

# **T Level Technical Qualification in Digital Support Services**

Occupational specialism assessment (OSA)

## **Digital Support**

Assignment 2 - Distinction

Guide standard exemplification materials

## **T Level Technical Qualification in Digital Support Services**

### **Occupational specialism assessment**

# Guide standard exemplification materials

## **Digital Support**

### Assignment 2

## Contents

<b>Introduction .....</b>	<b>3</b>
<b>Scenario .....</b>	<b>4</b>
<b>Task 1:.....</b>	<b>4</b>
<b>Task 2:.....</b>	<b>34</b>
Examiner commentary .....	37
Grade descriptors.....	38
<b>Document information .....</b>	<b>40</b>
Change History Record.....	40

## Introduction

The material within this document relates to the Digital Support occupational specialism sample assessment. These exemplification materials are designed to give providers and students an indication of what would be expected for the lowest level of attainment required to achieve a pass or distinction grade.

The examiner commentary is provided to detail the judgements examiners will undertake when examining the student work. This is not intended to replace the information within the qualification specification and providers must refer to this for the content.

In assignment 2, the student must first consider a list of job requests and prioritise them, before actioning the requests. The second task requires them to produce an instructional document and video that can be used by new employees to the company.

After each live assessment series, authentic student evidence will be published with examiner commentary across the range of achievement.

## Assignment 2:

### Scenario

You have previously assisted a client with preparing and installing a set of computers and a mobile device, alongside supporting a network at a food manufacturing company.

Since the installation, you have been contracted to work within the digital support team in order to assist with issue requests.

In addition, you have also been asked to communicate the set-up of a system to a new employee.

### Task 1: deal with job requests

#### Time limit

3 hours

You can use this time how you want but both parts of task 1 must be completed within the time limit.

(18 marks)

#### Instructions for students

A number of job request forms have been passed to you for action. You are to read each of the 3 requests and take the appropriate action. There are 2 workstation requests and one mobile device request. You will be provided with a workstation already set up for each request. Your job is to complete each request and evidence each solution.

For each of the jobs, you will need to prioritise jobs in order and log each of the requests in the incident log (appendix 2).

You will also need to evidence completion of these requests in the form of screenshots to demonstrate your actions, along with any key explanations for all decisions. For the mobile device, you can use screenshots to evidence completion of this task (or you can take a photograph of the completed evidence).

1(a) You are required to read the job requests and complete the incident log (appendix 2) to prioritise each of the jobs, from most important to least important. You will need to justify your reasons for prioritising each job in that order.

(3 marks)

1(b) You are required to read the attached forms and take appropriate action as you see fit. Update the incident log to provide details of what you have done once completed, attaching screenshots/photographs with commentary as necessary.

(5 marks per job request = 15 marks in total)

You will have access to the following equipment:

- a workstation for jobs 10001 and 10002:
  - OS installed – full administrator rights
  - word processing software
- a mobile device (laptop, tablet or phone) or emulator for jobs 10002 and 10003

- a USB stick
- WiFi connection
- business email address – login details already set up
- intranet software
- internet
- digital camera

## Evidence required for submission to NCFE

The following evidence should be submitted:

- incident log (appendix 2)
- fault finding/issue evidence (screenshots (if using virtual machines) or photographs (if using physical machines/devices) along with commentaries)
- internet browsing history

### Job no: 10001

Details:

<b>Username</b>	Maria Jet	<b>Time reported</b>	3:15pm
<b>Department</b>	PA to managing director	<b>Date reported</b>	12/12/20
<b>Tel. no</b>	3030	<b>Priority</b>	
<b>Email</b>	<a href="mailto:mariajet@foodplus.com">mariajet@foodplus.com</a>	<b>Technician</b>	
<b>Machine no</b>	own laptop	<b>Room</b>	N/A

### Fault/request

Maria is concerned as she does a lot of work from home and brings this work in on a USB stick; she is worried that she might accidentally carry in a software virus which she may have picked up from one of her teenage children downloading music and games from the internet.

She has also recently had a lot of emails with attachments from companies offering services and she is unsure as to whether they are reliable or not. She has opened some attachments to find out they are unsuitable and suspects they might harbour viruses.

Can you install authorised suitable virus checking software on her workstation in order to run a full scan of her USB stick, and also set this up so that it carries out a full virus check of her workstation at 8am every Monday morning. If you find a virus, carry out the necessary steps of removal.

In order to reduce the risk of personal data being lost, can you also create instructions for Maria about how to encrypt files on the USB stick, to prevent any future unauthorised access.

Maria also requires some suitable collaboration software to be installed so that she can instantly message her colleagues on her workstation.

### Job no: 10002

Details:

<b>Username</b>	Sunil Koothrappali	<b>Time reported</b>	10:20am
<b>Department</b>	Sales	<b>Date reported</b>	13/12/20
<b>Tel. no</b>	3031	<b>Priority</b>	
<b>Email</b>	<a href="mailto:sunilkoothrappali@foodplus.com">sunilkoothrappali@foodplus.com</a>	<b>Technician</b>	
<b>Machine no</b>	company computer	<b>Room</b>	N/A

### Fault/request

Sunil is going to purchase his old company laptop which has now been replaced. We have already wiped and re-installed with Windows 10 to ensure the removal of any personal information to comply with GDPR and can confirm that all operating system software and applications have been provided with a full licence for staff personal use.

Before the computer is reissued, please can you carry out maintenance so that the reissued computer will run at its optimum speed, to include:

- ensure that automatic updates are turned on
- check the system for any OS (operating system) and application updates, and install if necessary
- check for any driver updates and install as necessary
- check Windows event log for any errors and address as required
- run the check disk utility on each machine to ensure that the hard disks have no major problems

### Job no: 10003

Details

<b>Username</b>	Josh Pebble	<b>Time reported</b>	4:05pm
<b>Department</b>	Sales	<b>Date reported</b>	15/12/20
<b>Tel. no</b>	3001	<b>Priority</b>	
<b>Email</b>	<a href="mailto:joshp@foodplus.com">joshp@foodplus.com</a>	<b>Technician</b>	
<b>Machine no</b>	mobile device	<b>Room</b>	N/A

### Fault/request

Josh from the sales team wishes to use his personal mobile device to access email and company intranet.

Company policy does allow access to corporate email and intranet via the approved applications as long as suitable security measures are in place to protect corporate data.

Please can you download and install the relevant application and set up and configure his business emails on the device.

Can you also download and install the relevant intranet application and set up and configure access on the device.

As it is his own personal device, could you check to ensure suitable security measures are in place to prevent unauthorised access when opening business email and intranet applications.

## Student evidence

### Task 1



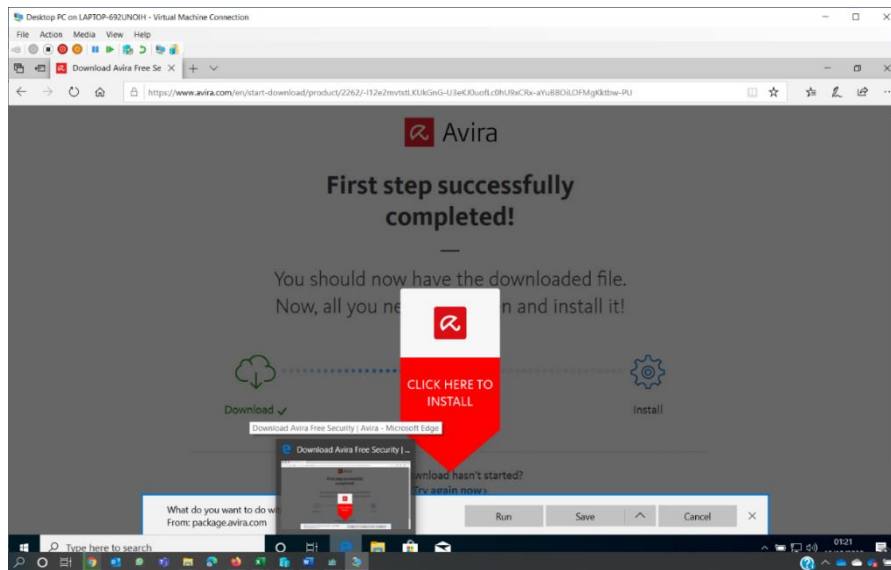
This is me working on the tickets I have been given.

### Job no: 10001

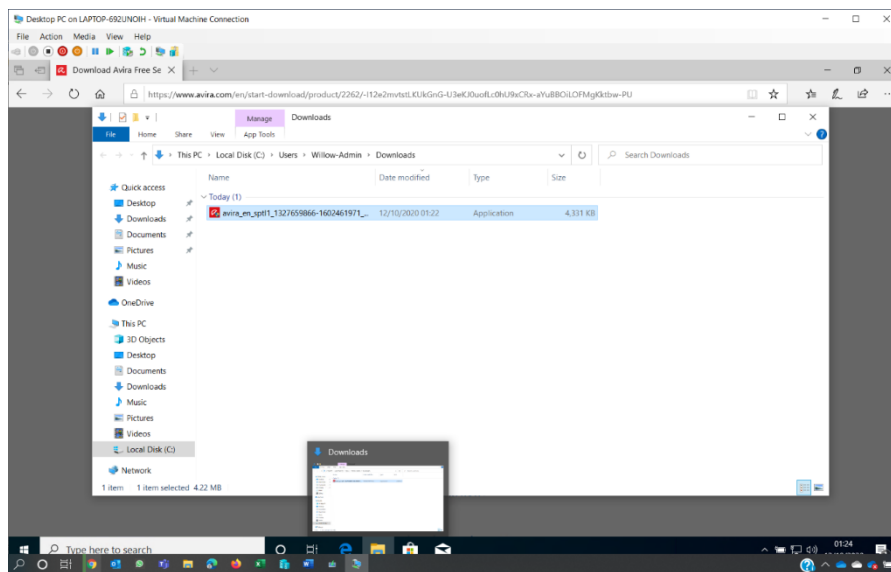
To protect Maria's PC, I am going to install Avira antivirus onto the computer.



- I have located the download page on the website for Avira antivirus

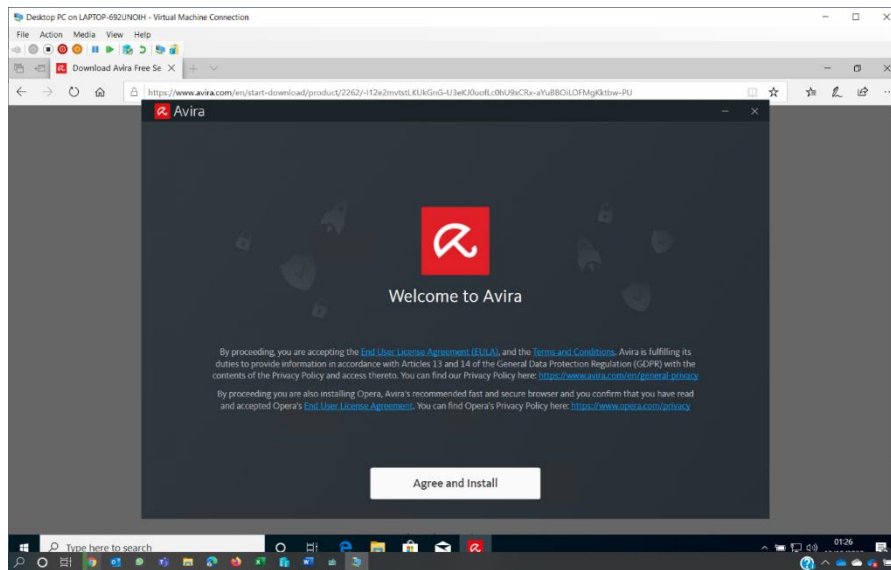


- on the download page, I will click save to save the installer file to the local computer

