

## SFJPD2.4

### Using e-mail (Foundation)



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#### Overview

This is the ability to make the best use of e-mail software to safely and securely send, receive and store messages.

A foundation user can understand and use a range of basic e-mail software tools to send, receive and store messages for straightforward or routine activities. Any aspect that is unfamiliar will require support and advice from others.

E-mail tools and techniques will be defined as 'basic' because:

1. the software tools and functions will be predetermined or commonly used; and
2. the techniques used will be familiar or commonly undertaken.

An activity will typically be 'straightforward or routine' because:

1. the task or context will be familiar and involve few factors (for example, time available, audience needs, content, structure); and
2. the input and output of information will be predetermined by the person supervising the task.

Examples of context: send an email to request information on a product or service; create inbox folders to store messages

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#### Performance criteria

*You must be able to:*

- P1 use software tools to **compose and format e-mail** messages
- P2 attach files to e-mail messages
- P3 **send e-mail** messages
- P4 use an **address book** to store and retrieve contact information
- P5 follow **guidelines and procedures** for using e-mail
- P6 read and **respond to e-mail** messages appropriately
- P7 **organise and store** e-mail messages
- P8 respond appropriately to common **e-mail problems**

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#### Knowledge and understanding

*You need to know and understand:*

- K1 how to **stay safe** and respect others when using e-mail
- K2 when and how to respond to e-mail messages
- K3 what messages to delete and when to do so

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#### Additional Information

##### Scope/range related to performance criteria

The examples given are indicative of the learning content and are not intended to form a prescriptive list for the purpose of assessment

**Compose and format e-mail:** Format text (font, size, colour), format paragraphs (alignment, bullets, numbered list), spell check

**Send e-mail:** To, from, cc, subject; reply, reply all, forward.

**Staying safe:** Avoid inappropriate disclosure of personal information, avoid misuse of images, use appropriate language, respect confidentiality, use copy lists with discrimination

**Address book:** Add, edit, delete contact entries, contacts list

**Guidelines and procedures:** Set by employer or organisation, security, copyright; netiquette; password protection

**E-mail responses:** Decide on priorities, gather information needed to respond, decide when and who to copy in, what to do about attachments

**Organise and store e-mail:** Folders, subfolders, delete unwanted messages, backup, address lists

**Email problems:** Due to message size or number of attachments, messages from unknown users (SPAM, junk, chain-mails, 'phishing'), viruses

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<b>Developed by</b>	Skills for Justice
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<b>Status</b>	Tailored
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<b>Originating organisation</b>	e-skills
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<b>Original URN</b>	
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<b>Relevant occupations</b>	Public Services; Public Service Professionals; Government and Related Organisations
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<b>Suite</b>	NOS for Operational Delivery Processing roles
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<b>Key words</b>	Operational Delivery, Processing, e-mail, message, software
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