



Qualification resource sample package

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Centres must refer to the Qualification Specification for the relevant qualification for full details of the mandatory content of the qualification. The teaching guidance section of the Qualification Specification is advisory and provides useful guidance to support delivery of the teaching content of the qualification.

The content of these resources is correct at the time of publishing but may be subject to change.

Contents

| | |
|---|----|
| Contents | 3 |
| Introduction to the resource sample package | 4 |
| Workbook sample | 5 |
| Presentation sample | 12 |
| Learning log sample | 15 |
| e-learning sample | 17 |
| Contact us..... | 21 |

SAMPLE

Introduction to the resource sample package

This resource sample package introduces the range of teaching materials and learning resources to accompany the following qualification:

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

Resources are available to support teaching and learning. The workbook holds most of the knowledge content. The presentation and learning log enable the learners to put this knowledge into practice by providing real-life scenarios. The e-learning presents key concepts along with interactive exercises to consolidate knowledge and skills discussed in the workbook and presentation. It is recommended that the resources are used together.

The examples provided in this document are samples and not the entire products.

Note: the teaching materials and learning resources do not provide a comprehensive coverage of all units, learning outcomes (LOs) and assessment criteria (AC) within the qualification.





Workbook sample

The workbook is designed to be used in class or independently by learners, in groups or individually. This resource consists of subject content and self-directed activities such as research tasks, reflective questions, and self-assessments.

3. Development needs

Why review your development needs?

Cyber security threats are constantly evolving. Falling behind in your learning may lead to data breaches, legal consequences, and damages to an organisation's reputation.

Management regulations and standards also frequently change. Failing to keep up with these changes can result in non-compliance, legal and financial penalties, and a loss of trust from internal and external stakeholders. This is why you should regularly evaluate your skills and knowledge against industry standards and job requirements.

Emerging tools and technologies often offer more efficient ways to handle ways of working. Missing out on these advancements can lead to decreased efficiency, longer project timelines, increased costs, and frustration among team members and stakeholders.

Reviewing your development needs is crucial for staying current with emerging technologies and trends in the digital support sector. It is also a way to support your ability to face new challenges in your career. It helps you to make informed decisions and positions you as a credible professional.



