrative enquiries or issues, including enrolment, change of contact details, class schedules, online learning and certification. The administrative team can be contacted using details further below.

## APPLICATION TO ENROL

Acacia is committed to ensuring all applicants clearly understand the details and outcomes of the course they are enrolling in.

For information on the enrolment process and to apply please contact us directly or use the online link on our website.

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