

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:

NA

Additional Information:

NA