



# T Level Technical Qualification in Digital Support Services

Occupational specialism assessment (OSA)

## Digital Support

All assignments

Provider guide

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### Provider guide

All assignments

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## Controls for this assessment

### Assessment delivery

The Digital Support occupational specialism consists of 3 separate assignments.

The assignments will be delivered to providers for planning and preparation in advance of the windows:

- assignment 1 will be delivered within a fixed 2-week window specified by NCFE
- assignment 2 will be delivered on set dates, across all providers after the window set for assignment 1
- assignment 3 will be delivered within a fixed 2-week window specified by NCFE after the set date assignment 2

Specific information for each assignment can be found below.

Students must complete the assignments independently and under supervised conditions, as per the specific guidance for each assignment provided below.

Students and tutors are required to sign a declaration of authenticity for each assignment to confirm that the work is their/the student's own. A single declaration form is sufficient for all tasks within one assignment. The declaration forms can be found on the NCFE website. This is to ensure authenticity and to prevent potential malpractice and maladministration. Students must be made aware of the importance of this declaration and the impact this could have on their overall grade if the evidence was found not to be the student's own work. Tutors must be aware that by signing the declaration, they are validating it is the student's own work.

At the end of each supervised session, the tutor must collect all evidence and any other materials before students leave the room, to ensure that no student takes any external assessment material or assessment evidence out of the room. This also includes sufficient monitoring and checks to ensure that students have not made materials available to themselves or anyone else electronically via the intranet or internet.

External assessment materials should be securely stored between supervised sessions. Students must not have access to this area between the supervised sessions, including electronic files.

# Assignment 1

This must be completed prior to completing assignments 2 and 3.

Providers must schedule sufficient time within the 2-week window for all students to be able to complete all of the tasks by the end of the window, and in the correct order. A total period of 5 days is required to complete all of the tasks within this assignment.

This task is set by NCFE and administered by you, the provider, during this 2-week window.

Task 2 should only be given out after completion of task 1.

Students must work independently and under supervised conditions.

Internet access is only allowed for task 2 (privacy mode should be disabled, and policies applied to prevent deletion of browsing history).

Assignments should be returned by the date specified and will be marked by NCFE.

## Marks available

Across all assignment 1 tasks: 76 marks.

Students should read the instructions provided carefully.

Students should attempt to complete all of the tasks in the time allowed.

## Timing

Task 1 = 8 hours spread over 2 days (one 3 hour and 30-minute session in one day for task 1(a), and 4 hours and 30 minutes over one AM and PM session for task 1(b)).

Task 2 = 11 hours spread over 3 days. This task must be provided after completion of task 1. There may be significant periods of time whilst waiting for installations to take place and therefore tasks 2(a), 2(b) and 2(c) can be completed in parallel.

Students have a maximum of 19 hours to complete all tasks within this assignment.

Individual tasks must be completed within the maximum timescales stated above, but it is up to students to decide how long they spend on each part of the task.

## Resources

Across the range of assignment 1 tasks, providers need to provide students with access to:

- at least 3 computers, which have full administrator rights, or virtual/emulator machine and software
- internet access to enable students to download drivers/updates and install anti-malware software
- Windows 10 2019 Server
- an operating system (OS) (for students to be able to install)
- word processing, presentation and spreadsheet software
- email software (including email accounts set up ready for each student)

- instant messaging software
- project management software
- a mobile device (for example, laptop, tablet, phone with unrestricted, unlocked access) or an emulator:
  - including cloud accounts set up ready for each student for cloud back-up
- IP address allocations for task 2 in line with provider's own network IP addressing schema
- a digital camera

## **Delivery guidance (including equipment required)**

### **Task 1**

Providers need to provide students with access to:

- a computer pre-installed with OS
- pre-installed office software to be able to write the report and complete the installation and configuration log

### **Task 2**

Providers need to provide students with access to:

- at least 3 computers, which have full administrator rights or virtual/emulator machine and software
- full internet access (for drivers, updates, installing anti-malware software)
- an OS (for students to be able to install)
- word processing, presentation and spreadsheet software
- email software
- instant messaging software
- project management software
- a mobile device (for example, laptop, tablet, phone with unrestricted, unlocked access) or an emulator
- a digital camera

Prior to starting task 2, the provider will need to provide IP address allocations in line with own network IP addressing schema to allow students to allocate IPs.

Internet access is allowed for all parts of the task.

## Assignment 2

The assessment will be delivered on set dates and times specified by NCFE and after the window for assignment 1.

The assessment will be released to providers for planning and preparation in advance of the set date.

This task is set by NCFE and administered by you, the provider, during this window.

Students must work independently and under supervised conditions.

Limited internet access is allowed. Please refer to individual tasks for details (privacy mode should be disabled, and policies applied to prevent deletion of browsing history).

Assignments should be returned by the date specified and will be marked by NCFE.

