T Level Technical Qualification in Digital Support Services

Occupational specialism assessment (OSA)

Digital Support

Assignment 2 - Pass

Guide standard exemplification materials

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Occupational specialism assessment

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Digital Support

Assignment 2

Contents

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 job 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:

Username	Maria Jet	Time reported	3:15pm
Department	PA to managing director	Date reported	12/12/20
Tel. no	3030	Priority	
Email	mariajet@foodplus.com	Technician	
Machine no.	own laptop	Room	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:

Username	Sunil Koothrappali	Time reported	10:20am
Department	Sales	Date reported	13/12/20
Tel. no	3031	Priority	
Email	sunilkoothrappali@foodplus.com	Technician	
Machine no.	company computer	Room	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

Username	Josh Pebble	Time reported	4:05pm
Department	Sales	Date reported	15/12/20
Tel. no	3001	Priority	
Email	joshp@foodplus.com	Technician	
Machine no.	mobile device	Room	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

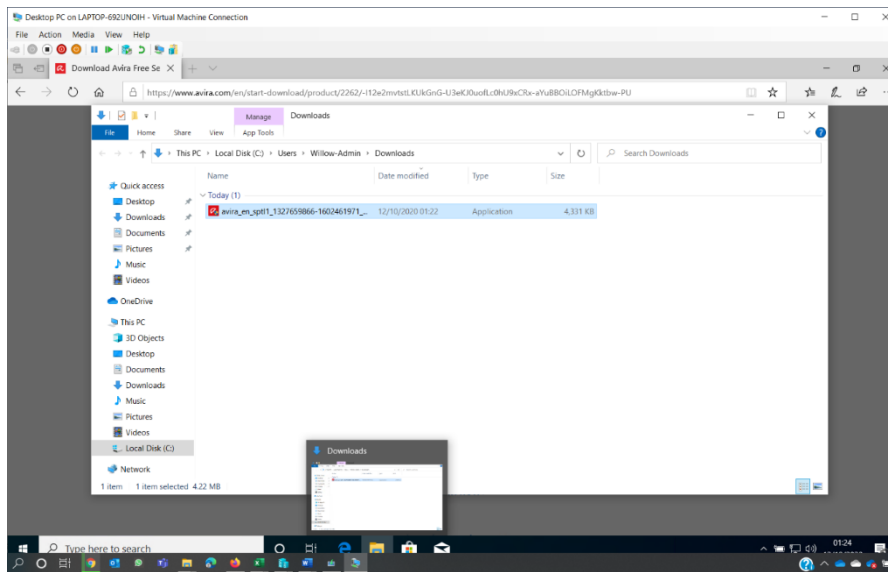**Task 1**
Photos:
Job no: 10001

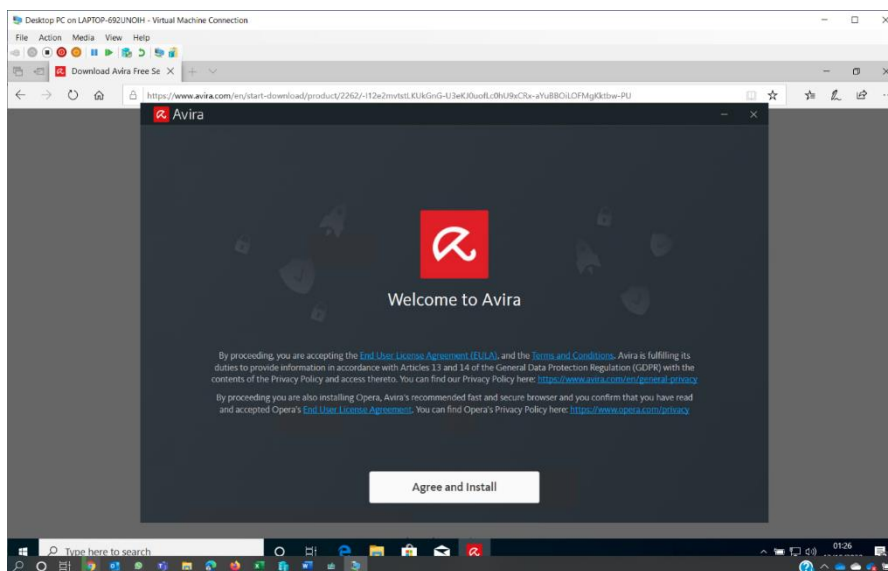- in order to protect the PC, I need to install antivirus software
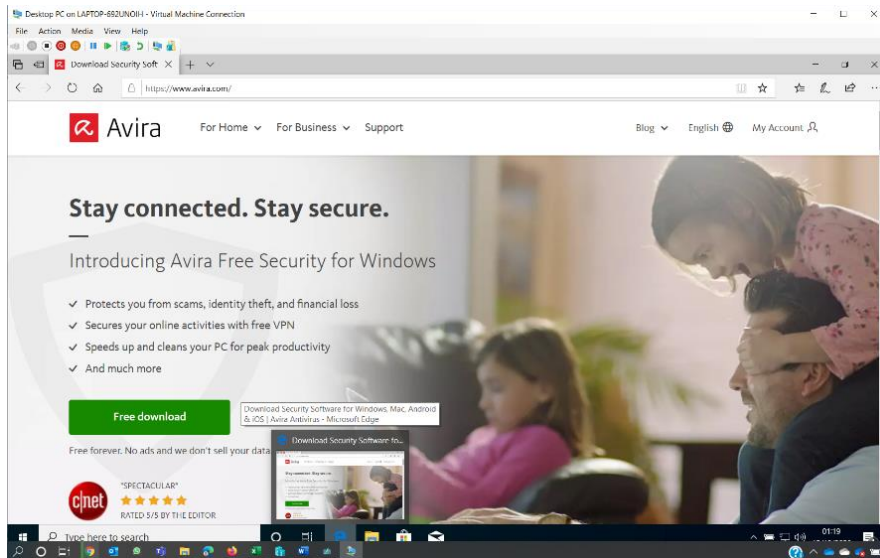
- I browse and find the website I need. Avira is free and has a 5-star rating
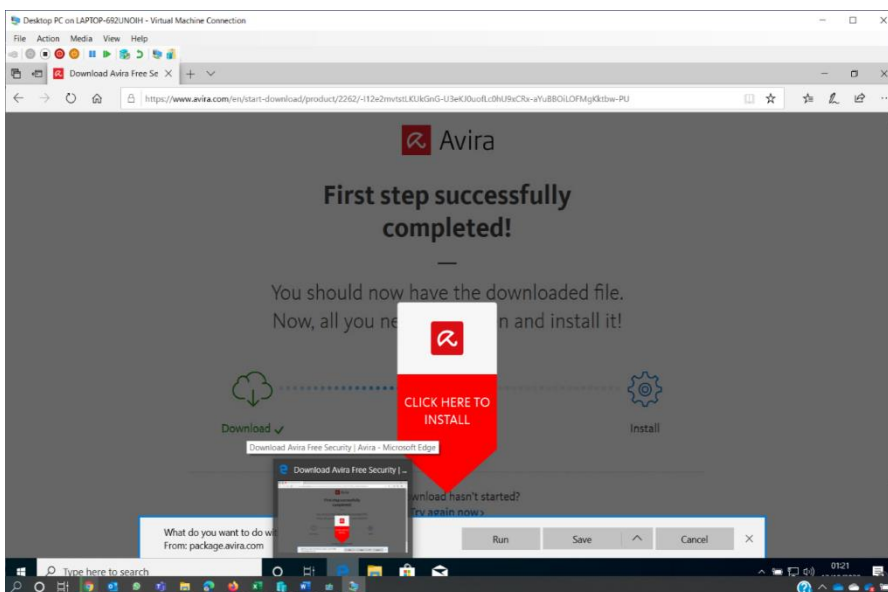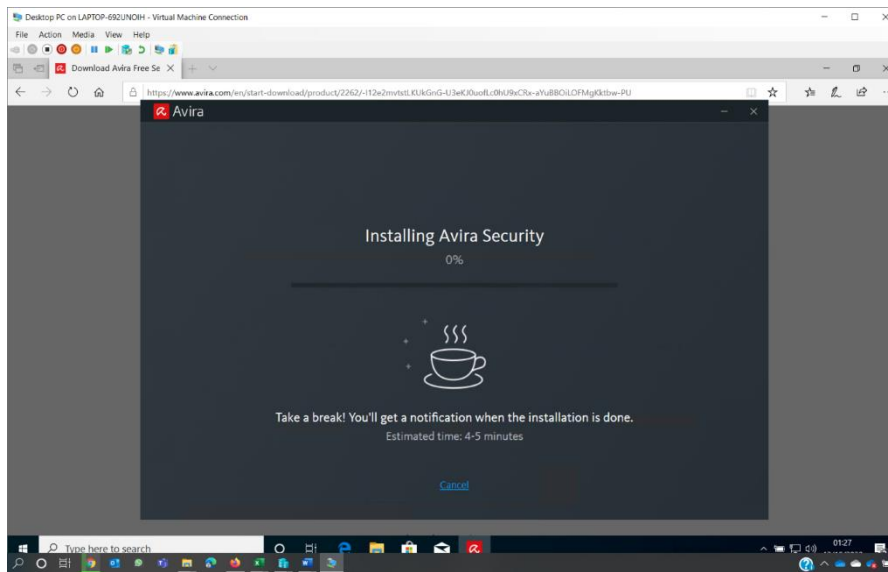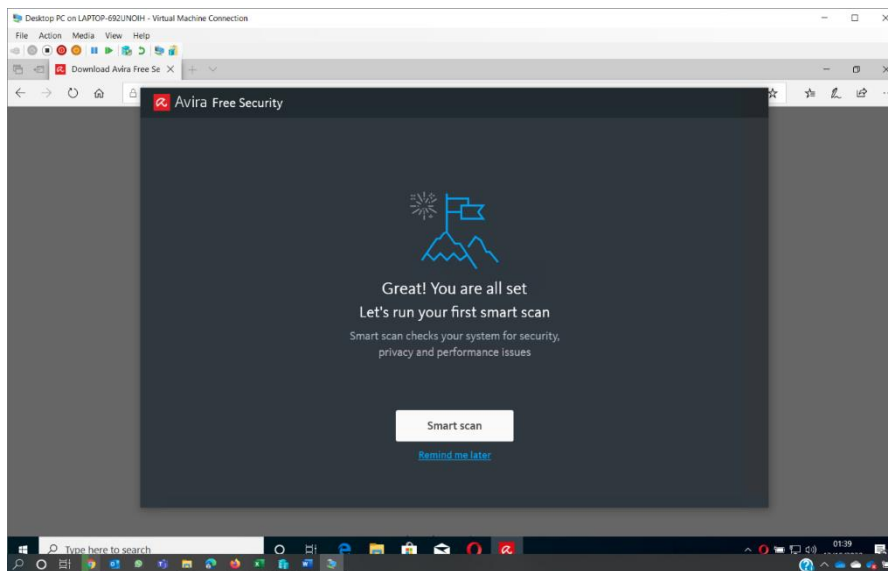

