



Australian Government

Assessment Requirements for PSPPCY015 Implement e-correspondence policies

Release: 1

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Modification History

Supersedes and is equivalent to PSPPCY005 Implement e-correspondence policies.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and on at least one occasion:

- refer to and follow email policies and procedures
- refer information to management or other staff, including a suspicious or potentially dangerous email.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

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

Assessment Conditions

Skills must be demonstrated in the workplace or in a simulated environment that reflects workplace conditions.

Assessment must ensure access to:

- email policies and procedures relating to routine functions
- resources and equipment of the working environment.

Assessor must satisfy the Standards for Registered Training Organisations' requirements for assessors.

Links

Companion Volume implementation guides are found in VETNet -

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