Open Awards Qualification Unit

This unit forms part of a regulated qualification. Click here to view qualifications.

1 Unit Details

Unit Title:	Using Email
Unit Reference Number:	L/615/9844
Level:	Level 2
Credit Value:	3
Minimum GLH:	20

2 Learning Outcomes and Criteria

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Know about different email providers and their functions	1.1 Compare a minimum of 2 email provider options to include: a) User interface b) Set-up process c) Additional features
	1.2 For each provider, compare functionality of the available apps
	1.3 Describe the use of emails for the following uses: a) Personal use b) Professional use
2. Use e-mail software tools and techniques to compose and send messages	2.1 Send e-mail messages to an individual and a groups using both: a) Carbon Copy (Cc) b) Blind Carbon Cope (Bcc).
	2.2 Use an e-address book to organise contact information
	2.3 Send an email to include: a) An attachment b) Embedded image c) Personalised signature

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	2.4	Demonstrate a minimum of 3 function of a calendar function attached to an email account
	2.5	Demonstrate how to determine a message size and a way to reduce it
	2.6	Describe a minimum of 2 other ways to transfer files securely
3. Manage incoming e-mail effectively	3.1	Read and respond to e-mail messages
	3.2	Use e-mail software tools and techniques to automate a response
	3.3	Demonstrate how to archive e-mail messages to include attachments
	3.4	Organise, store and archive e-mail messages
	3.5	Respond appropriately to e-mail problems
4 Know about using emails safely	4.1	Describe what is meant by phishing
	4.2	Describe a minimum of 2 other ways to transfer files securely
	4.3	Assess types of information not suitable for sending via email
	4.4	Demonstrate how to secure a file being sent via email

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