
Overview

This is the ability to make the best use of e-mail software to send, receive and store messages.

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Using email

Performance criteria

You must be able to:

Use e-mail software tools and techniques to send and receive messages

- P1. Select and use software tools to [compose and format e-mail](#) messages, including attachments
- P2. [Send and receive](#) e-mail messages
- P3. Use an [address book](#) to organise contact information

You must be able to:

Manage incoming e-mail effectively

- P4. Follow [guidelines and procedures](#) for using e-mail
- P5. Read and [respond to e-mail messages](#) appropriately
- P6. Use email software tools and techniques to [automate responses](#)
- P7. [Organise, store](#) and archive e-mail messages effectively
- P8. Respond appropriately to [e-mail problems](#)

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Knowledge and understanding

You need to know and understand:

Use e-mail software tools and techniques to send and receive messages

- K1. Determine the [message size](#) and how it can be reduced
- K2. Describe how to [stay safe](#) and respect others when using e-mail

Manage incoming e-mail effectively

- K3. Identify how to archive e-mail messages, including attachments

Additional Information

Scope/range

An intermediate user can understand and make effective use of a range of intermediate e-mail software tools to send, receive and store messages for at times non-routine or unfamiliar activities. Any aspect that is unfamiliar may require support and advice from others.

IT tools and techniques will be defined as 'intermediate' because:

1. the software tools and functions will be at times non-routine or unfamiliar; and
2. the techniques required will involve a number of steps and at times be non-routine or unfamiliar.

An activity will typically be 'non-routine or unfamiliar' because:

3. the task or context is likely to require some analysis, clarification or research (to separate the components and to identify what factors need to be considered, for example, time available, audience needs, accessibility of source, types of content and meaning) before an approach can be planned; and
4. the user will take some responsibility for developing the input or output of information.

Examples of context: Adding a signature to emails; changing settings to deal with junk mail effectively

Examples of Content

The examples given are indicative of the learning content at each level and are not intended to form a prescriptive list for the purpose of assessment

Use e-mail software tools and techniques to send and receive messages

Compose and format e-mail: Format text (font, size, colour); format paragraphs (alignment, bullets, numbered list), spell check, *priority; format (rtf, plain text, html), draft, signature, page set up, backgrounds, sound, movie, hyperlink, work on- and offline*

Message size: Managing attachments; mailbox restrictions; *methods to reduce size*

Send e-mail: To, from, cc, bcc, subject; Reply, reply all, forward, *reply with history; options, set message flags for priority, confidentiality, response request, vote*

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Using email

Receive e-mail: Open message, open attachment

Stay safe: Avoid inappropriate disclosure of personal information, avoid misuse of images, use appropriate language, respect confidentiality, use copy lists with discrimination

Address book: Add, edit, delete contact entries; *distribution list*

Manage incoming e-mail effectively

Guidelines and procedures: Set by employer or organisation, security, copyright; netiquette; password protection

E-mail responses: Decide on priorities, gather information needed to respond, decide when and who to copy in, what to do about attachments

Automate responses: Rules, automatic replies, changing settings to deal with junk mail, out of office

Organise and store e-mail: Folders, subfolders, delete unwanted messages, backup, address lists, *move after sending, rules, archive folders; attachments, file compression*

Email problems: Due to message size or number of attachments, messages from unknown users (SPAM, junk, chain-mails, 'phishing'), viruses, *messages intended to cause problems; mailbox full*

ESKIEML2

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Suite IT Users 6.2

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