

Learning Assessment Guide

Unit Standard 5941 – Version 5

Exchange messages using electronic mail

Level 2 – 2 Credits

Assessment Summary			
Learner to complete			
Learner's name:			
Employer:			
NSN no. (ROL):		DOB:	
Signed:		Date:	
Assessor to complete			
<input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required			
Assessor's name:		Assessor's No.	
Signed:		Date:	

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

This Learning Assessment Guide is made up of:

- tasks for you to complete
- assessment results that the assessor will use to assess your competence.

The tasks in this assessment are designed to show your assessor that you can:

1. describe the use of e-mail
2. create e-mail
3. send, receive, organise, and save e-mail.

Assessment Task One – Element 1

The questions in task one are designed to allow you to demonstrate your knowledge of the use of e-mail.

Task one questions

1. What are the advantages and disadvantages of e-mail systems compared to other forms of communication, standard mail and telephone in particular? You should list at least **three** advantages and **three** disadvantages.
2. There are different e-mail services such as internal company, Internet Service Provider (ISP), and web based e-mail services. What are the differences between these?
3. E-mail users need to be aware of computer viruses. Discuss both problems and solutions for **three** issues related to viruses.
4. As with any form of communication, e-mail should be used courteously. Outline **three** important courtesy or protocol issues for e-mail users.
5. E-mail users need to consider privacy issues. Discuss both problems and solutions for **three** issues related to privacy for consideration by e-mail users.

Assessment Task Two – Elements 2 and 3

Task two is designed to allow you to present to the assessor examples of e-mails you have created, sent, received, organised, and saved, which demonstrate your ability to create, send, receive, organise and save e-mail messages.

Task Instructions

Provide your assessor with a folio containing the evidence you have collected to demonstrate that you have created and sent at least two e-mails, and have also received, organised and saved at least two e-mails. This may be provided in the form of a demonstration to the assessor, or on an e-mail, CD or other portable memory, or access by the assessor to a computer with it on the hard drive or network. Discuss this with the assessor. An e-mail exchange with the assessor arranging the assessment can be used in the folio.

The folio should contain the following items for each of the sent e-mails you are presenting:

1. The e-mails meet the standards of your organisation for e-mail.
2. The e-mail message headers and content are appropriate to the message purpose and target audience.
3. The e-mail messages are addressed correctly and at least one is addressed to a single and at least one is addressed to multiple recipients.
4. At least one e-mail message has a document attached.

The folio should contain the following items for each of the received e-mails you are presenting:

1. The incoming e-mail is retrieved and printed. This must include a message and an attached document, and evidence that the e-mail and attachment have been virus checked.
2. At least one incoming e-mail that has been replied to using the features of the e-mail system to reply.
3. The organisation of incoming e-mails including:
 - e-mails and attachments moved to a directory (folder)
 - e-mails and attachments deleted
 - retrieval of e-mails and attachments saved in a directory

The assessor will assess the folio against the criteria in the **Assessment results** at the end of this Learning Assessment Guide.

Assessment results

These are the judgements that your assessor will use to assess you.

Do the learner's answers compare the use of e-mail with other forms of communication, giving three advantages and three disadvantages?	Yes	No
Do the learner's answers compare three different forms of e-mail service?	Yes	No
Do the learner's answers discuss three courtesy/ protocol, privacy and virus issues?	Yes	No
Does the learner's folio indicate an awareness of the organisations standards for e-mail?	Yes	No
Does the learner's folio indicate an ability to send e-mail to single and multiple recipients?	Yes	No
Does the learner's folio indicate an ability to send e-mail with or without attachments?	Yes	No
Does the learner's folio indicate an ability to identify the sender, display and print incoming e-mail?	Yes	No
Does the learner's folio indicate an ability to file, store, delete and retrieve e-mail messages and attachments?	Yes	No
Does the learner's folio indicate an ability to use a virus checker to check e-mail messages and attachments for viruses?	Yes	No