Level 2 Using e-mail
(EML 7574-208)

ITQ (QCF)
Assignment guide for Candidates
Assignment A

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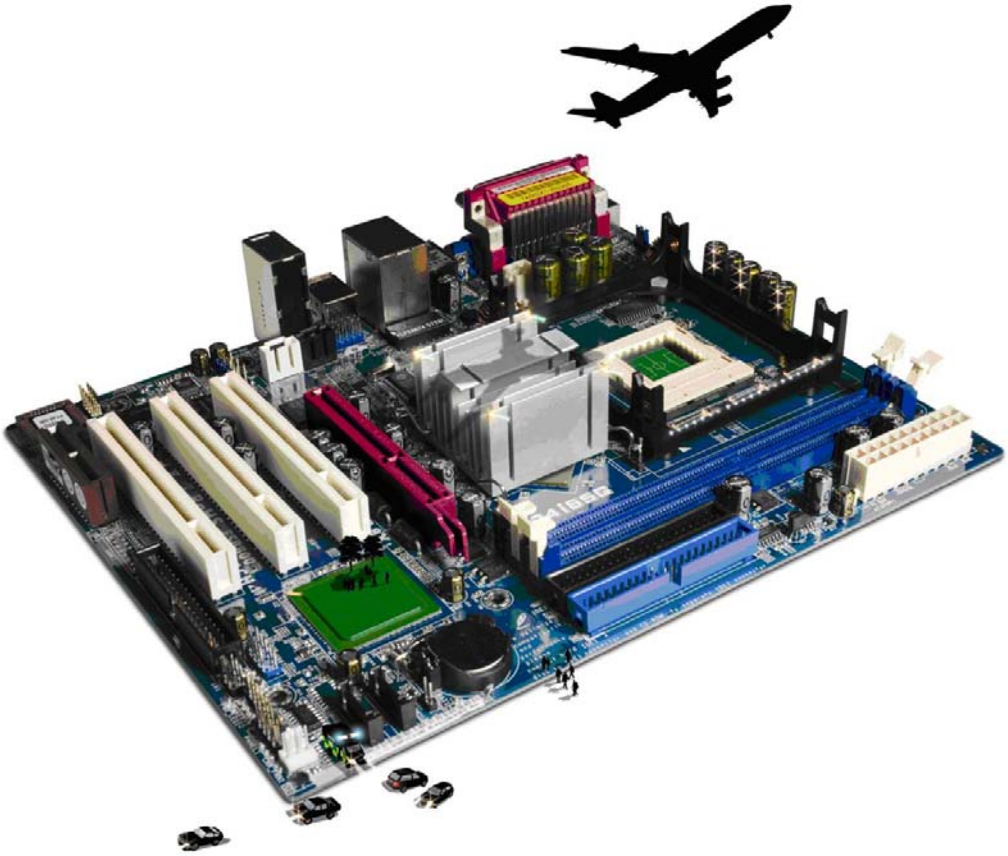

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Level 2 Using e-mail (EML 7574-208)
Assignment A
Introduction – Information for Candidates

About this document

This assignment comprises all of the assessment for Level 2 Using e-mail (EML 7574-208).

Health and safety

You are responsible for maintaining the safety of others as well as your own. You are asked to work safely at all times.

You will **not** be allowed to continue with an assignment if you compromise any of the Health and Safety requirements.

Time allowance

The recommended time allowance for this assignment is **two hours**.

Level 2 Using e-mail (EML 7574-208)
Candidate instructions

Time allowance: Two hours

The assignment:

This assignment is made up of **four** tasks

- Task A - Setting up a distribution list
- Task B - Composing and sending e-mail with attachments.
- Task C - Receiving and responding to e-mail
- Task D - Unblocking blocked senders (**note:** this task will not be marked and is for administration purposes only)

Scenario

You have recently started work on a project with five other people and have decided to call it Project 210.

Most of the time, you will communicate on the project via e-mail. You will need to add the five other people involved in the project to your contacts and then create a distribution list for them.

