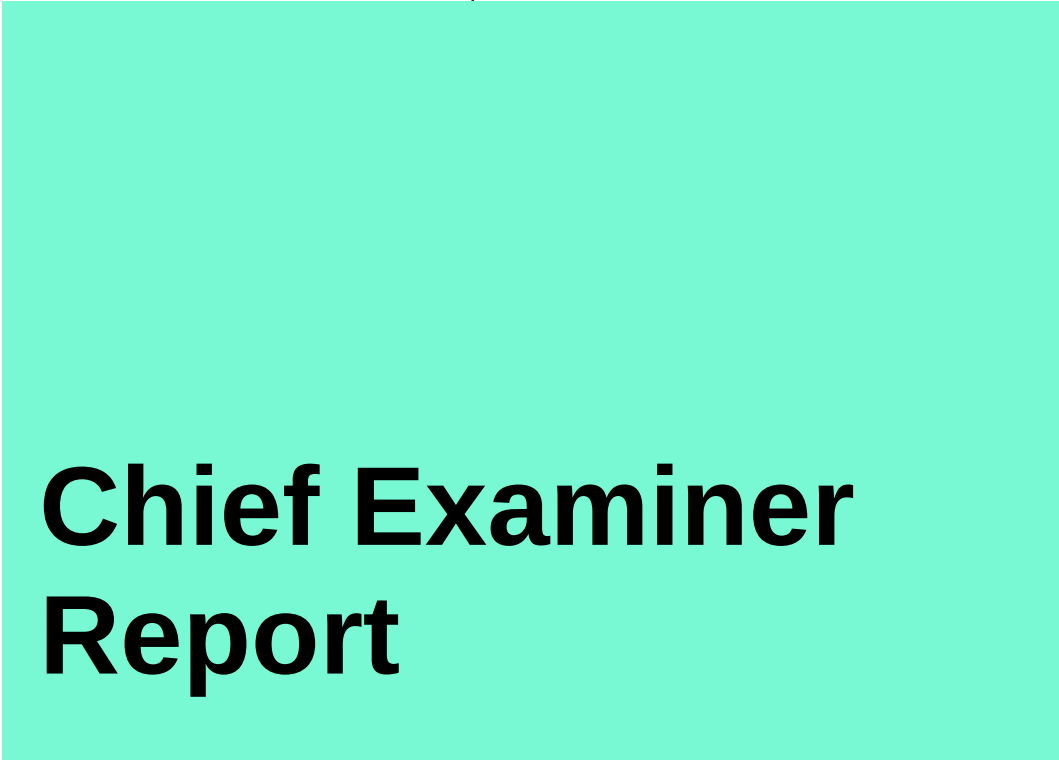




Chief Examiner Report

**T Level Technical Qualification
in Digital Support Services
QN: 603/6901/2**

**Summer 2025 – occupational
specialism (OS) Digital Support**

Introduction

Summer 2025 – occupational specialism (OS) Digital Support

Assessment dates: **17 March 2025 to 09 May 2025**

Paper number: **P002714, P002715 and P002716**

This report contains information in relation to the externally assessed component provided by the chief examiner, with an emphasis on the standard of student work within this assessment.

The report is written for providers, with the aim of highlighting how students have performed generally, as well as any areas where further development or guidance may be required to support preparation for future opportunities.

Key points:

- grade boundaries
- standard of student work
- evidence creation
- responses to the external assessment tasks
- administering the external assessment

It is important to note that students should not sit this external assessment until they have received the relevant teaching of the qualification in relation to this component.

Grade boundaries

Grade boundaries for the series are:

	Overall
Max	152
Distinction	113
Merit	95
Pass	78

Grade boundaries are the lowest mark with which a grade is achieved.

For further detail on how raw marks are scaled and the aggregation of the OS element, please refer to the Qualification Specification.

Administering the external assessment

The external assessment is invigilated and must be conducted in line with our [Regulations for the Conduct of External Assessment](#) document. Students may require additional pre-release material to complete the tasks. These must be provided to students in line with our regulations.

Students must be given the resources to carry out the tasks and these are highlighted within the [Qualification Specific Instructions for Delivery](#) (QSID) document.

Standard of student work

Students did well overall in this occupational specialism (OS). Overall, most of the tasks in the three assignments were attempted by the students.

All three assignments showed a range of achievement, including some very good responses from select groups of students and / or providers.

Evidence creation

There was a range of responses and evidence seen from digital recordings, Microsoft Word documents and pro-formas.

Responses to the external assessment tasks

Assignment 1

Task 1 (a): overall, students performed very well with this task. Students were able to provide detailed recommendations on implementing business control techniques, with many students providing reference to the seven principles of GDPR / DPA 2018. Although, a small number of students failed to mention any of the seven principles, which resulted in much lower marks for Task 1 (a)

Students generally had a good understanding on implementing a range of business control techniques within the workplace (physical and administrative) and there was good explanation, demonstrating a clear understanding on how to operate the data systems effectively and securely. Students generally had good knowledge and had good reference to GDPR / DPA 2018. Most students generally achieved marks within the band 3 category, with many reaching band 4.

Task 1 (b): the second part to task 1 was another task where students performed well. Students provided a good health and safety risk assessment, using a range of methods with appropriate actions to control risks. Generally, there was good evidence of planning on setting up a network with good evidence of timescale planning, a good inventory and detailed network design including IP addressing schema.

