

**Unit Title:** Communicating Information Using ICT

OCR unit number: 3

Level: Entry 3

Credit value: 3

Guided learning hours: 15

Unit reference number: H/502/1197

<b>Learning Outcomes</b>	<b>Assessment Criteria</b>
<b>The Learner will:</b>	<b>The Learner can:</b>
1 Follow recommended safe practices	1.1 Use equipment safely, e.g. arrange hardware, cables, adjust seating, lighting, avoid hazards, take breaks
2 Access email application	2.1 Keep information secure, e.g. password, PIN, keep copies safe 2.2 Open mailbox 2.3 Use input devices, e.g. keyboard, mouse
3 Create and send an email message	3.1 Create an email message 3.2 Enter an email address 3.3 Enter an appropriate subject 3.4 Enter text in the message area 3.5 Check meaning, accuracy and suitability of the email 3.6 Send an email 3.7 Print an email
4 Receive and read email messages	4.1 Open an email that has been received 4.2 Read the email 4.3 Print the email
5 Reply to an email	5.1 Prepare a reply to the received email 5.2 Use the reply facility 5.3 Enter text in the message area 5.4 Check meaning, accuracy and suitability of the email 5.5 Send the email 5.6 Print the email
6 Delete an email	6.1 Find the received email 6.2 Delete an email

## Unit purpose and aim

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Candidates will be able to send, receive and reply to emails.

## Assessment requirements

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In order to achieve this centre-assessed and OCR-moderated unit, candidates must:

- a) access an email application and open a mailbox
- b) create an email and insert an accurate email address and subject; enter about 15 words, check accuracy and send the email; print the email that was sent
- c) receive an email, open the email, read the email and print a copy
- d) prepare a reply to the received email; use the reply facility, enter some words, check accuracy and send the email; print a copy of the email
- e) delete the received email.

## Unit 3: Model assignment template and guidance

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### Model assignment template

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The template has been designed to cover all of the assessment criteria and assessment requirements of this unit. The word version can be downloaded from the support materials section of the qualification [webpage](#). It should be edited to apply appropriate context for the candidates and used to design practice material and assessment assignments.

The context should be adapted so that the form of messages matches the interests and needs of the candidates. To contextualise the assignment template, only update the sections that appear in brackets; this ensures that all the assessment criteria and assessment requirements are still covered.

If you modify the model assignment template, in any other way, it is up to you to ensure that all assessment criteria and assessment requirements can still be met.

## OCR ENTRY LEVEL AWARD IN USING ICT (ENTRY 3) UNIT 3: COMMUNICATING INFORMATION USING ICT TEMPLATE FOR MODEL ASSIGNMENT

### CANDIDATE TASK SHEET

You need to show that you can use email to create, receive, reply to and delete messages.

#### Task 1

- Open** the software for your email account.
- Accurately enter the **password** to access your messages.

#### Task 2

- Decide to whom you wish to send an email and find their **email address**.
- Enter** the **address** or select it from your email address book. Check it is correct.
- Prepare your message – decide the words you want to include.
- Enter** a few words as the **subject** to identify the message.
- Enter** about **15 words** in the message area about (*identify the topic*).
- Enter your **name** at the end of the message.
- Check the **accuracy** of your message.
- Send** the email.
- Print** the email from (*identify the location*).

#### Task 3

- Open** one of the emails that you have received in (*identify the location*).
- Open** the email.
- Read** the email.
- Print** the email from (*identify the location*).
- If your name does not appear on this email, write your name on the printout.

#### Task 4

- Prepare your reply to the email opened in Task 3 – decide the words you will enter.
- Use the **Reply** facility.
- Enter about 15 words and check the accuracy of your message.
- Enter your **name** at the end of the message.
- Send** the message and then **print** the reply email from (*identify the location*).

#### Task 5

- Delete** the email you received in Task 3.
- Show** the tutor that the message received in Task 3 has been deleted.

Check that you have done everything required.

Hand your three printouts, with this sheet, to your tutor so they can be assessed.

## Tutor notes for model assignment

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The tasks in this model assignment have been designed to meet all the assessment criteria in this unit. The examples used in the Assessment Criteria are for guidance only. More up-to-date options can be used, providing they enable the candidate to meet the assessment criteria e.g. mobile devices.

The template should be used to produce candidate assignments and to design practice material. The context may be adapted so that the candidates' emails match their interests and needs. There is no requirement for all candidates to follow identical tasks for assessment. You can use an open-ended question, which can enable the candidate to provide an individual reply, and give assistance as appropriate rather than making it a copy text exercise.