- I download the software to install it
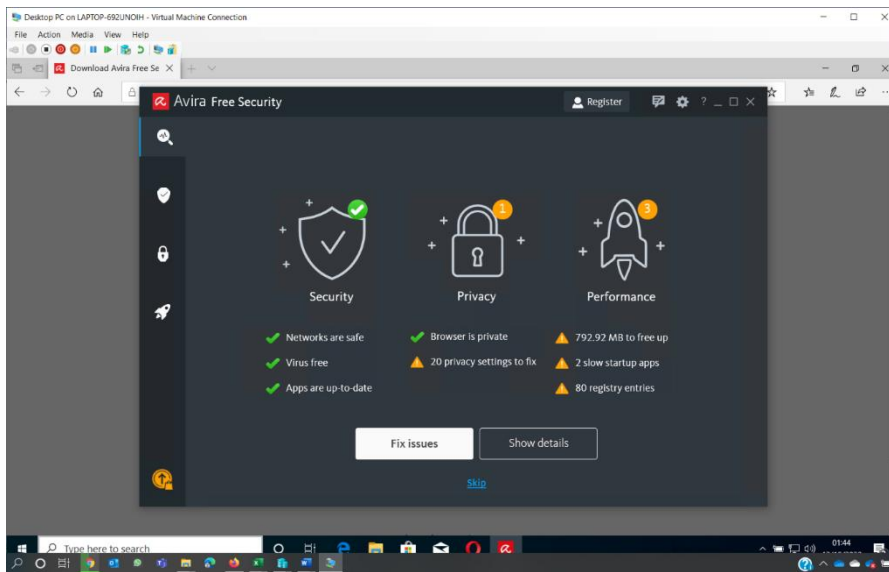
- here is the downloaded file on my PC

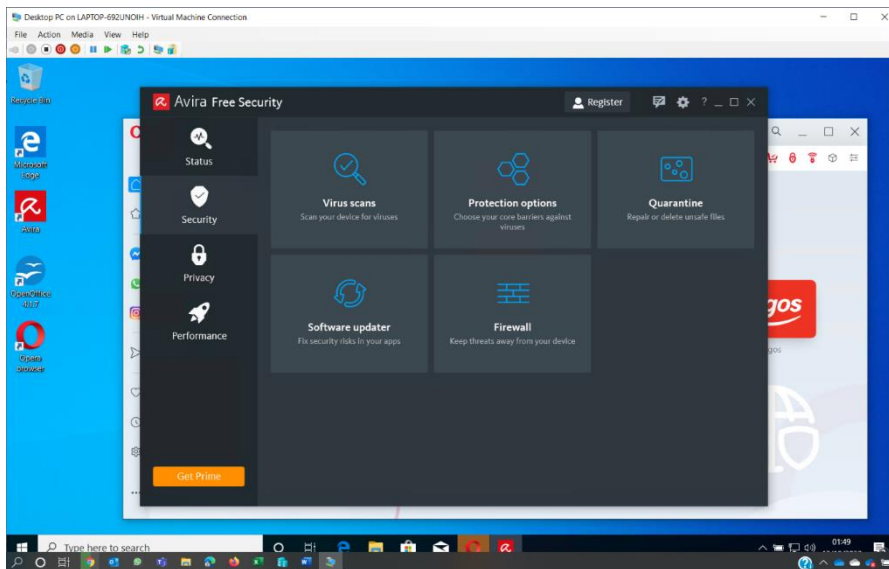- once downloaded, I can now install the antivirus to provide more security
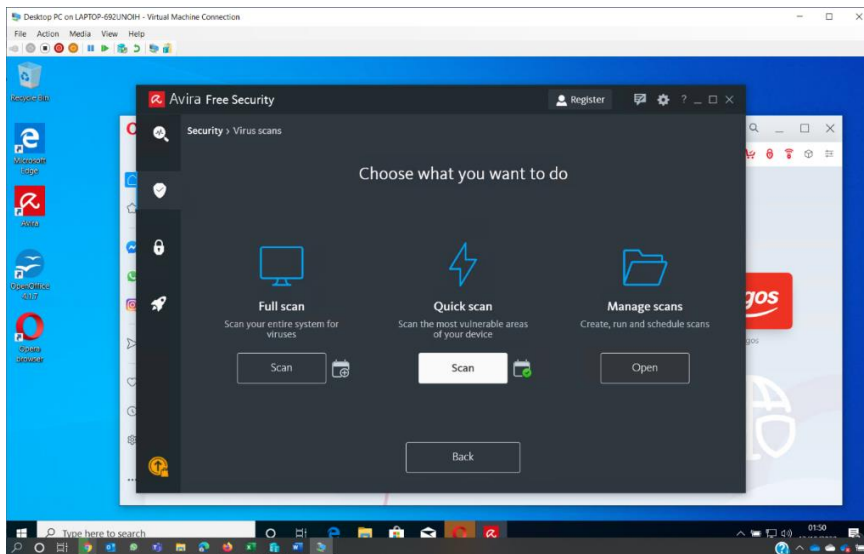
- software is installing

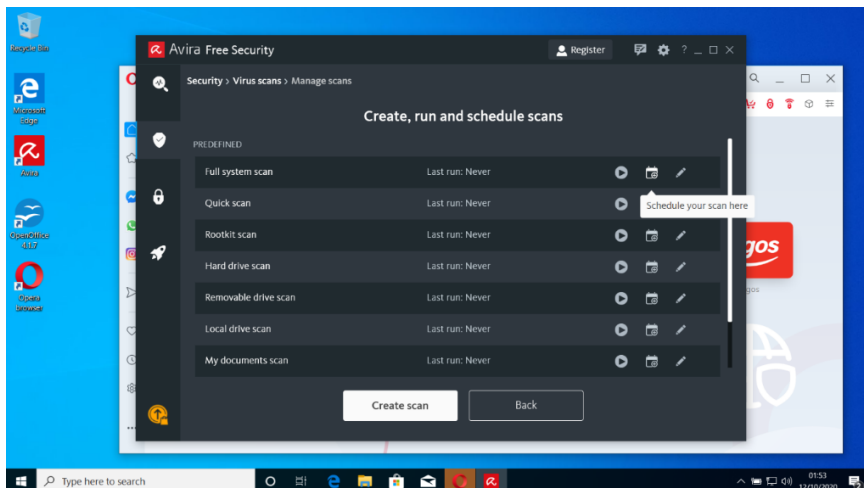- now that it is installed, I can run a scan to check for viruses and malware

