

Using e-mail and the Internet

Level 1

8982-11-011
(IT-EMI 11)
Sample paper

This paper must be returned
with the candidate's work.
Failure to do so will result in
delay in processing the
candidates' scripts.



Instructions for Specialist Tutor

a) Files

- 1 All of the files containing information for the examination are located on the CD-ROM provided. Open the files and save them in a location that will be easily accessible to candidates during the examination. You should also ensure that any files that need to be accessed by candidates are compatible with the software in use.
- 2 On the CD-ROM the file **screenprint** is provided. Candidates must have access to an individual copy of this file which must be renamed to include each candidate's initials. Where candidates have the same initials an identifying number should be added. Candidates must paste all screen prints into their individual file. If the file is not accessible please set up your own. An example file in PDF format is provided. When candidates are requested to take screen prints the active window must be maximised.
- 3 The files must be protected against access by other users of the equipment and the content of the examination must not be divulged.

b) Before the examination

- 1 Each candidate will need:
 - an e-mail address
 - access to e-mail and Internet browser software
 - access to a word processing application and access to an individual copy of the word processing file **screenprint**.
 - a named work folder with permissions set for the candidate and Specialist Tutor only.
 - the candidate should have full access
 - the Specialist Tutor to have read only access.
- 2 You must ensure that all candidates' e-mail folders, e-mail address books, bookmarking (favourites) and history are empty.
- 3 Create the required e-mail messages and send them to candidates when instructed.
- 4 Create the required e-mail folder and ensure that it is clearly visible to candidates.
- 5 You must ensure that the candidate's name is added to the word processing file, **screenprint**, provided, as this will be used to capture screen prints during the examination.

c) During the examination

- 1 All candidates' work must be legible, particularly the screen prints.
- 2 Candidates may print out according to your centre requirements. They are asked to print during and after the examination. The utmost care should be taken that printouts are not mixed up for different candidates. Once the examination time has elapsed, final printing may take place, using the saved files created by each candidate during the examination. Candidates must not make any changes once the examination has finished.
- 3 The printouts created during the examination must be supervised by the Specialist Tutor. Candidates must not have access to printouts created during the examination.

d) After the examination

- 1 Print out and return an example copy of all the Specialist Tutor input that has been set up or provided for candidate use. This includes one copy of each of the e-mails and attachments set up to be used during the examination. This must be returned with the candidates' scripts to avoid any unnecessary delay in processing the results, and to ensure that candidates are not disadvantaged in any way.
- 2 All candidate e-mail folders, e-mail address books, bookmarking (favourites) and history must be cleared to remove all evidence of the assessment.

Instructions for setting up the examination

You will need to set up the e-mails detailed below. You can do this by using the information provided on the CD-ROM or you can key in the text from the following copy. Print out a copy of each e-mail that you produce and hand the printout to the Examinations Officer.

You should ensure that candidates have received a copy of each of the following e-mails prior to commencement of the examination.

You should also set up an e-mail folder named **events** and ensure this is clearly visible to candidates.

E-mail 1 - Speaker

To: Candidate name

Subject: Speaker

Message:

Hello

Here is the e-mail address of our guest speaker, Michael Sirrus. Please add to your address book, I will need you to make contact later.

t-michaels@pitmanqualifications.co.uk

Thanks

Charles

E-mail 2 - Conference**To:** Candidate name**Subject:** Conference**Attachment:** Programme**Message:**

Hi

I would like to invite you to be a guest speaker at our forthcoming conference to be held in Malaysia in December. I have attached an outline programme to show you the speaker slots and an outline of the topics to be covered. As you will see I have allocated a 60 minute time slot for each guest speaker. The structure of the slot is up to you – but a short input followed by a question and answer session is always a popular choice. Please let me know if you are interested and your availability during December.

Thanks

Charles

Attachment text – Programme:

1000 hours	Welcome and Registration
1015	Benefits of corporate standards and strategies – Guest Speaker
1115	Team working – data collection and analysis
1230	Lunch and networking
1330	Support structures – Guest Speaker
1430	Action Planning
1500	Break
1530	Top Tips
1600	Plenary

E-mail 3 - Hotel

To: Candidate name

Subject: Hotel

Message:

Hi

I need a hotel in Malaysia for our conference in December. Can you search for a suitable hotel and find me the following details?

- 1 The name of the hotel
- 2 The location of the hotel
- 3 The web address of the hotel

Thanks

Charles

E-mail 4 – Proposed Location**To:** Candidate name**Subject:** Proposed Location**Attachment:** asialist**Message:**

Hello

I have the following venues for our December conference. Please let me know your preferences.

Singapore
 Malaysia
 Philippines

Also attached, the branch office list for you to update your contacts.

Thanks

Charles

Attachment text – asialist:

BRANCH OFFICES	MANAGERS
Singapore	Ling Lee Ho
Malaysia	Cain Alawi
Philippines	Paul Jenusi
Thailand	Charles Murungi
Indonesia	Alessa Galiari