T-LEVELS | Institute for Apprenticeships & Technical Education

T Level Technical Qualification in Digital Support Services

Occupational specialism assessment (OSA)

Digital Support

All assignments

Provider guide

NCFE

T Level Technical Qualification in Digital Support Services
Occupational specialism assessment (OSA)

Digital Support

Provider guide

All assignments

Contents

Controls for this assessment

Assessment delivery

The Digital Support occupational specialism consists of 3 separate assignments.

The assignments will be delivered to providers for planning and preparation in advance of the windows:

- assignment 1 will be delivered within a fixed 2 week window specified by NCFE

- assignment 2 will be delivered on set dates and times, across all providers after the window set for assignment 1

- assignment 3 will be delivered within a fixed 2 week window specified by NCFE after the set date assignment 2

Specific information for each assignment can be found below.

Students must complete the assignments independently and under supervised conditions, as per the specific guidance for each assignment provided below.

Students and tutors are required to sign a declaration of authenticity for each assignment to confirm that the work is their/the student's own. A single declaration form is sufficient for all tasks within one assignment. The declaration forms can be found at www.qualhub.co.uk. This is to ensure authenticity and to prevent potential malpractice and maladministration. Students must be made aware of the importance of this declaration and the impact this could have on their overall grade if the evidence was found not to be the student's own work. Tutors must be aware that by signing the declaration, they are validating it is the student's own work.

At the end of each supervised session, the tutor must collect all evidence and any other materials before students leave the room, to ensure that no student takes any external assessment material or assessment evidence out of the room. This also includes sufficient monitoring and checks to ensure that students have not made materials available to themselves or anyone else electronically via the intranet or internet.

External assessment materials should be securely stored between supervised sessions. Students must not have access to this area between the supervised sessions, including electronic files.

Assignment 1

This must be completed prior to completing assignment 2 and 3.

Providers must schedule sufficient time within the 2 week window for all students to be able to complete all of the tasks by the end of the window, and in the correct order. A total period of 5 days is required to complete all of the tasks within this assignment.

This task is set by NCFE and administered by you, the provider, during this 2 week window.

Task 2 should only be given out after completion of task 1.

Students must work independently and under supervised conditions.

Internet access is only allowed for task 2 (privacy mode should be disabled, and policies applied to prevent deletion of browsing history).

Assignments should be returned by the date specified and will be marked by NCFE.

Marks available

Across all assignment 1 tasks: 76 marks.

Students should read the instructions provided carefully.

Students should attempt to complete all of the tasks in the time allowed.

Timing

Task 1 = 8 hours spread over 2 days (one 3 hour and 30 minutes session in one day for task 1(a), and 4 hour and 30 minutes over one AM and PM sessions for task 1(b).

Task 2 = 11 hours spread over 3 days. This task must be provided after completion of task 1. There may be significant periods of time whilst waiting for installations to take place and therefore tasks 2(a), 2(b) and 2(c) can be completed in parallel.

Students have a maximum of 19 hours to complete all tasks within this assignment.

Individual tasks must be completed within the maximum timescales stated above, but it is up to students how long they spend on each part of the task.

Resources

Across the range of assignment 1 tasks, providers need to provide students with access to:

- at least 3 computers, which have full administrator rights, or virtual/emulator machine and software
- internet access to enable students to download drivers/updates/installing anti-malware software
- operating system (for students to be able to install)
- word processing, presentation and spreadsheet
- email software
- instant messaging software
- project management software
- mobile device (laptop/tablet/phone with unrestricted, unlocked access) or emulator

- IP address allocations for task 2 in line with provider's own network IP addressing schema
- digital camera

Delivery guidance (including equipment required)

Task 1

Providers need to provide students with access to:

- a computer pre set-up with OS system installed
- pre-installed office software to be able to write the report and complete the installation and configuration log

Task 2

Providers need to provide students with access to:

- at least 3 computers, which have full administrator rights OR virtual/emulator machine and software
- full internet access (for drivers/updates/installing anti-malware software)
- operating system (for students to be able to install)
- word processing, presentation and spreadsheet
- email software
- instant messaging software
- project management software
- mobile device (unrestricted, unlocked access) or emulator
- prior to starting task 2 the provider will need to provide IP address allocations in line with own network IP addressing schema to allow students to allocate IPs
- digital camera

Internet access is allowed for all parts of the task.

Assignment 2

The assessment will be delivered on set dates specified by NCFE and after the window for assignment 1.

The assessment will be released to providers for planning and preparation in advance of the set date.

Providers must schedule sufficient time on the set dates for all students to be able to complete all the tasks by the end of the window, and in the correct order.

This task is set by NCFE and administered by you, the provider, during this window.

Students must work independently and under supervised conditions.

Limited internet access is allowed. Please refer to individual tasks for details (privacy mode should be disabled, and policies applied to prevent deletion of browsing history).

Assignments should be returned by the date specified and will be marked by NCFE.

Marks available

Across all assignment 2 tasks: 30 marks.

Students should read the instructions provided carefully.

Students should attempt to complete all of the tasks in the time allowed.

Timing

Task 1 = 3 hours (this task will be completed in one day).