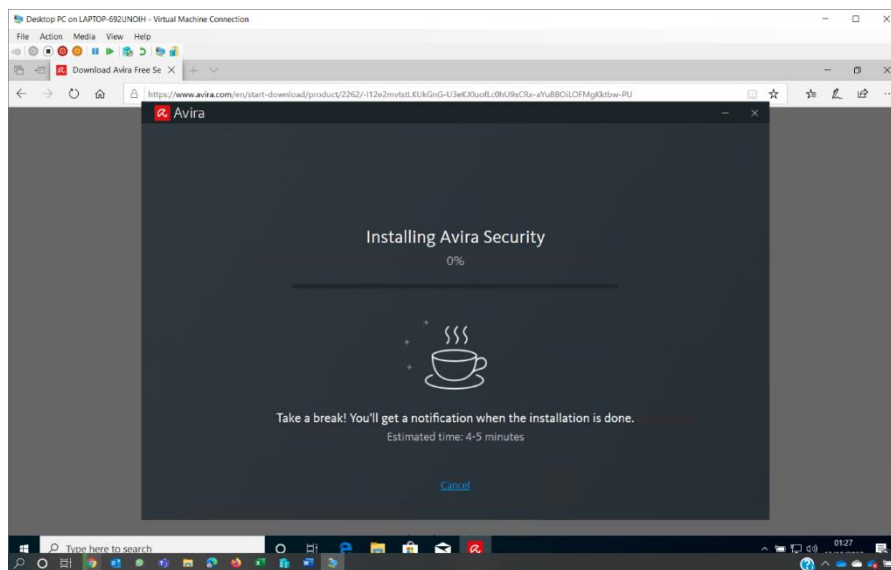


- I have located the download file in the local downloads folder

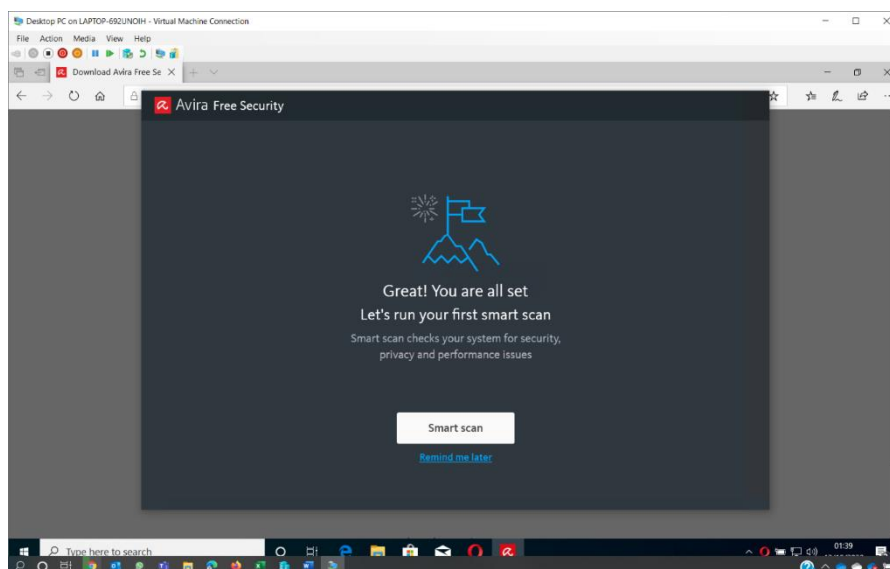




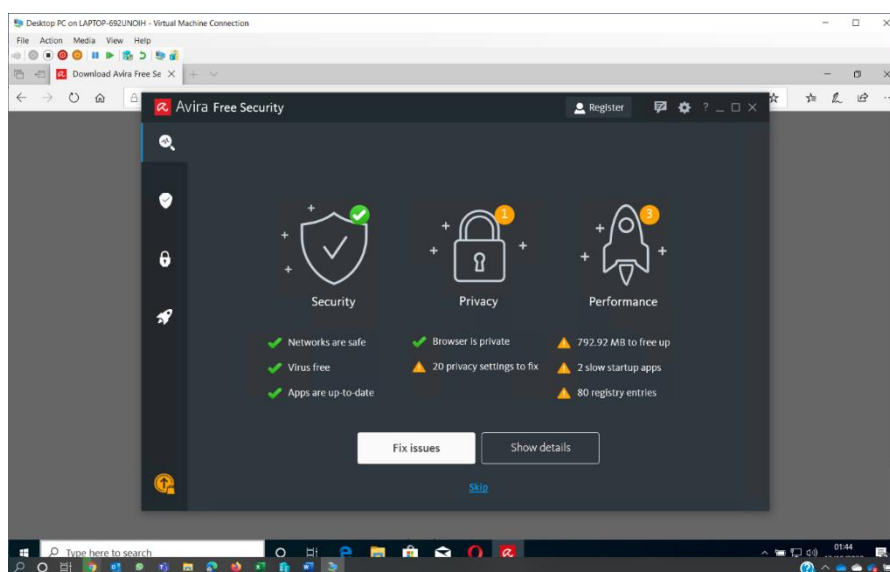
- once I click on the installer file, I read the licence agreement and click to agree and install as the license agreement is necessary to use the program



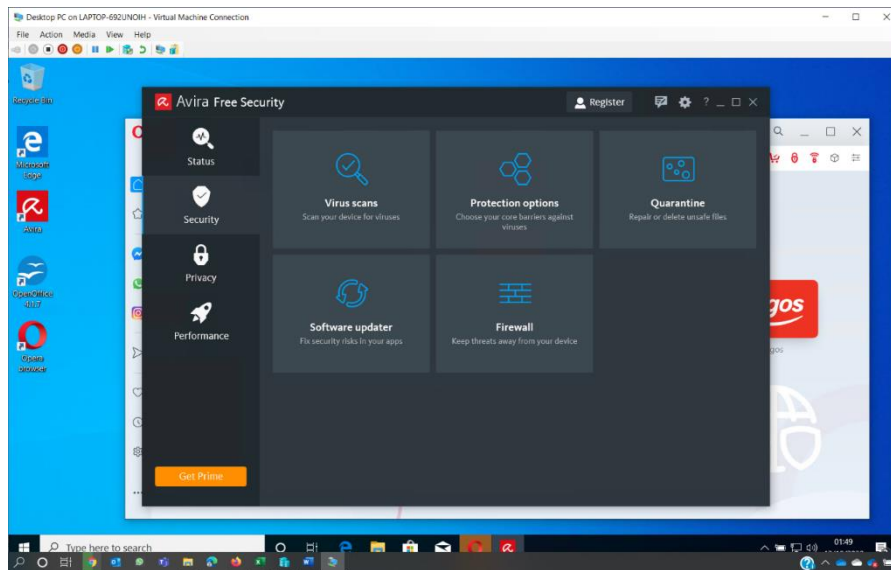
- Avira now installs on the local computer. This could take a few minutes



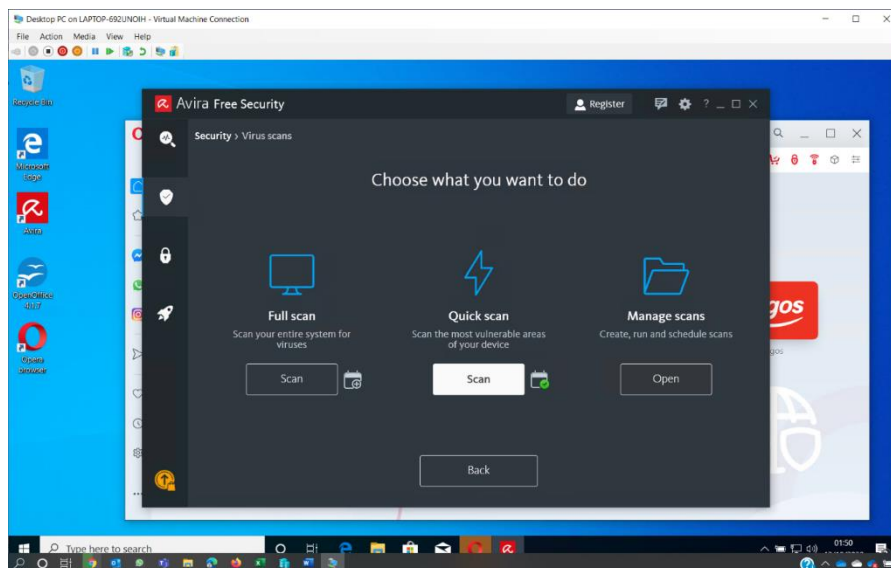
- Avira wants to perform a system scan which I will permit by clicking smart scan. This allows the program to scan for viruses that are already on the computer



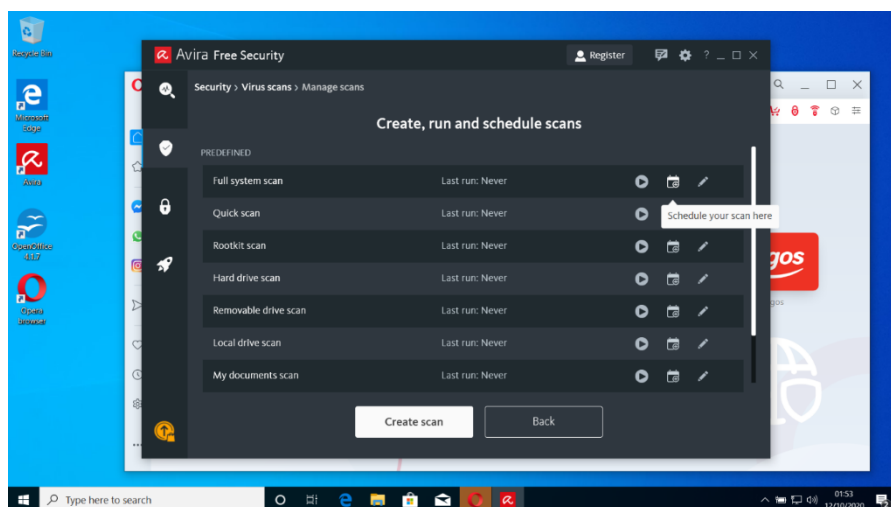
- the computer is virus free. Avira has identified some performance and privacy areas that can help the computer perform better as well. It allows errors to be fixed now



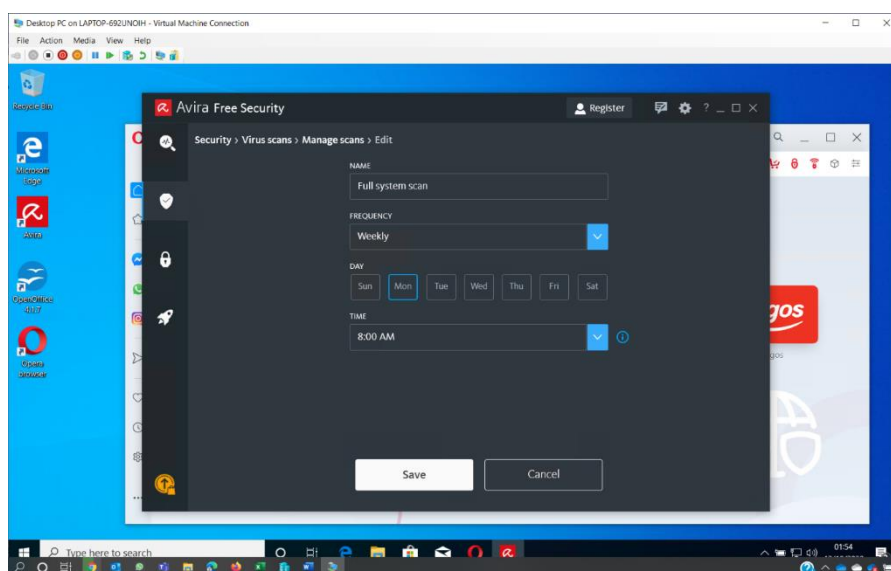
- to configure weekly scans, I click on security on the left and then select virus scans so I can run a scan



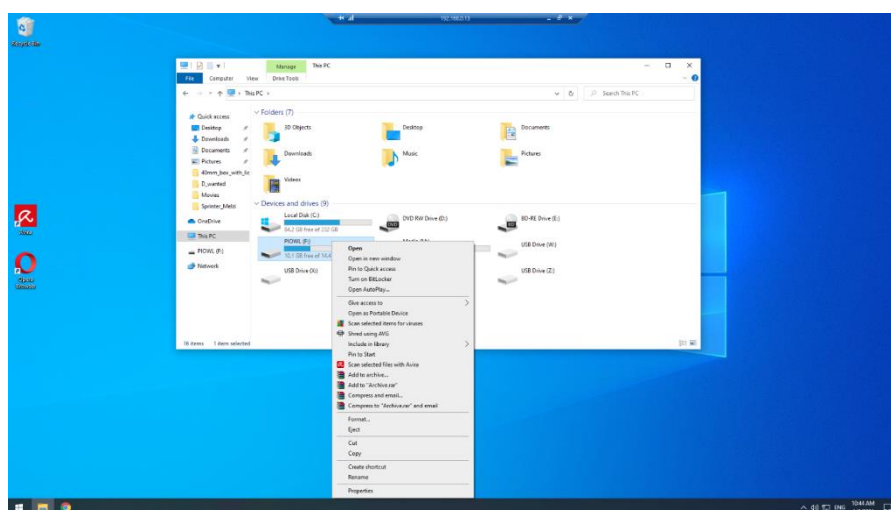
- I can set weekly scans in the manage scans section of the app. This will help protect the computer in the future without having to be done manually



