Title:	Email Skills for Funeral Celebrants
Level:	2
Credit value:	3
GLH	20
Unique Reference Number:	H/618/5592
Aim:	The aim of this unit is to provide learners with knowledge of the email skills required for sending and receiving emails appropriately as a funeral celebrant.
Assessment	Assessment of this unit is internally set and internally assessed.

Learning outcomes
The learner will:

1. Be able to construct appropriate emails and send them with document attachments, or hyperlinks to clients, funeral directors and other stakeholders.

Delivery content:

The aim of this learning outcome is to provide learners with knowledge and skills to create and send appropriate emails with attachments or hyperlinks to stakeholders.

The learner will be able to:

1.1 Create and format email messages including attachments or links to documents.

1.2 Use appropriate email etiquette, tone, content, writing style and sensitivity in emails to clients when arranging an initial meeting.

1.3 Use appropriate email etiquette, tone, content, writing style and sensitivity in when sending a draft of the funeral ceremony script to a client by email.

1.4 Describe when carbon copy (CC) might be used in sending emails to clients.

1.5 Explain the elements for a suitable **email signature** for a funeral celebrant.

2. Be able to manage incoming e-mail and document attachments effectively.

Delivery content:

The aim of this learning outcome is to provide learners with the knowledge and skills to to store and organise emails for future reference and be able to use an automatic response notification when out of office.

The learner will be able to:

2.1 Describe how to organise, store and archive e-mail messages so they can be referred to in future. 2.2 Describe how to use the 'out of office' function.
3. Be able to troubleshoot email problems.
Delivery content: The aim of this learning outcome is to provide learners with the knowledge to be able to resolve issues with incoming and outgoing emails. The learner will know how to: 3.1 Explain how to resolve **issues with outgoing emails** 3.2 Explain how to resolve issues **with incoming emails**.

Scope of Training The Scope of Training identifies areas that must be covered during the delivery of this unit. This is the minimum that is expected but tutors are expected to include other areas, knowledge of which will benefit their learners, based on location, types of work available and from the tutors own professional experience.	
Requirements	
Email signature	Including but not limited to: • Name • Title • Contact details
Issues with outgoing emails	Including but not limited to: • Fails to reach recipient • Received but missing attachment • Format cannot be read
Issues with incoming emails	Including but not limited to: • Email not received • Attachment is missing • Format cannot be read