e-Quals Unit Syllabus

Level 1 Sending and receiving e-mails

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Unit 007 Sending and receiving e-mails

Syllabus Overview

Rationale

The aim of this unit is to provide candidates with a primary level of skills and knowledge to competently *perform a variety of e-mail related tasks* using Information and Communication Technologies (ICT). Candidates develop an understanding of the basics of e-mail and the operating system in everyday usage and the ability to work in a supervised role following clear instructions in a competent manner.

Learning outcomes

There are **five** outcomes to this unit. The candidate will be able to:

- Access e-mail
- Input and send e-mail messages
- Read and action e-mail messages
- File e-mail messages
- Manage an address book

Guided learning hours

It is recommended that 30 hours should be allocated for this unit. This may be on a full time or part time basis.

Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications

IT Users N/SVQ (iTQ) Level 1

Outcome	Unit	
1, 2, 3	101	Make selective use of IT 1
1, 2, 3	102	Operate a computer 1
1, 2, 3, 4, 5	106	Internet and Intranets 1
1, 2, 3	107	Email 1
1, 2, 3, 4, 5	117	Use IT systems 1
1, 2, 3	118	Use IT to exchange information 1

Key Skills

This unit contributes towards the Key Skills in the following areas

Communication	
IT	
Working with others	
Working with others	
Problem solving	PS 1.1
Improving own learning	

Assessment and grading

Assessment will be by means of a **set assignment** covering both practical activities and underpinning knowledge.

Unit 007 Sending and receiving e-mails

Outcome 1 Access e-mail

Practical activities
The candidate will be able to:

1 choose an e-mail program other than a pre-installed application

2 open an e-mail application

3 dial up a connection/make a connection for e-mail communication

4 choose and obtain an e-mail address

5 shut down an e-mail application.

Underpinning knowledge
The candidate will be able to:

1 describe in simple terms the hardware and software required to make appropriate use of services available via e-mail

2 describe the difference between system based e-mail and web based e-mail

3 describe what factors determine efficiency when sending and receiving e-mail messages

4 identify the elements of an e-mail address

5 describe e-mail as an electronic mail box

6 describe the advantages and disadvantages of using e-mail compared to other conventional methods of communication

7 describe how computers use protocols to move e-mails around

8 identify different on-line service providers (OSP) of web based e-mail.

Unit 007 Sending and receiving e-mails

Outcome 2 Input and send e-mail messages

Practical activities
The candidate will be able to:

1 input e-mail messages and observe Internet 'netiquette'
2 spell-check e-mail messages
3 save e-mail messages
4 send e-mail messages
5 attach files to e-mail messages
6 attach a signature to e-mail messages
7 attach stationery to e-mail messages
8 use templates and default layouts
9 send copies of e-mail messages to multiple recipients
10 input e-mail messages and file them for later transmission
11 print e-mail messages.

Underpinning knowledge
The candidate will be able to:

1 describe the various features that are available ie
  a to/from
  b CC (carbon copy)
  c BCC (blind carbon copy)
  d subject
  e font, style, size
  f inserting pictures
  g alignment
  h stationery
  i numbered/bulleted list
2 identify security issues surrounding e-mails eg
  a encrypting messages
  b digital signatures
  c viruses
3 explain the benefits of compiling messages off-line
4 explain how directory services can be used to check for e-mail addresses
5 explain how hyperlinks can be inserted in a message
6 explain general 'netiquette' terms and usage.

Unit 007 Sending and receiving e-mails

Outcome 3 Read and action e-mail messages

Practical activities

The candidate will be able to:

1 open and read e-mail messages

2 view file attachments

3 save attachment files

4 print attached files

5 view message details

6 download files

7 forward e-mail messages to one recipient

8 forward e-mail messages to multiple recipients

9 delete e-mail messages

10 block messages from particular senders

11 edit received messages

12 use automated reply methods to respond to e-mail messages

13 save messages.

Underpinning knowledge

The candidate will be able to:

1 describe the various actions that can be undertaken when a message is received

2 identify that there is more than one type of view to read messages

3 identify the implications connected to downloading files

4 describe the precautions required when processing attachments

5 describe potential problems associated with using automated reply methods where groups of recipients are concerned.

Unit 007 Sending and receiving e-mails

Outcome 4 File e-mail messages

Practical activities

The candidate will be able to:

1 create folders to store e-mail messages

2 add, delete or switch folders

3 move or copy messages to other folders

4 retrieve e-mails from an e-mail filing system

5 store messages on a mail server

6 delete messages from an e-mail file system.

Underpinning knowledge

The candidate will be able to:

1 explain that messages can become unmanageable if not sorted

2 describe systematic storage of messages

3 describe the management of several accounts.

4 describe the issues concerned with storing too many e-mail messages.

Unit 007 Sending and receiving e-mails

Outcome 5 Manage an address book

Practical activities

The candidate will be able to:

1 access an address book

2 add addresses

3 create e-mail groups

4 delete and edit addresses

5 search an address book to retrieve the addresses or group of addresses for e-mails

6 create aliases.

Underpinning knowledge

The candidate will be able to:

1 identify when an address book would be used

2 identify the use of e-mail aliases

3 describe how to organise an address book

4 state the benefits of using groups.

Unit record sheet

Use this form to track your progress through this unit.

Tick the boxes when you have covered each outcome. When they are all ticked, you are ready to be assessed.

Outcome	✓	Date
1 **Access e-mail**	☐	
2 **Input and send e-mail messages**	☐	
3 **Read and action e-mail messages**	☐	
4 **File e-mail messages**	☐	
5 **Manage an address book**	☐	

Candidate Signature ---------- **Date** ----------

City & Guilds Registration Number ----------

Quality nominee (if sampled) ---------- **Date** ----------

Assessor Signature ---------- **Date** ----------

External Verifier Signature (if sampled) ---------- **Date** ----------

Centre Name ---------- **Centre Number** ----------

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