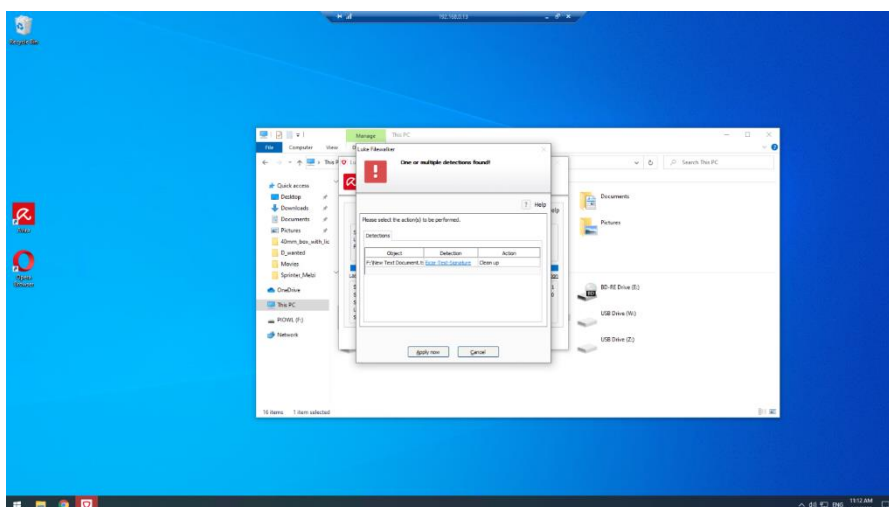
- I click on 'schedule your scan here' under Full System scans to scan the full system



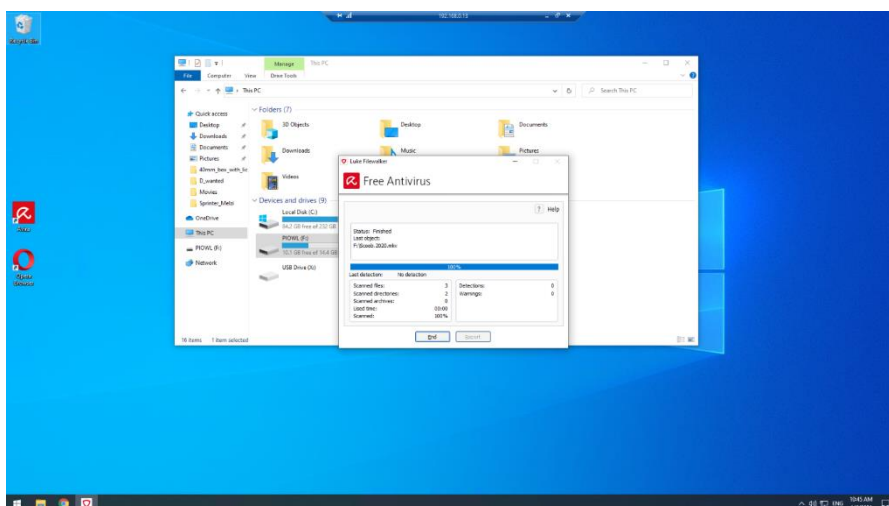
- I configure the software for the frequency, day and time to run so that it is always at the same time for the user



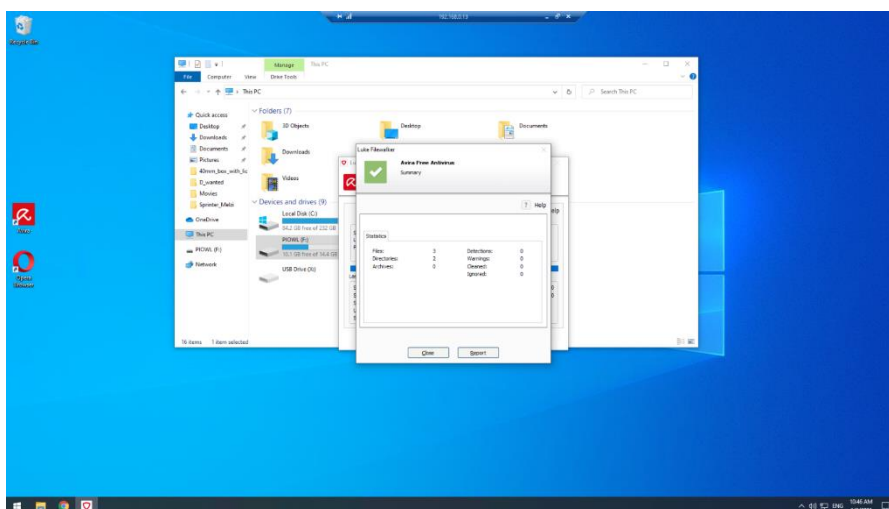
- the system is now set to perform weekly system scans every Monday at 8am as requested by Maria



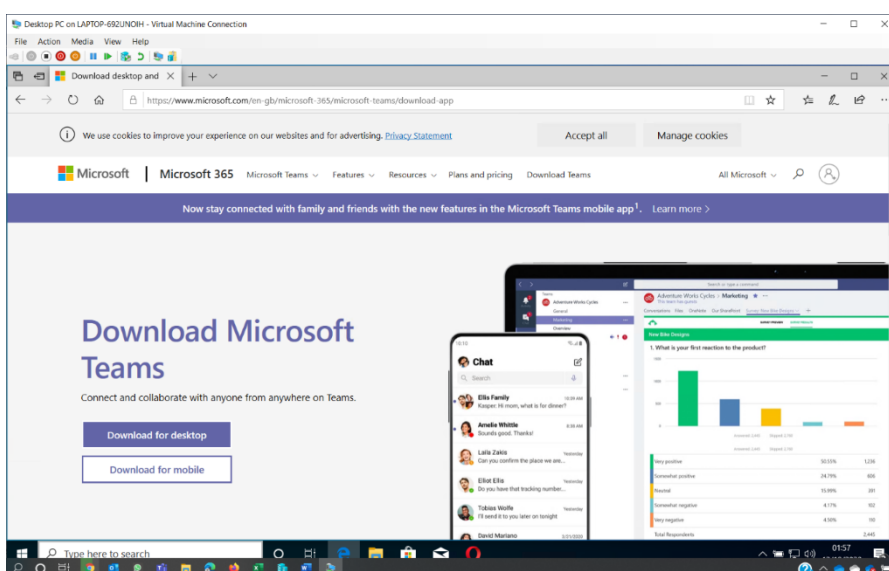
- results of first scan shows a virus has been found. This was a test virus for this test



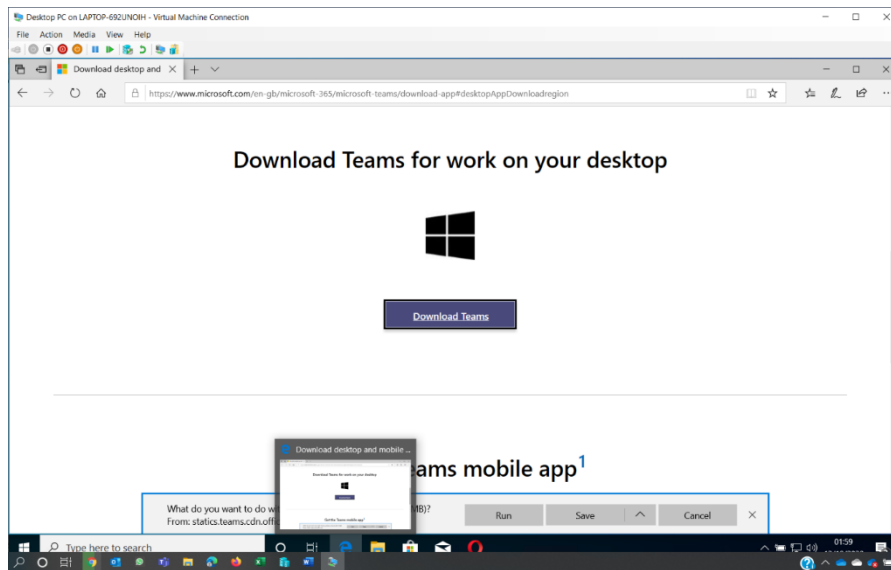
- the problem was initially reported as Maria suspected a virus on her USB stick. Here, I have scanned the USB drive by right clicking and selecting to scan the drive. I can see the results of the scan which has found a virus called **Eicar** on the USB drive



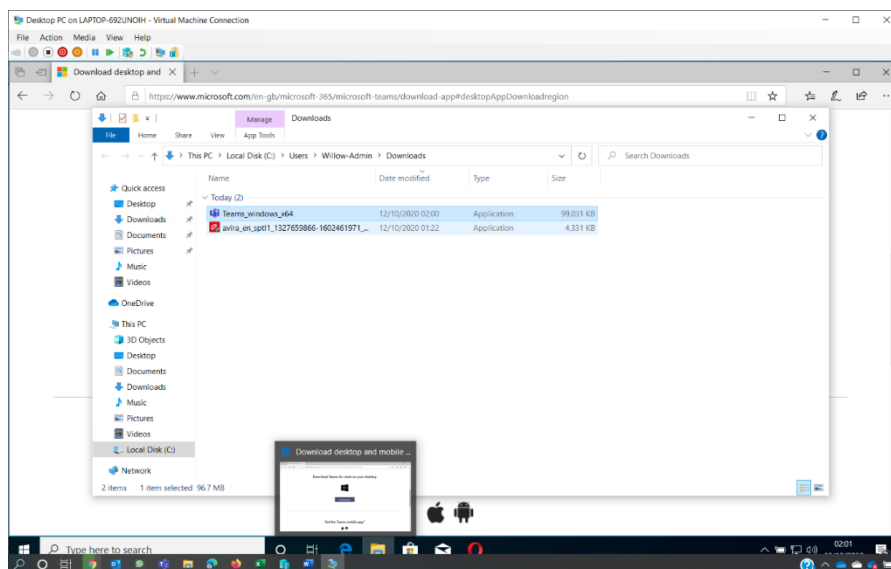
- with the **Eicar** virus being identified, I run the clean-up utility in the antivirus software which removes the virus. The screenshots above show confirmation the virus has been removed



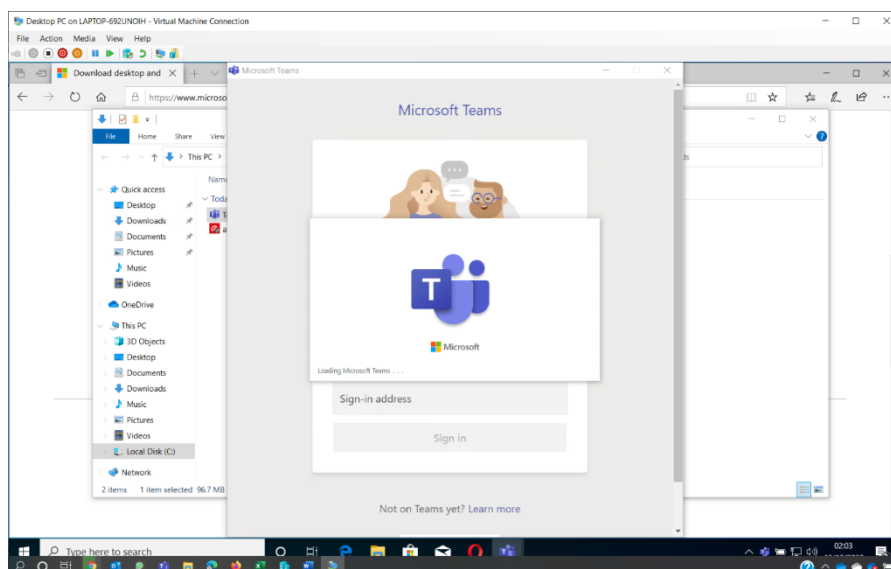
- Maria has requested collaboration software, so I have located the download page for Microsoft Teams