- the computer is scanned and is virus free

- so that I can configure the settings for Avira, I open settings

- now I can schedule regular scans. This will provide ongoing protection

- I am selecting the options that are best for this situation
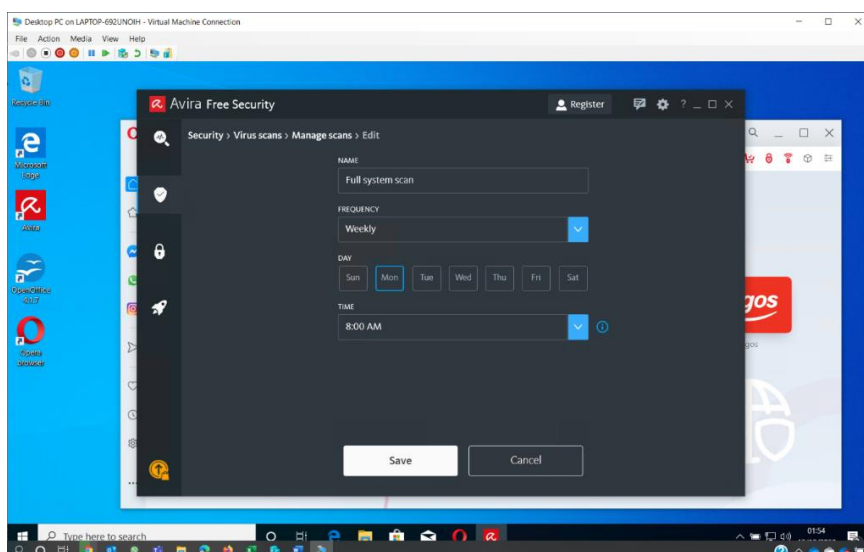
- the system is now set to perform weekly system scans every Monday at 8am as requested by Maria
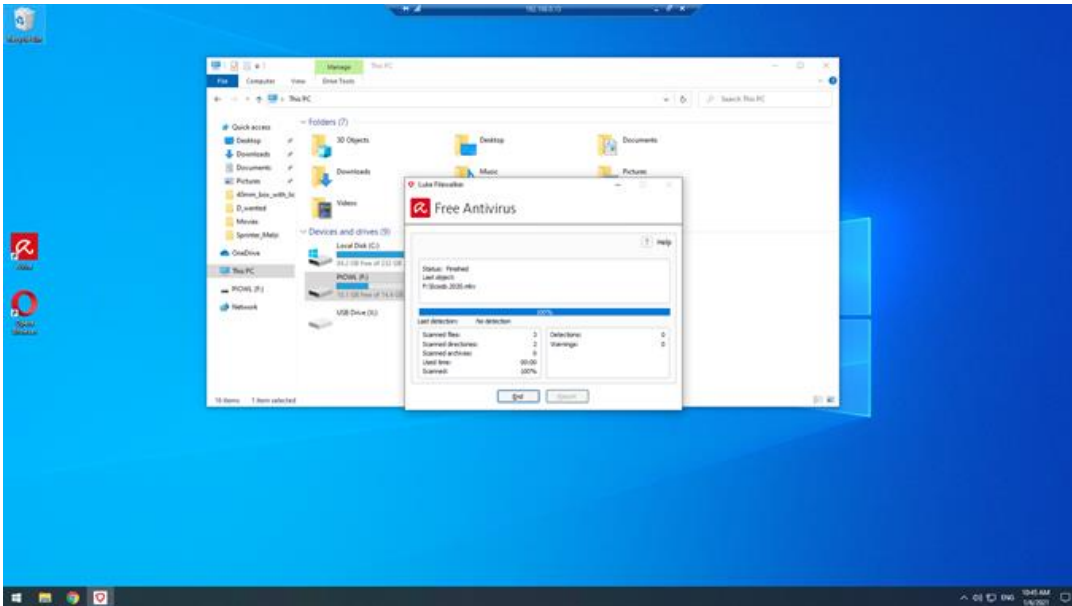
- I am scanning the PC
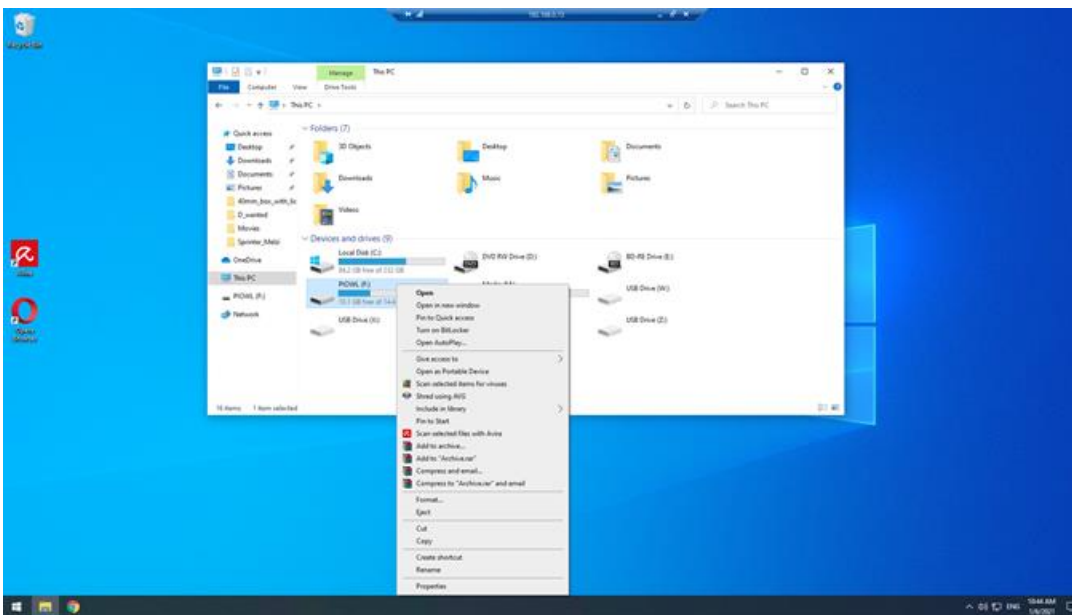
- as it was the USB stick that was a concern, I can now scan the USB stick for viruses and malware
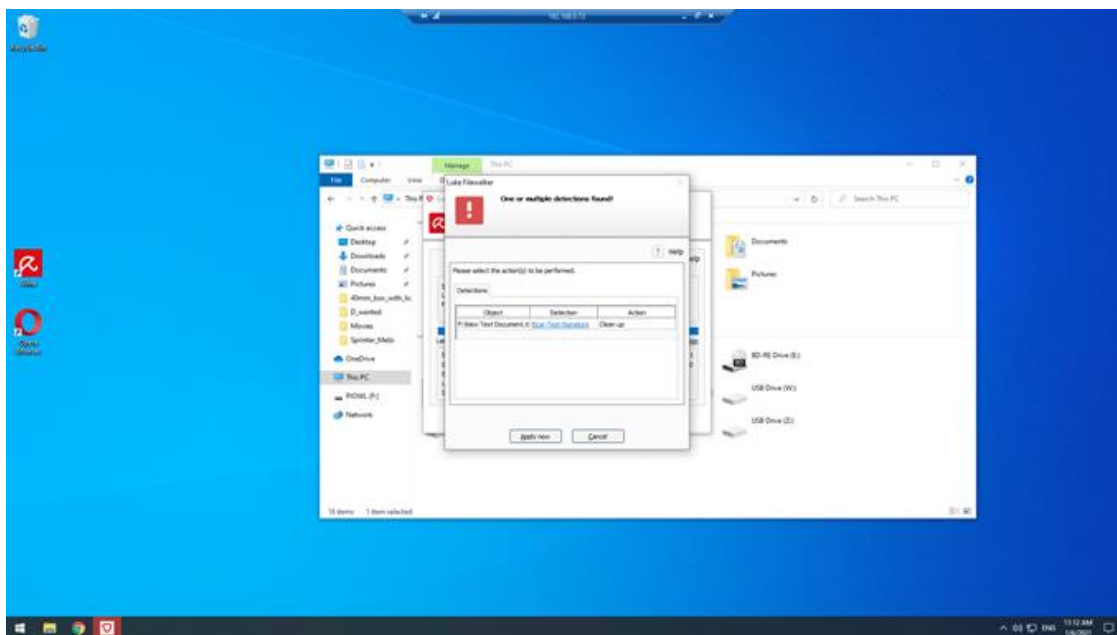
- the software has found the virus
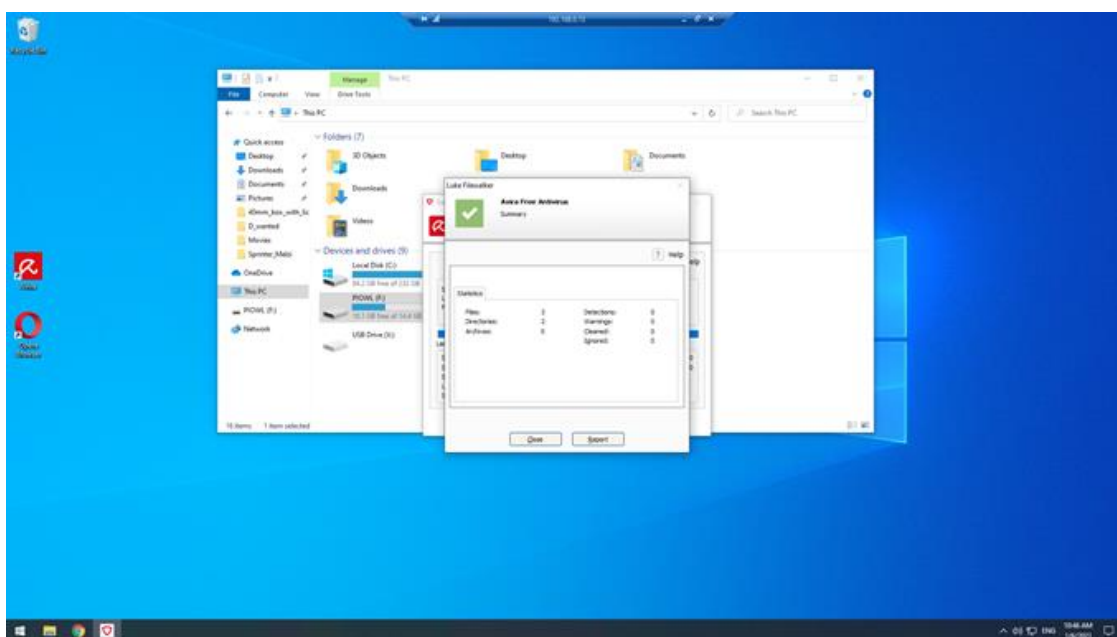
- I run the clean-up utility in the antivirus software which has removed the virus. The screenshots above show confirmation the virus has been removed
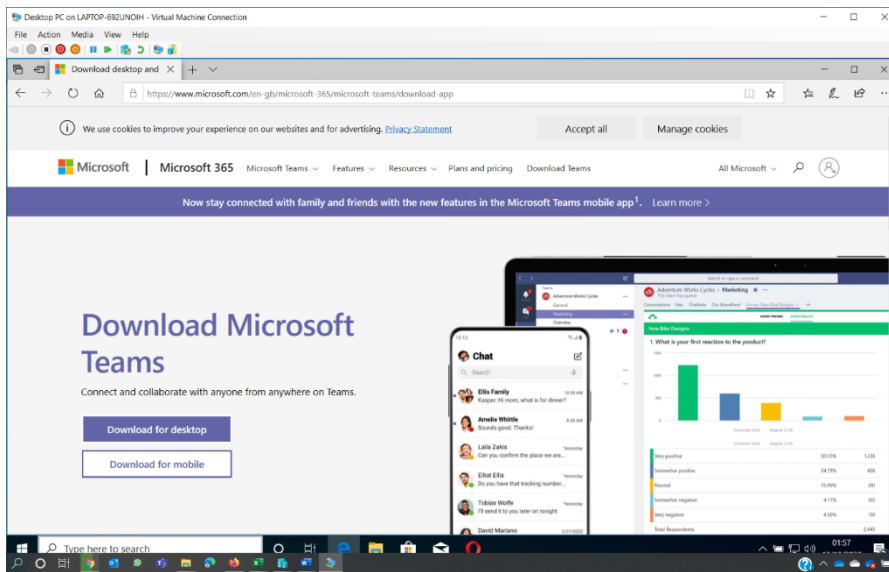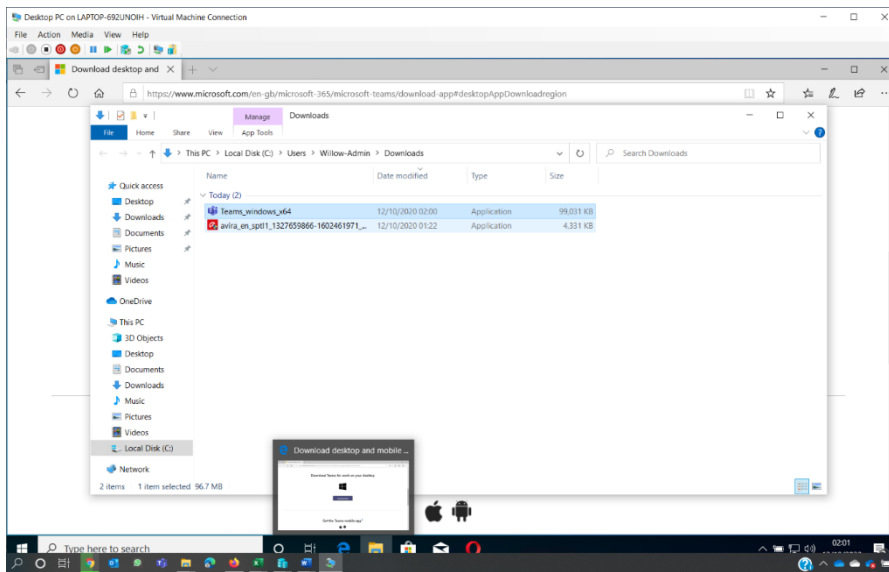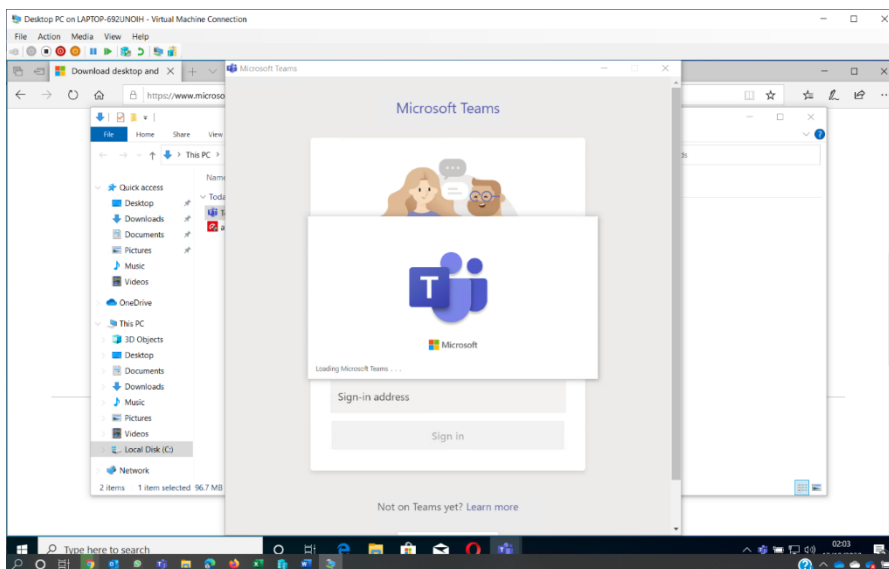
- I go to the Microsoft website
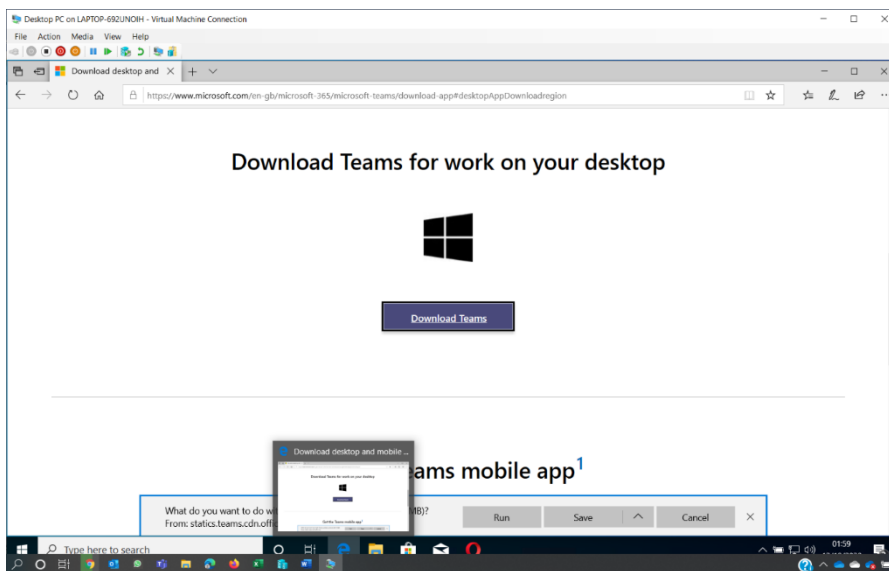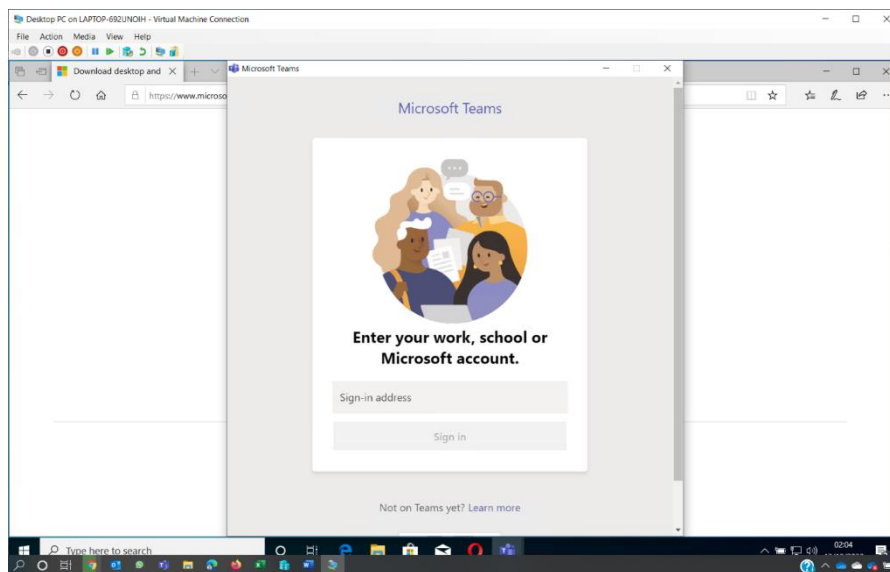

