

Unit Title: Using Email
Unit Level: Level 1
Unit Credit Value: 2
GLH: 18
LASER Unit Code: WJC769
Ofqual Unit Code: Y/506/0367

This unit has 2 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Understand e-mail.	1.1	Outline the structure of e-mail messages.
		1.2	Identify routine problems with e-mail and where and when to seek advice.
		1.3	Identify common types of malicious software which can affect the use of e-mail.
		1.4	State how to keep risks from malicious software to a minimum.
		1.5	Identify the general conventions, laws and guidelines that affect the use of e-mail.
2.	Be able to use e-mail.	2.1	Create, format and send e-mails.
		2.2	Reply to e-mails received.
		2.3	Attach files to e-mails and send.
		2.4	Save and file e-mails.
		2.5	Save and file attachments to e-mails received, separately from the e-mails.
		2.6	Follow the relevant general conventions, laws and guidelines when using e-mail.
		2.7	Maintain an e-mail address book.

Assessment Guidance:

NA

Additional Information:

NA