

Unit Title: Using Email
Unit Level: Level 3
Unit Credit Value: 3
GLH: 20
LASER Unit Code: CAI995
Ofqual Unit Code: T/502/4301

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	Explain methods to improve message transmission.
		1.3	Send e-mail messages to individuals and groups.
		1.4	Explain why and how to stay safe and respect others when using e-mail.
		1.5	Use an address book to manage contact information.
2.	Use e-mail software tools and techniques to compose and send messages.	2.1	Select and use software tools to compose and format e-mail messages, including attachments.
		2.2	Explain methods to improve message transmission.
		2.3	Send e-mail messages to individuals and groups.
		2.4	Explain why and how to stay safe and respect others when using e-mail.
		2.5	Organise, store and archive e-mail messages effectively.
		2.6	Customise e-mail software to make it easier to use.
		2.7	Explain how to minimise e-mail problems.
		2.8	Respond appropriately to email problems.

Assessment Guidance:

NA

Additional Information:

NA