

Unit 213 Use IT to exchange information

Level 2

Unit Summary

Use advanced email facilities such as setting up email groups, adding signatures, compressing file attachments and choosing search engines. This is based on the e-skills Area of Competence: Use IT to Exchange Information, Level 2 unit.

Skills

You will apply the following skills:

- Planning
- Recording
- Reading
- Using technology
- Writing
- Communicating
- Problem solving
- Researching
- Organising

Performance Indicators

You will:

Sending and receiving e-mails using the facilities provided by software

1. Use more advanced facilities, e.g. add signature or set priority of messages
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 received
5. Archive e-mails where necessary, such as by using folders and subfolders

Search for information on the Internet or an intranet

6. Choose a search engine that is appropriate for the information that is needed
7. Carry out searches efficiently, such as by using meta search engines, wild cards, AND or NOT (Boolean notation)

Knowledge

You will know:

1. How to send emails to groups using a group list within an address book
2. How to archive and compress emails and how to avoid viruses
3. What resources may be provided by email software and how to use them
4. What to do about emails intended to cause problems, such as SPAM or chain mails
5. How to keep the difficulties of sending & receiving large emails to a minimum
6. What limits there are to the number or size of emails received and stored
7. 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 emails

Evidence requirements

1. Evidence for this unit is generated when your candidate is carrying out real work in a private sector organisation, not-for-profit organisation or public service organisation, whether full-time or part-time, paid or voluntary.
2. For this unit, evidence may be collected in an approved Realistic Working Environment or an extended work placement.
3. Simulation is allowed for this unit. Simulation refers to the simulation of work tasks and activities, not to the use of IT. The techniques involved in using IT must always be assessed at least in part through evidence gained from practical tasks or activities. All assessment must be based on the use of real IT software and hardware to carry out tasks and activities that may be simulated. Where tasks and activities are simulated they must be undertaken in an approved Realistic Working Environment.
4. Evidence must show that your candidate has consistently met the standard over a sufficient period of time for you to consider the candidate competent.
5. You may use the following assessment methods when assessing this unit:

Performance evidence	Observation	Yes
	Examination of work products	Yes
Supplementary evidence	Witness testimony	Optional
	Questions *	Yes

*This includes verbal and written questioning, questionnaires, work based tasks, reflective accounts, case studies, professional discussion and feedback reports.

6. Your candidate needs to demonstrate the following skills and techniques by carrying out **at least two** comprehensive tasks to demonstrate their competence in:

Sending and receiving e-mails using the facilities provided by software. Evidence will include:

- Using more advanced facilities, such as add a signature or set the priority of the messages
- Sending messages to groups of people using groups set up in an address book
- Sending and receiving instant messages with and without attachments
- Compressing messages on sending and un-compressing messages that have been received
- Archiving e-mails, where necessary, such as by using folders and subfolders

Searching for information on the internet or an intranet. Evidence will include:

- Choosing a search engine that is appropriate for the information that is needed
- Carrying out searches efficiently, such as by using meta search engines, wild cards, AND or NOT (Boolean notation)

7. Evidence generated for this unit may contribute towards Unit 201:

- Communicate information
- Plan and be accountable for your work
- Improve your own performance
- Behave in a way that supports effective working

and Unit 202

- Work to achieve your organisation's purpose and values
- Support sustainability
- Maintain security and confidentiality