- I download the app for Teams

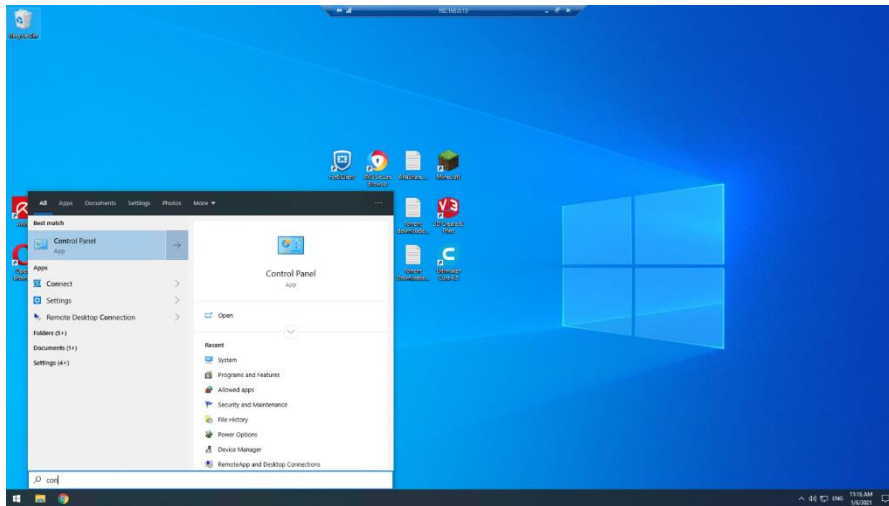- here is the installation file

- Teams is installing

- now I can log in to Teams with my work account. Maria will be able to log in using her own account details
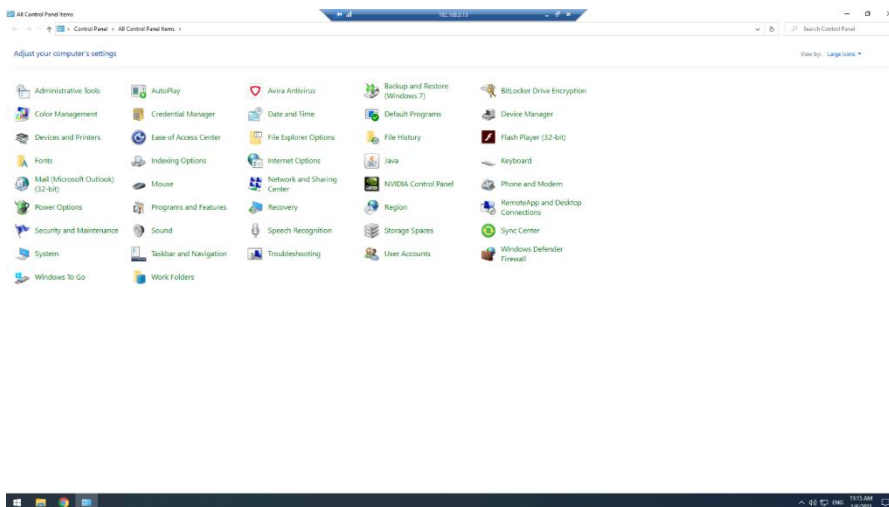
Configuring encryption on a USB removable drive

To encrypt a disk using BitLocker To Go:

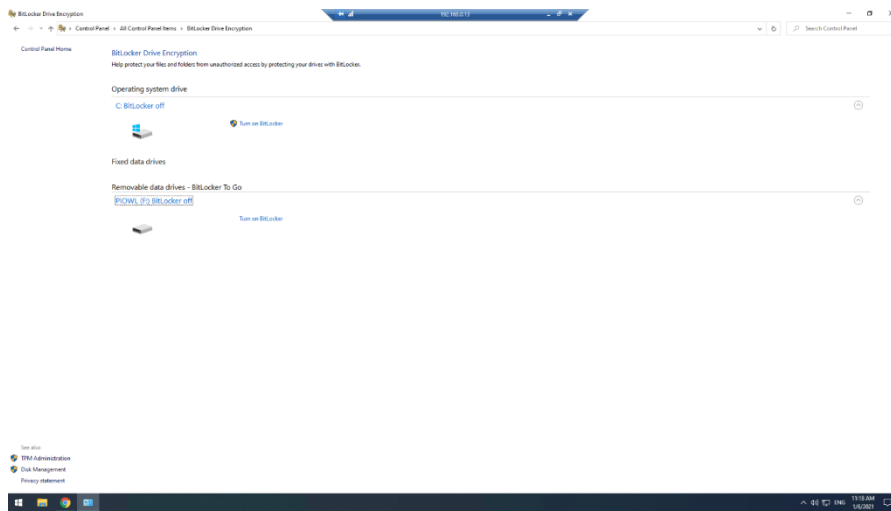- I click start and type control panel

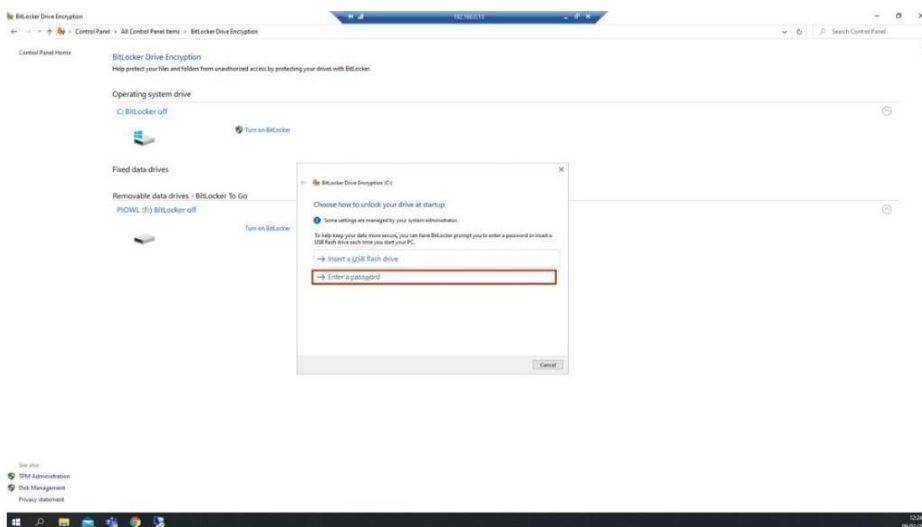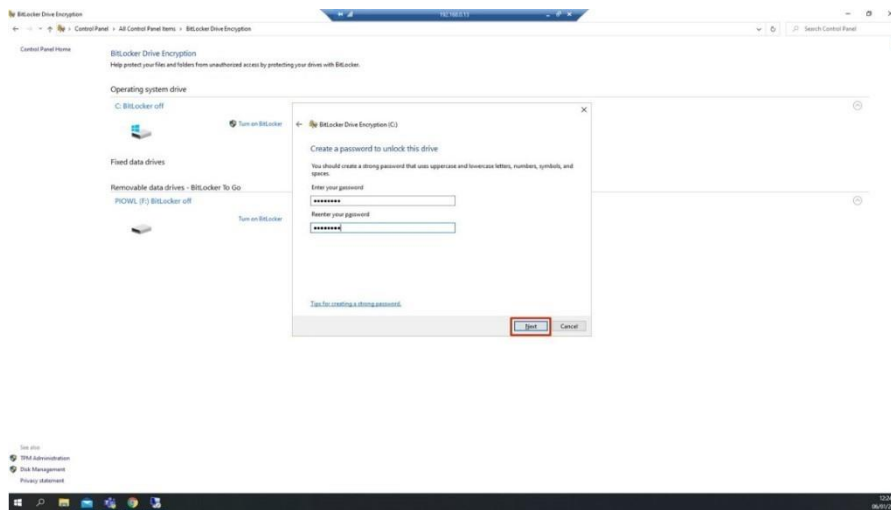- I click on the control panel app that is displayed

