

106 Use IT to exchange information 1

Summary

Use basic email facilities such as using address books, sending and opening attachments and using key words to search using a search engine. This is based on the e-skills Area of Competence: Use IT to Exchange Information, Level 1 unit.

You will apply the following skills:

- Planning
- Communicating
- Reading
- Organising
- Using technology
- Writing

Performance Indicators

You will:

Send and receive e-mails

1. Use basic send commands, such as send to individuals, send carbon copies
2. Use basic reply commands, such as receive, forward, reply to individuals, reply to all and reply with history
3. Delete email
4. Send and open emails with attachments
5. Save attachments to appropriate places
6. Find emails
7. Follow any rules and guidelines for sending and replying to emails

Search for information on the Internet or an intranet

8. Use a search engine to find and select appropriate information
9. Use suitable techniques to make it easier to find useful information again (e.g. bookmarks or favourites) and to pass it on to others (e.g. sending web pages and web links via email)
10. Keep records of where useful information came from
11. Save the results of searches, so useful information can be found again

Knowledge

You will know:

1. How to email messages
2. The basic options for sending and replying
3. How to send and receive attachments
4. How to use an address book
5. Why some computer users may have difficulty in sending and receiving emails with attachments
6. What to do about emails from unknown users
7. What viruses are and the problems they 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. The risks in sharing information such as personal details
11. Where and when to seek advice
12. What laws and guidelines affect day to day use of IT, such as data protection, equal opportunities, disability, health and safety, copyright and guidelines set by your employer or organisations