

Unit Title: Using Email
Unit Level: Level 1
Unit Credit Value: 2
GLH: 15
LASER Unit Code: CAI942
Ofqual Unit Code: J/502/4299

This unit has 2 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Use e-mail software tools and techniques to compose and send messages.	1.1	Use software tools to compose and format e-mail messages.
		1.2	Attach files to e-mail messages.
		1.3	Send e-mail messages
		1.4	Identify how to stay safe and respect others when using e-mail.
		1.5	Use an address book to store and retrieve contact information.
2.	Manage incoming email effectively.	2.1	Follow guidelines and procedures for using e-mail.
		2.2	Identify when and how to respond to e-mail messages.
		2.3	Read and respond to e-mail messages appropriately.
		2.4	Identify what messages to delete and when to do so.
		2.5	Organise and store e-mail messages.
		2.6	Respond appropriately to common e-mail problems.

Assessment Guidance:

See IT User Assessment Strategy available from www.e-skills.com

Additional Information:

NA