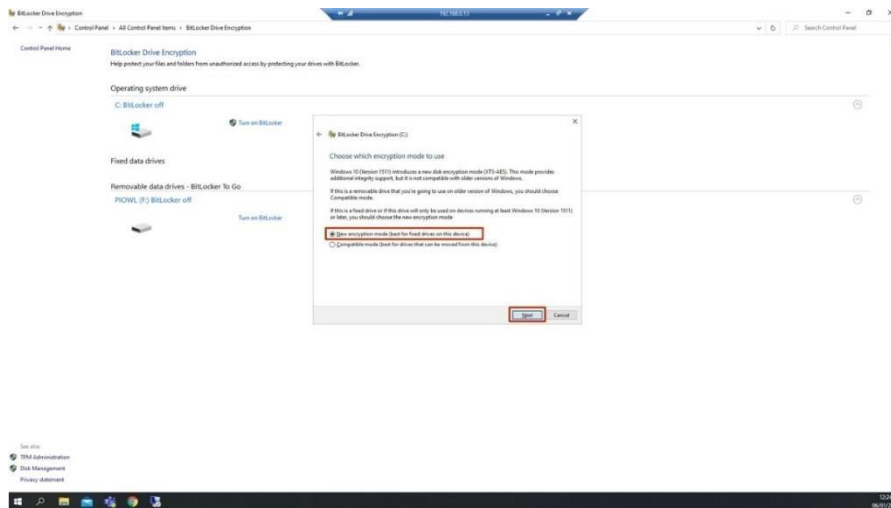- here is the control panel showing all icons. I click on BitLocker drive encryption to open BitLocker

- I select the USB drive I want to encrypt

- the BitLocker wizard will now start

- select use a password to unlock this device

- when asked how I want to back up the recovery key, I choose 'save to a file'

- when I am ready, I select start encrypting to encrypt the drive

I now have an encrypted USB drive. Maria 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.

Job no: 10002

To ensure automatic updates are enabled in Windows 10:

