OCR
Oxford Cambridge and RSA

Unit Title:	**Communicating information using ICT**
OCR unit number:	F16
Life and Living Skill Area:	ICT
Level:	Entry 3
Credit value:	3
Guided learning hours:	15

Unit purpose and aim

This is the ability for candidates to be able to send, receive and reply to emails.

Learning Outcomes	Assessment Criteria	Example of ways assessment criteria could be met
The Learner will: 1 Follow recommended safe practices	**The Learner can:** 1.1 Use equipment safely, eg arrange hardware, cables, adjust seating, lighting, avoid hazards, take breaks	The learner shows that they can use ICT equipment safely. Examples could include: taking a break every hour, setting the accessibility options to improve the colour contrast, setting the accessibility options to increase the screen magnification.
2 Access email application	2.1 Keep information secure, eg password, PIN, keep copies safe	The learner shows that they can keep information secure. Examples could include using a 'unique' or personally memorable password, closing applications when not in use to maintain privacy, use of back up facilities.
	2.2 Open mailbox	The learner is able to open a mailbox. Examples of this could include: opening email software, accessing a password protected email hosting website.
	2.3 Use input devices, eg keyboard, mouse	The learner shows that they can use an input device. Examples could include: the use of voice activated software to input text, the use of adaptive equipment to facilitate the movement of the cursor, the use of a keyboard.

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Learning Outcomes	Assessment Criteria	Example of ways assessment criteria could be met
3 Create and send an email message	3.1 Create an email message	The learner shows that they can create an email message. Examples could include an email to make arrangements to meet with friends, to ask for information about a product, to keep in touch with a relative.
	3.2 Enter an email address 3.3 Enter an appropriate subject 3.4 Enter text in the message area	The learner shows that they can enter an email address, an appropriate subject header and text in the message area. Examples could include a screen shot of the email showing the email address, subject header and email text, a printout of the email showing the address of the recipient, the subject header and email text, an observation record clarifying how the assessment criteria had been met.
	3.5 Check meaning, accuracy and suitability of the email	Examples to show that the learner had checked the email could include: an observation of the learner checking the email and making changes before sending, a printout of the sent email showing that meaning was clear, the text was accurately written and the content/tone/register was suitable for the audience (ie the email recipient).
	3.6 Send an email 3.7 Print an email	Examples to show the learner has sent the email could include an observation record indicating that the email was sent, a copy of the email, a screen shot of the email before and after sending.
4 Receive and read email messages	4.1 Open an email that has been received 4.2 Read the email 4.3 Print the email	The learner shows that they can open, read and print emails. Examples to show this could include: screenshots showing the email before and after opening, an observation record from someone who observed the learner opening an email and using screen reader software to read the email, an email reply written by the learner, a printout of the email annotated with the gist of the content.

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Learning Outcomes	Assessment Criteria	Example of ways assessment criteria could be met
5 Reply to an email	5.1 Prepare a reply to the received email 5.2 Use the reply facility 5.3 Enter text in the message area	The learner shows that they can reply to an email. Examples to show this could include: before and after screenshots to show use of the reply facility, a copy of the emailed reply showing the text in the message area, an observation record confirming the use of the reply facility.
	5.4 Check meaning, accuracy and suitability of the email	Examples that the learner had checked the email could include: an observation of the learner checking the email and making changes before sending, a printout of the sent email showing that meaning was clear, the text was accurately written and the content/tone/register was suitable for the audience (ie the email recipient)
	5.5 Send the email 5.6 Print the email	Examples to show the learner has sent and printed off the email could include an observation record indicating that the email was sent and printed, a copy of the email as a print out
6 Delete an email	6.1 Find the received email 6.2 Delete an email	Examples to show that the learner has found and deleted an email could include: a before/after screen shot of the mail box showing that the email has been deleted, an observation record confirming that the learner found an email and then deleted it

Assessment

This unit may be assessed using any method, or combination of methods, which clearly demonstrate that the learning outcomes and assessment criteria have been met.

Centres would be advised to assess the learning outcomes holistically. For instance, learning outcomes 1, 2 and 3 could be assessed on one occasion and learning outcomes 4, 5 and 6 on another occasion. Observation records or statements should be used to evidence those assessment criteria that would not be explicitly evidenced via a printout or screen shot.

Possible ways of demonstrating that the assessment criteria have been met are provided in the third column of the unit, these are examples only, learners may demonstrate their ability to meet the criteria in many other ways.

Evidence requirements

The evidence must show that the learner has met all the assessment criteria by creating, sending and printing an email on one occasion; by opening, replying to, sending a reply and printing the email reply on one occasion and by finding and deleting an email on one occasion.

The Record of Assessment and Evidence for this unit must be completed in full and signed by the assessor to confirm the evidence is authentic and meets the requirements of the learning outcomes and assessment criteria. The completed Record of Assessment and Evidence, together with any other appropriate form of evidence that has been generated for the unit, must be submitted for moderation.

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