

Select and configure a range of digital communications media

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**Overview**

This standard is about using IT tools to communicate with others for different purposes in line with organisational rules for the use of digital communications.

It involves configuring settings for digital communication media and contact groups; and also includes resolving communication problems in line with organisational procedures.

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## Performance criteria

You must be able to:

1. select and use digital communication tools as appropriate to audience and required outcomes
2. configure audio and video settings for communications media according to software and device capability to meet individual needs
3. use relevant email software tools and techniques to send and receive accurate messages and attachments
4. set up alerts and notifications for effective handling of incoming digital communications
5. organise, store and archive e-mail messages in line with organisational procedures
6. configure and use contact groups and mailing lists in line with organisational guidelines
7. investigate and troubleshoot routine communications problems in line with organisational procedures

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## Knowledge and understanding

You need to know and understand:

1. select and use digital communication tools as appropriate to audience and required outcomes
2. configure audio and video settings for communications media according to software and device capability to meet individual needs
3. use relevant email software tools and techniques to send and receive accurate messages and attachments
4. set up alerts and notifications for effective handling of incoming digital communications
5. organise, store and archive e-mail messages in line with organisational procedures
6. configure and use contact groups and mailing lists in line with organisational guidelines
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