- I click on start > settings > update & security
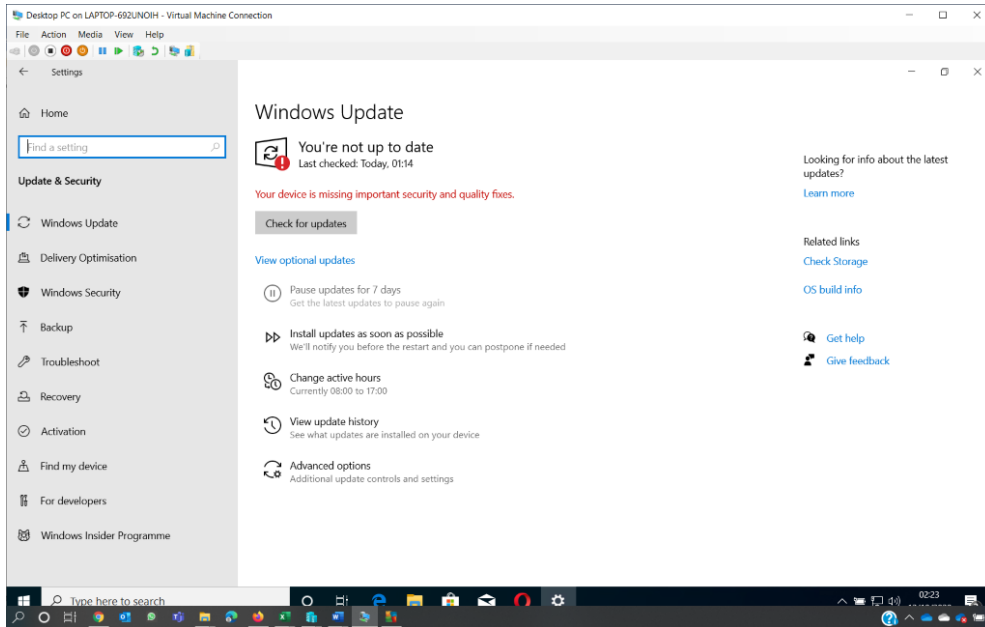
- Windows has updates missing; this could make windows less secure
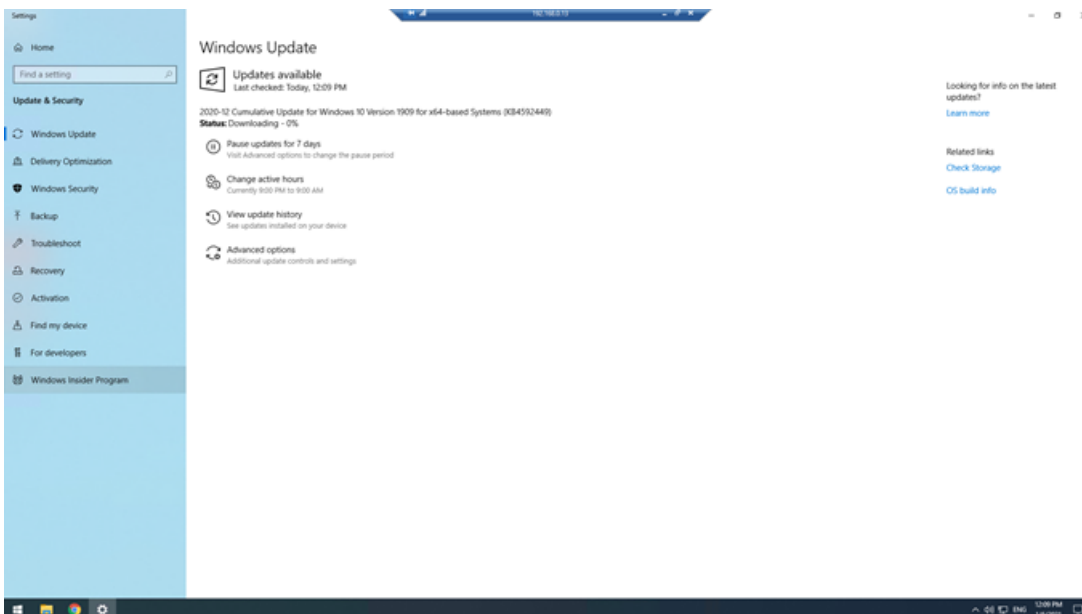
- when I scan Windows, it finds that an update is available
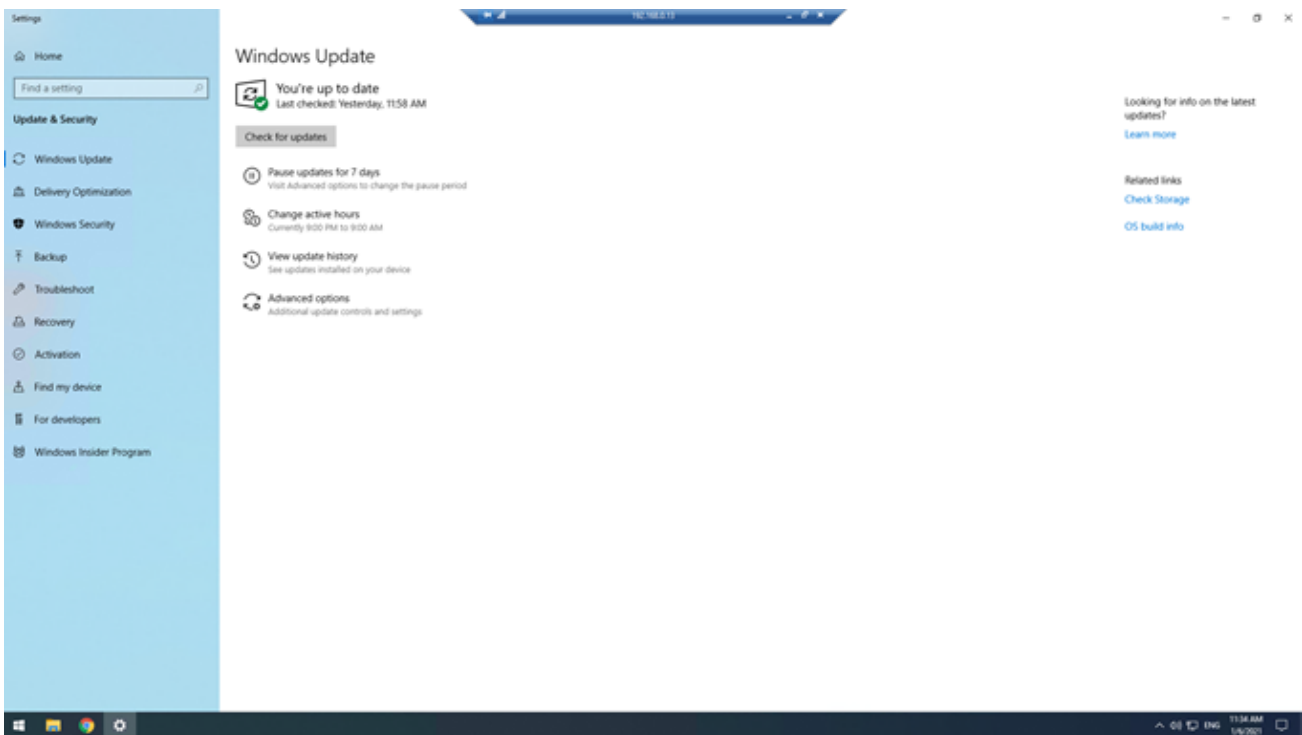
- I install the update and Windows is now up to date; this will increase the security
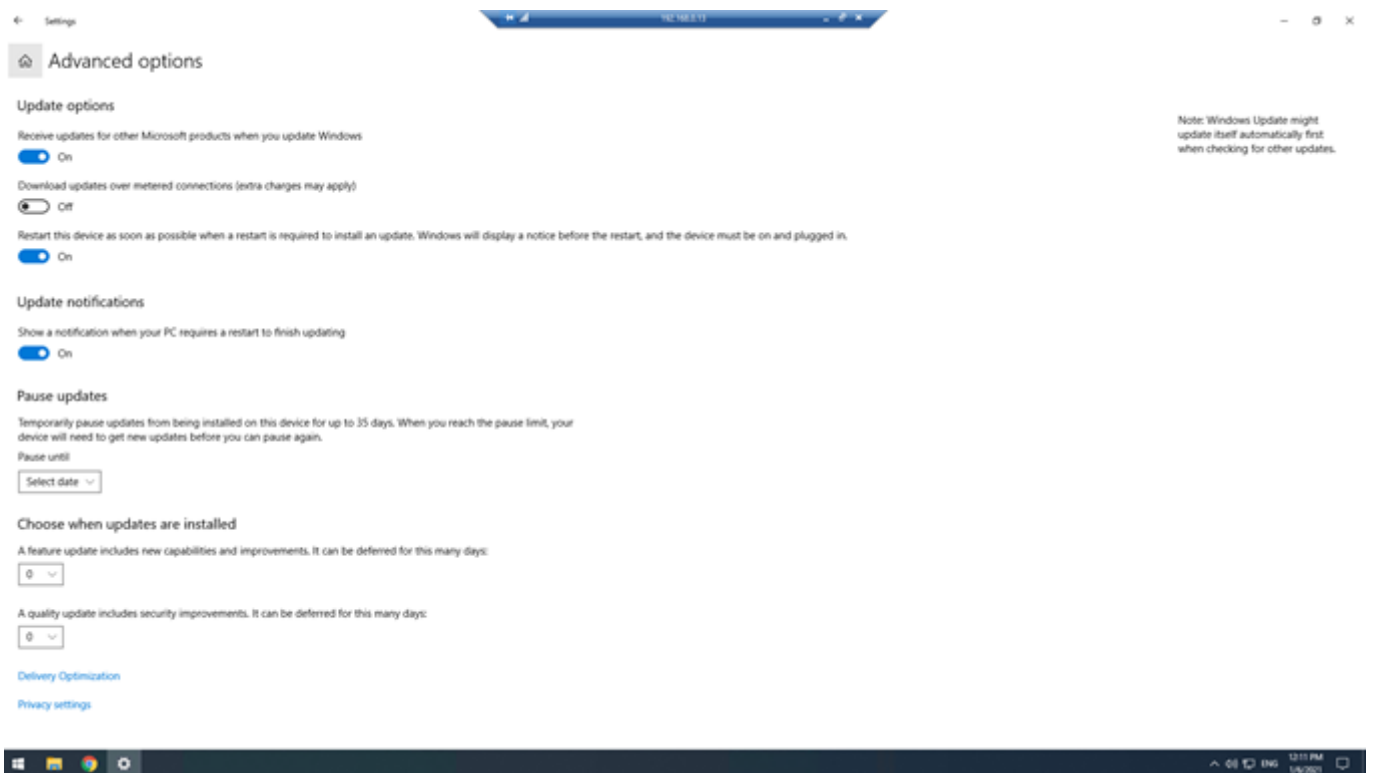
- automatic updates are now configured so that I do not need to do this manually. The user's PC will remain up to date all the time
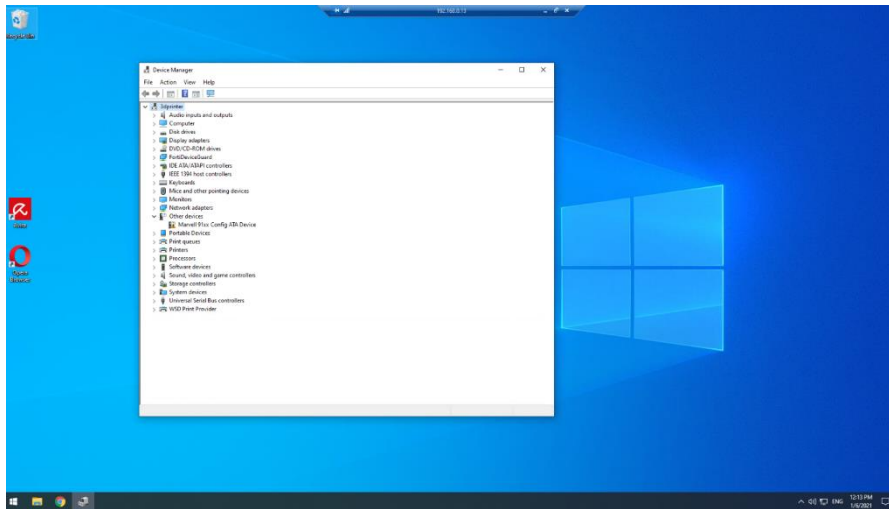
- now I need to check all drivers are up to date, so that the PC runs as well as it can
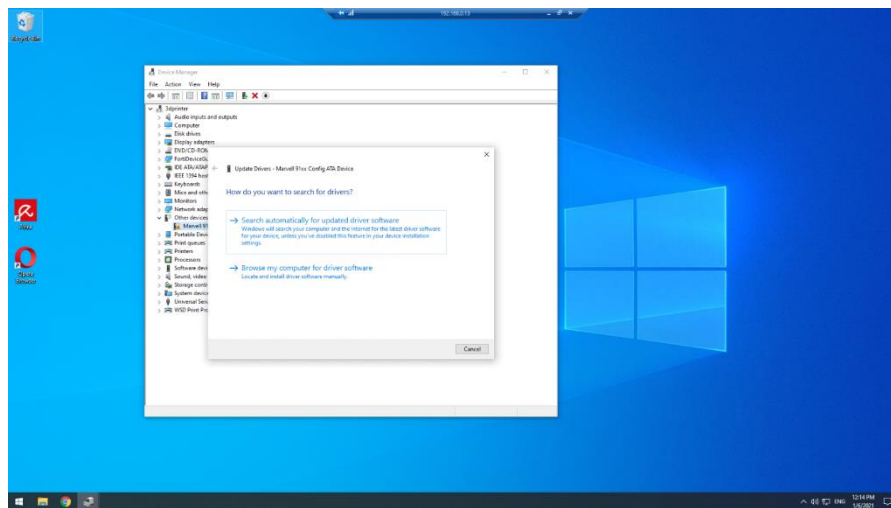
- the Bluetooth adapter was not installed. I have clicked on the properties for the Bluetooth adapter and followed the wizard to search online for drivers which Windows installs
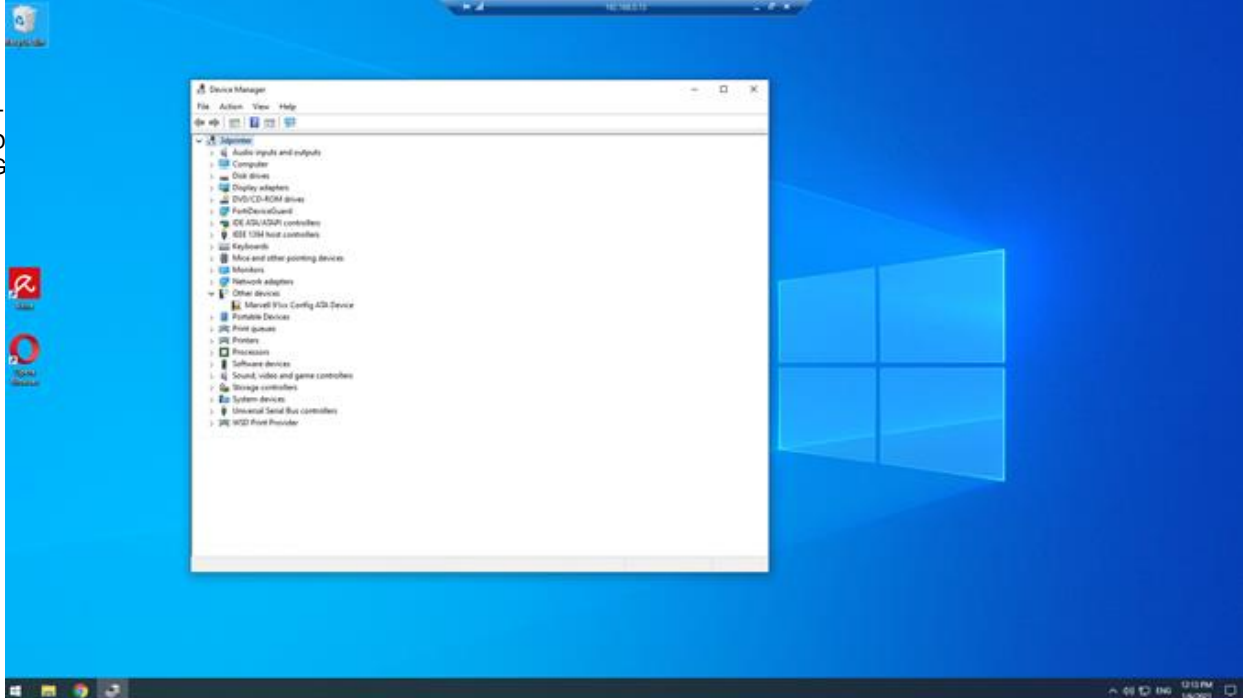
- I check once the driver updates to make sure everything is OK
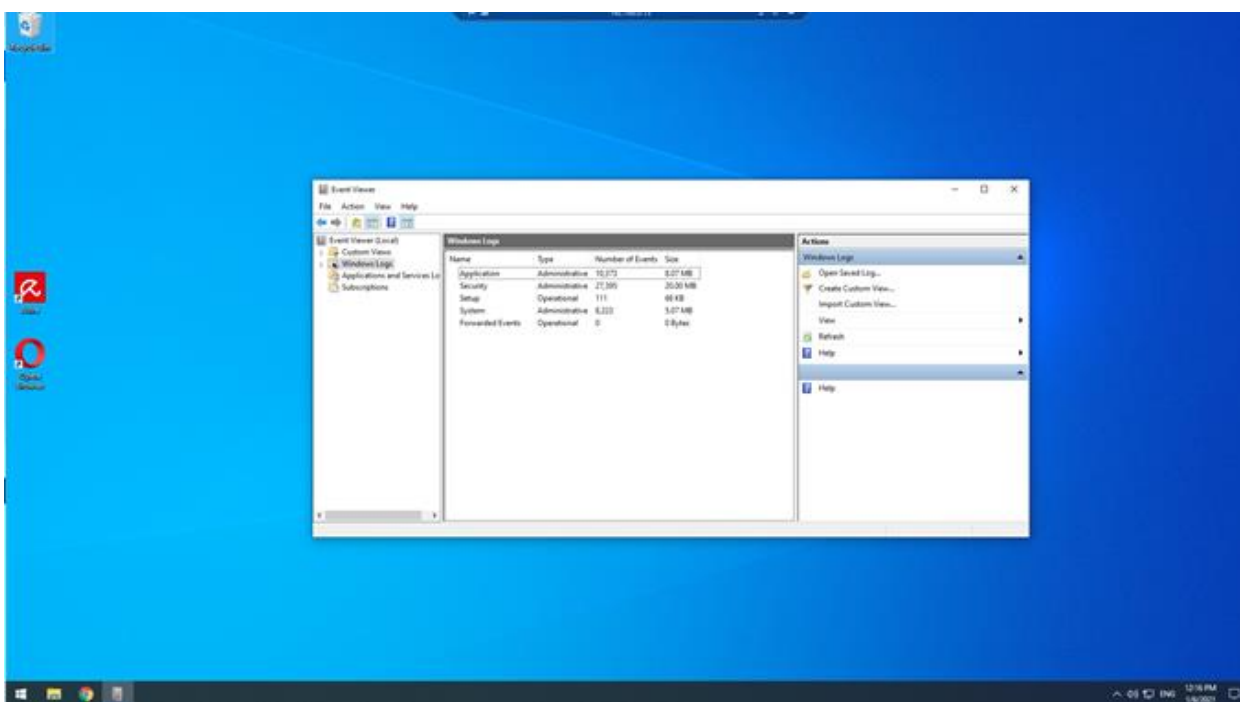
- now I want to check the event log for errors just in case any errors have occurred
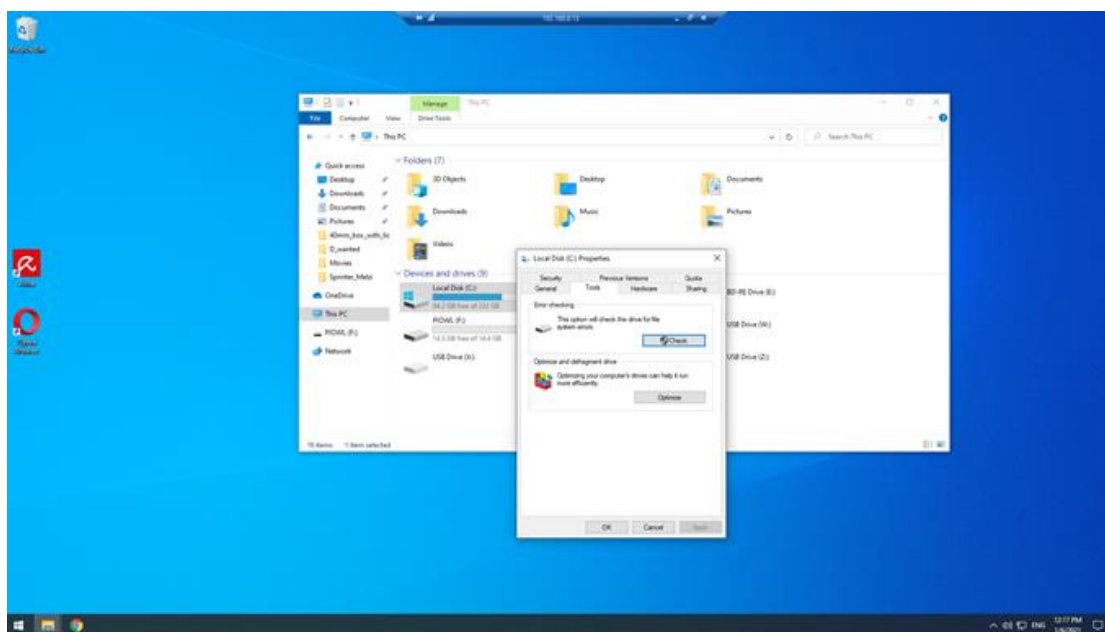
- having checked the logs, I am satisfied that there are no critical or error log events on this computer that require action at this time

