Lesson Plan 2 Emails

Lesson Objectives	Participants will learn the basics of using emails, including understanding what emails are, why they are essential, and practising sending and replying to emails while emphasising safety measures against scams.
Materials	Participants' smartphones or tablets Whiteboard/flip chart and markers Email App

Lesson 1: Introduction to Emails

Introduction	Briefly explain what emails are and why they are important for communication. Highlight the benefits of emails in staying connected, receiving important information, and sharing photos and memories.
Exercise 1: Understanding email safety	Ask: are emails safe to send and receive? (Yes/No) Discuss safety measures: watching for scams, using strong passwords, avoiding sharing sensitive information, and checking the sender.
Exercise 2: Finding email app and	Instruct learners to find their email app on their devices.

| Identifying email provider | Ask: Who is your email provider? (For example, Gmail/Outlook) ask them to circle the answer on their worksheet |
| | Participants write down their email addresses for reference. |

Lesson 2: How to Send and Reply to Emails

Introduction	Demonstrate the steps to send and reply to emails, emphasising the importance of clarity in emails
Exercise 1: Composing and sending an email	Open the email app, compose a new email, fill in the recipient's email, add a subject, type the message, and send. Participants practise by sending an email copied from the workbook to the tutor's provided email address.
Exercise 2: Replying to an email and attaching a photo	Explain the steps to reply to an email and attach a photo. Participants practise by replying to the tutor's email (provided in the module) and attaching a photo of the energy bill.

Lesson 3: Understanding Scam Emails

Introduction	Explain what a phishing email is. Have they received emails like this? Ask what they do with them? How confident are they at identifying a scam email?
Exercise 1: Analysing a scam email	Participants read the example scam email in their workbook Ask specific questions: What action is the email wanting the receiver to take? Is this a fake email? How are the scammers creating fear and a sense of urgency?
Exercise 2: Safe email practices	Discuss safe email practices, including checking sender details (show them how to do this), not sharing personal info, thinking twice before clicking, and asking for help. Show them how to block email addresses (we cover this again in the Online safety module)

Closure Recap key points learned and encourage exploration and practice

1. Is it safe to click on links in emails from unknown senders? (No)
2. What should you do if an email seems too good to be true or makes you feel worried or rushed? (Take your time, double-check with someone you trust)
3. How can you tell if an email is a phishing email? (An email pretending to be a company trying to get personal information from you)

Reflection notes for next time

Consider what went well and how long each exercise took. Would you add anything next time or take anything out? What questions did you receive? How confident are you that they have learnt the subject? Do they need more practice?