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

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Handbook home page **[2]**

- General guidance for interpreting QCF qualification levels [3]

- **Link to assessor's guide to interpreting the criteria for this unit** [4]

- Click on the links in the table below for specific guidance on the assessment criteria.

- National Strategies APP criteria [5].

- References to personal learning and thinking skills (PLTS) [6]
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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	2. 2. Manage use of e-mail software effectively
1.1 I can select and use software tools to compose and format e-mail messages, including attachments [7]	2.1 I can develop and communicate guidelines and procedures for using e-mail effectively [8]
1.2 I can explain methods to improve message transmission [9]	2.2 I can read and respond appropriately to e-mail messages and attachments [10]
1.3 I can send e-mail messages to individuals and groups [11]	2.3 I can use email software tools and techniques to automate responses [12]
1.4 I can explain why and how to stay safe and respect others when using e-mail [13]	2.4 I can explain why, how and when to archive messages [14]
1.5 I can use an address book to manage contact information [15]	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]

Links to ITQ units

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Entry Level 1, Unit 2 - Using ICT to Select and Exchange Information (2 credits) [29]	Level 1, Unit 2 - Website Software (3 credits) [30]	Level 2, Unit 2 - Website Software (4 credits) [31]	Level 3, Unit 2 - Website Software (5 credits) [32]
Entry Level 1, Unit 3 - Online Basics (2 credits) [33]	Level 1, Unit 3 - Using Collaborative Technologies (3 credits) [34]	Level 2, Unit 3 - Using Collaborative Technologies (4 credits) [35]	Level 3, Unit 3 - Using Collaborative Technologies (6 credits) [36]
Entry Level 1, Unit 4 - Desktop Publishing Software (2 credits) [37]	Level 1, Unit 4 - IT Security for Users (1 credit) [38]	Level 2, Unit 4 - IT Security for Users (2 credits) [39]	Level 3, Unit 4 - IT Security for Users (3 credits) [40]
Entry Level 1, Unit 5 - Safe Working Practices (2 credits) [41]	Level 1, Unit 5 - Spreadsheet Software (3 credits) [42]	Level 2, Unit 5 - Spreadsheet Software (4 credits) [43]	Level 3, Unit 5 - Spreadsheet Software (6 credits) [44]
Entry Level 1, Unit 6 - Using ICT in the Workplace (2 credits) [45]	Level 1, Unit 6 - Specialist Software (2 credits) [46]	Level 2, Unit 6 - Specialist software (3 credits) [47]	Level 3, Unit 6 - Specialist Software (4 credits) [48]
Entry Level 1, Unit 7 - Imaging software (2 credits) [49]	Level 1, Unit 7 - Word Processing (3 credits) [50]	Level 2, Unit 7 - Word processing (4 credits) [51]	Level 3, Unit 7 - Word Processing Software (6 credits) [52]
Entry Level 1, Unit 8 - Using ICT Equipment in a Work Place (2 credits) [53]	Level 1, Unit 8 - Using the Internet (3 credits) [54]	Level 2, Unit 8 - Using the internet (4 credits) [55]	Level 3, Unit 8 - Using the Internet (5 credits) [56]

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Unit 4 -Desktop Publishing Software (2 credits) [97]

IT User Fundamentals (3 credits) [98]

IT User Fundamentals (3 credits) [99]

Design Software (5 credits) [100]

Entry Level 2, Unit 5 - Using ICT: Safe Working Practices (1 credit) [101]

Level 1, Unit 20 - Using Mobile IT Devices (2 credits) [102]

Level 2, Unit 20 - Using Mobile IT Devices (2 credits) [103]

Level 3, Unit 28 - Optimise IT System Performance (5 credits) [104]

Entry Level 2, Unit 6 - Using ICT in the Workplace (3 credits) [105]

Level 1, Unit 21 - Data Management Software (2 credits) [106]

Level 2, Unit 21 - Data Management Software (3 credits) [107]

Level 3, Unit 29 - Set Up an IT System (5 credits) [108]

Entry Level 2, Unit 7 - Imaging software (2 credits) [109]

Level 1, Unit 22- Understanding the social and environmental impact of architecture and construction (3 credits) [110]

Level 2, Unit 22 -Understanding the social and environmental impact of architecture and construction (4 credits) [111]

Level 3, Unit 32 - Computerised Accounting Software (5 credits) [112]

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Level 2, Unit 25 - Developing Computer Games and Puzzles (4 credits) [123]

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for remote working (3 credits) [170]

learners (3 credits) [171]

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