

# Fantasy Saddle Club

## POLICY AND PROCEDURES

### Email Use



*We invite you to use this manual as part of your business policies and procedures but please contact [OnlineHorseCollege.com](http://OnlineHorseCollege.com) to obtain written permission to do so.*

Fantasy Saddle Club, [www.OnlineHorseCollege.com](http://www.OnlineHorseCollege.com)

# Email Use Policy

## Definitions

**Members** – Members of Fantasy Saddle Club (FSC) are students of Online Horse College (OHC). During their study at OHC, many of the assessments are conducted in the simulated work environment of FSC

**Email** – means an electronic message sent by a Member to any email address associated with Online Horse College or Fantasy Saddle Club

## Purpose of this Policy

- Emails are the principal form of communication between Members and Online Horse College (OHC).
- Emails relating to the study for OHC courses are principally distributed from OHC to Members.
- Members reply to these emails and also send other emails about their study and related subjects to OHC
- Notwithstanding the privacy of email messages, it must not be forgotten that Members communicate in other forms, such as on OHC website, by SMS messages, and orally on the telephone or in person.
- Whilst this policy is intended primarily to regulate the content of communications in email messages, the propriety or otherwise of other communications should also be determined with reference to this policy.

## Scope

This policy applies to all members of FSC and students of OHC. Staff of OHC will follow the OHC Email Use Policy

## Policy Statement

- Care needs to be taken with the content of emails and the use of personal information.
- Email creates a permanent record.
- Emails may be required to be produced in court proceedings.
- All results and reassessments should be sent to Teacher@OnlineHorseCollege.com
- You will be given a tutor for your course and any queries can go direct to them. If you have a question about an online quiz, please supply
  - o quiz number
  - o question
  - o your answer that was marked incorrectly
- Add the following emails to your safe sender list
  - o Glenys@OnlineHorseCollege.com (Glenys)
  - o Teacher@OnlineHorseCollege.com (Kylie, Kate & Carolyn)
  - o Assessments@OnlineHorseCollege.com (Kate)
  - o Students@OnlineHorseCollege.com (Becky)
- Check junk box and spam regularly for messages that may be safe. If they are from a safe sender, then move them to your inbox and place them on the safe senders list
- Only use one email address for your course. You may need to create one especially for your study.
- Please advise as soon as possible if you have to change your email.
- Keep copies of all emails sent and received until after you graduation. It is preferable to store all results in a separate folder.

## Types of Email

You may be able to identify some email as

### **Urgent**

This is usually marked as part of the subject line URGENT in capital letters

*Action: Open immediately*

### **Confidential**

This usually contains the word 'Confidential' in the subject line

*Action: Open in private*

### **Personal**

This usually contains the word 'Personal' in the subject line

*Action: Forward to your personal email. Also tell the sender that, by law, your employer can monitor your work account*

**Suspicious**

This could be from an unknown sender and be about a subject you have no interest in or persons you do not know

*Action: Ignore and don't ope*

**Potentially Dangerous**

Emails that are potentially dangerous could be from some-one you know and contain a link for you to look at. The following common file name extensions might indicate that a file is dangerous .exe (program), .com (MS-DOS program), .pif (shortcut to MS-DOS program), .bat (batch file), .scr (screen saver file)

*Action: Move file to spam folder. If you know the sender, let them know*

**Spam**

This is usually mail that you do not want to receive. However, you should check your spam/junk folder regularly in case an important email is in there.

*Action: Move important emails to inbox, ignore others*

**Returned Email**

This is an email that you have sent which has been returned to you. You may be able to identify the reason for the return (over quota, not known)

*Action: Check email address, check size of attachment/s, resend with smaller or individual attachments, if necessary phone addressee to advise*

**Sending Emails**

- Make sure the intended meaning is clear
- Check that the email has been completed before it is sent
- Be happy that the content of the email is easily read with correct grammar and punctuation. Sentences should commence with a capital letter and have a full stop at the end.
- Check spelling is correct and use spell check if necessary
- Check that the address of the person you are sending it to is correct
- Remember Netiquette (Etiquette of cyberspace)

**Emails That Discriminate**

Any email content that discriminates against any protected classification including age, race, color, religion, sex, national origin, disability, or genetic information is prohibited. It is the policy at FSC to also recognize sexual preference and weight as qualifying for discrimination protection. Any employee who sends email that violates this policy will be dealt with according to the harassment policy.

These emails are prohibited at FSC. Sending or forwarding non-professional emails will result be recorded on student records and may affect assessment results.

## Other Important Information

When you are employed within the horse industry, it is important that you understand the following

### **Business Owns Employee Email**

Keep in mind that when you are working for a business, the business owns any communication sent via email or that is stored on company equipment. Management and other authorized staff have the right to access any material in your email or on your computer at any time.

Please do not consider your electronic communication, storage or access to be private if it is created or stored on work systems.

### **Email Usage at Business**

Email use within a business is also to be used for your employer business only. Confidential information must not be shared outside of the business, without authorization, at any time. You are also not to conduct personal business using the business computer or email.

Please keep this in mind, also, as you consider forwarding non-business emails to associates, family or friends. Businesses often view non-business related emails as a waste of time and attention.

Viewing pornography, or sending pornographic jokes or stories via email, could be considered sexual harassment and could be addressed according to their sexual harassment policy.

### **Netiquette**

When you are in cyberspace, the language of etiquette is called netiquette. Here are a few pointers to keep your emails on the right track

- People are human and can make mistakes. It is not your job to correct everyone's email mistakes
- Have the same standards of behavior online as in real life
- Know where you are in cyberspace and use each space appropriately
- Respect other people's time and bandwidth.
- Respect people's privacy
- Don't put anything in an email that you don't want forwarded