

U25201: Use ICT to exchange information

Unit Descriptor:

This unit is suitable for you if your work involves the use of basic e-mail facilities, such as using address books to send e-mails to individuals; sending, receiving and opening attachments (e.g. digital pictures, word processing documents or spreadsheets); and using key words to search for information using a search engine.

At the end of this unit you will be able to:

Use basic facilities to e-mail software to send and receive messages and find information using browser software.

ELEMENT**PERFORMANCE CRITERIA**

To be competent you must achieve the following:

1. Use ICT to exchange information

Send and receive

- 1.1 Use basic **send commands**.
- 1.2 Use basic **reply commands**.
- 1.3 Delete e-mail.
- 1.4 Send and open e-mails with attachments.
- 1.5 Save attachments to appropriate places.
- 1.6 Find e-mails.
- 1.7 Follow any rules and guidelines for sending and replying to e-mails.

Search

- 1.8 Use a search engine to find and select appropriate information.
- 1.9 Save the results of searches.
- 1.10 Use **suitable techniques** to make it easier to find useful information again.
- 1.11 Send and share information.

RANGE STATEMENT

You must cover the items below:

A. Use send commands to:

- i. E-mail individual message/s
- ii. Reply by carbon copies
- iii. Reply by blind carbon copies

B. Use reply commands to:

- i. Reply to individuals
- ii. Reply to all
- iii. Reply with history

C. Use forward command to:

- i. Forward e-mail

D. Use suitable techniques to find information again and share it:

- i. bookmarks/favourites
- ii. saving of web pages

UNDERPINNING KNOWLEDGE AND SKILLS

You will know

E-mail facilities

1. How to compose and receive E-mail messages.
2. Basic options for sending and replying.
3. How to send and receive attachments.
4. How to use an address book.

Problems and exchanging information

5. Why some computer users may have difficulty in sending and receiving e-mails with attachments.
6. What to do about e-mails from unknown users.
7. What are viruses and what problems they can cause.
8. How using anti-virus software can help to keep risks to a minimum.
9. What risks there may be in downloading documents and software.
10. Risks in sharing information, such as personal details
11. Where and when to seek advice.

Laws and guidelines

12. What legislation (e.g. Computer Misuse Act, 2005 – 4) and guidelines affect day-to-day use of ICT, such as data protection, equal opportunities, disability, health and safety, copyright and guidelines set by your employer or organisations.

EVIDENCE GUIDE

For assessment purposes:

(1) Critical Aspects of Evidence

You will need to produce **at least two tasks**. The evidence may come from activities in your workplace and/or from simulation.

Your performance evidence should show that you are able to:

1.
 - i. Send and receive e-mail messages while using all of the basic commands listed below:

Send commands:

- ii. To send to individuals
- iii. Using carbon copies
- iv. Using blind carbon copies

Reply commands:

- v. Reply to individuals
- vi. Reply to all
- vii.. Reply with history

2.
 - viii. Use a search engine to find and select appropriate information.
 - ix. Use all of the following techniques to find and/or share information:
 - a. bookmarks
 - b. saving of web pages
 - c. sending of web pages and links

(2) Methods of Assessment

Typical task size: One page of e-mail including an attachment on an appropriate size paper, plus some organization of recipients.

Observation of you by your assessor:

- Sending and receiving e-mails with attachments and without attachments
- Use a search engine to find relevant information efficiently
- Deleting e-mails
- Exchanging information by using appropriate methods such as forwarding and replying to e-mails while following netiquette rules.

Products of work e.g. data presented in a suitable format to meet specifications

Answers to written or oral questions from your assessor

(3) Context of Assessment

Your evidence may come from activities in your workplace and/or from simulation