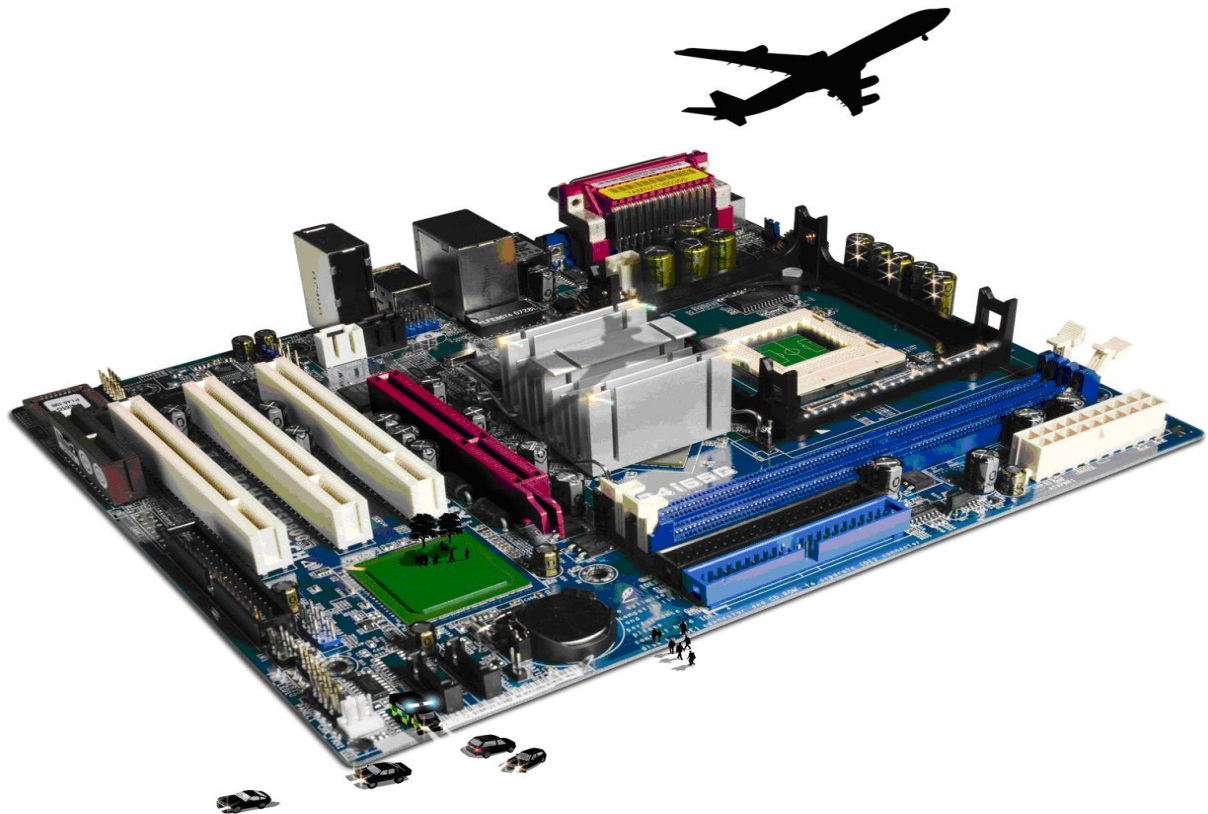


Level 2 Using e-mail (EML 7574-208)

ITQ (QCF) Assignment guide for Candidates Assignment B



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, © The City and Guilds of London Institute 2010 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 also apply.

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)844 543 0000 (Centres)

T +44 (0)844 543 0033 (Learners)

www.cityandguilds.com

learnersupport@cityandguilds.com

Contents

Unit 208 – Using e-mail

Assignment B

Introduction – Information for Candidates	2
Candidate instructions	3

Level 2 Using e-mail (EML 7574-208)

Assignment B

Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 Using e-mail (EML 7574-208).

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 hours**.

Level 2 Using e-mail (EML 7574-208)

Candidate instructions

Time allowance: Two hours

The assignment:

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

- Task A - Setting up a distribution list
- Task B - Composing and sending email with attachments
- Task C - Receiving and responding to e-mail

Scenario

You work as a volunteer in a local community setting.

Note: It is a requirement within this organisation that any message that contains more than one attachment should be sent in a zipped folder to help reduce any email problems in sending and receiving messages. SPAM mail should not be responded to and any received should be added to a Junk Senders List and then deleted.

You have received an email containing a zipped attachment and have been asked to send on the files to specific groups of people within the organisation.

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

Task A – Setting up a distribution list

- 1 Start up an e-mail software application package.
- 2 You have received an e-mail with a file attached called **Rota**.
Create a folder in your work area called **Attachments** and save the file to this folder.
- 3 Create a folder in your e-mail software called **CommWork**.
- 4 Move the e-mail from your inbox to your **CommWork** folder.
- 5 You have received an e-mail with a zipped attachment.
Extract the files from the zipped folder and save each one to your **Attachments** folder.
- 6 Print the e-mail so that you can refer to it for instructions later.

Continued over...

Task B – Composing and sending email with attachments

- 1 Read the e-mail and carry out the instructions.
- 2 Create distribution lists (refer to the printed email) using all the contacts – give the lists recognisable names (note some people will go into more than one list).
- 3 Prepare an e-mail message with the subject heading **New Documents** explaining that you have attached one or more files.

(Compose and format the message so that it is clear, well laid out and accurate).

- 4 In your **New Documents** e-mail ask people to confirm that they have received and can read the files.

Remember to add the new web address as requested.

- 5 Save the message, as you will need to send the same message to each distribution list you prepared earlier.
- 6 Prepare zipped folders containing the appropriate files to be sent to each distribution list you created earlier. The files are:

Poster of services	to everyone
Rota	to everyone
Staffing List	to everyone
Meetings (a)	to all volunteer staff only
Volunteer Rules	to all volunteer staff only
Meetings (b)	to all paid staff only
Paid Staff Rules	to all paid staff only
New Price List	to catering and café staff only
New Menu List	to catering and café staff only

- 7 Send the e-mails and copy the messages to your tutor with a high priority/importance setting.

Continued over ...

Task C – Receiving and responding to e-mail

- 1 You have received one e-mail called **UPS Viewpoint** and have recognised this as SPAM.
- 2 Send an e-mail to everyone working giving them the name of the e-mail you have received and explain to them what SPAM is and what they should do if they receive any.
- 3 In your e-mail software use a tool to Add the **UPS Viewpoint** e-mail to a list of Junk Senders (or similar) and delete the e-mail.

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- 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
1 Giltspur Street
London
EC1A 9DD
T +44 (0)20 7294 2468
F +44 (0)20 7294 2400
www.cityandguilds.com**

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