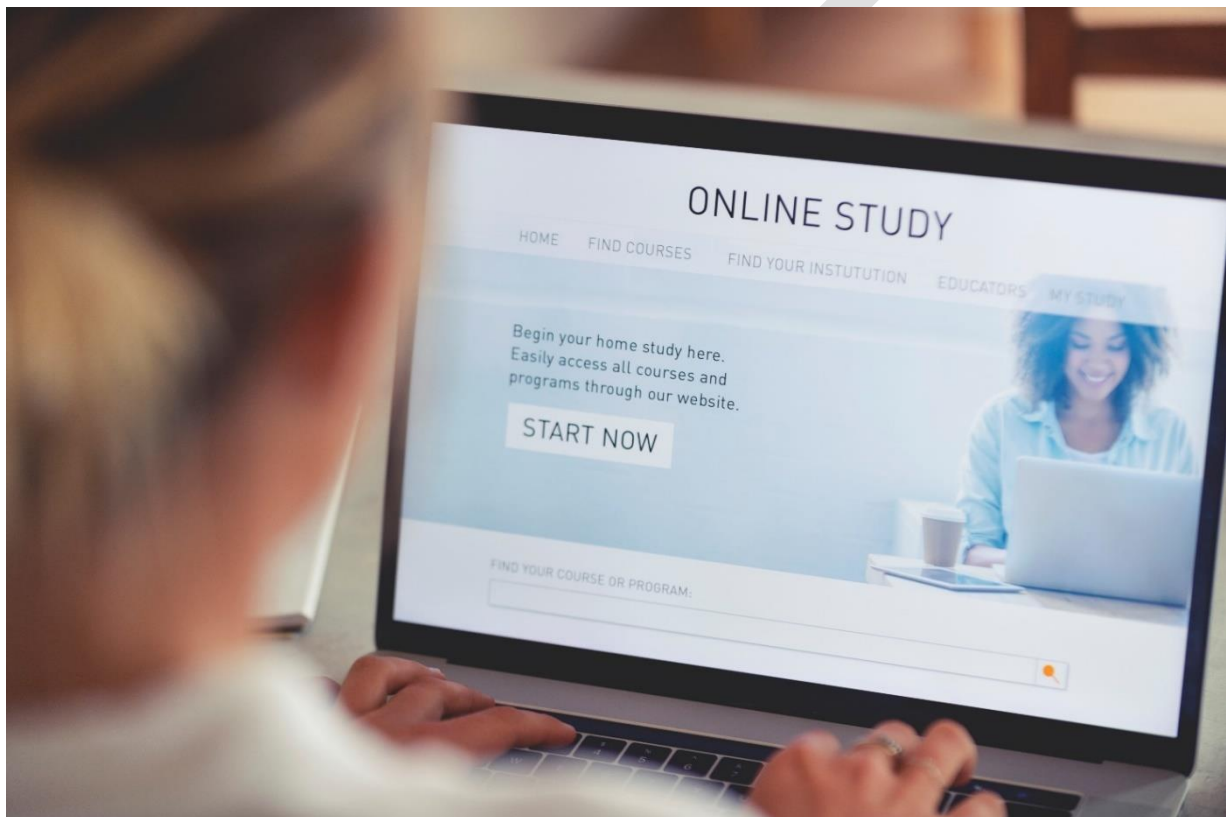
How to review your development needs

To review your development needs and assess your skills against those required for a career in digital support, you should look at current job advertisements and note which skills are listed. You can also talk to your professional network, including employers, tutors, or recruiters.

For example, a job advertisement for entry-level or junior digital support roles can include skills such as:

- security tools and network security
- risk assessment
- incident response
- understanding of UK compliance and regulations

The next step after conducting this assessment is to identify areas that need improvement. The goal is to find which skills and knowledge you need to acquire and the best way to acquire them. For example, if you find that you lack the necessary knowledge of coding or networking systems for the type of job that you want, you can start looking for specific courses.



Activity 1: skills for a career in digital support



1. Research the skills needed for a career in digital support.
2. Use your strengths, weaknesses, opportunities and threats (SWOT) analysis to identify the skills you have, and those you need to develop, for a career in digital support.

SAMPLE

Planning

Once you have assessed your skills against those required for a career in your sector, you should create a professional development plan (PDP). You can think of this as a roadmap for acquiring the skills you need to achieve your career goals.

To create a PDP, you should set your goals in a systematic way. One way to do this is to make sure that all your goals or targets are SMART.

| | |
|----------|------------|
| S | Specific |
| M | Measurable |
| A | Achievable |
| R | Relevant |
| T | Time-bound |

Specific

When choosing a goal, think about what you want to accomplish, why the goal is important, who is involved, where it is located, and what resources you need. For example, if you would like to lead a digital support team, the specific goal could be, 'I want to gain the skills and experience necessary to lead and manage a team within my organisation'.



Measurable

Goals must be measurable so that you can track your progress and stay motivated. A measurable goal should address questions such as: how will I know when it is accomplished? You might measure your goal of acquiring the skills to lead a digital support team by researching two training courses or meeting with three team leads and setting a timeline for achieving these goals.



Achievable

Goals need to be realistic; they should stretch your abilities but remain attainable. Often this means breaking them down into more achievable chunks. For example, if you have no experience working in a digital support team, then a goal like 'become the lead of a digital support company within two years' may not be achievable. A more realistic goal would be 'gain the skills I need to get a job in digital support within two years'. You can still head an international company one day but start with the more achievable goal.



Do not set goals that someone else has power over. For example, 'get that promotion' depends on who else applies and on the recruiter's decision. But 'get the experience and training that I need to be considered for that promotion' is in your power.

Relevant

Goals should matter to you and be results-based. A way to check if a goal is relevant is if you can answer 'yes' to these questions:

- is this goal worthwhile?
- is this the right time?
- is it achievable in the current socio-economic environment?



Time-bound

Goals need a target date, so that you have a deadline to focus on and something to work towards. The target date does not need to be a specific day, but it should be as specific as possible.

A time-bound goal will usually answer these questions:

- what can I do six months from now?
- what can I do six weeks from now?
- what can I do today?



For example, gaining the skills to lead a digital support team may require additional training or experience. How long will it take you to acquire them? It is important to set a realistic time frame for accomplishing the smaller goals to eventually achieve your larger goal.



Activity 2: reflection



Using the skills assessments from the previous activities, list your goals to meet emerging trends in the digital sector and ensure continuous professional growth. Each goal should be SMART.

SAMPLE



Presentation sample

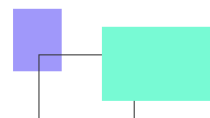
The PowerPoint presentation is designed to be used in class or group-facing environments. This resource facilitates scaffolded conversations between tutors and learners and can be used across multiple sessions. It consists of brief subject content combined with activities designed for interactions such as scenarios, case studies, debates, and role plays. This resource should be used alongside the workbook and the presentation learning log.



3. Development needs

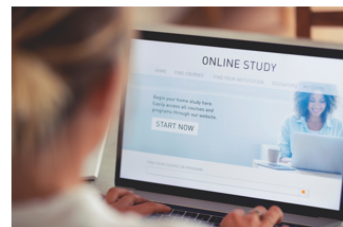
Cyber security threats are constantly evolving. Falling behind in your learning may lead to data breaches, legal consequences, and damages to an organisation's reputation.

