

## 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

### 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

### (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