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| **Learner Name:** |  | **Assessor:** | |  |
| **Centre Name:** |  | **Internal Verifier (if applicable):** | |  |
| **BCS ID / ULN:** |  |  | |  |
| **Unit Information Summary** | | | | |
| **Approximate Guided Learning Hours: 20** | | | **Unit Number: M/502/4300** | |
| **QCF Credit Value: 3** | | | **Learning Outcomes (Number): 2** | |
| **Examples of Context:**   * Adding a signature to emails. * Changing settings to deal with junk mail effectively. | | | **Learning Materials Available:**  None for this unit | |
| **Suggested Assessment Methods:**  All ITQ units may be assessed using any method or combination of methods which clearly demonstrates that the learning outcomes and assessment criteria have been fully met   * Scenario * Coursework * Portfolio of Evidence – classroom or work-based * Practical Demonstration * Assignment * Task-based Controlled Assessment * Professional Discussion * Observation * Witness Statement | | |

| **Ofqual Learning Outcome** | | **Assessment Criteria** | **Examples of Content**  *The examples given are indicative of the learning content at each level and are not intended to form a prescriptive list for the purpose of assessment* | **Evidence Location** |
| --- | --- | --- | --- | --- |
| **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 | *Compose and format e-mail: Format text (font, size, colour); format paragraphs (alignment, bullets, numbered list), spell check, priority; format (rtf, plain text, html), draft, signature, page set up, backgrounds, sound, movie, hyperlink, work on- and offline* |  |
| 1.2 | Determine the message size and how it can be reduced | *Message size: Managing attachments; mailbox restrictions; methods to reduce size* |  |
| 1.3 | Send e-mail messages to individuals and groups | *Send e-mail: To, from, cc, bcc, subject; Reply, reply all, forward, distribution list, reply with history; options, set message flags for priority, confidentiality, response request, vote.* |  |
| 1.4 | Describe how to stay safe and respect others when using e-mail | *Staying safe: Avoid inappropriate disclosure of personal information, avoid misuse of images, use appropriate language, respect confidentiality, use copy lists with discrimination* |  |
| 1.5 | Use an address book to organise contact information | *Address book: Add, edit, delete contact entries; contacts list, distribution list, sort, display selected fields* |  |
| **2 Manage incoming e-mail effectively** | 2.1 | Follow guidelines and procedures for using e-mail | *Guidelines and procedures: Set by employer or organisation, security, copyright; netiquette; password protection* |  |
| 2.2 | Read and respond to e-mail messages appropriately | *E-mail responses: Decide on priorities, gather information needed to respond, decide when and who to copy in, what to do about attachments* |  |
| 2.3 | Use email software tools and techniques to automate responses | *Automate responses: Rules, automatic replies, changing settings to deal with junk mail, out of office* |  |
| 2.4 | Describe how to archive e-mail messages, including attachments |  |  |
| 2.5 | Organise, store and archive e-mail messages effectively | *Organise and store e-mail: Folders, subfolders, delete unwanted messages, backup, address lists, move after sending, rules, archive folders; attachments, file compression* |  |
| 2.6 | Respond appropriately to e-mail problems | *Email problems: Due to message size or number of attachments, messages from unknown users (SPAM, junk, chain-mails, ‘phishing’), viruses, messages intended to cause problems; mailbox full* |  |

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| **Assessment Report** | | | | |
| **Assessor feedback / comments** (continue on additional sheet / assessment report if necessary) | | | | |
| **Internal Verifier actions / comments / feedback** | | | | |
| **Assessor signature:** |  | **Assessment date:** |  | **Reason for IV:**  **New Assessor**  **Random Sample**  **New Unit/Qualification**  **Other** |
| **IV signature:** |  | **IV date:** |  |