Although all practice assignments can use messages in languages other than English, only English must be used in work submitted for external moderation so that moderators are sure that the content is not unsuitable in any way.

Candidates must have access to software that will enable them to meet all the assessment criteria and assessment requirements, e.g. to send and receive email messages. The use of internal, external or web-based email is acceptable.

There is no limit to the length of time candidates may take to carry out the tasks.

All messages should clearly identify candidates and this may be achieved by candidates typing their names beneath the text in the send and reply messages. In the received message, where the address does not clearly identify the candidates, e.g. *candidate6@...*, then the candidate's name should be written on the received message printout. Printouts should be accompanied by a completed Candidate Evidence Sheet, one for each candidate.

Each candidate should be given a copy of the Candidate Task Sheet. The tick boxes on this sheet may be used by candidates and tutors to ensure that all the assessment criteria have been covered in each of the tasks.

This unit assesses the ICT elements of using email. Where candidates have problems with literacy skills, tutors may assist with the draft before sending. Candidates should be encouraged to check for spelling and grammar if appropriate to the message.

Candidates need to be aware of issues of Health and Safety relating to the use of computers and should follow recommended safe practices at all times. Confirmation that safe practices have been followed should be confirmed on the candidate's Candidate Evidence Sheet.

Candidates should decide in advance what the message is about and the words they want to include in their email message. Tutors may provide the text to be used in the email; however candidates must key in the text themselves. Candidates will need access to suitable email addresses or an appropriate address book. Tutors may give support and guidance to candidates; this may focus on checking that candidates understand what is expected of them and that they are able to access email facilities and have suitable email addresses.

The printouts submitted must be solely the work of the candidates. These should be accompanied by a completed Candidate Evidence Sheet, one for each candidate.

Evidence should only be submitted to the OCR examiner-moderator when the centre assessor is satisfied that all the assessment criteria and assessment requirements have been met. Where gaps in the evidence are identified, tutors may give feedback to the candidates so that they can revise and reprint.

### **Task 1 – Open a mailbox**

This task covers Learning Outcomes 1 and 2.

- Where the email account is not protected, use of a password to log on to the system is acceptable. The tutor should tick the use of a password on the Candidate Evidence Sheet. No other evidence is required
- If no password is used, tutors must create an opportunity for candidates to access a password protected area, e.g. use password to open protected file containing tutor's email address.

### **Task 2 – Create and send an email**

This task covers Learning Outcomes 1 and 3.

Candidates:

- should prepare for this task by deciding to whom they will send an email message, what the subject of the message will be and what text they will include. Tutors should give appropriate support to each candidate in the preparation of text to be sent.
- may type the email address or select an appropriate address from an address book.
- should include the title of their email in the subject box, enter about 15 words in the message area and include their name immediately below the text. The text should be keyed in the message area and **not** be included as an attachment.
- should be encouraged to use a spellchecker to check accuracy where the email application has this facility.
- should send the email and then access their Sent Items folder in order to print the message.

### **Task 3 – Receive an email**

This task covers Learning Outcomes 1 and 4.

Candidates:

- should receive a message into their Inbox. This may be from the tutor, a fellow student, or from an external source and the message does not need to be the same for every candidate.
- should open the email, read the message and print a copy.

Where the email address does not clearly identify the candidate, they should write their name on the printout.

## Task 4 – Reply to an email

This task covers Learning Outcomes 1 and 5.

Candidates:

- should prepare a reply (consisting of about 15 words) to the message they received in **Task 3**. Tutors should give appropriate support to each candidate in the preparation of text to be sent.
- should use the Reply facility and enter about 15 words in their message, with their name immediately below the text. The third printout should show evidence that the reply facility has been used e.g. RE: in the header or copy of the incoming message. The reply should not be started from scratch and should be a "match" to message 2 not a reply to another message that hasn't been included.
- should use a spellchecker to check for accuracy where the email application has this facility.
- should check that the message shows the use of Reply (e.g. *RE:* or similar).
- should then send the message in response to the email received in Task 3.
- should print a copy of their email.

## Task 5 – Delete an email

This task covers Learning Outcomes 1 and 6.

Candidates:

- should select the message they received in Task 3. (Tutors may wish to remind them that they should look in their Inbox and not in their Sent Items folder.)
- should delete the received message.
- should access their Deleted Items folder to show the tutor that the message has been deleted successfully. The tutor should complete the Candidate Evidence Sheet. **A screen print is not required.**

## Evidence requirements

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Evidence will consist of printouts of the three messages and the completed Candidate Evidence Sheet.