Task 2 = 2 hours (this will be provided after completion of task 1 and be completed in one day).

Students have a maximum of 5 hours to complete all tasks within this assignment.

Individual tasks must be completed within the maximum timescales stated above, but it is up to the student how long they spend on each part of the task.

Resources

Across the range of assignment 2 tasks, providers need to provide students with access to:

- 1 x workstation set-up with:
    - OS installed – full administrator rights
    - office software installed
    - a USB stick
- 1 x mobile device (laptop/tablet/phone) or emulator:
    - set-up with no security controls in place
- WiFi connection
- business email address login details already set up
- screen capturing recording software/equipment
- digital camera
- a workstation that must already be set up on a network, which has the following set-up:

- o installed OS, word processing software, spreadsheet software, presentation software, project management software, instant messaging software, collaboration software and project management software installed

- o authorised anti-virus installed (for example, AVG free)

- o a mobile device (laptop/tablet/phone) or emulator must already have been set up with no security lock in place

Delivery guidance (including equipment required)

Task 1

Providers needs to set up one workstation for job requests 1 and 2, and one mobile device for job request 3.

1 x workstation set-up with:

- OS installed – full administrator rights

- word processing software installed

1 x mobile device or emulator

1 x USB stick:

- install EICAR file onto the USB (copy and paste text file on to USB) and save with any name; this is captured by most AV products as a virus and will be treated as such but is safe:

  - o X5O!P%@AP[4\PZX54(P^)7CC)7}$EICAR-STANDARD-ANTIVIRUS-TEST-FILE!$H+H*

The provider must create a business email address/login using a suitable application such as MS Outlook/Office 365, and publicly accessible intranet for example MS SharePoint, which will be given to the students for job 3.

Evidence for the mobile device can be achieved via mobile screenshots or photographs. Students must use a digital camera supplied by the provider to capture photographic evidence.

Limited internet access is permitted for completion of tasks. Internet use should be monitored, and a browsing history print out provided.

Task 2

Providers need to provide students with access to:

- screen recording equipment

- a workstation must already have been set up on a network, which has the following set-up:

  - o anti-virus installed

- mobile device (tablet/phone) or emulator with email installed

Limited internet access is permitted. This is a requirement due to needing to access email on the mobile device. Internet use should be monitored, and a browsing history print out provided.

Assignment 3

The assessment will be delivered within a fixed 2 week window specified by NCFE.

The assessment will be released to providers for planning and preparation in advance of the window.

Providers must schedule sufficient time within the 2 week window for all students to be able to complete all the tasks by the end of the window, and in the correct order.

This task is set by NCFE and administered by you, the provider, during this 2 week window.

Students must work independently and under supervised conditions.

Limited internet access is allowed. Please refer to individual tasks for details (privacy mode should be disabled, and policies applied to prevent deletion of browsing history).

Assignments should be returned by the date specified and will be marked by NCFE.

Marks available

Across all assignment 3 tasks: 27 marks.

Students should read the instructions provided carefully.

Students should attempt to complete all of the tasks in the time allowed.

Timings

Task 1 = 6 hours (this should be spread over 2 days)

Task 2 = 4 hours

Students have a maximum of 10 hours to complete all tasks within this assignment.

Individual tasks must be completed within the maximum timescales stated above, but it is up to the student how long they spend on each part of the task.

Resources

Across the range of assignment 3 tasks, providers need to provide students with access to:

- 1 x workstation set-up with office software installed
- internet access – for developer notes and help pages
- one end-user device or virtual machine
- access to servers, firewalls, network devices, network-based services
- appendix 3 – workbook – DSS-009-01 – assignment 3
- penetration test report
- operating system and office licences – for basic image deployment
- digital camera

Delivery guidance (including equipment required)

Task 1

Providers need to provide access to:

- appendix 3 – workbook – DSS-009-01 – assignment 3
- penetration test report
- workstation with word processing software
- digital camera

Limited internet access is permitted for completion of tasks. Internet use should be monitored, and a browsing history print out provided.

Task 2

Providers need to provide students with access to:

- machine running WDS or similar
- operating system to install
- software applications including word processing, spreadsheet software and presentation software licences
- end-user devices or virtual machines
- digital camera
- appendix 3 – workbook – DSS-009-01 – assignment 3

Internet access is permitted. This is a requirement due to needing to install drivers and to authenticate licences. Internet use should be monitored, and a browsing history print out provided.

Document information

The T Level Technical Qualification is a qualification approved and managed by the Institute for Apprenticeships and Technical Education.

Copyright in this document belongs to, and is used under licence from, the Institute for Apprenticeships and Technical Education, © 2020-2021.

'T-LEVELS' is a registered trade mark of the Department for Education.

'T Level' is a registered trade mark of the Institute for Apprenticeships and Technical Education.

'Institute for Apprenticeships & Technical Education' and logo are registered trade marks of the Institute for Apprenticeships and Technical Education.

Owner: Head of Assessment Design

Change History Record

Version	Description of change	Approval	Date of Issue
v1.0	Post approval, updated for publication.		December 2020
v1.1	Branding and formatting final updates. NCFE rebrand.		September 2021