

MODULE 12: TELECOMMUNICATION TOOLS

CODE: 960 122 Duration: 30 hours

A. Transmit information by:

- courier • e-mail • fax or fax modem

Inclusion of all elements of the message

Inclusion of attachments with appropriate messages

Careful selection of addressees

Observance of procedure for sending information

Processing of messages

B. Receive information by:

- courier • e-mail • fax or fax modem

Observance of procedure for receiving information

Complete retrieval of attachments

Appropriate management of information

C. Search for information:

- in an internal network
- in an external network

Use of appropriate search engine

Correct search criteria

Selection of relevant documents

Observance of the procedure for downloading files

Appropriate management of information