Unit Title: **Using Email**
Unit Level: **Level 3**
Unit Credit Value: **3**
GLH: **20**
LASER Unit Code: **CAI995**
Ofqual Unit Code: **T/502/4301**

This unit has 2 learning outcomes.

LEARNING OUTCOMES		**ASSESSMENT CRITERIA**	
The learner will:		**The learner can:**	
1.	Use e-mail software tools and techniques to compose and send messages.	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.	Use e-mail software tools and techniques to compose and send messages.	2.1	Select and use software tools to compose and format e-mail messages, including attachments.
		2.2	Explain methods to improve message transmission.
		2.3	Send e-mail messages to individuals and groups.
		2.4	Explain why and how to stay safe and respect others when using e-mail.
		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 Guidance:
See IT User Assessment Strategy available from www.e-skills.com

Additional Information:
NA