116945 Workplace Assessment

Case Study

Note to the facilitator:

Have students create and save a simple Word document named ‘Practice’ that they will attach to an email during the assessment. Learners should type any two sentences of their own choosing in the document.

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| **Action** | **Performed correctly points allocated** |
| 1. **Open MS Outlook (1)**
 |  |
| 1. **Send an e-mail to the facilitator and one of your fellow students. In the e-mail, explain how this course will benefit you in the workplace. (3)**
 |  |
| 1. **Include a suitable subject header (1)**
 |  |
| 1. **Attach the Practice file that you created before starting the assessment, to the message (1)**
 |  |
| 1. **Ensure that you type your message as though you were sending it to your supervisor. (1)**
 |  |
| 1. **Send the mail (1)**
 |  |
| 1. **By now you should have received a mail from one of your fellow students. If not, request your facilitator to reply to your mail. Open and read the mail. (2)**
 |  |
| 1. **Open the attachment that you received with the mail and save the attachments to the My Documents folder. (2)**
 |  |
| 1. **Forward the mail that you have just opened and read, to the facilitator. (1)**
 |  |
| 1. **Copy the contents of the mail you received from a fellow student to a new mail message (1)**
 |  |
| 1. **Copy the contents of the mail you sent to the facilitator to the new mail message (1)**
 |  |
| 1. **Copy the contents of your Practice file to the new mail message (1)**
 |  |
| 1. **Delete the first sentence of your Practice file from the mail. (1)**
 |  |
| 1. **Find out from Help how to show or hide the Navigation Pane. Type the last step in your e-mail. Send the mail to the facilitator (1)**
 |  |
| **TOTAL: 18** |  |

Observation Sheet

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| **Action** | **Performed correctly** **Yes / No** |
| Call the facilitator and show him how you will print an e-mail (1) |  |
| Show the facilitator how you do a Spelling and Grammar check. (1) |  |
| Flag one of the messages in your Inbox for follow up. (1) |  |
| Add a new contact to the Address Book (1) |  |
| Sort your messages according to “From” as your Sort criteria. (1) |  |
| Delete an email (1) |  |
| Change the View from Compact to Single View and back to Compact View. (1) |  |
| Close Outlook (1) |  |
| **TOTAL: 8** |  |