OCR
Oxford Cambridge and RSA

Unit Title:	**Using email**
OCR unit number:	37
Level:	2
Credit value:	3
Guided learning hours:	20
Unit reference number:	M/502/4300

Unit aim and purpose

This unit aims to develop the knowledge and skills required to use email. Upon completion of this unit, learners will be able to use email.

Learning Outcomes	**Assessment Criteria**
The Learner will:	**The Learner can:**
1 Use email software tools and techniques to compose and send messages	1.1 Select and use software tools to compose and format email messages, including attachments 1.2 Determine the message size and how it can be reduced 1.3 Send email messages to individuals and groups 1.4 Describe how to stay safe and respect other when using email 1.5 Use an address book to organise contact information.
2 Manage incoming email effectively	2.1 Follow guidelines and procedures for using email 2.2 Read and respond to email messages appropriately 2.3 Use email software tools and techniques to automate responses 2.4 Describe how to archive email messages, including attachments 2.5 Organise, store and archive email messages effectively 2.6 Respond appropriately to email problems.

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

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 .

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