



Australian Government

PSPPCY015 Implement e-correspondence policies

Release: 1

PSPPCY015 Implement e-correspondence policies

Modification History

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

Application

This unit describes the performance outcomes, skills and knowledge required to send and receive email correspondence (e-correspondence).

This unit applies to those working as public sector staff under supervision, performing routine tasks in familiar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

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

Pre-requisite Unit

Nil

Competency Field

Policy

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes

1. Set up and send email.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1. Set up and maintain software for sending and protecting email.
- 1.2. Prepare messages in accordance with organisational policies and procedures for language, tone and format.
- 1.3. Check content, structure and recipient addresses of electronic mail for accuracy.
- 1.4. Identify and prepare required attachments.
- 1.5. Maintain accurate records of outgoing mail.

2. Implement procedures to receive email.
 - 2.1. Implement procedures to ensure incoming electronic mail is recorded.
 - 2.2. Identify and deal with urgent, confidential and personal mail in accordance with organisational policies and procedures.
 - 2.3. Implement procedures to identify suspicious or potentially dangerous email.
 - 2.4. Check email for completeness, and open or forward.
 - 2.5. Follow procedures to deal with returned email.
3. Manage email.
 - 3.1. Set required security levels and filters for incoming email.
 - 3.2. Create and maintain required individual mailboxes.
 - 3.3. Empty inboxes and either archive or delete email according to work requirements.
 - 3.4. Prepare and maintain mailing lists according to work requirements.
 - 3.5. Follow procedures for required import and export of mailing lists between software applications.

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to PSPPCY005 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>

Assessment Requirements for PSPPCY015 Implement e-correspondence policies

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.

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