

Open Awards

Qualification Unit



This unit forms part of a regulated qualification.

1 Unit Details

Unit Title:	Intermediate Email Skills
Unit Reference Number:	Y/618/2933
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 create and send a structured email	1.1 Select and open the new email function
	1.2 Select a contact
	1.3 Use an appropriate greeting
	1.4 Ask a question or make a comment
	1.5 Use an appropriate farewell
	1.6 Send an email
2. Be able to manage the inbox	2.1 Use the inbox functions
	2.2 Delete emails
	2.3 Print emails