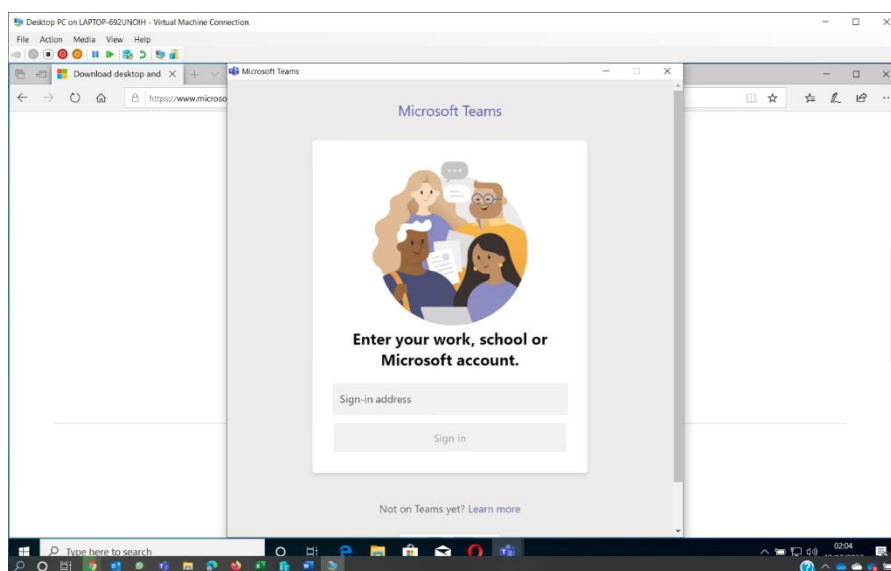
- again, I choose to save the Teams installer to the downloads folder on the local PC



- the Teams installer is now in the downloads folder ready to install



- double clicking on the Teams installer causes Teams to automatically install on the computer as requested



- the Teams collaboration software is now ready for Maria to log into with her Microsoft account

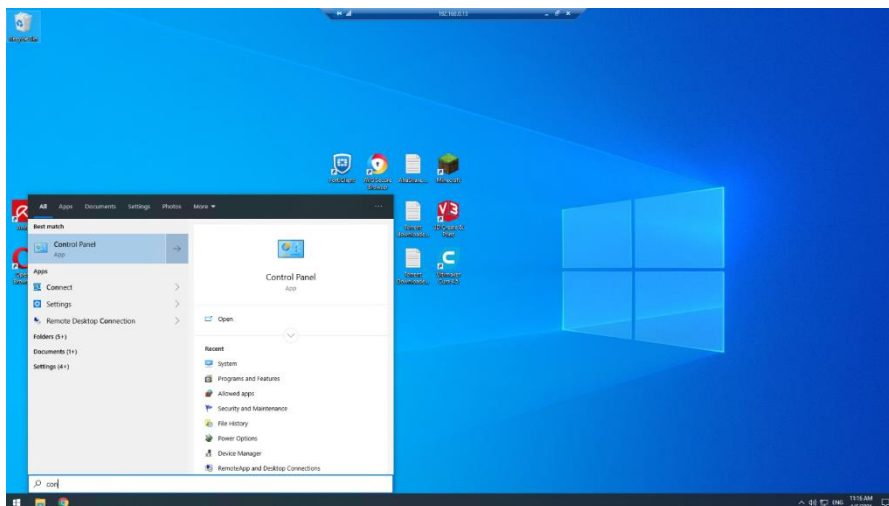


## Configuring encryption on a USB removable drive

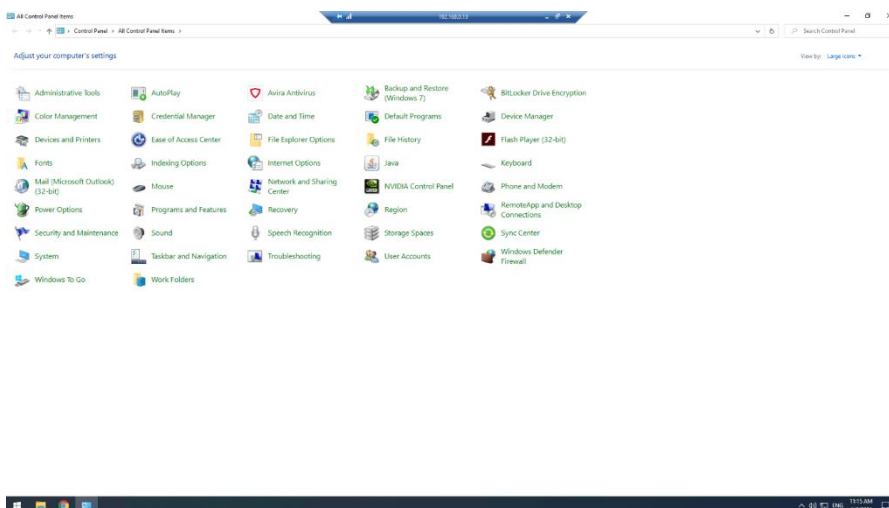
Windows 10 Professional includes a feature called BitLocker To Go. BitLocker To Go is designed to provide strong encryption on a USB drive to protect data in case the removable drive is lost.

### To encrypt a disk using BitLocker To Go:

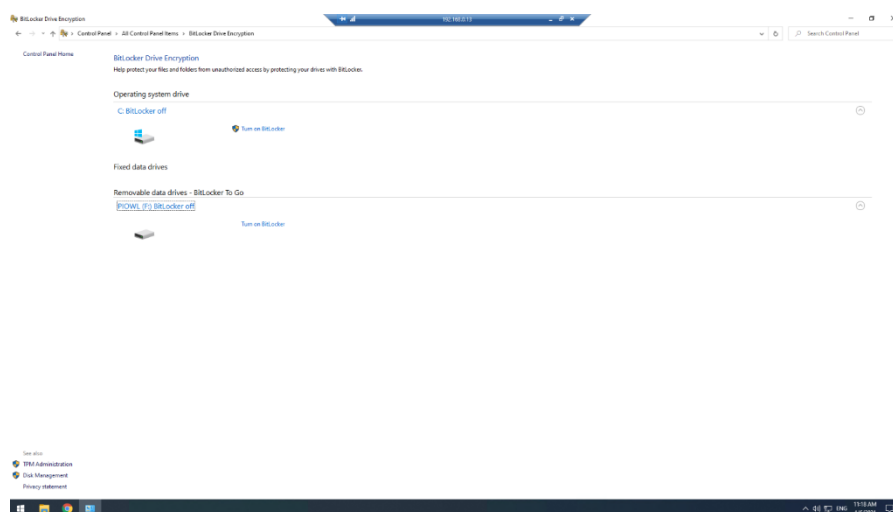
- I click start and type control panel



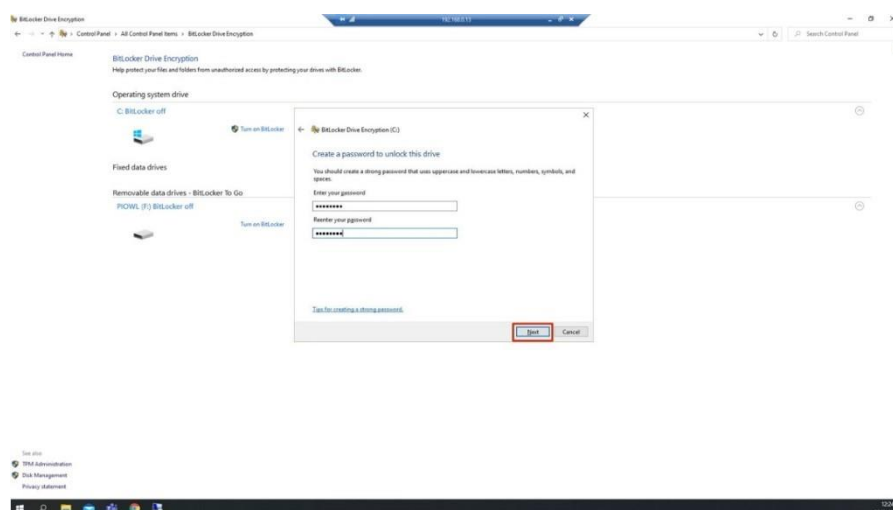
- I click on the control panel and the app that is displayed



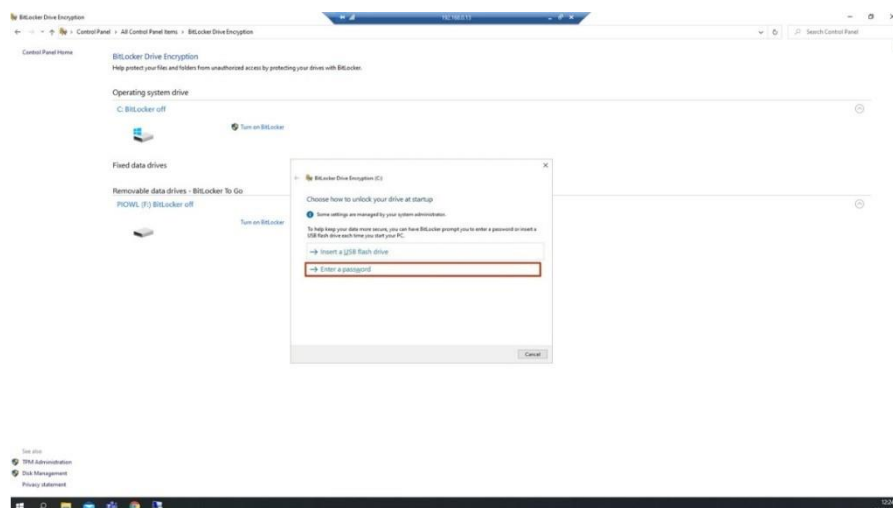
- the control panel is now open with all icons on view. This is the best view and the one typically used by IT professionals



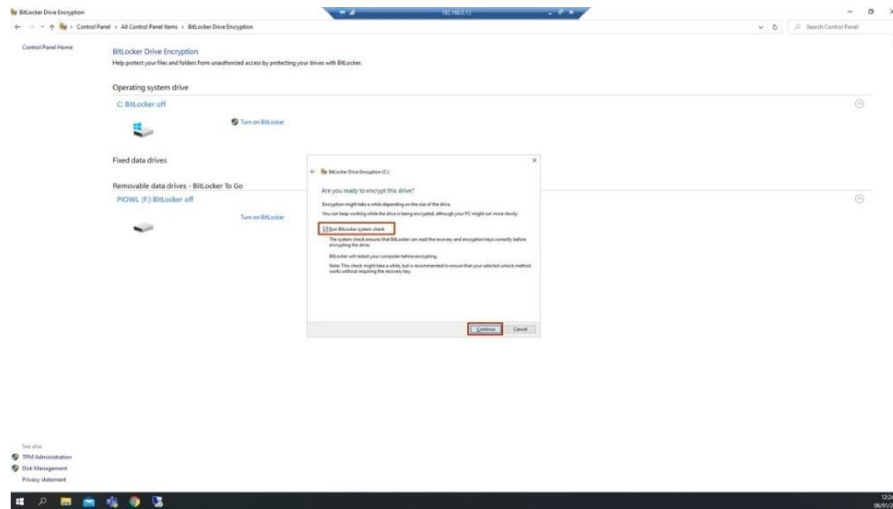
- I click on BitLocker drive encryption to open BitLocker (change the view dropdown from category to large icons if you cannot see BitLocker). Under removable devices – BitLocker To Go, I select the USB drive I want to encrypt



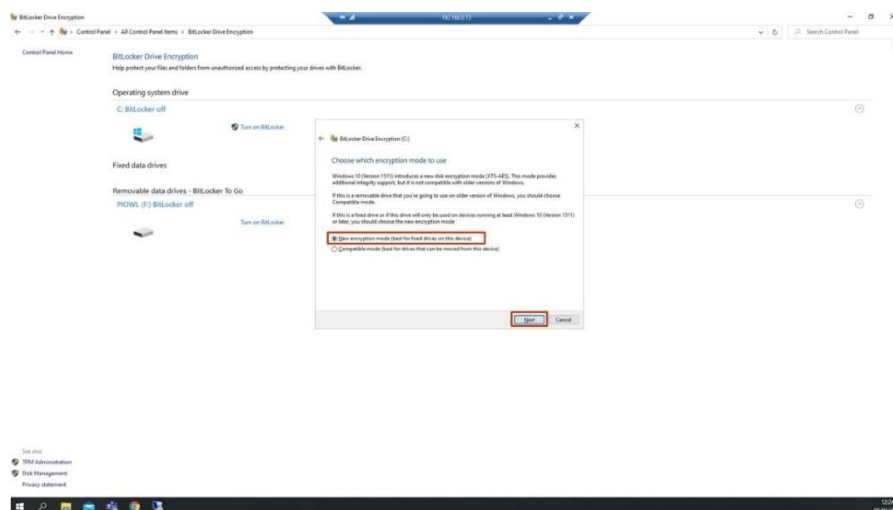
- I follow the onscreen prompts to set Bitlocker



- I select the required options for the installation I require



- again, I click to move on to go to the next screen



- the BitLocker wizard will now start, and I see a progress bar while the drive is encrypting
- when prompted to choose to unlock this drive. I select use a password to unlock this device
- when asked how you want to back up your recovery key, I choose to save to a file

**Note:** If you forget the password you set, you will require this recovery key to access your USB drive. It is recommended it is saved in a secure place.

