BSBEBUS302A Use and maintain electronic mail system

Release: 1
BSBEBUS302A Use and maintain electronic mail system

Modification History
Not applicable.

Unit Descriptor
This unit covers the organisation and maintenance of electronic mail system.
This unit is related to BSBEBUS402A Implement e-correspondence policies. Consider co-assessment with BSBEBUS301A Search and assess online business information.

Competency field
e-business

Application of the Unit
Not applicable.

Licensing/Regulatory Information
Not applicable.

Pre-Requisites
Not applicable.

Employability Skills Information
Not applicable.

Elements and Performance Criteria Pre-Content
Not applicable.
## Elements and Performance Criteria

### Elements and Performance Criteria

<table>
<thead>
<tr>
<th>Element</th>
<th>Performance Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>Urgent mail is identified, prioritised and dealt with first in accordance with organisational requirements</td>
</tr>
<tr>
<td>1.2</td>
<td>Suspicious or potentially dangerous electronic mail is identified and handled in accordance with organisational requirements and information/warnings/remedial action is conveyed to work team</td>
</tr>
<tr>
<td>1.3</td>
<td>Electronic mail is checked for completeness, opened or forwarded in accordance with organisational policy and procedures relating to confidentiality or privacy</td>
</tr>
<tr>
<td>1.4</td>
<td>Returned email is dealt with in accordance with organisational policy and procedures</td>
</tr>
<tr>
<td>2.1</td>
<td>Messages are prepared in accordance with organisational protocols for language, tone and format</td>
</tr>
<tr>
<td>2.2</td>
<td>Content, structure and recipient address/es for electronic mail are checked for accuracy and any attachments identified and prepared in accordance with organisational and service provider requirements</td>
</tr>
<tr>
<td>2.3</td>
<td>Electronic mail is dispatched in accordance with organisational requirements within required timeframes</td>
</tr>
<tr>
<td>3.1</td>
<td>Electronic mail and/or attachments are copied or stored in accordance with organisational requirements</td>
</tr>
<tr>
<td>3.2</td>
<td>Electronic mailing lists are prepared and maintained in accordance with organisational requirements</td>
</tr>
<tr>
<td>3.3</td>
<td>Inboxes are emptied and electronic mail is archived or permanently deleted in accordance with organisational requirements</td>
</tr>
</tbody>
</table>
Required Skills and Knowledge

Not applicable.
Evidence Guide

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

Critical aspects of evidence
Integrated demonstration of all elements of competency and their performance criteria
Knowledge of the organisation’s policies and procedures relating to electronic mail
Knowledge of service provider requirements

Underpinning knowledge
* Required knowledge/skills is to be limited to that which is sufficient to perform the particular workplace competency
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
Knowledge of the organisation’s policies and procedures relating to electronic mail
Knowledge of service provider requirements especially with regard to email attachments
Naming protocols for email addresses
Electronic file handling (saving, copying, moving, deleting)
Occupational Safety and Health requirements for working with computer technology

Underpinning skills
Computer technology skills to use email
Literacy skills to compose and check accuracy of messages, and follow policies and procedures
Communication skills to refer information to supervisors or peers especially in dealing with suspicious or potentially dangerous electronic mail
Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

Resource implications
The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

Consistency of performance
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

Context/s of assessment
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 of Variables
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

Three levels of performance denote level of competency required to perform a task.
1. Perform
2. Administer
3. Design

**Collecting, analysing and organising information** - to receive and administer incoming mail and to dispatch outgoing electronic mail (2)

**Communicating ideas and information** - when initiating and responding to incoming mail and when composing and sending electronic mail (2)

**Planning and organising activities** - when dividing or compressing email attachments and for the administration and dispatch of electronic mail (2)

**Working with teams and others** - to deal with suspicious or potentially dangerous email and to administrate the electronic mail system (1)

**Using mathematical ideas and techniques** - to sort and record electronic mail (1)

**Solving problems** - in the administration of the system especially in dealing with returned mail and in dealing with suspicious or potentially dangerous email (2)

**Using technology** - to administrate the electronic mail system and to send and receive email (1)

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

**Critical aspects of evidence**
Integrated demonstration of all elements of competency and their performance criteria
Knowledge of the organisation’s policies and procedures relating to electronic mail
Knowledge of service provider requirements

**Underpinning knowledge**
* Required knowledge/skills is to be limited to that which is sufficient to perform the particular workplace competency
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
Knowledge of the organisation’s policies and procedures relating to electronic mail
Knowledge of service provider requirements especially with regard to email attachments
Naming protocols for email addresses
Electronic file handling (saving, copying, moving, deleting)
Occupational Safety and Health requirements for working with computer technology

**Underpinning skills**
Computer technology skills to use email
Literacy skills to compose and check accuracy of messages, and follow policies and procedures
Communication skills to refer information to supervisors or peers especially in dealing with suspicious or potentially dangerous electronic mail
Ability to relate to people from a range of social, cultural and ethnic backgrounds and physical and mental abilities

**Resource implications**
The learner and trainer should have access to appropriate documentation and resources normally used in the workplace

**Consistency of performance**
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
Context/s of assessment
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 of Variables.
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.

