City & Guilds Level 3 Using email (EML 7574-308)

ITQ
Assignment guide for Candidates

Assignment A

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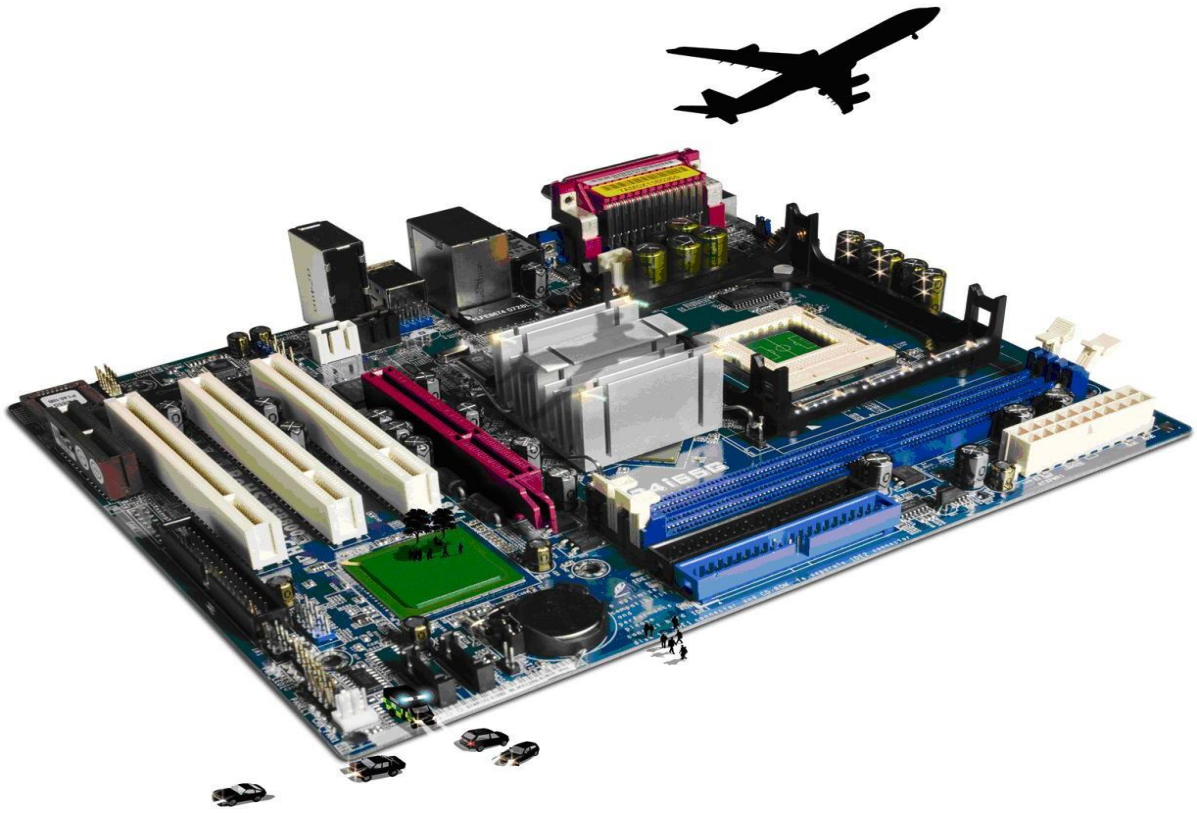

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Level 3 Using email (EML 7574-308) Assignment A

Introduction – Information for Candidates

About this document

This Assignment comprises all of the assessment for Level 3 Using email (EML 7574-308).

Health and safety

You are responsible for maintaining the safety of others as well as your own. You are asked to work safely at all times.

You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements.

Time allowance

The recommended time allowance for this assignment is **two and a half hours**.