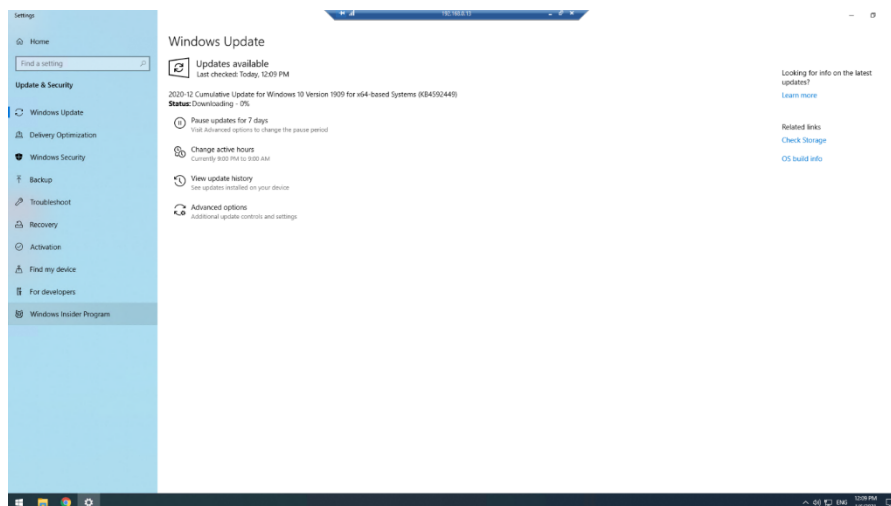
- when asked, choose how much of your drive to encrypt – I choose to encrypt entire drive unless the drive is brand new
- if you are prompted about encryption mode, select new encryption only if you will be using the drive on Windows 10 machines only. If you need to use the drive on older versions of Windows, choose compatibility mod
- when I am ready, I select start encrypting to encrypt your drive

Maria now has an encrypted USB drive. She can continue to use the drive as normal but whenever she plugs it into a computer, she will be prompted for her password before she can access it. This provides more security.

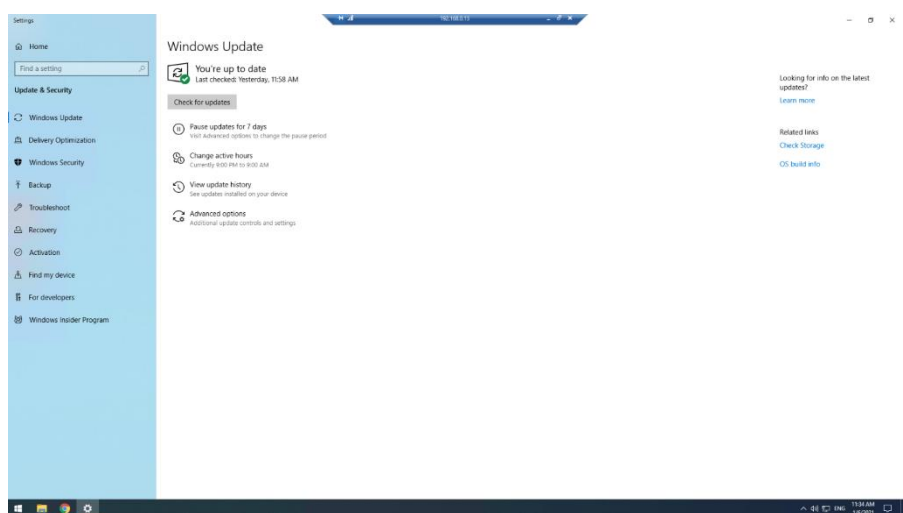
## Job no: 10002

To ensure automatic updates are enabled in Windows 10:

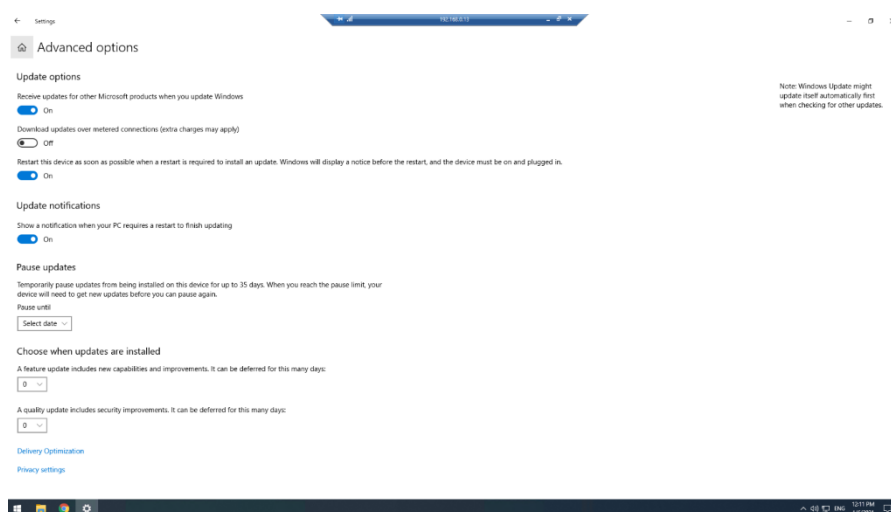
- I click on start > settings > update & security
- I see this window:



- I can see that this system has important updates missing. I will click check for updates and install any that are missing, this will improve the security of the PC



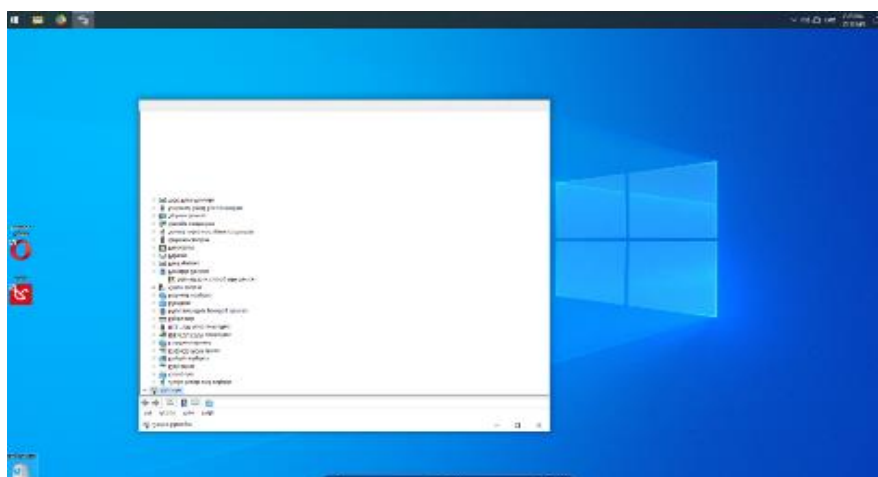
- I have checked for specific updates and have chosen to install them now. The screenshot shows that Windows is now all up to date and has maximum protection for the operating system



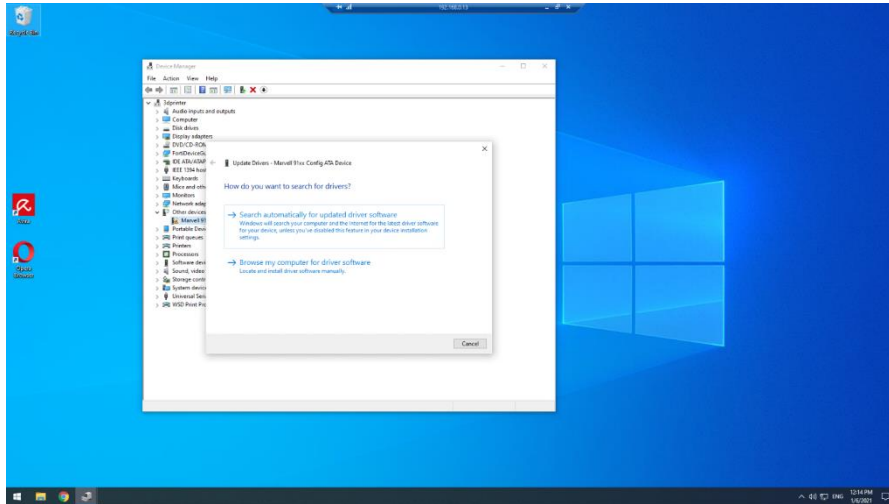
- now I want to make sure updates are configured for the future
- I have logged into the advanced options and have set it to:
  - receive updates for other Microsoft products, (for example, Microsoft Office)
  - restart device as soon as possible to ensure updates get installed
  - show a notification when a restart is required to prompt the user



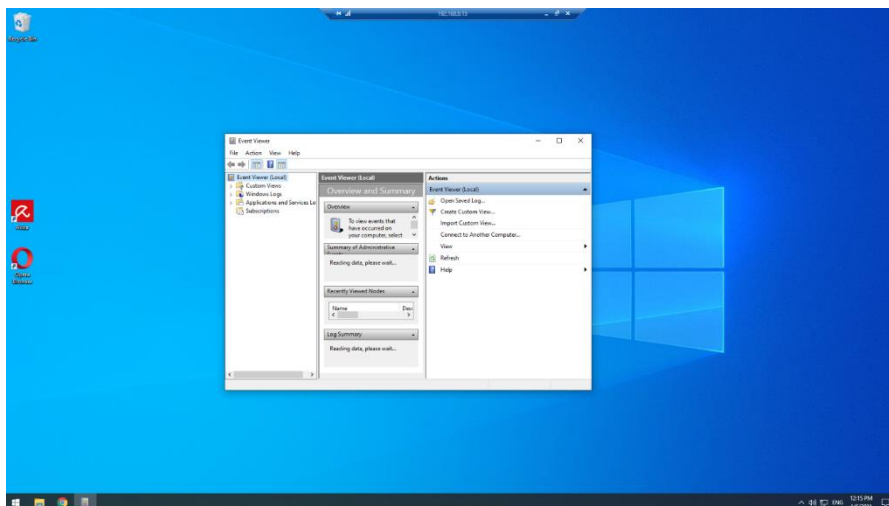
- next, I want to make sure all the drivers for this computer are installed on the PC, so I right click start and select device manager