Reviewing your development needs is crucial for staying current with emerging technologies and trends in the cyber sector. It is also a way to support your ability to face new challenges in your career. It helps you to make informed decisions and positions you as a credible professional.

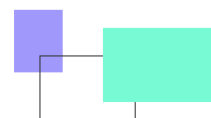


How to review your development needs

To review your development needs and assess your skills against those required for a career in cyber security, you should look at current job advertisements and note which skills are listed. You can also talk to your professional network, including employers, tutors, or recruiters.



The next step after conducting this assessment is to identify areas that need improvement. The goal is to find which skills and knowledge you need to acquire and the best way to acquire them.



Planning

Once you have assessed your skills against those required for a career in your sector, you should create a personal development plan (PDP). To create a PDP, you should set your goals in a systematic way. One way to do this is to make sure that your goals or targets are SMART.



Specific



Measurable



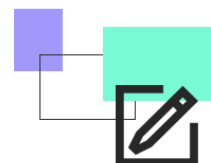
Achievable



Relevant



Time-bound



Activity 4: scenario

Good communication skills lead to a positive user experience and help manage stressful situations with a range of stakeholders. These skills build trust and credibility in a field where stakeholders are concerned about data security and data privacy. For example, you need clear and accessible communication when explaining technical concepts to a multidisciplinary team.

You have identified 'improve communication skills' as one of your goals in your PDP. How would you go about reaching that goal?



Learning log sample

This log links in with the presentation and provides a support tool in which learners can record their answers and thoughts on the activities from the presentation.

Activity 4: scenario



Good communication skills lead to a positive user experience and help manage stressful situations with a range of stakeholders. These skills build trust and credibility in a field where stakeholders are concerned about data security and data privacy. For example, you need clear and accessible communication when explaining technical concepts to a multidisciplinary team.

You have identified 'improve communication skills' as one of your goals in your PDP. How would you go about reaching that goal?

Use the space below for your notes.

SAMPLE



e-learning sample

The e-learning is designed for self-paced learning. This multimedia resource engages learners in brief key content, interactive exercises, and a non-graded knowledge check to consolidate their knowledge and skills. It works well as a complement to the workbook and presentation. This resource can be used as a web link; integrated as SCORM into a learning management system (LMS); or accessed as a non-interactive PDF.

Development needs

Cyber security threats are constantly evolving. Falling behind in your learning may lead to data breaches, legal consequences, and damages to an organisation's reputation.

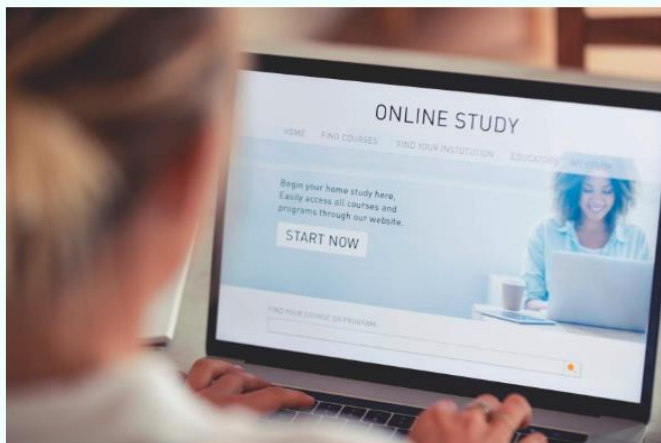
Expand the tabs below to learn about why it's also important keep up with management regulations and emerging tools.

Management regulations and standards

Management regulations and standards frequently change. Not keeping up with these changes can result in non-compliance, legal and financial penalties, and a loss of trust from internal and external stakeholders. This is why you should regularly evaluate your skills and knowledge against industry standards and job requirements.



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S

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Read the question and choose the two answers that apply. Select the Submit button to reveal the correct answers.

Which of the following statements correctly describe aspects of SMART goals?

- ☐ SMART goals should be achievable, meaning they should be realistic and attainable
- ☐ SMART goals should be measurable, meaning they should be vague and open-ended
- ☐ SMART goals should be specific, meaning they clearly define what you want to achieve
- ☐ SMART goals should be time-bound, meaning they should have no deadline

SUBMIT

Choose a word or expression from the list to complete the sentences. Select the Submit button to reveal the correct answers.

- **critically** • **protocols**
- **decisions** • **skills**

CPD allows you to improve on your existing .

CPD often involves different learning techniques, often centred on reflective practice, which means thinking about your experiences, actions and and learning from them.

For example, in cyber-security occupations, this could mean regularly testing one's understanding of new security .

CLEAR BOXES

SUBMIT

Benefits of CPD

This activity will encourage you to reflect on the benefits of CPD.

Answer the question below.

Select the Submit button to check how your response compares with the suggested answer.

What are the benefits of engaging in continuing professional development for cyber-security professionals?

Type your text here



SUBMIT

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