Level 3 - Using email (7574-308)
Candidate instructions

Time allowance: two and a half hours

The assignment:

This assignment is made up of **three** tasks

- Task A - Identifying and resolving email problems
- Task B - Setting up email application
- Task C - Responding to emails

Scenario

You have just started work as an administrator for a local company (NewPlusDesign Ltd). A part of your role will be to send/receive emails from customers and suppliers during office hours.

The company details are:

NewPlusDesign Ltd
519 Upper Drive
Doncaster
PO93 1AX
Tel: 010235 568 987
Email**:** sales@newplusdes.coz
Web: www.newplusdes.coz

Your manager (Mr A. McSwain) wants to be sure that you are competent in using the email application and has outlined a number of tasks that he would like you to perform.

Included in the tasks are details regarding mail folders that need to be set up. The mail folders form a part of company policy so that emails can be located if you are ever off work.

Read all of the instructions carefully and complete the tasks in the order given.

Task A – Identifying and resolving email problems

1 In your local area or on your removable media create a new directory/folder and name it **Evidence**.

2 Using the **Answers 308 A** document supplied;

- Explain at least **three** methods that could be used to improve message transmission.
- Give **four** examples and explain why and how to stay safe and respect others when using email.
- Explain the reason for archiving messages
  - the process of archiving
  - how often this should be carried out
- Give **three** examples and explain how to minimise problems when sending or receiving email.
- Explain **two** problems that could arise when sending emails and the measures that could be taken to rectify the problems.

Insert your name and today's date as a footer and save your document as **Answers(your initials)** in the **Evidence** folder.

Task B – Setting up email application

1 Add the contacts to your address book: -

Mary Jones – Customer – **maryjones@jonesmail.coz**
Freda Patel – Customer – **freda@mymail.coz**
Jasmine Jourgos – Customer – **jjourgos@mymail.coz**
Chi Lai – Customer – **clai24@mysterymail.coz**
Palmer Supplies – Supplier – **sales@palmer.co.coz**
Imprint – Supplier – **mail@imprint.coz**
Stationary Essentials – Supplier – **sales@essentials.co.coz**
Sales Direct – Supplier – **mail@sdirect.coz**
Alistair McSwain – Manager – **amcswain@newplusdes.coz**
Janet Hindrick – Supervisor – **jhindrick@newplusdes.coz**

2 Set up email groups and add the correct members for:

- Customers.
- Suppliers.
- NewPlusDesign.

Screen print the details of the **three** groups and paste them into your **Answers 308 A** document.

3 Set up a signature for your email messages.

Screen print the design/configuration and paste it into your **Answers 308 A** document.

4 Configure your email application to archive all emails every **30** days and to clean out any emails that are older than **three** months.

Screen print the design/configuration and paste it into your **Answers 308 A** document.

5 Within your email area, set up the following folders:

- All mail.

With subfolders:

- Customers.
- Suppliers.
- Internal.

Set up a rule that will direct incoming emails from group members into the Internal and Customers folders **only**.

Screen print the folder layout and paste it into your **Answers 308 A** document.

6 Create a template to be used for **all** company emails. Use background colours and text that are suitable for business use.

At the foot of the template, either: insert the company address, email and web addresses **or** modify your signature to show these items.

Screen print your message template with the required details into your **Answers 308 A** document.

Task C – Responding to emails

1 Your have received an email from your supervisor requesting that you send a high priority email to **all** suppliers.

All suppliers are to be asked to submit their invoices **before** the **20th** day of next month to ensure payment. This is due to an auditors visit.

Compose your email message using the template you designed, whilst abiding by the company policy, to use netiquette for all electronic correspondence.

Blind copy your supervisor into the message as confirmation that it has been sent and screen print your email message into your **Answers 308 A** document.

Note: Do not send the email.

2 Refer to the company's email policy.

Using your **Answers 308 A** document provided by your assessor provide the following:

In order to develop the policy further and to prevent common email problems, you have been asked to recommend **three** additional guidelines that could be added and an explanation of how they will help.

When finalised, using email, what method would you use to ensure that the policy has been communicated to **all** members of staff.

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

End of assignment

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