



Australian Government

PSPPCY005 Implement e-correspondence policies

Release: 1

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Modification History

Release	Comments
1	This unit was released in PSP Public Sector Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to PSPPOL405A Implement e-correspondence policies. • Unit code updated • Content and formatting updated to comply with new standards • All PC transitioned from passive to active voice

Application

This unit describes the skills required to send and receive email correspondence (e-correspondence). It also covers setting up and maintaining electronic software; maintaining and managing individual electronic mail (email) mailing lists and address books; implementing email policy; and adhering to organisational protocols and practices for email.

This unit applies to those working as public sector staff.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to.

Those undertaking this unit would work under supervision, while performing routine tasks in familiar context.

No licensing, legislative or certification requirements apply to unit at the time of publication.

Competency Field

Policy

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used,

outcomes	further information is detailed in the range of conditions section.
1. Set up and send electronic mail	1.1 Set up and maintain software for sending and protecting email. 1.2 Prepare messages according to organisational protocols for language, tone and format. 1.3 Check content, structure and recipient addresses for electronic mail for accuracy. 1.4 Identify and prepare attachments. 1.5 Maintain records of outgoing electronic mail.
2. Implement procedures to receive electronic mail	2.1 Implement procedures to ensure incoming electronic mail is recorded. 2.2 Identify and deal with urgent, confidential and personal mail. 2.3 Implement procedures to identify suspicious or potentially dangerous electronic mail. 2.4 Check electronic mail for completeness, and open or forward. 2.5 Deal with returned email.
3. Manage electronic mail	3.1 Set security levels and/or filters for incoming electronic mail. 3.2 Create and maintain individual mailboxes. 3.3 Empty inboxes and either archive or delete electronic mail 3.4 Prepare and maintain electronic mailing lists. 3.5 Import and export mailing lists between software applications where required.

Foundation Skills

Foundation skills are embedded within the elements and performance criteria of this unit.

Unit Mapping Information

This unit supersedes and is equivalent to PSPPOL405A Implement e-correspondence policies.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=bebbece7-ff48-4d2c-8876-405679019623>

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Assessment Requirements for PSPPCY005 Implement e-correspondence policies

Modification History

Release	Comments
1	These Assessment Requirements were released in PSP Public Sector Training Package release 1.0 and meet the Standards for Training Packages. Assessment Requirements created drawing upon specified assessment information from superseded unit

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- following policies and procedures
- referring information to management or other staff, especially in dealing with suspicious or potentially dangerous electronic mail

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- relevant legislation from all levels of government that affects e-business operation
- organisational policies and procedures relating to electronic mail
- service provider requirements, especially with regard to email attachments
- set up and maintenance procedures for electronic software
- naming protocols for email addresses
- electronic file handling, including saving, copying, moving and deleting
- security levels for receiving electronic mail

Assessment Conditions

This unit contains no specific industry-mandated assessment conditions. Guidance on suggested and recommended conditions and methods can be found in the Implementation Guide.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

Links

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