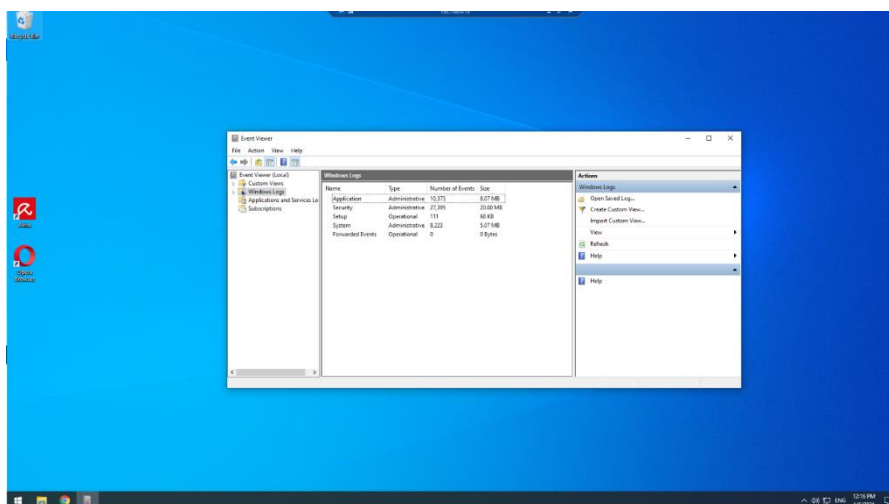
- device manager is open



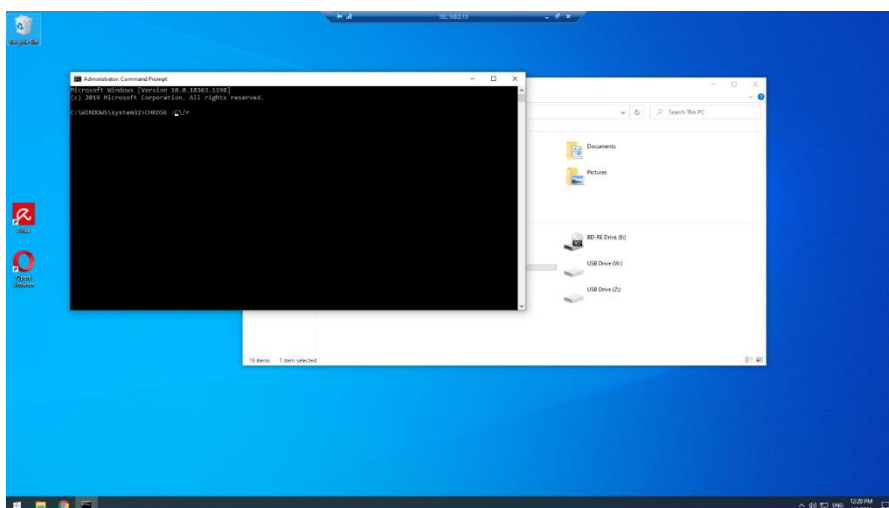
- I check in device manager and the driver for the Bluetooth adapter is not installed. I click on the properties for the Bluetooth adapter and follow the wizard to search online for drivers. Windows automatically downloads and installs the most up to date driver for the adapter. All the drivers for this computer are now up to date
- now I want to check the event log for errors



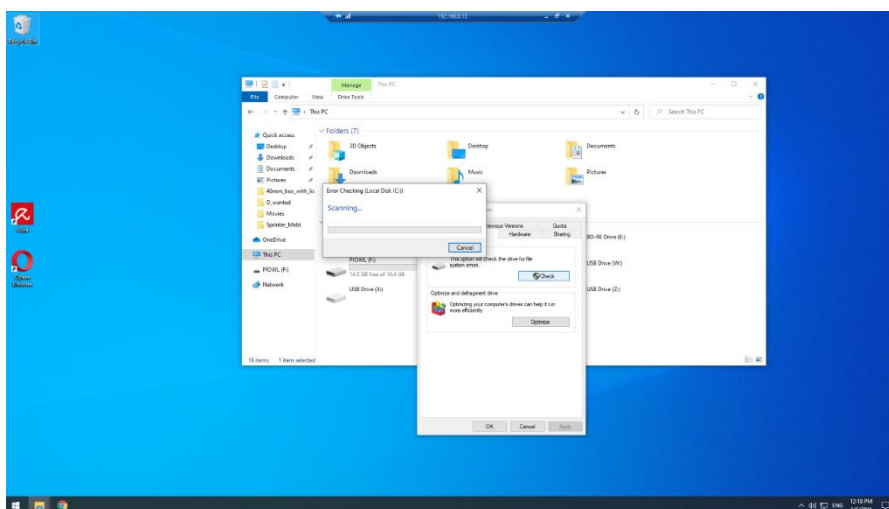
- I open the event logs



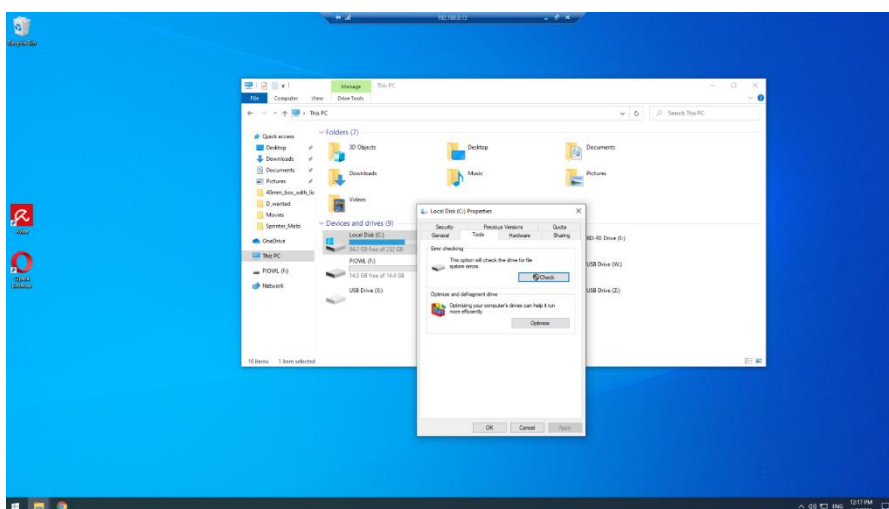
- having checked the logs, I am satisfied that there are no critical or error log events on this computer that require action
- finally, I want to run a disk check to make sure the file system is running optimally, and the HDD is working ok



- command prompt is running and I type CHKDSK to launch the check disk programme



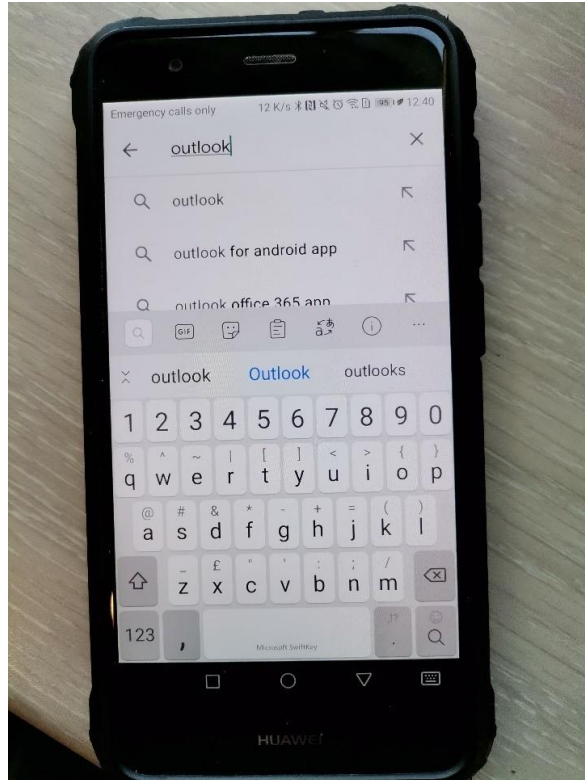
- I click next to use default options as they will run a full check



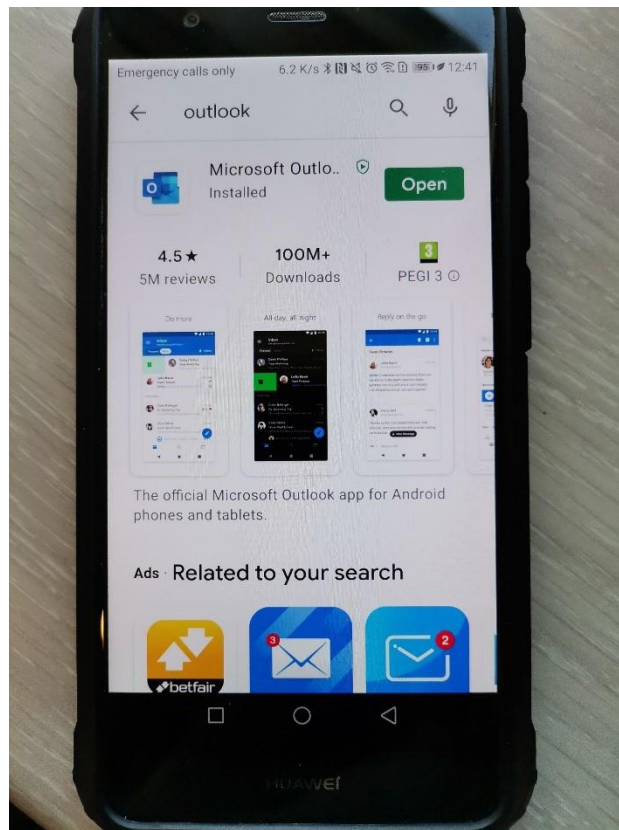
- I run a check on the HDD, which identifies some errors in the file systems. CHKDSK automatically fixes the errors it identified. I also have the computer run a full physical disk check which identifies no issues



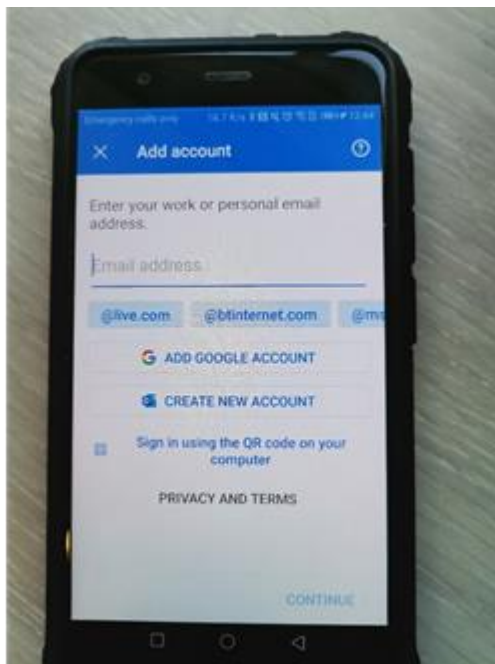
**Job no: 10003**



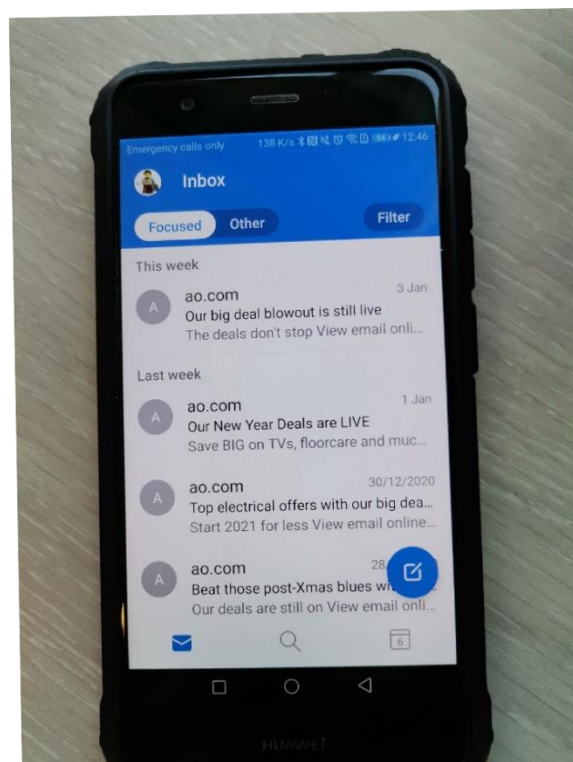
- I search the app store for Microsoft Outlook and then install the app onto Josh's mobile



