

e-Quals Unit Syllabus

Level 1 Sending and receiving e-mails

7266 – 007



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 *Access to assessment and qualifications* is available on the City & Guilds website.

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute 2007 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 locked 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* on the City & Guilds website.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Publications

City & Guilds publications are available on the City & Guilds website or from our Publications Sales department at the address below or by telephoning +44 (0)20 7294 2850 or faxing +44 (0)20 7294 3387.

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

1 Giltspur Street

London EC1A 9DD

T +44 (0)20 7294 2800

F +44 (0)20 7294 2400

www.cityandguilds.com

enquiry@cityandguilds.com

Contents

Unit 007 Sending and receiving e-mails

Syllabus Overview	2
Outcome 1 Access e-mail	4
Outcome 2 Input and send e-mail messages	5
Outcome 3 Read and action e-mail messages	6
Outcome 4 File e-mail messages	7
Outcome 5 Manage an address book	8
Unit record sheet	9

Unit 007 Sending and receiving e-mails

Syllabus Overview

Rationale

The aim of this unit is to provide candidates with a primary level of skills and knowledge to competently *perform a variety of e-mail related tasks* using Information and Communication Technologies (ICT). Candidates develop an understanding of the basics of e-mail and the operating system in everyday usage and the ability to work in a supervised role following clear instructions in a competent manner.

Learning outcomes

There are **five** outcomes to this unit. The candidate will be able to:

- Access e-mail
- Input and send e-mail messages
- Read and action e-mail messages
- File e-mail messages
- Manage an address book

Guided learning hours

It is recommended that 30 hours should be allocated for this unit. This may be on a full time or part time basis.

Connections with other qualifications

This unit contributes towards the knowledge and understanding required for the following qualifications

IT Users N/SVQ (iTQ) Level 1

Outcome	Unit
1, 2, 3	101 Make selective use of IT 1
1, 2, 3	102 Operate a computer 1
1, 2, 3, 4, 5	106 Internet and Intranets 1
1, 2, 3	107 Email 1
1, 2, 3, 4, 5	117 Use IT systems 1
1, 2, 3	118 Use IT to exchange information 1

Key Skills

This unit contributes towards the Key Skills in the following areas

Communication

IT

Working with others

Working with others

Problem solving

PS 1.1

Improving own learning

Assessment and grading

Assessment will be by means of a **set assignment** covering both practical activities and underpinning knowledge.

Unit 007

Sending and receiving e-mails

Outcome 1

Access e-mail

Practical activities

The candidate will be able to:

- 1 choose an e-mail program other than a pre-installed application
- 2 open an e-mail application
- 3 dial up a connection/make a connection for e-mail communication
- 4 choose and obtain an e-mail address
- 5 shut down an e-mail application.

Underpinning knowledge

The candidate will be able to:

- 1 describe in simple terms the hardware and software required to make appropriate use of services available via e-mail
- 2 describe the difference between system based e-mail and web based e-mail
- 3 describe what factors determine efficiency when sending and receiving e-mail messages
- 4 identify the elements of an e-mail address
- 5 describe e-mail as an electronic mail box
- 6 describe the advantages and disadvantages of using e-mail compared to other conventional methods of communication
- 7 describe how computers use protocols to move e-mails around
- 8 identify different on-line service providers (OSP) of web based e-mail.

Unit 007 Sending and receiving e-mails

Outcome 2 Input and send e-mail messages

Practical activities

The candidate will be able to:

- 1 input e-mail messages and observe Internet 'netiquette'
- 2 spell-check e-mail messages
- 3 save e-mail messages
- 4 send e-mail messages
- 5 attach files to e-mail messages
- 6 attach a signature to e-mail messages
- 7 attach stationery to e-mail messages
- 8 use templates and default layouts
- 9 send copies of e-mail messages to multiple recipients
- 10 input e-mail messages and file them for later transmission
- 11 print e-mail messages.

Underpinning knowledge

The candidate will be able to:

- 1 describe the various features that are available ie
 - a to/from
 - b CC (carbon copy)
 - c BCC (blind carbon copy)
 - d subject
 - e font, style, size
 - f inserting pictures
 - g alignment
 - h stationery
 - i numbered/bulleted list
- 2 identify security issues surrounding e-mails eg
 - a encrypting messages
 - b digital signatures
 - c viruses
- 3 explain the benefits of compiling messages off-line
- 4 explain how directory services can be used to check for e-mail addresses
- 5 explain how hyperlinks can be inserted in a message
- 6 explain general 'netiquette' terms and usage.

Unit 007

Sending and receiving e-mails

Outcome 3

Read and action e-mail messages

Practical activities

The candidate will be able to:

- 1 open and read e-mail messages
- 2 view file attachments
- 3 save attachment files
- 4 print attached files
- 5 view message details
- 6 download files
- 7 forward e-mail messages to one recipient
- 8 forward e-mail messages to multiple recipients
- 9 delete e-mail messages
- 10 block messages from particular senders
- 11 edit received messages
- 12 use automated reply methods to respond to e-mail messages
- 13 save messages.

Underpinning knowledge

The candidate will be able to:

- 1 describe the various actions that can be undertaken when a message is received
- 2 identify that there is more than one type of view to read messages
- 3 identify the implications connected to downloading files
- 4 describe the precautions required when processing attachments
- 5 describe potential problems associated with using automated reply methods where groups of recipients are concerned.

Unit 007

Sending and receiving e-mails

Outcome 4

File e-mail messages

Practical activities

The candidate will be able to:

- 1 create folders to store e-mail messages
- 2 add, delete or switch folders
- 3 move or copy messages to other folders
- 4 retrieve e-mails from an e-mail filing system
- 5 store messages on a mail server
- 6 delete messages from an e-mail file system.

Underpinning knowledge

The candidate will be able to:

- 1 explain that messages can become unmanageable if not sorted
- 2 describe systematic storage of messages
- 3 describe the management of several accounts.
- 4 describe the issues concerned with storing too many e-mail messages.

Unit 007

Sending and receiving e-mails

Outcome 5

Manage an address book

Practical activities

The candidate will be able to:

- 1 access an address book
- 2 add addresses
- 3 create e-mail groups
- 4 delete and edit addresses
- 5 search an address book to retrieve the addresses or group of addresses for e-mails
- 6 create aliases.

Underpinning knowledge

The candidate will be able to:

- 1 identify when an address book would be used
- 2 identify the use of e-mail aliases
- 3 describe how to organise an address book
- 4 state the benefits of using groups.

Unit record sheet

Use this form to track your progress through this unit.

Tick the boxes when you have covered each outcome. When they are all ticked, you are ready to be assessed.

Outcome	✓	Date
1 Access e-mail	<input type="checkbox"/>	
2 Input and send e-mail messages	<input type="checkbox"/>	
3 Read and action e-mail messages	<input type="checkbox"/>	
4 File e-mail messages	<input type="checkbox"/>	
5 Manage an address book	<input type="checkbox"/>	

Candidate Signature

Date

**City & Guilds
Registration Number**

**Quality nominee
(if sampled)**

Date

Assessor Signature

Date

**External Verifier
Signature (if sampled)**

Date

Centre Name

Centre Number

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com
www.cityandguilds.com/e-quals07

**City & Guilds is a registered charity
established to promote education and
training**