

S113: Using e-mail 1

Overview: Understand and use a range of basic e-mail software tools to send, receive and store messages for straightforward or routine activities. Any aspect that is unfamiliar will require support and advice from others. This standard is imported from the **e-skills IT Users suite**.

Links: Communications; IT

Specific skills: • Communicating • Presenting information • Using technology

Performance Indicators

Use e-mail software tools and techniques to compose and send messages

1. Use software tools to compose and format e-mail messages
2. Attach files to e-mail messages
3. Send e-mail messages
4. Use an address book to store and retrieve contact information

Manage incoming email effectively

5. Follow guidelines and procedures for using e-mail
6. Read and respond to e-mail messages appropriately
7. Organise and store e-mail messages
8. Respond appropriately to common email problems

Knowledge & Understanding

- A. Identify how to stay safe and respect others when using e-mail
- B. Identify when and how to respond to e-mail messages
- C. Identify what messages to delete and when to do so