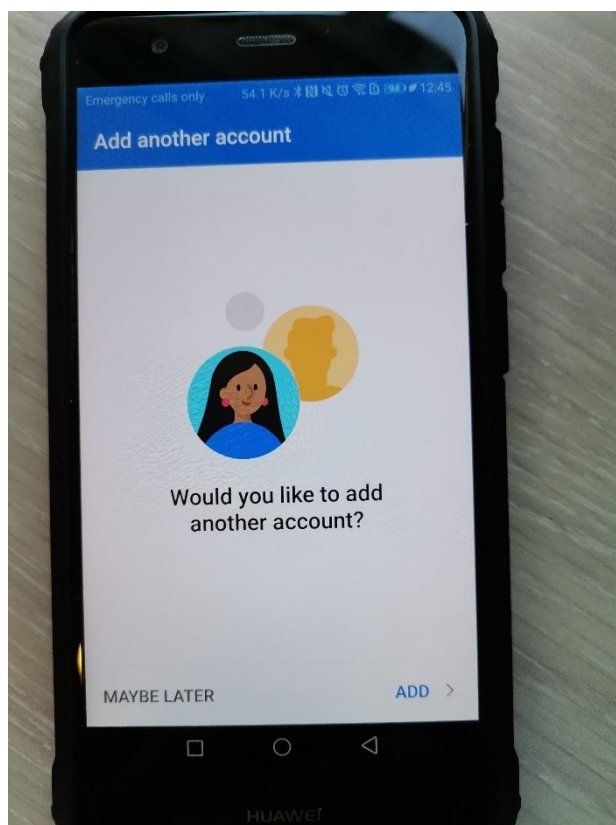
- once installed, I open the app



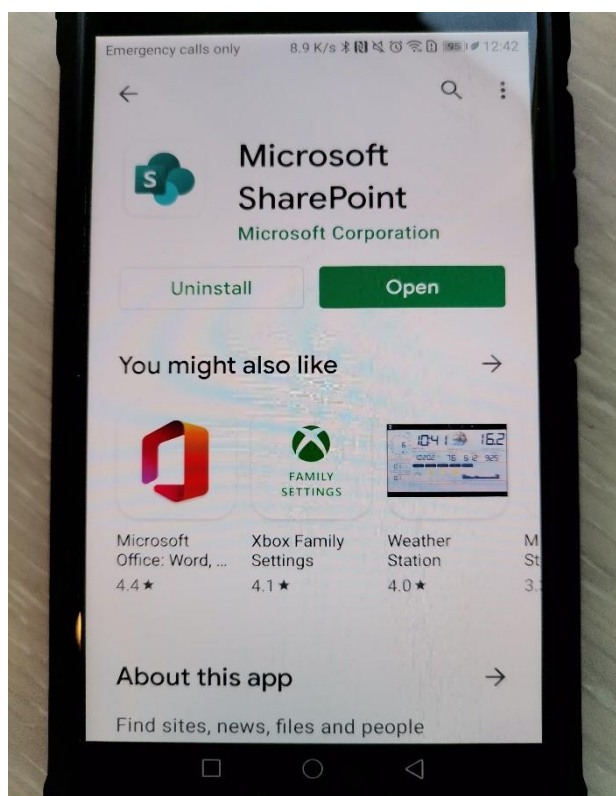
- once installed, I open the new app in order to add an email account



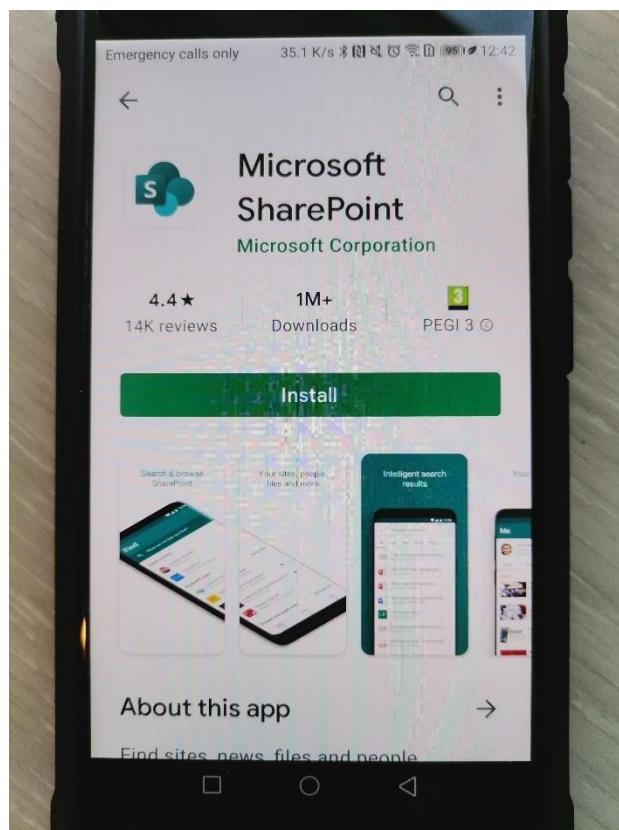
- Josh's emails are now available



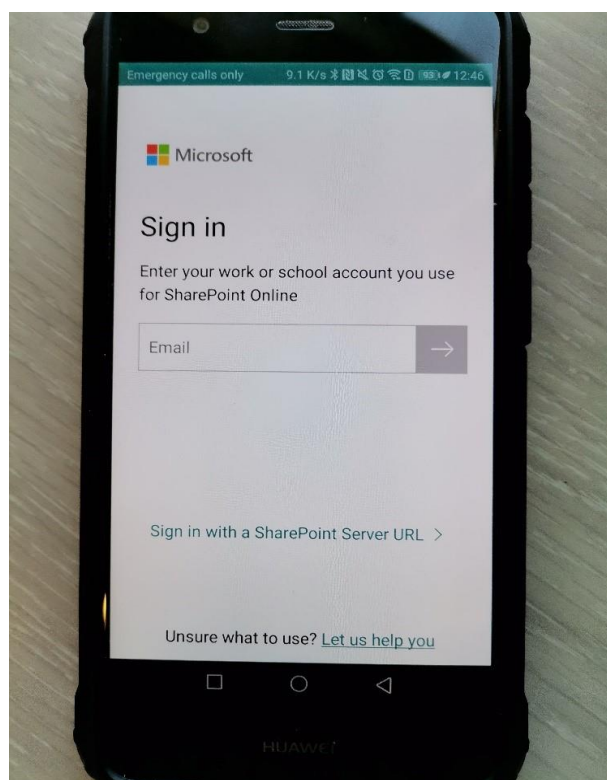
- I don't need to add a second account as Josh will only need his work emails



- now I look for SharePoint in the same way via the app store

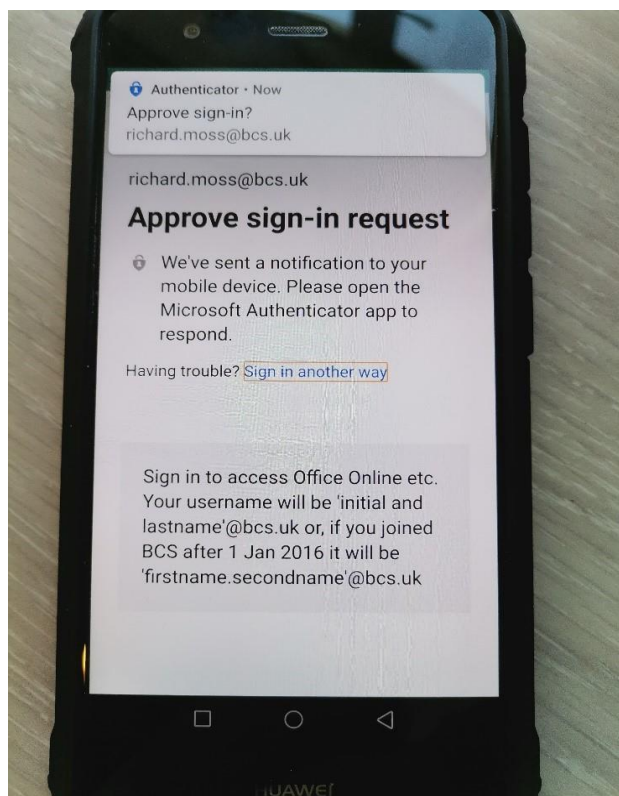


- I install the app on the mobile

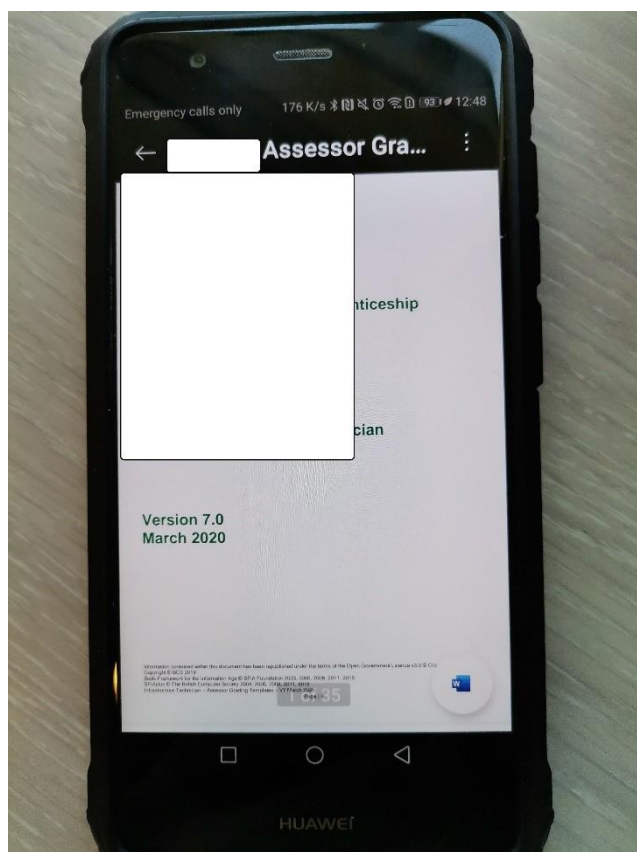


- I sign in using Josh's account information

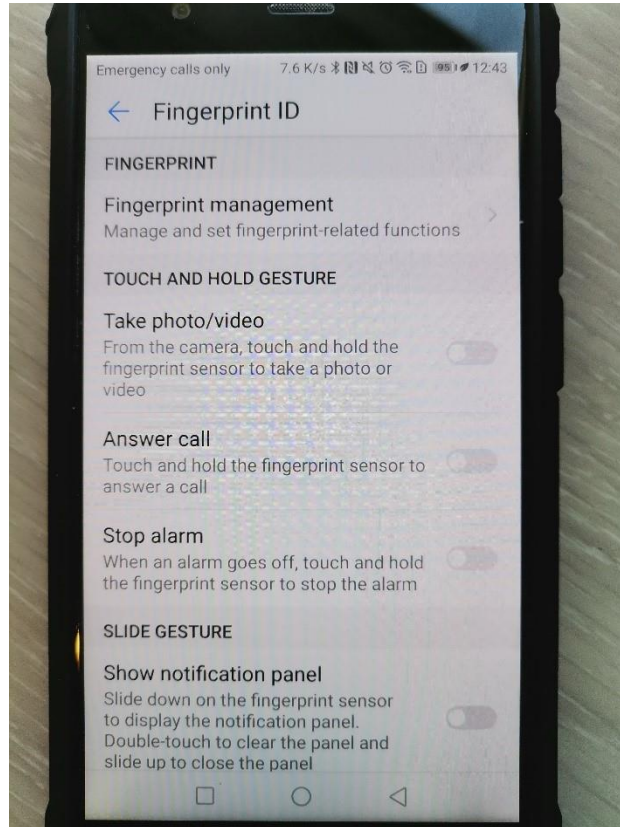




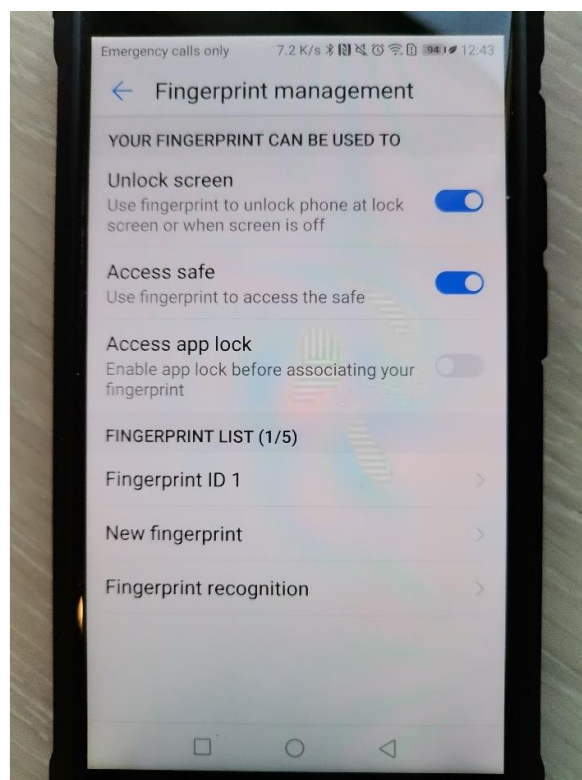
- I approve the sign in using multi-factor authentication for security purposes



