Working it out – Receive 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 one of NCFE's retired papers. 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 one specific 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.

Scenario:

The manager of a local technology store, Mr White, has asked you to help with some IT tasks. He wants you to help him produce a newsletter. You will need to work on sales data and produce the newsletter article.
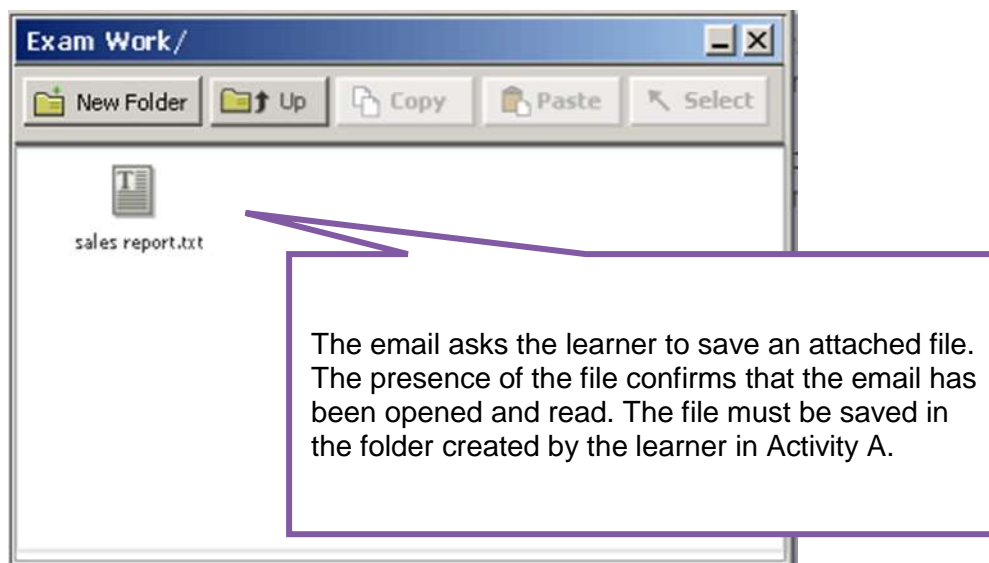
Question 1 - Activity B: Receive an email

You have new emails.

*The email with the subject **Sales Report** contains some information that you should save. Read the email and follow the instructions.*
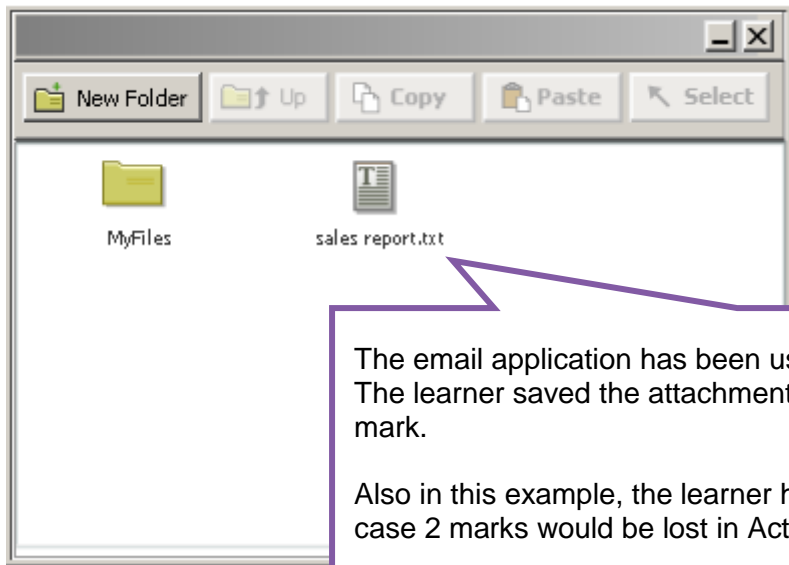
Marks available: 4

Response A:

Exam Work/

New Folder   Up   Copy   Paste   Select

sales report.txt

The email asks the learner to save an attached file. The presence of the file confirms that the email has been opened and read. The file must be saved in the folder created by the learner in Activity A.

Examiner comment:

Marks available: 4	Marks awarded: 4
Full marks shown in ( )	
Reasons:	

Reasons:
- An email application is used with the correct email found and read, confirmed by the saved email attachment – 2 marks (2)
- File saved to the learner's new folder – 2 marks (2)

Response B:

The email application has been used, the email opened and read. The learner saved the attachment, but not in a folder. This would lose 1 mark.

Also in this example, the learner has not created a folder and in this case 2 marks would be lost in Activity A.

Examiner comment:

Marks available: 4 Full marks shown in ( )	Marks awarded: 3
Reasons: • An email application is used with the correct email found and read, confirmed by the saved email attachment – 2 marks (2) • File saved, but not in a folder – 1 mark (2)	

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.