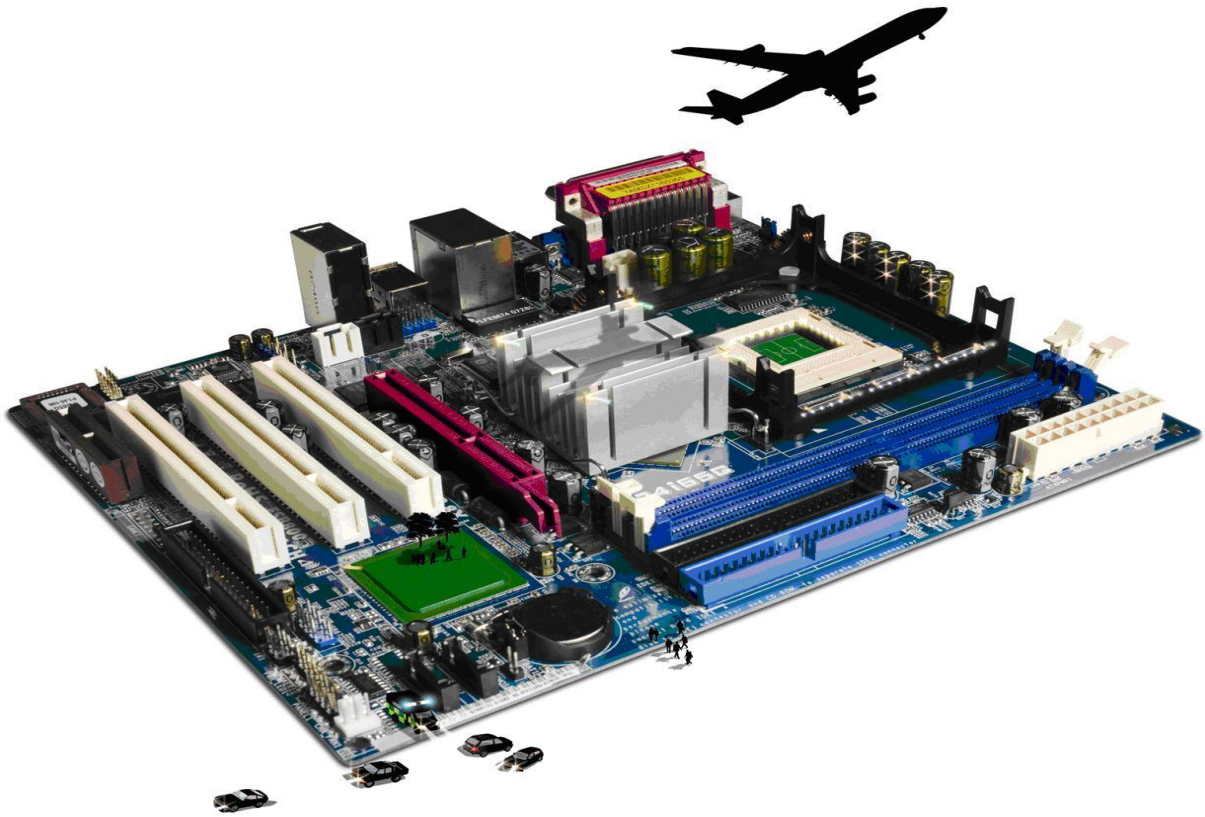
City & Guilds Level 3 Using email (EML 7574-308)

ITQ
Assignment guide for Candidates
Assignment B

www.cityandguilds.com
January 2024
Version 1.1



About City & Guilds

City & Guilds is the UK's leading provider of vocational qualifications, offering over 500 awards across a wide range of industries, and progressing from entry level to the highest levels of professional achievement. With over 8500 centres in 100 countries, City & Guilds is recognised by employers worldwide for providing qualifications that offer proof of the skills they need to get the job done.

City & Guilds Group

The City & Guilds Group includes City & Guilds, ILM (the Institute of Leadership & Management) which provides management qualifications, learning materials and membership services, NPTC which offers land-based qualifications and membership services, and HAB (the Hospitality Awarding Body). City & Guilds also manages the Engineering Council Examinations on behalf of the Engineering Council.

Equal opportunities

City & Guilds fully supports the principle of equal opportunities and we are committed to satisfying this principle in all our activities and published material. A copy of our equal opportunities policy statement is available on the City & Guilds website.

Copyright

The content of this document is, unless otherwise indicated, © City & Guilds Limited and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification.

The Standard Copying Conditions (see the City & Guilds website) also apply.

Contains public sector information licensed under the Open Government Licence v3.0.

Publications

City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below.

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds
5-6 Giltspur Street
London EC1A 9DD
www.cityandguilds.com

Contents

Unit 308 – Using email Level 3 (EML 7574-308)

Assignment B

Introduction – Information for Candidates	3
Candidate instructions	4

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

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 (EML 7574-308) Assignment B
Candidate instructions

Time allowance: two and a half hours

The assignment:

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

- Task A - Security
- Task B - Set up address book
- Task C - Sending and receiving emails

Scenario

You work for the Head Office of a company, Major Marketing, which produces potential customer information for its branches, as well as promotional material. There are five branches, nationwide, each of which has a Data Administrator, the five branches are as follows:

Lincoln
Leeds
Glasgow
Manchester
London

You are required to show an in depth knowledge of safety and security processes and an advanced method of transmitting messages in the most efficient way.

You are tasked with disseminating databases of potential customers and various promotional advertising materials (both text and pictorial) to those Administrators. Each database contains personal information which must be kept confidential, and has a storage size in excess of 300mb. Every promotional package must be kept equally secret, and has a folder size between 50mb and 150mb, depending on the pictorial content. All branches are connected to Head Office on the same email system.

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

Task A – Security

Work safely at all times.

1 Explain ‘two-factor’ authentication.

Task B – Set up address book

1 Start up an email software application.

2 Create an address list for each of the five branches. The email address for each branch is in the following format.
cityname@**majormarketing.coz**

Save each contact as cityname branch.

3 Create a group called branches which will include all **five** contacts. Take a screen print and paste this into your **Answers 308 B** document provided by your assessor.

4 Set up a 'Group' folder in the 'Sent Items' folder.

Task C – Sending and receiving emails

1 Using your **Answers 308 B** document provided by your assessor research any **three** of following for your email application/service:

- storage capacity of inbox
- maximum size for file attachments
- maximum number of file attachments
- what password protection is available
- what other services are available eg calendar

2 Using your **Answers 308 B** document provided by your assessor explain how you could rectify the issue of a full inbox.

3 Using your Answers 308 B document provided by your assessor explain how to improve message transmission when using file attachments.

4 Set the application/service to move sent messages to the 'Group' folder after transmission.

Screen print the setting.

Compose an email message to the group about a marketing promotion that will be held on the 20th of next month. Use correct netiquette throughout.

Subject line 'Major Marketing Promotion'
(check for accuracy)

Cc the assessor.
Screen print the email.
Send the email.

5 Refer to the company's email policy.

Using your **Answers 308 B** 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.

6 You should have now received an email from your assessor.
Create a new folder in your inbox called 'auto replies' then file the received email in this folder.

When you have finished working:

- Produce a printout of your 'Answers' document.
- Sign each document above your name and label all removable storage media with your name, ensuring that your 'Answers' document is included.
- 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

Published by City & Guilds. City & Guilds is a trademark of City & Guilds Limited.

City & Guilds
Giltspur House
5–6 Giltspur Street
London
EC1A 9DE

cityandguilds.com/about-us