Three levels of performance denote level of competency required to perform a task.
1. Perform
2. Administer
3. Design

Collecting, analysing and organising information - to receive and administer incoming mail and to dispatch outgoing electronic mail (2)

Communicating ideas and information - when initiating and responding to incoming mail and when composing and sending electronic mail (2)

Planning and organising activities - when dividing or compressing email attachments and for the administration and dispatch of electronic mail (2)

Working with teams and others - to deal with suspicious or potentially dangerous email and to administrate the electronic mail system (1)

Using mathematical ideas and techniques - to sort and record electronic mail (1)

Solving problems - in the administration of the system especially in dealing with returned mail and in dealing with suspicious or potentially dangerous email (2)

Using technology - to administrate the electronic mail system and to send and receive email (1)
Range Statement

Range statement
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:

Legislation, codes and national standards relevant to the workplace may include:
- award and enterprise agreements
- national, State/Territory legislative requirements especially in regard to Occupational Health and Safety
- industry codes of practice
- and must include:
  - copyright laws
  - defamation laws
  - privacy legislation
  - intellectual property, confidentiality requirements
  - legal and regulatory policies affecting e-business

Suspicious or potentially dangerous electronic mail may include:
- unsolicited mail containing viruses
- spam (unsolicited commercial email or junk mail)
- mail where sender is unknown and subject line is enticing and/or personal (eg urging the receiver to open immediately)
- attachments
  - particular file extensions

Dealing with returned (bounced) email may include:
- checking email address
- checking size of attachment/s
- re-sending
- sending message by other means eg facsimile, post
- telephoning addressee

Organisational protocols may include:
- net etiquette
- net ethics
- form of address
- formality / informality of language, tone and structure
- length of emails (ie short and to the point)
- concise, relevant subject line
- carbon copies or blind carbon copies
- including original message in the reply
- requesting read receipt
- sender's name and address
- electronic signature

Net etiquette (netiquette) refers to:
- codes of conduct or codes of practice such as those used by 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

BSBEBUS302A Use and maintain electronic mail system

Date this document was generated: 19 October 2012

© Commonwealth of Australia, 2012
Innovation and Business Skills Australia
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

Checking for accuracy should include:
clarity of intended meaning
spelling
grammar
punctuation

Preparing attachments may include:
dealing with large attachments especially picture files
considering the limitations when sending large files
checking that file size will negotiate the service provider's gateway
separating large documents into a number of files
compressing files

Dispatching email may include:
single receiver
group email
carbon copies
blind carbon copies
email bulletin board or discussion list

Storage of electronic mail may include:
within electronic mail application software
specialised record keeping, spreadsheet or database software
paper-based filing system

Mailing lists may include:
electronic address books
database or spreadsheet records
wordprocessing tables or data files

Range statement
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:

Legislation, codes and national standards relevant to the workplace may include:
award and enterprise agreements
national, State/Territory legislative requirements especially in regard to Occupational Health and Safety
industry codes of practice
and must include:
copyright laws
defamation laws
privacy legislation
intellectual property, confidentiality requirements
legal and regulatory policies affecting e-business

**Suspicious or potentially dangerous electronic mail may include:**
unsolicited mail containing viruses
spam (unsolicited commercial email or junk mail)
mail where sender is unknown and subject line is enticing and/or personal (eg urging the receiver to open immediately)
attachments
particular file extensions

**Dealing with returned (bounced) email may include:**
checking email address
checking size of attachment/s
re-sending
sending message by other means eg facsimile, post
telephoning addressee

**Organisational protocols may include:**
net etiquette
net ethics
form of address
formality / informality of language, tone and structure
length of emails (ie short and to the point)
concise, relevant subject line
carbon copies or blind carbon copies
including original message in the reply
requesting read receipt
sender's name and address
electronic signature

**Net etiquette (netiquette) refers to:**
codes of conduct or codes of practice such as those used by 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

**Checking for accuracy should include:**
clarity of intended meaning
spelling
grammar
punctuation

**Preparing attachments may include:**
dealing with large attachments especially picture files
considering the limitations when sending large files
checking that file size will negotiate the service provider's gateway
separating large documents into a number of files
compressing files

**Dispatching email may include:**
- single receiver
- group email
- carbon copies
- blind carbon copies
- email bulletin board or discussion list

**Storage of electronic mail may include:**
- within electronic mail application software
- specialised record keeping, spreadsheet or database software
- paper-based filing system

**Mailing lists may include:**
- electronic address books
- database or spreadsheet records
- wordprocessing tables or data files

**Unit Sector(s)**
Not applicable.