

Sample Assessment Materials (SAMs) (holistic)

**NCFE Level 3 Technical Occupational Entry
in Digital Support (Diploma)
QN: 610/4005/8**

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Evidence of a holistic approach to SAMs for L3 Digital Support

In this specific example over half of Unit 6 is met across assessments set in Unit 4.

Unit 4 tasks 3(a) / 3(b) meet unit 6: AC1.1 / AC1.2 / AC1.3 / AC2.3.

Whilst the units themselves are numbered there is no requirement to deliver the content sequentially. Centres may find that the delivery order of units may influence the most effective holistic assessment opportunities.

Unit 04 Digital information systems

Aston Digital Marketing has recently embarked upon a new apprenticeship programme and are wanting to create a library of training materials. As they operate multiple information systems across the organisation, they want staff employed to work on the service desk to be aware of all these systems and how they are utilised. To support with this your department has been approached to create a range of resources that can be used to support new apprentices.

Task 3(a): information guide

To assist the apprentices who have limited knowledge of the functions of the service desk system your line manager has asked you to create an information guide that can be given to them during the induction period.

To complete this task, you must create a concise information guide that will include the following information:

- the function and characteristics of a service desk system (unit 4 AC 3.1 / unit 6 AC1.1)
- difference between on premises and remote support
 - channels used to provide support
- internal support or 3rd party support to multiple businesses
- the components of a service desk (unit 4 AC3.2)
 - concept of self-help facility
 - end user logging a service request
 - distribution of requests to appropriate contacts within support team
 - dashboard to monitor service level agreements
 - escalation of issues or problem which cannot be resolved by service desk
- the purpose of accessing and maintaining accurate stakeholder information (unit 4 AC3.3)
- common service desk requests (unit 4 AC3.4)

Task 3(b) - video

Following the creation of the guide, your line manager feels that it would be a good idea to provide an accompanying video to the guide which demonstrates the process for managing service desk requests and using appropriate digital channels to communicate responses.

Your video should include evidence of:

- responding to different stakeholders with an update on the progress of their request using appropriate technical and non-technical terminology throughout (unit 6 A1.3 / unit 6 AC2.3)
- the importance of communicating with end users when responding to a service desk request (unit 6 AC1.2)
- the process for escalating a service desk request (unit AC3.5)

Submission:

Information guide

Video

Learning outcomes (LOs)	Assessment criteria (AC)	Pass	Merit	Distinction
The learner will:		The learner will be able to:	The learner will be able to:	The learner will show evidence of:
3. Understand service desk system	3.1 The function and characteristics of a service desk system: <ul style="list-style-type: none">• difference between on premises and remote support• channels used to provide support (for example, control of device, telephone, online chat)• internal support or 3rd party support to multiple businesses	Describe the function and characteristics of a service desk system (in relation to the points in AC3.1).	Evaluate the function and characteristics of a service desk system, including support methods, components such as self-help facilities and request distribution and the role of dashboards and escalations.	Evaluate the effectiveness of service desk systems and their components, considering the role of accurate stakeholder information, common service desk requests and the process of managing and responding to service desk requests to ensure quality support and meet SLAs.
	3.2 The components of a service desk: <ul style="list-style-type: none">• concept of self-help facility (for example, FAQ's)• end user logging a service request• distribution of requests to appropriate contacts within support team• dashboard to monitor service level agreements (SLAs)• escalation of issues or problem that cannot be resolved by service desk	Outline the components of a service desk (in relation to the points in AC3.2).		
	3.3 The purpose of accessing and maintaining accurate stakeholder information (for example, internal staff, external customers, suppliers)	Outline the purpose of accessing and maintaining accurate stakeholder information.	Explain the purpose of accessing and maintaining accurate stakeholder information, common service desk requests and the process for managing service desk	
	3.4 Common service desk requests (for example, software bugs, password management, mobile device management)	Outline common service desk requests.		

	3.5 Follow the process for managing service desk requests and use a digital channel to provide support and an appropriate and effective response	Demonstrate the ability to follow the process for managing service desk requests and use a digital channel to provide support and an appropriate and effective response.	requests using digital channels to provide effective support.	
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Unit 06 Communication (for reference)

Learning outcomes (LOs) The learner will:	Assessment criteria (AC)	Pass The learner will be able to:	Merit The learner will be able to:	Distinction The learner will show evidence of:
1. Understand and use communication channels with deliver service desk support	1.1 The application of communication channels to support service delivery (for example, digital, telephone, face to face)	Identify the application of communication channels to support service delivery.	Compare various communication channels and identify the best suited for a particular situation.	Evaluate the effectiveness of various communication channels in delivering service desk support, considering how well terminology is applied and how communication impacts user experience and service quality.
	1.2 The importance of communicating with end users when responding to a service desk request (for example, maintaining self-motivation)	Summarise the importance of communicating with end users when responding to a service desk request.	Explain the importance of communicating effectively with end users during a service desk request and how to take responsibility for delivering support using appropriate channels and terminology.	
	1.3 Take responsibility to deliver service desk support using a range of communication channels and apply appropriate terminology throughout the service desk request process	Demonstrate the ability, to take responsibility to deliver service desk support using a range of communication channels and apply appropriate terminology throughout the service desk request process.		

Learning outcomes (LOs)	Assessment criteria (AC)	Pass	Merit	Distinction
The learner will:		The learner will be able to:	The learner will be able to:	The learner will show evidence of:
2. Understand and use digital technologies and collaborative tools to work with others	2.1 The application of collaborative tools to work effectively as part of a service desk team and to support end users	Outline the application of collaborative tools to work effectively as part of a service desk team and to support end users.	Explain how digital technologies and collaborative tools are applied to work effectively within a service desk team and support end users, including how digital automation technologies support collaboration.	Evaluate the impact of digital automation technologies and collaborative tools in improving teamwork, adapting to different stakeholders and sharing information and best practice.
	2.2 How digital automation technologies can be used to collaborate with others	Outline how digital automation technologies can be used to collaborate with others.		
	2.3 How to adapt to different stakeholders and situations	Identify how to adapt to different stakeholders and situations.	Explain how to adapt to different stakeholders and situations and how collaborative tools and industry standard digital technologies are used to work effectively and share information within a team and stakeholders.	
	2.4 Apply collaborative tools and industry standard digital technologies to work as part of a team and share best practice	Demonstrate the ability to apply collaborative tools and industry standard digital technologies to work as part of a team and share best practice.		

Change history record

Version	Description of change	Date of issue
V0.1	First publication	August 2025