UNIT CODE	**PSPPCY005**
UNIT TITLE	**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 context. , 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 or certificate requirements apply to this unit at the time of publication.
PREREQUISITE UNIT	Nil
COMPETENCY FIELD	Policy
UNIT SECTOR	

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
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 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 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 essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.	
SKILLS	**DESCRIPTION**
UNIT MAPPING INFORMATION	Release 1: Supersedes and is equivalent to PSPPCY005 Implement e-correspondence policies
LINKS	Companion Volume Implementation Guide

TITLE	**Assessment Requirements for 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 provide evidence of performance on at least one occasion for each of the following: ■ refer to and follow e-correspondence policies and procedures ■ refer information to management or other staff, including a suspicious or potentially dangerous electronic mail.

KNOWLEDGE EVIDENCE	Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit: ■ 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	Skills must be demonstrated in either:
	- a workplace environment or - a simulated environment. Simulated assessment environments must simulate the real-life working environment where the skills and knowledge within this unit would be utilised, with all the relevant equipment and resources of that working environment. Assessment must ensure access to: - organisational policies and procedures. Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.
LINKS	Companion Volume Implementation Guide