### Marks available

Across all assignment 2 tasks: 30 marks.

Students should read the instructions provided carefully.

Students should attempt to complete all of the tasks in the time allowed.

### Timing

Task 1 = 3 hours (this task will be completed in one day).

Task 2 = 2 hours (this will be provided after completion of task 1 and be completed in one day).

Students have a maximum of 5 hours to complete all tasks within this assignment.

Individual tasks must be completed within the maximum timescales stated above, but it is up to the student how long they spend on each part of the task.

### Resources

Across the range of assignment 2 tasks, providers need to provide students with access to:

- 1 x workstation set up with:
  - OS installed – full administrator rights
  - office software installed
  - a USB storage device (minimum 16GB)
- 1 x mobile device (for example, a laptop, tablet, phone) or emulator:
  - set up with no security controls in place
- WiFi connection
- business email address login details already set up
- Windows 10 2019 Server
- screen capturing recording software/equipment

- a digital camera
- a workstation already set up on a network, which has the following set-up:
  - installed OS
  - word processing, spreadsheet, presentation, instant messaging, collaboration and project management software installed
  - authorised anti-virus installed (for example, AVG free)
  - a mobile device (for example, a laptop, tablet, phone) or emulator must already have been set up with no security lock in place

## Delivery guidance (including equipment required)

### Task 1

Providers need to set up one workstation for job requests 1001 and 1002, and one mobile device for job request 1003:

- 1 x workstation set up with:
  - OS installed – full administrator rights
  - word processing software installed
- 1 x virtual machine for job request 1003
- 1 x mobile device or emulator
- 1 x USB storage device (minimum 16GB):
  - install EICAR file onto the USB (copy and paste text file onto USB) and save with any name; this is captured by most AV products as a virus and will be treated as such but is safe:
    - X5O!P%@AP[4PZX54(P^)7CC)7}\$EICAR-STANDARD-ANTIVIRUS-TEST-FILE!\$H+H\*

The provider must create a business email address/login using a suitable application, such as Microsoft (MS) Outlook/Office 365, and publicly accessible intranet (for example, MS SharePoint) which will be given to the students for job request 1003.

Evidence for the mobile device can be achieved via mobile screenshots or photographs. Students must use a digital camera supplied by the provider to capture photographic evidence.

Limited internet access is permitted for completion of tasks. Internet use should be monitored, and a browsing history printout provided.

### Task 2

Providers need to provide students with access to:

- screen recording equipment
- a workstation already set up on a network, which has the following set up:
  - anti-virus installed
- mobile device (for example, a tablet, phone) or emulator with email installed

Limited internet access is permitted. This is a requirement due to needing to access email on the mobile device. Internet use should be monitored, and a browsing history printout provided.

SAMPLE



## Assignment 3

The assessment will be delivered within a fixed 2-week window specified by NCFE.

The assessment will be released to providers for planning and preparation in advance of the window.

Providers must schedule sufficient time within the 2-week window for all students to be able to complete all the tasks by the end of the window, and in the correct order.

This task is set by NCFE and administered by you, the provider, during this 2-week window.

Students must work independently and under supervised conditions.

Limited internet access is allowed. Please refer to individual tasks for details (privacy mode should be disabled, and policies applied to prevent deletion of browsing history).

Assignments should be returned by the date specified and will be marked by NCFE.

### Marks available

Across all assignment 3 tasks: 27 marks.

Students should read the instructions provided carefully.

Students should attempt to complete all of the tasks in the time allowed.

### Timings

Task 1 = 6 hours (this should be spread over 2 days).

Task 2 = 4 hours.

Students have a maximum of 10 hours to complete all tasks within this assignment.

Individual tasks must be completed within the maximum timescales stated above, but it is up to the student to decide how long they spend on each part of the task.

### Resources

Across the range of assignment 3 tasks, providers need to provide students with access to:

- 1 x workstation set up with office software installed
- internet access – for developer notes and help pages
- an end-user device or virtual machine
- access to servers, firewalls, network devices and network-based services
- appendix 3 – workbook 1 – assignment 3
- penetration test report
- an OS and office licences – for basic image deployment
- a digital camera

## Delivery guidance (including equipment required)

### Task 1

Providers need to provide access to:

- appendix 3 – workbook 1 – assignment 3
- penetration test report
- a workstation with word processing software

Limited internet access is permitted for completion of tasks. Internet use should be monitored, and a browsing history printout provided.

### Task 2

Providers need to provide students with access to:

- machine running Windows Deployment Services (WDS) or similar
- an OS to install
- software applications including word processing, spreadsheet and presentation software licences
- end-user devices or virtual machines
- a digital camera
- appendix 3 – workbook 1 – assignment 3

Internet access is permitted. This is a requirement due to needing to install drivers and to authenticate licences. Internet use should be monitored, and a browsing history printout provided.

## Document information

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## Change History Record

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