
Schools ITQ Level 3 - Unit 13 - Using E-mail (Platinum Unit 13)

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Level 3, Unit 13 - Using Email (3 credits)

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

[1.1 I can select and use software tools to compose and format e-mail messages, including attachments](#) [7]

[1.2 I can explain methods to improve message transmission](#) [9]

[1.3 I can send e-mail messages to individuals and groups](#) [11]

[1.4 I can explain why and how to stay safe and respect others when using e-mail](#) [13]

[1.5 I can use an address book to manage contact information](#) [15]

2. 2. Manage use of e-mail software effectively

[2.1 I can develop and communicate guidelines and procedures for using e-mail effectively](#) [8]

[2.2 I can read and respond appropriately to e-mail messages and attachments](#) [10]

[2.3 I can use email software tools and techniques to automate responses](#) [12]

[2.4 I can explain why, how and when to archive messages](#) [14]

[2.5 I can organise, store and archive e-mail messages effectively](#) [16]

[2.6 I can customise e-mail software to make it easier to use](#) [17]

[2.7 I can explain how to minimise e-mail problems](#) [18]

[2.8 I can respond appropriately to email problems](#) [19]

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