

**Unit Title:** Use digital technologies to send and reply to emails

OCR unit number: 6  
 Level: Entry Level 3  
 Guided learning hours: 10  
 Unit reference number: J/507/2756

## Unit aim and purpose

Emails are now one of the most common ways to send messages or information. For any company to do well, people need to be able to communicate, so it is important that you can work with emails. You will be able to complete this unit using software on different digital devices such as PCs, laptops, tablets etc. This unit will help you prepare for employment in a role that requires working with emails. You will learn how to send and respond to emails, set up contacts and attach files..

Learning Outcomes The Learner will:	Assessment Criteria The Learner can:	Teaching Content
1. Be able to create email contacts	1.1. create contacts with email addresses  1.2. edit contacts	<ul style="list-style-type: none"> <li>• Create contacts with email addresses:                             <ul style="list-style-type: none"> <li>- create new contact(s)</li> <li>- enter information into fields (eg name, company, job title, email address, phone number).</li> </ul> </li> <li>• Edit contacts:                             <ul style="list-style-type: none"> <li>- delete information</li> <li>- edit information</li> </ul> </li> </ul>
2. Be able to create emails to complete structured tasks	2.1 create emails using email addresses  2.2 create emails using contacts	<ul style="list-style-type: none"> <li>• Create emails using email addresses:                             <ul style="list-style-type: none"> <li>- enter email address(es) with @ symbol (accurate to avoid bounce back messages)</li> <li>- use cc</li> <li>- enter subject line</li> <li>- enter email content</li> </ul> </li> <li>• Create emails using contacts:                             <ul style="list-style-type: none"> <li>- select contacts</li> </ul> </li> </ul>
3. Be able to respond to emails	3.1 reply to/forward emails  3.2 attach files to emails	<ul style="list-style-type: none"> <li>• Reply to/forward emails:                             <ul style="list-style-type: none"> <li>- reply, reply to all, forward</li> <li>- add information</li> <li>- include/do not include attachments</li> </ul> </li> <li>• Attach files to emails:                             <ul style="list-style-type: none"> <li>- select files to attach</li> </ul> </li> </ul>

<b>Learning Outcomes The Learner will:</b>	<b>Assessment Criteria The Learner can:</b>	<b>Teaching Content</b>
4. Be able to organise emails	4.1 retrieve emails using sorting criteria  4.2 delete/retrieve deleted emails	<ul style="list-style-type: none"> <li>• Retrieve emails using sorting criteria: <ul style="list-style-type: none"> <li>- sort criteria (e.g. to, from, date, attachment)</li> </ul> </li> <li>• Delete/retrieve deleted emails: <ul style="list-style-type: none"> <li>- deleted items folder</li> </ul> </li> </ul>

## Delivery guidance

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You could deliver the teaching for Entry Level 3 and Level 1 units at the same time. To help you we have underlined text in the Level 1 unit to identify the increased breadth and depth of teaching.

### **Be able to create email contacts**

Learners should be taught the importance of setting up contacts and understanding when this action is needed instead of simply typing the email address every time you need to send an email. Learners should be encouraged to look at different types of devices and technology available and understand that contact lists can be presented in a variety of different ways. They should be able to create a contact and include basic field names such as email address and phone number. As well as creating contacts learners will be expected to go back and edit information such as adding a second email address or adding additional information

### **Be able to create emails to complete structured tasks**

Learners should be taught the importance of how to create emails from scratch. Learners need to be able to practice both typing an individual email address in and selecting stored contacts from the list created above. Learners need to be taught about the need for accuracy when typing in an email address as it can make a difference between the email getting through to the intended recipient or bouncing back. They need to know the importance of writing simple subject lines that are relevant to the content of the unit, that are easily understood by the recipient and could be sorted in an effective manner so the email could be found again if it was needed in the future.

### **Be able to respond to emails**

Learners need to be taught how to reply to and forward emails and the difference between the two approaches – i.e. when an email is forwarded any attached files are sent with it which does not happen when emails are replied to. Learners need to be able to send multiple messages to people using cc. They must also be able to attach given documents to emails. It would be useful if learners could be given lots of opportunities to practice these skills in real scenarios to build their confidence as they will be using email on a regular basis in the workplace.

### **Be able to organise emails**

It is likely that learners will have a number of emails in their inbox that need sorting. They must be given the opportunity to practice sorting by different criteria such as received by and date in order to locate an email. At other times there will be the need to delete emails or retrieve emails that have been deleted in error. Learners need to know how to retrieve these emails from the deleted folder.