

Mapping to Unit BSBITU203 Communicate Electronically

This unit describes the performance outcomes, skills and knowledge required to send receive and manage electronic mail (email), as well as to collaborate online using chat rooms, intranets and instant messaging. The following table maps elements to the manual from Microstar Publishing titled **BSBITU203 Communicate Electronically**. The content is designed to satisfy each element's performance criteria in keeping with the associated range statement.

Element and Performance Criteria		Reference
1. Implement procedures to send and receive electronic mail		
1.1	Log in to software for sending and receiving email in accordance with organisational requirements.	Ch 1 Introduction to the internet Ch 2 Emails
1.2	Check outgoing email for accuracy and ensure any required attachments are prepared, in accordance with organisational and service provider requirements.	Ch 2 Emails
1.3	Identify urgent, confidential, personal, suspicious or potentially dangerous email and take appropriate action.	Ch 2 Emails Ch 5 Security and Viruses
1.4	Deal with returned email in accordance with organisational policies and procedures.	Ch 2 Emails
2. Manage electronic mail		
2.1	Set security levels and/or filters for incoming email in accordance with organisational requirements.	Ch 5 Security and Viruses
2.2	Create and maintain individual mailboxes in accordance with organisational requirements.	Ch 2 Emails Ch 4 Organise Inbox
2.3	Store email and/or attachments in accordance with organisational requirements.	Ch 2 Emails Ch 5 Security and Viruses
2.4	Empty inboxes and archive or permanently delete in accordance with organisational requirements.	Ch 4 Organise Inbox
2.5	Prepare and maintain electronic mailing lists in accordance with organisational requirements.	Ch 3 Contacts
3. Collaborate online		
3.1	Identify software to be used in collaboration.	Ch 2 Emails Ch 6 Communicate online
3.2	Ensure online collaboration is undertaken in accordance with organisational policy, procedures and net etiquette (netiquette).	Ch 2 Emails Ch 6 Communicate online
3.3	Respond to posts or communications in accordance with agreed parameters, organisational requirements and netiquette.	Ch 2 Emails Ch 6 Communicate online

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1-1.4, 2.1-2.5, 3.2, 3.3	Recognises textual information within different materials and interprets information to determine requirements as well as confirming accuracy of content
Writing	1.1, 2.2, 2.5, 3.2, 3.3	Records key information relevant to requirements and prepares simple correspondence using basic punctuation, text and correct spelling
Oral Communication	1.4	Obtains information through listening and questioning and uses clear and appropriate language suitable to audience
Navigate the world of work	1.1, 1.2, 1.4, 2.1-2.5, 3.2, 3.3	Recognises and follows explicit and implicit protocols and meets expectations associated with own role
Get the work done	1.3	Recognises and responds to routine problems in context of own work

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