Students generally included a good security risk assessment for the work that was undertaken that follows most ISO 27001:2017 principles and identified most mitigations. A large proportion of students generally achieved marks within the band 3 category, with many reaching band 4.

Areas of improvement for students could be to include a health and safety risk assessment to include a full range of methods, such as policies and standard operating procedures, lone working, manual handling / safe lifting, working at height, fire safety, Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR) and display screens. Whereas many students only mentioned a couple of these points.

Task 2 (a): this task focused on installing and configuring a small-scale network. Within this first section, most students unfortunately did not show any evidence of implementing a physical / virtual network. This part was often missed by most students, the same as in the Summer 2023 and 2024 series, therefore losing up to three marks.

However, there was sufficient evidence of installing a Windows server, with many achieving two or three marks for this section. There was good evidence of setting up active directory, however it would have been good to see detailed evidence of creating active directory with detailed and well explained measures. Whereas students mostly achieved three-four marks for this task, due to lack of detailed explanations. There was good evidence of setting up necessary user accounts and groups, with many achieving two or three marks for this task. Finally, there was very limited evidence of software licence

management. It would have been good to see detailed evidence of managing software licenses in the workbook provided.

Task 2 (b): this task focused on installing and configuring. With this section, most steps required were achieved by most students. However, there were many tasks within this section not attempted. Students were required to carry out installation and deployment.

Most students achieved three to four marks for this section, due to lack of detailed evidence of operating system installation with extensive configuration, patching and anti-virus software including signature update and using correct terminology.

Most students successfully achieved full marks for installing application software (office software, project management software, and email client software).

Most students successfully provided evidence of installing necessary drivers. Most students also successfully provided evidence of configuring a mobile device alongside including suitable security measures.

Task 2 (c): this task focused on the installation notes. Most students generally performed well within this section and achieved marks within band 3. There was generally good knowledge, including sufficient comments in the installation notes for the software installations. Installation notes were generally detailed and recorded most software installations, upgrades, uninstalls and major configuration changes for the workstations and mobile devices. Students identified most key vulnerabilities to the current system / network with good recommendations. Although, there was a handful of providers where students had not recorded the software installations in the workbook provided.

The technical language was generally good and appropriate for the digital support team. There was good use of English – spelling, punctuation and grammar

The overall performance of the students in Assignment 1 was good, although providers would benefit from students gaining further knowledge and understanding of legislation, particularly the seven principles of the GDPR / DPA. Providers would benefit from ensuring students understand a range of methods for the health and safety risk assessment. Finally, for task 2, providers need to ensure students are aware of how to set up a physical / virtual network, so that they can evidence this within task 2 (a).

Assignment 2

Overall, students performed well with this task. However, there were some tasks which were omitted.

Task 1 (a): most students logged all requests, prioritised in order of importance along with timings. Many students achieved two marks for this task. It would have been good to see evidence of students justifying the reasons for prioritising jobs, to ensure full marks.

Task 1 (b): students attempted all three job requests, and it was pleasing to see many achieved full marks for the job requests.

Task 2: this section required students to create an instructional document and a screen share video covering three areas:

- how BitLocker Drive encryption is enabled through the control panel or command line interface
- how to configure anti-virus to scan automatically
- how to ensure Microsoft Windows is up to date

Most students submitted evidence of all three screen share videos, or they missed one or two of the areas mentioned above. The evidence of the instructional document was often very good, with some detailed points and explanations. Many students included audio to accompany the screen share videos, which was pleasing to hear.

Technical language used was good and mostly appropriate. There was generally good use of English with minor errors in spelling, punctuation and grammar.

However, some students did not submit a screen share video, and for those that did, often failed to include all requirements outlined above.

The overall performance of the students in Assignment 2 was very good, with some very high marks achieved for task 1. Although providers would benefit from ensuring students have the tools to be able to create videos, allowing them to make use of a microphone. The use of student commentary really benefits the overall final product.

Assignment 3

Task 1

Students generally performed well for this task. Many students provided a good set of maintenance notes that covered all installations in good detail. The infrastructure log was sufficient, and the testing was generally detailed by most. Students completed the penetration test remediation log with minor omissions / errors, demonstrating good analysis of the penetration test report.

All seven vulnerabilities transferred, but some proposed mitigation was either missing or vague. However, some students did not show evidence of all seven vulnerabilities, which often lost them marks. Future planning was generally in-depth and considered the penetration test.

Task 2

Students generally performed well within this task. Students achieved top marks for creating an image and uploaded the image to a distribution system. However, for deploying and testing the image, many students unfortunately did not show evidence of logging into the client and testing network connectivity or checking the image quality and ensuring all applications functioned as expected. This was not evidenced by many students, similarly to the Summer 2023 and 2024 series, students generally provided good Windows functionality testing and application testing and included good use of terminology throughout.

The overall performance of the students in Assignment 3 was good. However, for future series, providers would benefit from ensuring students have sufficient knowledge of creating an image / uploading an image and then deploying it and, in particular, testing the image. Many students did not show evidence of logging into the client and testing network connectivity or checking the image quality and ensuring all applications functioned as expected, which compromised the total mark for task 2.

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