Using email

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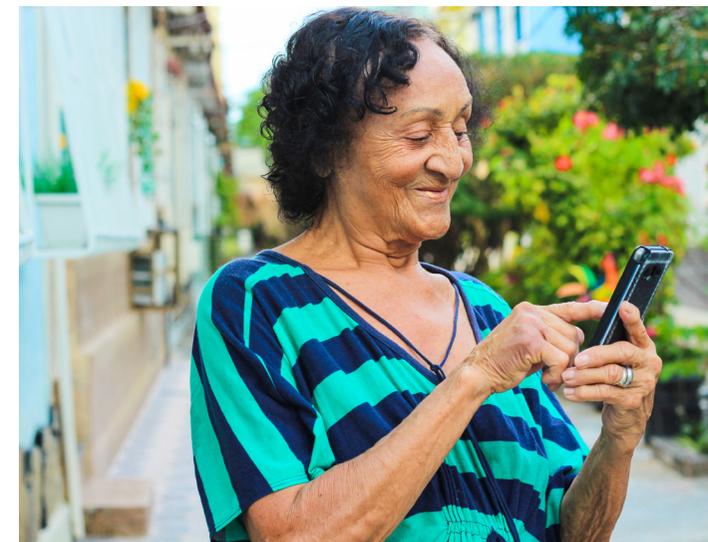
Be Connected
Every Australian online.

Session Overview: This session will provide learners who are new to email the skills to communicate effectively via email. It will cover how to create and send new messages, as well as adding attachments to email. Learners will also learn how to read and reply to emails, as well as spotting spam or scam emails.

Learning Objectives: To become confident using email to communicate, to send and receive an email within this session.

Activities: Learners will be emailing you during the session, so consider creating a new email address specifically for this activity. Also, ensure that each device being used in the session has a photograph saved in the **Photos** folder for learners to use as attachments.
The **Using email : extension activity** can be downloaded as a PDF from the Be Connected website.

Timing: This session should run for 90 minutes, however this is approximate. You can also introduce breaks for learners at any point.

	Timing	Activity	Assessment
Beginning the session	5 minutes	**Starter question:** Have you ever used email before?* *Make a note of who has and who hasn't used email before, as learners will complete different activities based upon their previous experience.*	In this session, learners start by completing the **Be Connected: Using email** course.
Be Connected course	35 minutes	Help learners to access the Be Connected: Using Email course.	Walk around to monitor learner progress. Allow learners to progress through the course at their own pace.

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For learners with an email address: Confidence building activity.	15 minutes	Learners that have existing email accounts should be directed to log in to them and send a message to the course leader.	**Respond to emails from learners with something along these lines:** *Thanks for your message, to prove you've been able to read this message could you REPLY to me, telling me what is in the image attached (and attach any image to this email)* **And then:** *Well done, that's right. Now I know you can read messages and open attachments, but can you send me a new message with an image attached? Some images should be in the Photos folder on your computer.*
For learners without an email address:	25 minutes	Support learners without an email address to set one up, by guiding them to an email service provider and creating an account. Once they have completed this step, they can then complete the confidence building activity (above).	Ensure that you are on hand to support learners if they need it. Walk around and monitor the progress of all learners. For larger groups, consider having learners emailing each other if they are happy to share their email addresses with one another.
Extension activity: Spam or scam?	15 minutes	Ask learners to get into small groups or pairs. Hand each group/pair a copy of each example email. Ask them to decide which email they would trust, and which emails they would not trust. Ask them to provide the reasons behind their decision.	This activity could also be used as a 'homework' activity, if there isn't time in the session.

	Timing	Activity	Assessment
Session review	10 minutes	**Ask the learners:** • What was the easiest part of the session? What was the hardest part of the session? • Have you all managed to send a message to me during this session? • Would you feel confident sending an email to me before the next session telling me how you found it?	This is a chance for learners to reflect upon what they've learnt, and allows you to identify which learners are feeling confident about using email now.

Suggested Next Steps

1 | Practise makes perfect

If learners have their own devices at home, ask them to send another email to you, telling you how they found the session.

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2 | Be Connected courses

Learners might find the **Safe passwords** and the Avoiding scams and tricks module useful.

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3 | Learner resources

Encourage learners to take the Extension Activity home with them if they don't complete it during the session.