213 Use IT to exchange information 2

Summary
Use advanced email facilities such as setting up email groups, adding signatures, compressing file attachments and choosing search engines.

This is taken from the e-skills Area of Competence: Use IT to Exchange Information, Level 2 unit

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 & 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

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