

# E-mail

## About this unit

### Structure

This unit is taken from the national occupational standards for IT Users (ITQ), Unit 2H It is divided into sections covering “what you need to do”, “what you need to know and understand” and “what proof you need”. These are described in detail below.

### What it is about

#### Who is this unit for?

You are likely to be in a role which involves the use of advanced e-mail facilities (eg for setting up groups of e-mail addresses, adding a signature, using RTF or HTML to alter the design and format of e-mails and compressing attachments).

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

Use advanced facilities to send and receive messages.

## What you need to do

### Search

### Send and receive

- 1 Use advanced facilities.
- 2 Send messages to groups of people using groups set up in an address book.
- 3 Send and receive instant messages with and without attachments.
- 4 Compress messages on sending and un-compress messages that have been received.
- 5 Archive e-mails where necessary.

### Use address books and other facilities

- 6 Set up groups for sending e-mails to.
- 7 Compress and de-compress e-mail attachments.

### Format e-mails

- 8 Change design and format of e-mails.

### Exchange information

- 9 Choose and use appropriate methods of exchanging information.
- 10 Use interactive sites.

## EXAMPLES:

**Send and receive** (1): add a signature or set the priority of messages. (5): by using folders and subfolders.

**Format e-mails** (8): by using RTF, HTML and plain text.

**Exchange information** (9): FTP or HTTP.

## What you need to know and understand

### E-mail facilities

- A How to send e-mails to groups using a group list within an address book.
- B How to archive and compress e-mails.
- C What other resources may be provided by e-mail software and how to use them.

### Problems with e-mail

- D What to do about e-mails intended to cause problems, such as SPAM or chain-mails.
- E How to keep the difficulties of sending and receiving large e-mails to a minimum.
- F What limits there may be to the number or size of e-mails that can be received and stored.
- G How to avoid viruses.

### Laws and guidelines

- H What and how different IT activities are affected by laws and guidelines, such as storing names and addresses, downloading images from the Internet or sending inappropriate e-mails.

## What proof you need

You will need to produce at least **two comprehensive** tasks for your assessor to judge and decide whether you have met the requirements of this unit. These tasks must:

- be fully supported by evidence which has come from your job in the workplace (or from a simulated activity)
- show that you have done and know everything from the “What you need to do” and “What you need to know and understand” sections of the unit