You will create a project signature to be used in all e-mail communications.

Read all of the instructions carefully and complete the tasks in the order given.

Continued over…

Task A – Setting up

1 Start up an e-mail software application package.

2 The following five people are involved in the project. Add all of their details to your contact list.

Name	E-mail	Phone
Jo Payne	**jp@hotmail.coz**	07789309800
Selie Bourne	**bourne@webmail.net**	08876712230
Ramon Pazir	**Ram@live.net.co**	08876829998
Bernice Guyatas	**Bern@webmail.co.net**	00987666723
Gloria Bage	**Glo@hotmail.coz**	09978338479

Take a screen print of the contact list and add it to the **Answers** document, provided by your assessor.

3 Create a distribution list using **all** five of your new contacts.

Give the list a recognisable name.

Take a screen print of your distribution list and add it to the **Answers** document.

4 It is important that people get a response from you even when you are not available. Set up an auto reply with the following information:

Thank you for your e-mail, I will respond as soon as possible.

Take a screen print of the auto response set up details and add it into your **Answers** document.

5 Create a folder in your e-mail software application for all of your Project 210 e-mails with a suitable name.

6 Create a subfolder within the folder you just created for all of your Project 210 sent e-mails.

Note: If the application you are using does not allow for the creation of subfolders then create a second folder instead.

7 Create a signature to be used when communicating with the group, using the information below:

Thanks
"Your Name"
Project 210

Continued over…

Task B – Composing and sending e-mail with attachments.

1 Compose an e-mail, outlining some **basic project ground rules**, ready to send to the Project 210 distribution list, copying in your assessor. Use your own words and format the e-mail to emphasise each of the points you will cover. Include something about each of the following:

- All e-mails should be responded to within 3 working days, explain how this is done if people are away from their desk.
- All subject headings must start with **Project 210** eg Project 210 Start Up Files.
- Give **three** examples of business Netiquette rules and how these must be observed.
- To stay safe online some details should not be given out on e-mail – give **two** examples of what these might be.
- Give an example of how you send a large or many files as attachments.

Note: your subject heading should comply with the project rules.

2 Add the following hyperlinks to your e-mail for more information on Netiquette and Staying Safe Online **www.netiquette.com** and **www.staysafeonline.com**

3 There are four files to be sent as attachments. These are large files prepare and attach them to your e-mail:

- Netiquette.doc
- Stay safe online.doc
- Outline for Project 210
- Logo for Project 210

Attach the **four** files as a single attachment using file compression software.

4 Use the signature you created earlier at the bottom of the message.

5 Check the content of the e-mail is accurate and send it to the Project 210 group, CC your assessor.

Note: You will receive five e-mail messages stating that they were undeliverable. This is correct as the addresses used are made up for assessment purposes.

Continued over…

Task C – Receiving and responding to e-mails

1 You have received an e-mail from your assessor called **Problems** read and respond to it.

2 Save the e-mail into your **Project 210** folder.

3 You have received another e-mail from your assessor called **New Ideas** that contains an attachment.

Save the attachment to your work area and save the e-mail into the **Project 210** folder.

Take a screen print of your **Project 210** folder, showing the contents, and add it to your **Answers** document.

4 You have received an e-mail, from your assessor called **Special Offers** which is SPAM. Add this sender to your blocked senders list.

Take a screen print of this and add it into your **Answers** document.

5 Delete this e-mail from your inbox.

Take a screen print to show this e-mail has been deleted. Add it to your **Answers** document.

6 Close your e-mail software application.

Task D – Unblocking blocked senders

(**note:** this task will not be marked and is for administration purposes only)

1 Remove your assessor's e-mail address from the blocked senders list.

2 Close your e-mail software application.

When you have finished working:

- Sign each document above your name and label all removable storage media with your name.
- Hand all paperwork and removable storage media to your assessor.

If the assignment is taken over more than one period, all paperwork and removable media must be returned to the test supervisor at the end of each sitting.

End of assignment

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