

Unit Title:	Use electronic message systems
OCR unit number	207
Sector unit number	H/601/2476
Level:	2
Credit value:	1
Guided learning hours:	6

Unit purpose and aim

This unit is about organising and updating messages using an electronic message system.

Learning Outcomes	Assessment Criteria	Exemplification
The Learner will: 1. Understand the use of electronic message systems	The Learner can: 1.1 Describe the main types of electronic message systems 1.2 Describe the different features of electronic message systems 1.3 Explain the purpose of keeping an electronic message system up to date 1.4 Describe how to use an electronic message system to check and delete or discard messages 1.5 Explain the purpose of leaving clear messages for others	This learning outcome must be assessed using methods appropriate to the assessment of knowledge and understanding. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria.
2. Be able to use electronic message systems	2.1 Keep a message system up to date 2.2 Check system for messages 2.3 Respond to messages within agreed timescales 2.4 Delete messages when dealt with 2.5 Select the information to be given when taking or leaving messages	Assessment should be planned to maximise the opportunities for the candidate to demonstrate their ability to use electronic message systems.

Assessment

This unit is centre assessed and externally verified. A holistic approach to assessment should be adopted so that one piece of evidence covers more than one learning outcome and several assessment criteria and where appropriate, provides evidence across several units. Your assessor will use a range of assessment methods which may include:

- observation of performance in the work environment
- examination of work products
- questioning the learner
- discussing with the learner
- use of others (witness testimony)
- looking at learner statements
- recognising prior learning

Evidence requirements

A range of evidence should be gathered to cover the Learning Outcomes and Assessment Criteria. Examples may include:

- Annotated procedures for dealing with electronic message system
- Copies of information to be put on the system
- Notes on messages taken from the system
- Copies of messages left for colleagues
- Recordings
- Message book

Guidance on assessment and evidence requirements

Refer to sections on Assessment and Evidence requirements above.

National Occupational Standards (NOS) mapping/signposting

This unit is based on the NOS BAA622 Use electronic message systems.

Functional skills signposting

This section indicates where candidates may have an opportunity to develop their functional skills.

Link to functional skills standards <http://www.qcda.gov.uk/15565.aspx>

Functional Skills Standards					
English		Mathematics		ICT	
Speaking and Listening	✓	Representing		Use ICT systems	✓
Reading	✓	Analysing		Find and select information	✓
Writing	✓	Interpreting		Develop, present and communicate information	✓

Resources

Access to a working environment with associated equipment and resources

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 .