

Unit Title:	Using email
OCR unit number:	63
Level:	3
Credit value:	3
Guided learning hours:	20
Unit reference number:	T/502/4301

Unit aim and purpose

This unit aims to develop the knowledge and skills required to use email. Upon completion of this unit, learners will be able to use email to compose and send messages, and to manage use of email software effectively.

Learning Outcomes	Assessment Criteria
The Learner will: 1 Use e-mail software tools and techniques to compose and send messages	The Learner can: 1.1 Select and use software tools to compose and format e-mail messages, including attachments 1.2 Explain methods to improve message transmission 1.3 Send e-mail messages to individuals and groups 1.4 Explain why and how to stay safe and respect others when using e-mail 1.5 Use an address book to manage contact information
2 Manage use of e-mail software effectively	2.1 Develop and communicate guidelines and procedures for using e-mail effectively 2.2 Read and respond appropriately to e-mail messages and attachments 2.3 Use email software tools and techniques to automate responses 2.4 Explain why, how and when to archive messages 2.5 Organise, store and archive e-mail messages effectively 2.6 Customise e-mail software to make it easier to use 2.7 Explain how to minimise e-mail problems 2.8 Respond appropriately to email problems

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website www.ocr.org.uk.