

## Working it out – Receive and send an email

### Introduction

The structure of each question paper may vary, but these examples are typical of the activities that learners are expected to complete.

The examples of learner work are based on the sample paper *P000189 Company Car*. Additional notes are included to give guidance when working with other assessment papers as tasks and mark allocations will vary. The notes are intended to inform the preparation for all papers, and are therefore not only related to the Company Car sample paper.

The comments on the responses are intended to support improved preparation for the assessment, through encouraging an understanding of the skills required. The information provided is not intended to indicate what is a perfect, model answer as the activities can often be approached in different ways and with outcomes that look a little different. More important is that learners demonstrate the appropriate range of skills using ICT tools and features in the applications they have chosen to use.

### Levels of response - Response A and Response B

The sample responses show different levels of performance. 'Response A' shows a good level of response from the learner, with a high or full mark likely. 'Response B' shows a response with some weaknesses or omissions that will result in the loss of marks, and demonstrates common weaknesses that are seen in live assessments.

### Question 1 - Activity B: Receive and send an email

Your manager has sent you an email.

- Open the email with the subject “company car”.
- Save the file attached to the email to your work folder.
- Follow the instructions in the email.

#### ***Email Content...***

Hi,

Thanks for helping me. The company wants to get a new car for one of the sales team, but we are not sure whether to lease or buy the car. I am attaching a file with a leasing quotation, so please make sure you save this to your computer.

Can you also create a new email contact group called "Company cars" and make sure the contact below is added to the group?

Ron Jones  
Your Local Leasing Ltd.  
01899 660688  
ron@yourlocalleasing.co.uk  
www.yourlocalleasing.co.uk

Finally, please reply to this email to let me know you have received it OK.

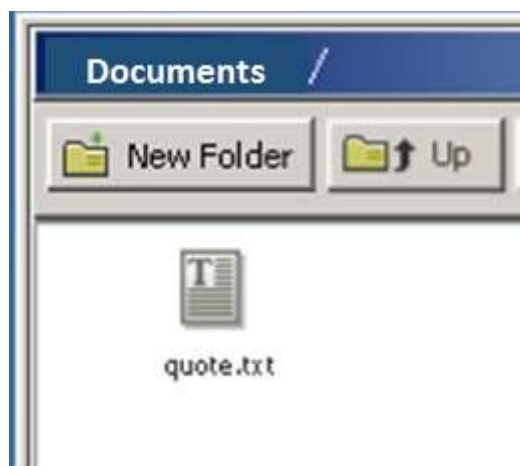
Thanks,

Ian Brown

Office Manager

**Marks available: 15**

### Response A:

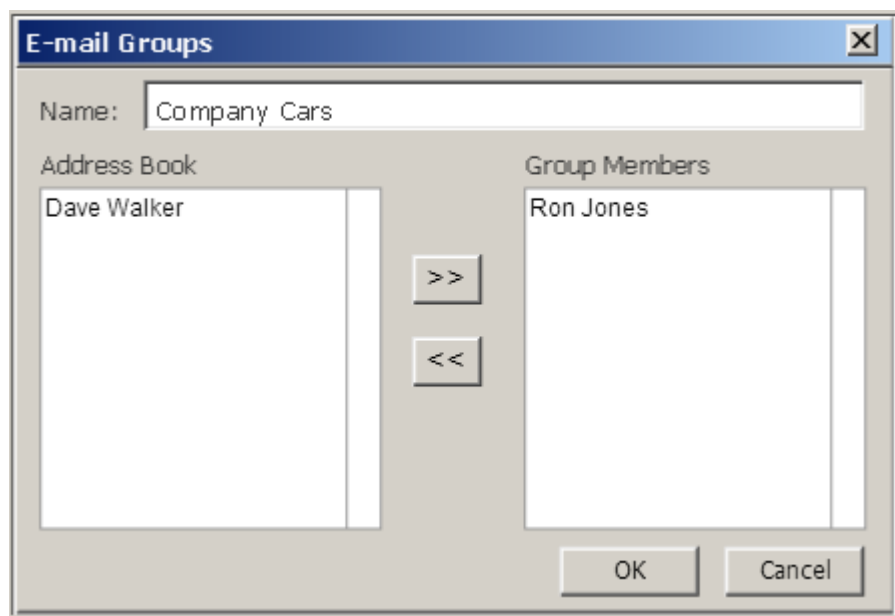


Email attachment saved to an appropriate folder (Documents).



The screenshot shows an 'E-mail Contact' dialog box. It has a title bar with the text 'E-mail Contact'. Below the title bar, there are two buttons: 'Copy' and 'Paste'. The main area of the dialog box contains several text input fields, each with a label to its left. The fields are filled with the following text: Name: Ron Jones, Telephone: 01899 660688, E-mail: ron@yourlocalleasing.co.uk, Web: www.yourlocalleasing.co.uk, Job: Sales Executive, and Company: Your Local Leasing Ltd. At the bottom of the dialog box, there are two buttons: 'OK' and 'Cancel'.

