

# Open Awards Qualification Unit



This unit forms part of a regulated qualification.

## 1 Unit Details

Unit Title:	Using Email
Unit Reference Number:	L/615/8676
Level:	Level 1
Credit Value:	3
Minimum GLH:	20

## 2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Use e-mail software tools and techniques to compose and send messages	1.1 Use software tools to compose and format e-mail messages
	1.2 Attach a file and an image to an e-mail message
	1.3 Embed an image into the body of an email
	1.3 Send an e-mail message
	1.4 State the purpose of the following a) Carbon Copy (Cc) b) Blind Carbon Copy (Bcc)
	1.5 Identify how to stay safe and respect others when using e-mail
2 Manage mail effectively	1.6 Use an electronic address book to store and retrieve contact information.
	2.1 Demonstrate how to delete multiple emails at once
	2.2 Set up a signature
	2.3 Set an out of office email message
	2.4 Demonstrate how to make something as 'junk'
	2.5 Organise and store e-mail messages

**3 Know about different email types**

**3.1 Identify the following email types:**

- a) Scam emails
- b) Legitimate emails
- c) Automated email messages

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**3.2 State types of information which should not be sent via email**