

Open Awards Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Sending and Receiving Emails
Unit Reference Number:	Y/615/5859
Level:	Entry 2
Credit Value:	2
Minimum GLH:	20

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to use email software tools to send and receive email messages	1.1 Compose an email message
	1.2 Send an email message to an identified contact
	1.3 Open a received email message
	1.4 Respond to a received email message
	1.4 Identify when to respond to an email message
	1.5 Identify when not to respond to an email message