

**Unit Title:** Using Email  
**Unit Level:** Level 2  
**Unit Credit Value:** 3  
**GLH:** 20  
**LASER Unit Code:** CAI974  
**Ofqual Unit Code:** M/502/4300

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	Select and use software tools to compose and format e-mail messages, including attachments.
		1.2	Determine the message size and how it can be reduced.
		1.3	Send e-mail messages to individuals and groups.
		1.4	Describe how to stay safe and respect others when using e-mail.
		1.5	Use an address book to organise contact information.
2.	Manage incoming e-mail effectively.	2.1	Follow guidelines and procedures for using e-mail.
		2.2	Read and respond to e-mail messages appropriately.
		2.3	Use email software tools and techniques to automate responses.
		2.4	Describe how to archive e-mail messages, including attachments.
		2.5	Organise, store and archive e-mail messages effectively.
		2.6	Respond appropriately to e-mail problems.

**Assessment Guidance:**

NA

**Additional Information:**

NA