

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

Employer set project (ESP)

## **Core skills**

Digital Support

Project brief - Task 2

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# Core skills

### Project brief

Digital Support

Task 2

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## Student instructions

- read the project brief carefully before starting your work
- you must work independently and make your own decisions as to how to approach the tasks within the employer set project
- you must clearly name and date all of the work that you produce during each supervised session
- you must hand over all of your work to your tutor at the end of each supervised session
- you must not work on the assessment in between supervised sessions

## Student information

- the employer set project will assess your knowledge, understanding and skills from across the core content of the qualification
- in order to achieve a grade for the core component, you must attempt both of the external examinations and the employer set project
- the combined marks from these assessments will be aggregated to form the overall core component grade (A\* to E and U), if you do not attempt one of the assessments, or fail to reach the minimum standard across all assessments, you will receive a U grade
- the maximum time you will have to complete all tasks for the employer set project is 12 hours 10 minutes
  - your tutor will explain how this time is broken down per task and will confirm with you if individual tasks need to be completed across multiple sessions
  - at the end of each supervised session, your tutor will collect all employer set project assessment materials before you leave the room
  - you must not take any assessment material outside of the room (for example, via a physical memory device)
  - you must not upload any work produced to any platform that will allow you to access materials outside of the supervised sessions (including email)
- you can fail to achieve marks if you do not fully meet the requirements of the task, or equally if you are not able to efficiently meet the requirements of the task
- the project is assessed out of a total of 76 marks (this includes 2 marks for your use of maths in task 3 and 4 marks for your use of English throughout tasks 2, 3 and 4); the individual task marks are also shown throughout the project brief booklet at the start of each task

## Plagiarism

Plagiarism may result in the external assessment task being awarded a U grade.

## Presentation of work

- all of your work must be completed electronically using black font, Arial size 12pt unless otherwise specified
- any work not produced electronically must be agreed with your tutor, in which case the evidence you produce must be scanned and submitted electronically
- all your work must be clearly labelled with the relevant task number and your student details and be legible (for example, front page and headers)
- electronic files should be named using the following format – Surname\_Initial\_student number\_evidence reference for example Smith\_J\_123456789\_Task2 for identification purposes; where evidence reference is shown, this must be replaced with the task number for which the work reflects and saved in a .pdf format
- all pages of your work must be numbered in the format 'Page X of Y', where X is the page number and Y is the total number of pages
- you must complete and sign the External assessment cover sheet (EACS) – declaration of authenticity and include it at the front of your assessment task evidence
- you must submit your evidence to the supervisor at the end of each session

## Task 2: 2 hours 10 minutes

You must read the information on all pages provided for this task before starting your response.

(12 marks)

### Scenario

Now that you have resolved each of the issues with both computers, you have been moved onto a larger project by your team leader. In a team meeting, your team leader informs you that with the migration to remote working the company needs to develop a robust solution to ensure all staff are able to work from home. You have been asked to research and identify appropriate hardware and software to allow staff to work remotely and be able to communicate effectively with each other.

You have been asked to put forward recommendations for a remote working platform; therefore, you need to gather information that will help you plan your recommendations.

You organise a meeting with BGTT Technology Consulting's network manager to discuss requirements for the updated computer build and to better understand the overall computer usage and any prior problems. Before the meeting, you decide to prepare some questions that will help you gather the appropriate information in the meeting.

After your meeting, you must update your team leader and the company CEO with your findings by sending them each an email.

### Instructions for students

The meeting with the network manager will be a recorded, simulated interview in which your tutor will play the role of the network manager and will last no longer than 10 minutes. (6 marks)

The total time for the task is 2 hours and 10 minutes which will be broken down as follows:

You will be allocated 1 hour to prepare your questions.

You should:

- prepare a list of key questions you want to ask to gather information from the network manager prior to your meeting with them

You will be allocated 10 minutes to conduct your interview.

After your meeting with the network manager, you need to email your team leader and the company CEO with your findings (6 marks). You have the remaining 1 hour to complete both emails.

Your email to your team leader (technical audience) should:

- outline any questions and responses you have used or gathered
- summarise the key issues identified

Your team leader has also asked you to email the company CEO (non-technical audience). Your email to the company CEO should:

- include an overview of the issues that have been identified to allow them to include this information in the company's future planning for remote workers

## Evidence required for submission to NCFE

- recording of the interview with your network manager (saved as an appropriate audio file, for example MP3)
- email to team leader detailing the questions asked, responses and summary of issues that have been identified (on the email template document) in .pdf format
- email to the company CEO with an overview of the issues that have been identified (on the email template document) in .pdf format
- all completed work must be submitted at the end of this task

When you have completed this task, you should save it in a .pdf format, and name your file:

Surname\_Initial\_student number\_evidence reference for example Smith\_J\_123456789\_Task2

## Additional guidance

This task will also assess your English skills.

You will have access to a word processing application or other suitable software to enable you to complete this task.

Use the email template provided to construct your emails; do not use your own email account.

Access to the internet is permitted.

Access to any online cloud storage is not permitted.

Use of online chat or emails is not permitted.

Access to previous class notes/teaching materials is not permitted.

## Document information

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