The learner has completed the contact details accurately and in full.



The learner has created a contact group and added the details for the new contact.



The learner has used the correct email address and subject. The message is appropriate and includes a close. Note that as there isn't a defined convention for open and close statements in an email, and different options are acceptable. However, we expect that an email should be signed off in some way.

### Examiner comment:

Marks available: 15 – full marks shown in ( ) below

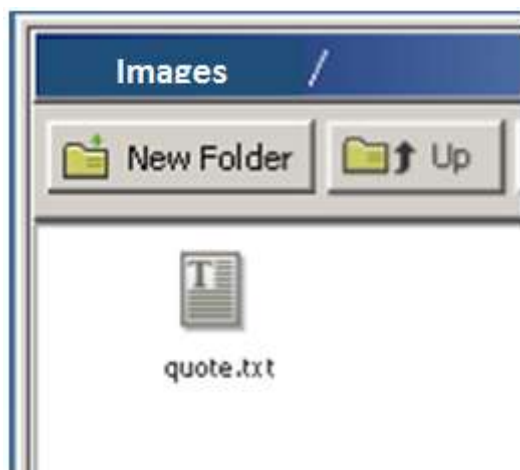
Marks awarded: 15

#### Reasons:

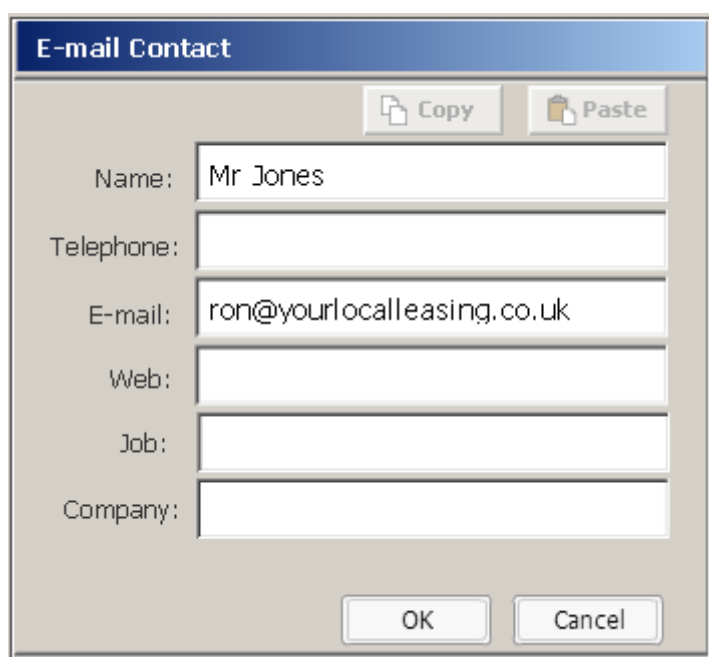
The learner has:

- opened and used an email application – 2 marks (2)
- saved the file quote.txt to their work folder - 2 marks. (2)
- created a new contact, with all details completed accurately – 4 marks. (4)
- created a contact group and added the new contact – 3 marks. (3)
- replied to the email with appropriate language, correct address and a suitable subject – 4 marks (4)

### Response B:



Email attachment saved, but not in an appropriate folder. This will lose a mark.

A screenshot of an 'E-mail Contact' dialog box. At the top, there are 'Copy' and 'Paste' buttons. Below these are several input fields: 'Name:' with the text 'Mr Jones', 'Telephone:', 'E-mail:' with the text 'ron@yourlocalleasing.co.uk', 'Web:', 'Job:', and 'Company:'. At the bottom of the dialog box, there are 'OK' and 'Cancel' buttons.

Although an email has been created, the contact details are not complete and this will lose marks.

New mail

To: ianbrown@widgets.com

Cc:

Subject: Car

I've got the car quote.

The learner has created an email address, but there is an error – it should be '.co.uk' rather than '.com'

The Subject is not clear.

The email message is brief – the risk is that the message becomes unclear and this may be penalised in the marking.

The email does not include an appropriate close, e.g. Regards, 'their name'.

### Examiner comment:

Marks available: 15 – full marks shown in ( ) below

Marks awarded: 7

#### Reasons:

The learner has:

- opened and used an email application – 2 marks (2)
- saved the file quote.txt, but not in an appropriate folder - 1 mark (2)
- created a new contact, but not all details completed accurately –3 marks (4)
- contact group not created – 0 marks (3)
- replied to the email but the address is incorrect, subject not clear, and a brief message without a suitable closing phrase or name – 1 mark (4).

### Examiner tip:

**Email:** Make sure that emails are composed correctly, including a correct email address, and a relevant subject line. Although allowances are generally made for small errors in emails, candidates should check their work before sending.