Job no: 10003
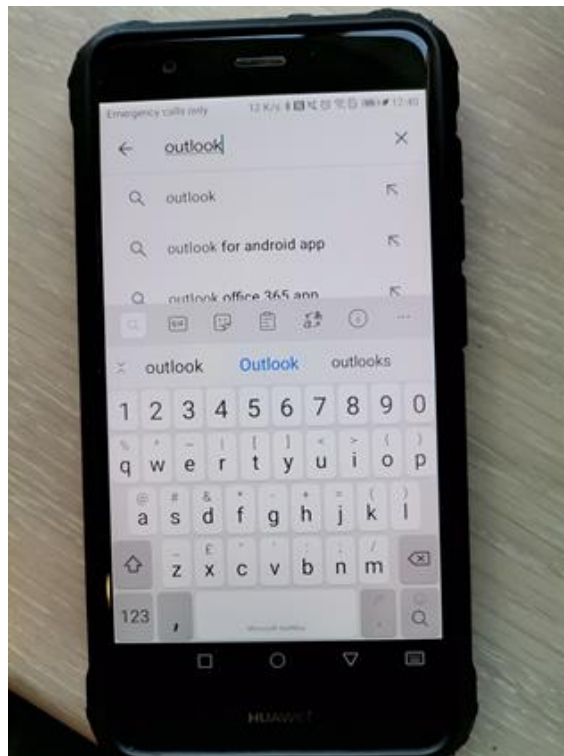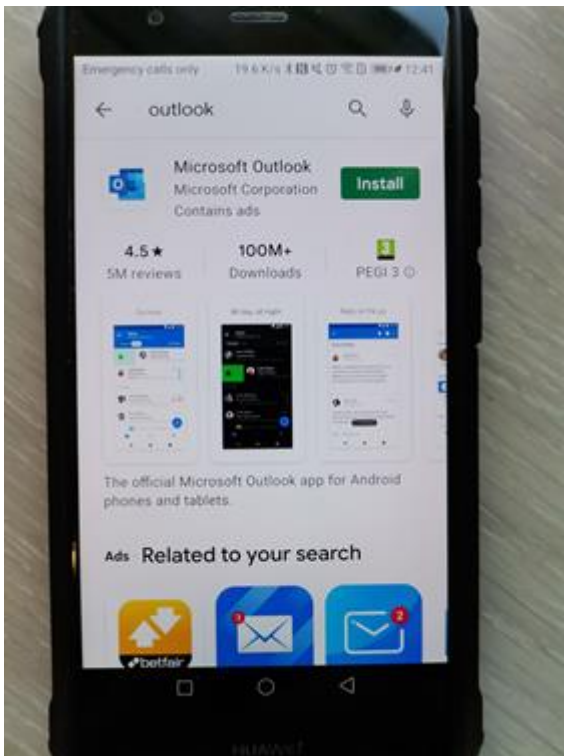
- I searched the app store for Outlook email and then select to install it
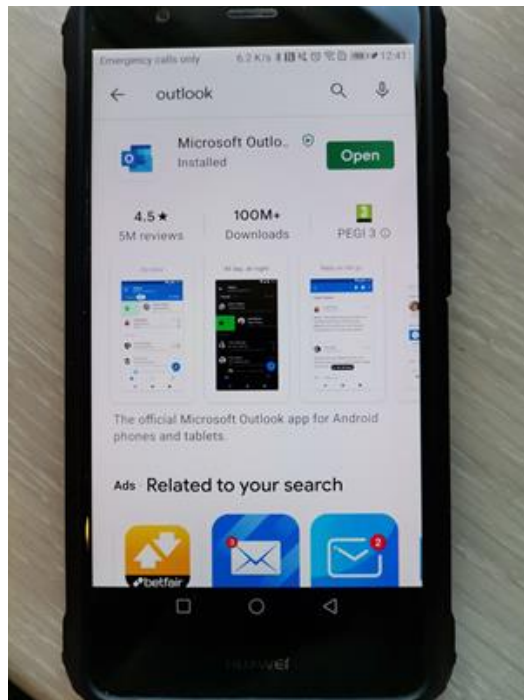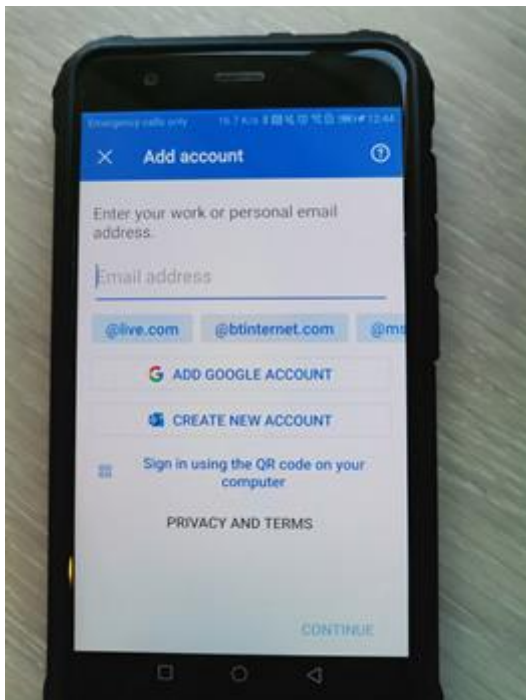
- I can now add Josh's email account
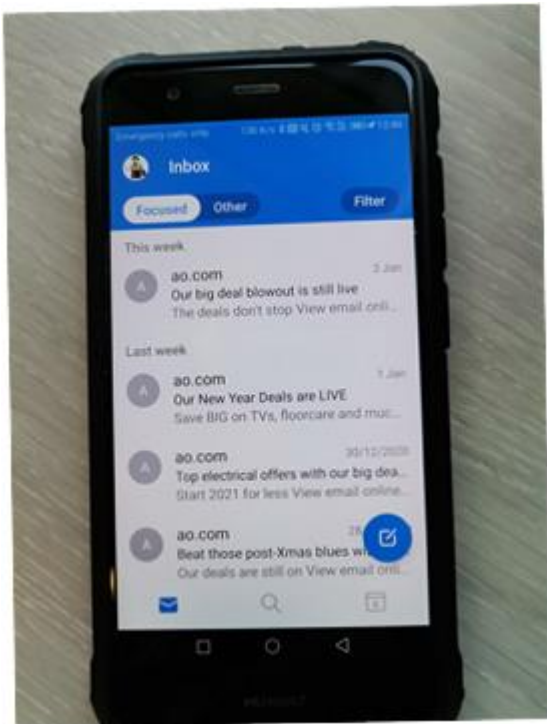
- the account is added, and I can see Josh's emails
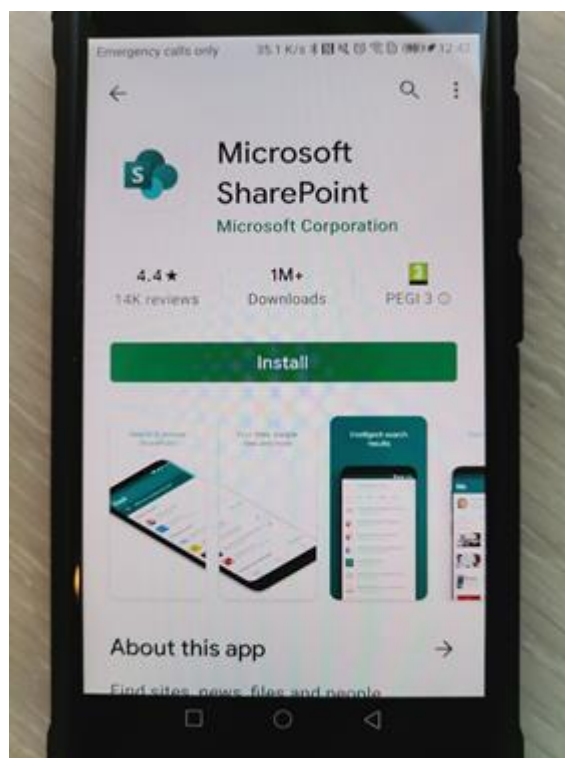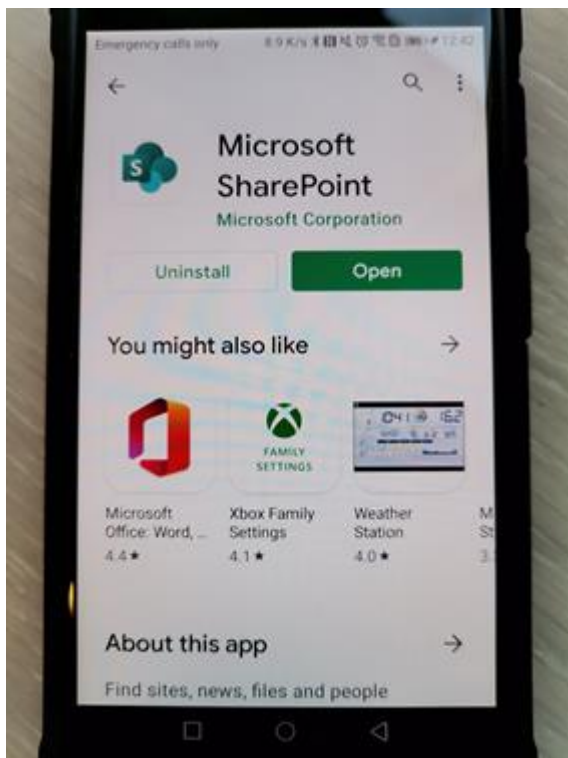
- now I have installed the Outlook app, I can install SharePoint in the same way
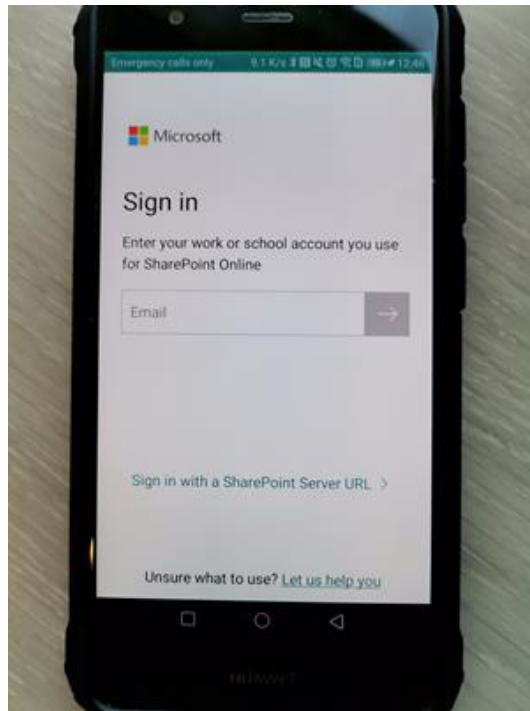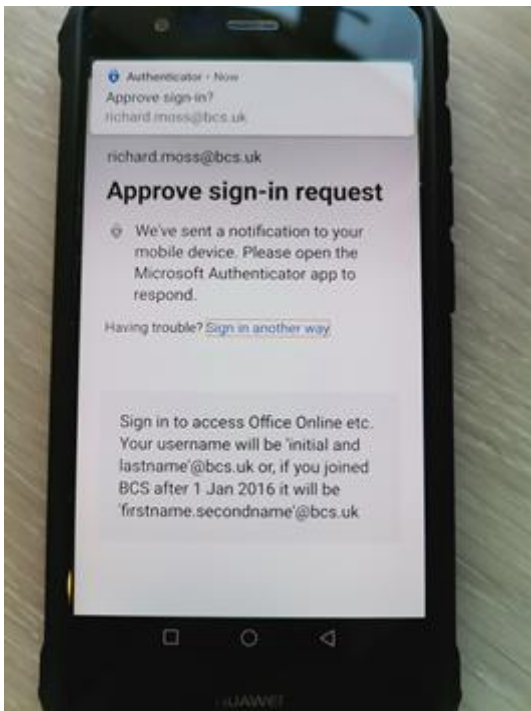
- I need to approve the sign in. This is done using multi-factor authentication for security
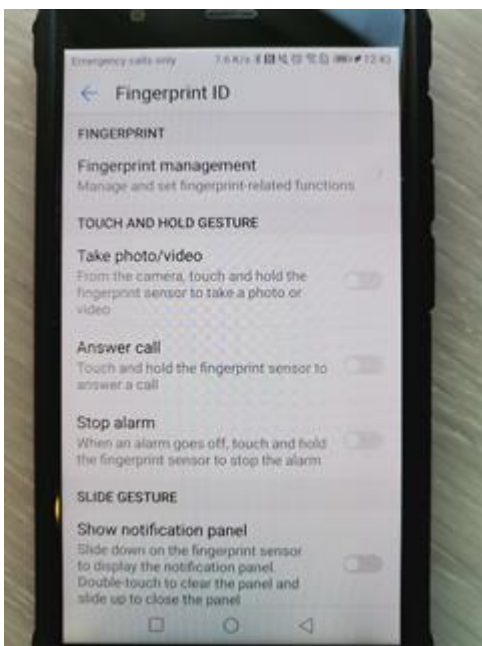
- I go to settings to set up fingerprint authorisation security
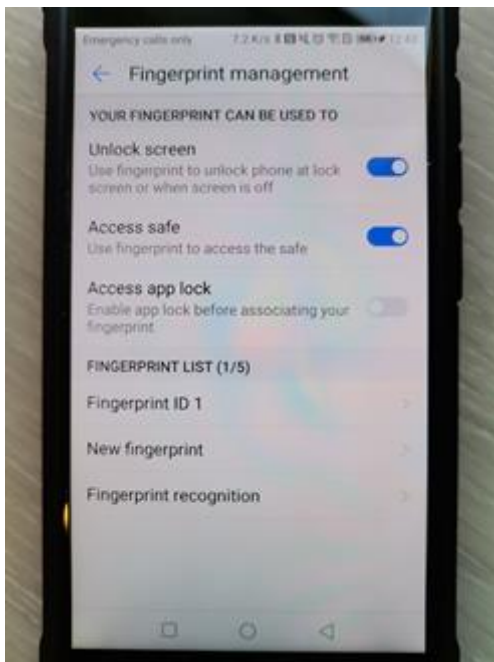
- now I add the security to the mobile

