



THE  
LEARNING  
DEVELOPMENT  
GROUP

## Introduction

The accredited Programme is unit standard aligned at NQF level 1. It is an entry level occupational programme for individuals who are new to electronic mail and need to know how to use it.

The programme covers the concepts and terms used in electronic messaging such as structure, email etiquette and the benefits of using email. Delegates will learn how to create, send, receive and respond to emails, work with multiple emails, print emails and adjust settings such as toolbar menus, headings and columns to customised views.

## Target Audience

The entry level Skills Programme is aimed primarily at individuals who have little or no understanding of, or experience in, using electronic mail. Users of computers and those seeking to start careers in the ICT industry will benefit from this course.

## Entry Requirements

- Competence in Mathematical Literacy and Communication at NQF level 1.
- Competence in operating a PC and using generic functions of a GUI at NQF level 1.

## Additional Requirements

- You will need access to appropriate workplace activities to complete the practical components of the skills programme.
- Active support and mentorship by your manager.
- Access to a PC, software and the internet.

## Information Technology

# Basic Email

### SERVICES SETA Statement of Results

US ID: 116945

NQF Level: 1

Credits: 2

## Course Delivery & Assessment

We use a blend of inclass and virtual interactive learning, workplace learning, coaching and mentoring, theoretical assessment, practical workplace observation and self-study to embed skills.

You will need to:

- Attend all sessions.
- Complete practical workplace experiential learning and assignments.
- Demonstrate theoretical and practical understanding of programme content.
- Compile and submit a Portfolio of Evidence (PoE).

To receive your Statement Of Results, Use Electronic Mail to Send and Receive Messages, you will need to compile, submit and be found competent on a Portfolio of Evidence (PoE).

## Learning Outcomes

By the end of the programme, you will be able to:

- Identify and solve problems in which responses display that decisions using critical and creative thinking have been made by understanding the uses and benefits of using an Email application.
- Organise and manage oneself and one's activities responsibly and effectively by organizing email messages into relevant folders within an Email application.
- Collect, analyse, organise, and critically evaluate information by receiving, analysing, organizing and critically evaluating email messages sent and received.
- Create and send an email messages.
- Receive and respond to emails.
- Work with multiple email messages.
- Adjust settings to customise the view and preferences of an email.



## Course Content

### Basic Email

### Use Electronic Mail to Send and Receive Messages

### Accreditation Body: SERVICES SETA

| SAQA ID: 116945 | Programme ID: SP SIY009-1/19

| NQF Level: 1 | Credits: 2

#### Module 1: Understand The Concepts and Terms of Electronic Messaging

- The structure of an email address is explained using an example
- Aspects of email etiquette are described with examples
- The benefits of using email are explained within a specific context
- The limitations of using the Internet are explained with examples

#### Module 2: Create and Send an Email Message

- An electronic mail application is opened to prepare for working with email messages, and closed once finished
- The message is addressed to the required recipients and the message header (subject) is consistent with the message purpose, and target audience
- Message text is manipulated and checked for spelling mistakes prior to sending
- A file is attached to the email message
- An attachment is deleted from an email message
- A connection is established with an Internet Service Provider
- An email is sent to and received by the intended recipients and the electronic mail application is closed

#### Module 3: Receive and Respond to Emails

- The senders of incoming mail are identified and contents displayed
- Precautions are observed when receiving mail
- Received email messages are viewed in the inbox of the Email application
- Attached files are processed and incoming mail is highlighted according to required specifications
- Responses to incoming email are conducted according to given specifications

#### Module 4: Print an Email Message

- An email is printed to the default printer

#### Module 5: Work With Multiple Email Messages.

- A number of email messages are opened for processing
- Control is switched between open email messages
- Text is manipulated between active email messages, copied to an email message from another source and deleted from an email message
- An email message is deleted

#### Module 6: Adjust Settings to Customise the View & Preferences of the Email Application

- Toolbar menus are switched off and on according to use in current situation
- The current view headings are changed according to given requirements



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