

**Unit Title:** Using Email  
**Unit Level:** Entry 3  
**Unit Credit Value:** 1  
**GLH:** 10  
**LASER Unit Code:** WJH324  
**Ofqual Unit Code:** D/650/9161

This unit has 3 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Be able to use email software tools to write and send messages.	1.1	Use software tools to write email messages.
		1.2	Attach a file to an email message.
		1.3	Send and receive email messages using appropriate tools.
		1.4	Identify how to stay safe and respect others when using email.
2.	Manage incoming email.	2.1	Follow guidelines and procedures for using email.
		2.2	Identify when to respond to email messages.
		2.3	Read and respond to email messages.
		2.4	Store received email messages appropriately for future use.
3.	Respond to common problems when using email.	3.1	Resolve common basic email problems.
		3.2	Identify where to get expert advice to solve a problem.

<b>Assessment Guidance:</b>
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NA
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<b>Additional Information:</b>
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