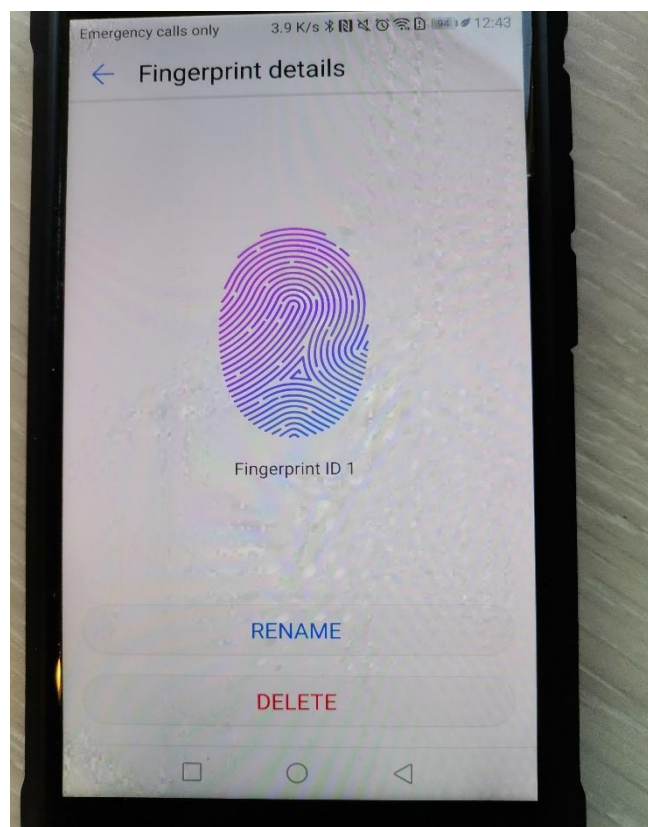
- I have installed the SharePoint app for the user's mobile device, and then signed them in using their account details. The photos show me accessing a file on SharePoint to demonstrate it is working correctly



- to improve the security, I am going to add Biometrics



- I select fingerprint management



- and scan Josh's fingerprint to add his ID



- I have enabled the biometric login on the device so that the device is locked to the user's fingerprint, ensuring unauthorised access is blocked

## Task 2: create user instructions

### Time limit

2 hours

You can use this time how you want but both parts of task 2 must be completed within the time limit.

(12 marks)

### Instructions for students

A new employee has joined the company to work within the HR department. The company are aware that extended use of DSE (display screen equipment) can affect the health and wellbeing of employees. The client has asked you to provide a demonstration along with suitable instructions on how to carry out a DSE workstation assessment, report issues to IT and operate the workstation and a mobile device effectively.

You are required to create an instructional document and explain:

- why and how to carry out a DSE assessment, including peripherals, screen, software, furniture and environment
- how to notify IT of any issues

In addition, you need to create an instructional screen share video that demonstrates:

- how and when to recover files
- how to access and use email from the workstation
- how to use the mobile device for accessing WiFi, hotspot, Bluetooth and emails

Apply your communication skills appropriately, using standard English. Use accurate spelling, punctuation and grammar. Consider your target audience.

You will have access to the following equipment:

- screen capturing recording software/equipment
- a workstation set up on the network with anti-virus installed
- a mobile device or emulator with email installed
- WiFi connection
- internet

### Evidence required for submission to NCFE

The following evidence should be submitted:

- instructional DSE guidance document and explanation on how to notify IT of issues
- screen share (video file) for file recovery, using email and the mobile device
- internet browsing history

## Student evidence

### Task 2

#### DSE assessment

When working at a computer for an extended period of time, it is important to ensure that the working area is set up in a manner that is comfortable for the end user and ensure they can maintain a good posture whilst working. A DSE assessment will cover the following areas:

- keyboard – should be able to tilt when in use to achieve a good writing position. Check that keyboard legs are present and have not been broken
- mouse/trackball – should be placed alongside the keyboard on the side that is most comfortable for the end user. Where appropriate, trackballs should be used to reduce risk of repetitive strain injury (RSI). Pointer speed should be configurable to be most comfortable for the user
- display screen – display screens should be positioned with the top of the screen at the user's natural eye level. Monitor risers must be used to make sure this happens. The text size should be easy to read and should be adjusted in the display settings if required. Monitor screens should be free from flickering
- software – all software should be fit for purpose with adequate training in its use
- furniture – desks should be large enough for the computer and all their paperwork without becoming cluttered. Surfaces should be free from glare. Chairs should be on wheels and should be high backed. Ideally, arm rests will provide an extra layer of comfort and support. Seat height and tilt should be adjustable. Users should be able to rest their feet on the floor comfortably. Foot risers should be used if they cannot reach the floor otherwise
- environment – should be maintained at an appropriate comfortable temperature level with glare not falling on screens. Window blinds and screen filters should be used to prevent glare on screens which can cause eyestrain
- DSE assessments should be repeated annually with action taken where problems are identified

#### Notifying the helpdesk of issues

It is important that when technical issues arise, there is a good system in place to ensure it is easy to report issues to a helpdesk.

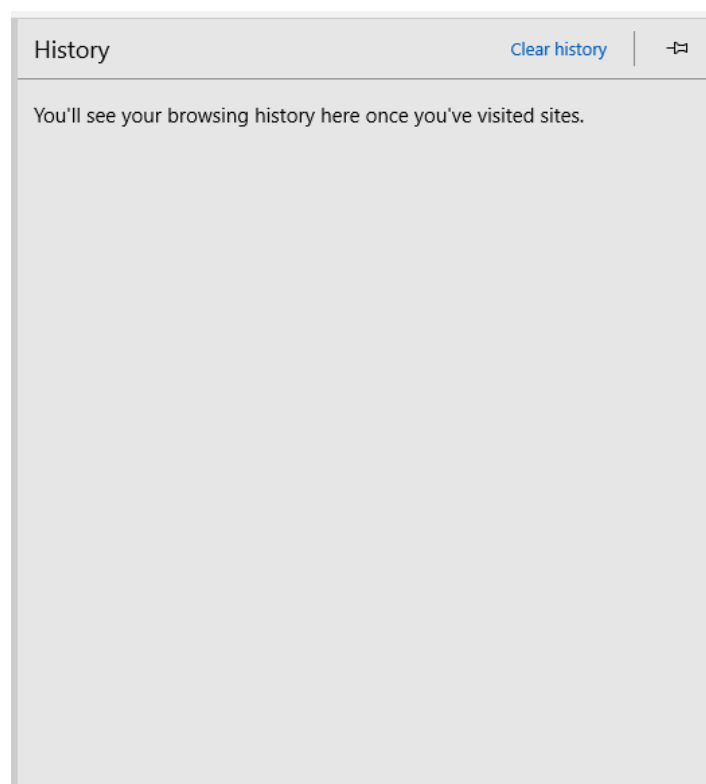
A good helpdesk will have multiple ways of reporting an issue:

- phone – user has a phone number for IT issues which are answered by a member of the IT helpdesk, who will raise a ticket and provide first line support for routine issues before escalating to senior colleagues as required
- email – email will be sent to a dedicated email address which will log the call directly into a ticketing system. This will be added to the teamwork queue and the work will be allocated to a member of the team to manage
- self-service portal – user has either a web page or an app on a mobile device that allows you to fill in a form and report an issue. Once submitted, these are treated the same as an email ticket
- drop-in support – user is able to go to the IT helpdesk location and discuss their issue directly. The call will likely be troubleshooted at the first stage, either resolving or passing to a more experienced team or colleague. It is important this call is still logged as a ticket

Service tickets are the way we track work tasks in IT, and it is vital these are kept up to date. All tickets should be logged regardless of whether they are resolved at time of reporting. This helps monitoring workloads and is a business-critical credibility.

For the rest of task 2, a recorded video will be submitted which allows the student to demonstrate file recovery, how to use email and how to access email on the mobile device, as well as connecting to WiFi, setting up hotspots and Bluetooth.

### Browser History



## Examiner commentary

The student has achieved this grade because:

- they have produced evidence that contains a high level of detail in their commentary; their approach to resolving the customer problems is structured and provides a logical, detailed and excellent response to the brief
- the task requires consideration of a wide breadth of knowledge of potential issues, problems or routine requests they may need to support; they have met requests with a depth of understanding, backed up by accurate, concise and well-structured commentary and customer instruction documents that show detailed understanding
- across several different challenges, the student consistently selects appropriate skills and techniques to efficiently resolve issues whether problems are routine or otherwise
- the student demonstrates a detailed understanding of business process and health and safety (H&S) requirements of the role and has demonstrated this in detail, using detailed technical terminology appropriate to the workplace
- the student uses technical language consistently throughout the assignment in an appropriate manner

## Grade descriptors

The performance outcomes form the basis of the overall grading descriptors for pass and distinction grades.

These grading descriptors have been developed to reflect the appropriate level of demand for students of other level 3 qualifications and the threshold competence requirements of the role, and have been validated with employers within the sector to describe achievement appropriate to the role.

Grade	Demonstration of attainment
Distinction	The evidence is logical and provides an <b>excellent</b> response to the demands of the <b>brief</b>
	Makes use of relevant knowledge and is <b>well informed</b> by the practices of the sector
	Demonstrates an understanding of the different perspectives/approaches associated within the sector
	Makes <b>excellent</b> use of facts/theories/approaches/concepts
	Demonstrates <b>comprehensive use of</b> breadth and depth of knowledge and understanding
	<b>Consistently</b> selects <b>appropriate</b> skills/techniques/methods
	Identifies information from a <b>range</b> of suitable sources and makes use of appropriate information/ appraises relevancy of information
	Combines information to make <b>accurate</b> and <b>appropriate</b> decisions
	Makes <b>sound</b> judgements/takes <b>appropriate</b> action/seeking clarification and guidance
	<b>Successfully</b> tackles both routine <b>and</b> non-routine problems that reflect real life situations in the sector
	<b>Effectively</b> demonstrates skills and knowledge of the relevant concepts and techniques reflected in the sector, applied across a variety of contexts
	Tackles unstructured problems that have not been seen before, using their knowledge to analyse and find <b>suitable</b> solutions to the problems
	Analyses data/information in context and applies <b>appropriate analysis</b> in confirming or refuting conclusions and carrying out further work to evaluate conclusions
	<b>Justifies</b> strategies for solving problems, giving <b>clear</b> explanations for their reasoning
Pass	The evidence is logical and a <b>good</b> response to the demands of the brief
	Makes use of relevant knowledge and is <b>generally</b> informed by the practices of the sector
	Demonstrates an understanding of <b>some</b> perspectives or approaches associated within the sector

	Makes <b>good</b> use of facts/theories/approaches/concepts
	Demonstrates breadth and depth of knowledge and understanding
	<b>Generally</b> selects appropriate skills/techniques/methods
	Identifies information from appropriate sources
	Makes use of appropriate information/appraises relevancy of information
	Combines information to make <b>accurate</b> decisions
	Makes <b>generally sound</b> judgements/takes appropriate action/seek clarification and guidance
	<b>Successfully tackles routine problems</b> and makes <b>some progress</b> on solving non-routine problems in real life situations
	Demonstrates <b>most skills and knowledge</b> of the relevant concepts and techniques reflected in the sector, applied across different contexts
	<b>Makes some progress</b> on unstructured problems that have not been seen before, using their knowledge to find solutions to problems
	Makes <b>some</b> justification for strategies for solving problems, giving explanations for their reasoning

\* Threshold competence refers to a level of competence that:

- signifies that a student is well placed to develop full occupational competence, with further support and development, once in employment
- is as close to full occupational competence as can be reasonably expected of a student studying the TQ in a classroom-based setting (for example, in the classroom, workshops, simulated working and (where appropriate) supervised working environments)
- signifies that a student has achieved the level for a pass in relation to the relevant occupational specialism component

## U grades

If a student is not successful in reaching the minimum threshold for the core and/or occupational specialism component, they will be issued with a U grade.

## Document information

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## Change History Record

Version	Description of change	Approval	Date of Issue
v1.0	Published final version.		May 2021
v1.1	NCFE rebrand		September 2021