



# T Level Technical Qualification in Digital Support Services

Employer set project (ESP)

## Core skills

Digital Infrastructure & Network Cabling

Project brief - Task 2

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## Project brief

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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 mathematics 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 should 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 should be scanned and submitted as an electronic piece of evidence
- all your work should 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\_Task1 for identification purposes – where evidence reference is shown, this should be replaced with the task number for which the work reflects and saved as a .pdf format
- all pages of your work should 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 form 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 you have resolved the current network issue, your line manager has asked you to investigate the wider problems that are occurring with remote connectivity on the network.

You have been asked to put forward recommendations on resolving the issues, therefore you need to gather information that will help you plan your recommendations.

You organise a meeting with David-David Foundation's Newcastle office network manager to discuss requirements for remote access and to better understand the overall network usage and 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 line manager (technical audience) and the facilities manager (non-technical audience) of the Newcastle office with your findings by sending each of them an email.

### Instructions for students

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

The total time for the task is 2 hours 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 Newcastle office network manager prior to your meeting with them

You will be allocated 10 minutes to conduct your meeting.

After your interview with the Newcastle office network manager, you need to email your own line manager and the Newcastle office facilities manager with your findings (6 marks). You have the remaining 1 hour to complete both emails.

You should email your line manager (technical audience) to:

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

You should email the Newcastle office facilities manager (non-technical audience) to:

- include an overview of the issues that have been identified that can be sent company wide as part of a business update

## Evidence required for submission to NCFE

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

When you have completed this task, you should save 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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