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 it is important that the desk and chair are set up correctly so the desk is comfortable, and the user can sit properly. A DSE assessment checks the desk is set up correctly.

The DSE assessment is an important part of the role for anyone who uses a computer screen as a regular part of their work. DSE assessment will highlight health and safety risks, for example eye strain, back pain, and RSI, and ensure any equipment is set up correctly to reduce the risks.

A DSE assessment should check:

- 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 - should be placed alongside the keyboard on the side that is most comfortable for the end user. 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

- 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. Height, and seat tilt should be adjustable. Users should be able to rest their feet on the floor. Foot risers should be used if they cannot reach the floor

- environment - should be maintained at an appropriate comfortable temperature level. Window blinds and 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

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

- phone (internal extension 1000) - user has a phone number for IT issues which are answered by a member of the IT helpdesk

- email (support@foodplus.com) - email will be sent to a dedicated email address which will log the call directly

- drop-in support (room 318) - user is able to go to the IT helpdesk location and discuss their issue directly

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 demonstration of 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
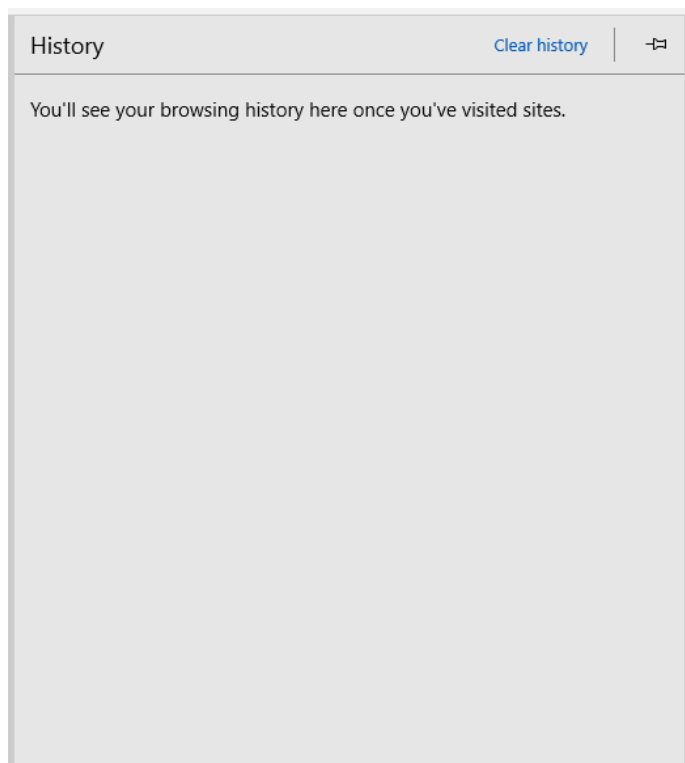
Examiner commentary

The student has achieved this grade because:

- they have produced evidence that although demonstrates tasks have been completed, there is little commentary; their approach to resolving the customer problems has some structure and provides a logical 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 at a level that gives a satisfactory resolution but demonstrates a general understanding - commentary is brief and customer instruction documents show good understanding but are brief

- across several different challenges the student is often selecting appropriate skills and techniques to efficiently resolve issues, whether problems are routine or otherwise

- the student demonstrated a good understanding of business process and health and safety (H&S) requirements of the role, they use generalised language and terminology showing general understanding of concepts without the detailed subject knowledge

- the student uses technical language often throughout the assignment

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, 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
Pass	The evidence showing installations and setup is logical and displays sufficient knowledge in response to the demands of the brief.
	The student makes some use of relevant knowledge and understanding of setting up systems and demonstrates an adequate understanding of perspectives or approaches associated with industry standards in digital support services roles.
	The student makes adequate use of facts/theories/approaches/concepts and attempts to demonstrate breadth and depth of knowledge and understanding in their configurations.
	The student is able to identify some information from appropriate sources and apply the appropriate information/appraise relevancy of information and can combine information to make decisions.
	The student makes sufficient judgements/takes appropriate action/seeks clarification with guidance and is able to make adequate progress towards prioritising and solving non-routine problems in real life situations.
	The student attempts to demonstrate skills and knowledge of the relevant concepts and techniques to plan, install, configure and test software systems and generally applies this across different contexts.
	The student shows adequate understanding of unstructured problems that have not been seen before, using sufficient knowledge to attempt to prioritise and solve problems with some attempt at reasoning.
Distinction	The evidence is precise, logical and provides a detailed and informative response to the demands of the brief.
	The student makes extensive use of relevant knowledge and has extensive understanding of the practices of the sector and demonstrates a depth of understanding of the different perspectives/approaches associated with digital support.
	The student makes decisive use of facts/theories/approaches/concepts, demonstrating extensive breadth and depth of knowledge and understanding and selects highly appropriate skills/techniques/methods.
	The student is able to comprehensively identify information from a range of suitable sources and makes exceptional use of appropriate information/appraises relevancy of information and can

	combine information to make coherent decisions.
	The student makes well-founded judgements/takes appropriate action/seeks clarification and guidance and is able to use that to reflect on real life situations in a digital support role.
	The student demonstrates extensive knowledge of relevant concepts and techniques reflected in a digital support role and precisely applies this across a variety of contexts and tackles unstructured problems that have not been seen before, using their knowledge to analyse and find suitable solutions to the problems.
	The student can thoroughly examine data/information in context and apply appropriate analysis in confirming or refuting conclusions and carrying out further work to justify strategies for solving problems, giving concise 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

Owner: Head of Assessment Design

Change History Record

Version	Description of change	Approval	Date of Issue
v1.0	Published final version.		May 2021
v1.1	NCFE rebrand		September 2021
v2.0	Annual review 2023: Amends to grade descriptors to ensure clarity	June 2023	19 June 2023