

Session Plan: Using email

Delivery mode:

Face to face delivery

Session overview:

This session will provide learners who are new to using email with the skills and practical tips on how to use email. It will address how to create and send new emails, as well as adding attachments. Learners will learn how to read and reply to emails, as well as identifying spam or scam emails.

Learning objectives:

To become confident using email to communicate and to send and receive an email within this session.

Suggested session length:

This session should run for approximately 2 hours. The facilitator to schedule breaks as required.

Tip:

- Acknowledge with the group that for those new to using email, it may take some time to understand how it works and to complete the task. Provide lots of reassurance and support.
- We have collated the useful resources and links we suggest using in this session plan on our Good Things Learning website: <https://learning.goodthingsfoundation.org.au/subjects/parents-and-families>

Topic	Timing	Activity	Assessment	Resources
Introduction & welcome	<p>5 mins</p> <p>10 mins</p>	<p>Facilitator to:</p> <ul style="list-style-type: none"> ● introduce themselves ● acknowledgement of country ● confirm all learners have their devices set up ● remind learners to do as much as they can by themselves ● discuss the learning objectives ● discuss how the session will run <p>Activity 1 - Icebreaker - What made you smile today?</p> <p>Facilitator to ask the question, What made you smile today?</p> <p>Each learner introduces themselves and shares the one thing that made them smile. Repeat until all learners are done.</p> <p>Starter question: Have you ever used email before?</p> <p>**Make a note of who has and who hasn't used email before, as learners will complete different activities based upon their previous experience.</p>	All learners engage	<p>Training venue</p> <p>Refreshments</p> <p>Laptop, PC, mobile phones, WiFi, cables</p> <p>Whiteboard / marker pens</p> <p>What made you smile - Icebreaker Activity resource</p>

Topic	Timing	Activity	Assessment	Resources
Be Connected Online Course - Using email short course	35 mins	<p>Facilitator to confirm all learners can access the online module - Using email.</p> <p>Activity 2 - Online Module</p> <p>Learners to commence the online module and to work their way through the material at their own pace.</p> <p>Shared learning</p> <p>Facilitator to ask each learner to share 1 -2 things they have learnt from the online module.</p> <p>Facilitator to ask if the learners noted down any important points they learnt during the online course they wish to discuss.</p> <p>Facilitator to recap the following</p> <ul style="list-style-type: none"> ● How to create an email account ● Composing and sending an email ● Recognising Spam email ● Replying to an email ● Attachments 	<p>Learners engage at their own pace.</p> <p>Check in with each learner as they move through the courses.</p> <p>Answer questions and offer support.</p>	<p>Laptop, PC, mobile phone, WiFi, cables</p> <p>Notepad / pens</p> <p>Online module - Using email - https://beconnected.esafety.gov.au/topic-library/getting-started-online/using-email</p>
Break	10 mins	Encourage learners to have a break, stretch their legs and have a drink if needed.		

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For learners with an email address: Confidence building activity.	10 mins	<p>Activity 3: Confidence building (Run at the same time for both groups of learners)</p> <p>Facilitator to write their professional email on the whiteboard.</p> <p>Now ask the learners to compose and send you a short email.</p> <p>The facilitator is to reply by saying;</p> <p><i>“Well done. Thank you for your email. I can see you can compose and send emails. Can you open the attachment and reply to this email and tell me what is in the attachment ?”</i></p>	<p>Learners engage at their own pace.</p> <p>Learners practise composing, replying to emails and opening attachments.</p>	<p>Laptop, PC, mobile phone, WiFi</p> <p>Laptop, PC, mobile phone, WiFi</p> <p>Activity Resource: Composing, Replying and Sending Emails</p>
For learners without an email address:	25 mins	<p>Support learners without an email address to set one up, by guiding them to an email service provider and creating an account.</p> <p>Once they have completed this step, they can then complete the confidence building activity (above).</p>	<p>Check in with learners and provide support as required.</p>	

Topic	Timing	Activity	Assessment	Resources
Extension activity: Spam or scam?	10 mins	<p>Activity 4: Break learners into small groups / pairs.</p> <p>Give each group/pair a printed copy of each example email.</p> <p>Ask them to review each email and then decide which email they would trust, and which emails they would not trust.</p> <p>Ask them to provide the reasons behind their decisions.</p>	<p>Learners engage and feel comfortable in sharing their thoughts with the rest of the group.</p> <p>If time is short, this could become a homework activity.</p>	<p>Activity Resource: Extension activity on using emails resource</p>
Recap and Evaluation	10 mins	<p>Activity 6 - Evaluation & Wrap-up</p> <p>Facilitator to summarise the topics covered and address questions that arise.</p> <p>Ask the learners;</p> <ul style="list-style-type: none"> ● How do they feel now about using email? ● What did they enjoy the most from today's session? <p>Ask the learners to complete and return an online / hard copy evaluation form.</p>	<p>Learners all engage and feel more confident in using email for their communications.</p>	<p>Feedback form: if this is the end of your digital skills support, ask your learners to complete the digital skills assessment progression/feedback survey.</p>