

# T Level Technical Qualification in Digital Support Services (603/6901/2)

## Route Core and Pathway

### Paper A

Paper number: P00XXXX

Specimen 2022

Morning/Afternoon

Time allowed: 2 hours

#### Student instructions

- Use black or blue ink.
- Fill in the boxes at the bottom of this page.
- Answer **all** questions.
- Read each question carefully.
- You **must** write your responses in the spaces provided. There may be more space than you need.
- You may do rough work in this answer book. Cross through any work you do not wish to be marked.

#### Student information

- The marks available for each question are shown in brackets. This is to help you decide how long to spend on each question.
- The maximum mark for this paper is 106 (including 6 for the quality of written communication (QWC) and use of specialist terminology).
- In questions **9** and **18**, you will be assessed on your quality of written communication (QWC) and use of specialist terminology.
- You may use a calculator.

Please complete the details below clearly and in BLOCK CAPITALS.

Student name \_\_\_\_\_

Provider name \_\_\_\_\_

Student number  Provider number

To be completed by the examiner			
Question	Mark	Question	Mark
1		13	
2		14	
3		15	
4 (a)		16 (a)	
4 (b)		16 (b)	
5		17	
6		18	
7 (a)		19	
7 (b)		20	
8 (a)		21	
8 (b)		22	
9		23 (a)	
10		23 (b)	
11		24 (a)	
12		24 (b)	
		TOTAL MARK	

Do not turn over until the invigilator tells you to do so.

BARCODE - TQ/EC/CKU/PAPERA

**Section A: business context and culture**

This section is worth 40 marks, plus 3 marks for quality of written communication (QWC) and use of specialist terminology.

Answer **all** questions in the spaces provided.

**1** Which **one** of the following is a potential psychological impact of unsafe or inappropriate use of digital technology? **[1 mark]**

- A** Disturbed sleep patterns
- B** Eye strain
- C** Gaming addiction
- D** Repetitive strain injury (RSI)

Answer \_\_\_\_\_

**2** Describe **one** step involved in setting SMARTER objectives. **[1 mark]**

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**3** Emily has recently started work in the HR department at a nationwide supermarket chain. The supermarket chain embraces technology and has apps for customers as well as using social media. Emily has been asked to prepare a presentation for new staff on how technology is used in the workplace.

Explain **one** impact of increased reliance upon technology on company culture that Emily could include in her presentation. **[2 marks]**

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4 Jacob works at a large music venue that uses social media as its main marketing tool. The venue's social media channels have a large number of followers who like to engage with the business.

Recently, the social media team have highlighted that there has been an increase in inappropriate posts and abuse towards the team from customers. Jacob has been asked by the directors of the music venue to recommend ways that the business can protect their staff from online abuse.

(a) Identify **two** mitigation techniques that could reduce or prevent the online abuse.

[2 marks]

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(b) Discuss which mitigation technique would be most effective in protecting the social media team from abuse.

[3 marks]

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**Please turn over for the next question.**

5 Charlie runs a health clinic and as part of this role, he processes and stores patients' personal data. The clinic has recently had an attempted data breach and the clinic would like to test how secure their data is to prevent this happening again. Charlie is considering hiring hackers to test the security of the clinic files.

Describe **two** ways that a white hat hacker could help Charlie to keep the clinic's files safe.

[4 marks]

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SAMPLE

6 Isaac owns and operates a business that hosts and manages cloud IT infrastructure for a range of clients. Isaac has recently become aware that some staff are accessing data that they should not be and so Isaac has decided to create a new code of conduct for all members of staff on data access in the business.

Explain how **two** of the following aspects of organisational codes of conduct can reduce the likelihood of further data breaches in Isaac's business:

- confidentiality
- ethical principles
- use of equipment and facilities
- standard working practice.

[4 marks]

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**Please turn over for the next question.**

7 A training provider is moving from classroom-based teaching to online teaching. A new online classroom platform is currently being developed by the training provider and the managing director is holding a meeting with the project team to discuss progress.

The meeting will focus on the importance of the following operations of technical change management:

- establishing best practice for use of new or upgraded tools and processes
- facilitating processes and business models
- applying fixes
- integration of new or upgraded tools and processes into the current digital ecosystem.

(a) Explain **one** aspect of technical change management that should be discussed at the meeting.

[2 marks]

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(b) Discuss why the aspect you explained above could impact the launch of the new classroom platform.

[3 marks]

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**8** Mia runs a small local marketing agency. She has recently noticed a decrease in sales as she does not offer packages that include social media, websites and apps. Some clients do not feel they are getting value for money from Mia's marketing services, while many have asked for support with digital marketing.

Mia wants to digitalise the agency to allow it to better meet client needs and to attract new clients.

**(a)** Outline **three** impacts of digitalisation.

**[3 marks]**

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**(b)** Discuss the positive impacts of digitalisation on Mia's business.

**[3 marks]**

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**Section B: diversity, inclusion and digital environments**

This section is worth 38 marks, plus 3 marks for quality of written communication (QWC) and use of specialist terminology.

Answer **all** questions in the spaces provided.

**10** Identify **one** effect that digital inclusion could have on an individual. **[1 mark]**

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**11** State **one** physical component in a computer system. **[1 mark]**

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**12** George runs a local food bank. To increase reach and accessibility, he has created a new website that allows people to donate money online when they have signed up for an account.

Explain the appropriate web protocol that should be used by the food bank's new website. **[2 marks]**

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13

Tanveer has moved into a new flat. He would like to set up a home network that allows him to stream videos through his mobile device via a WiFi connection.

Explain why a wireless access point is required to allow Tanveer to stream videos on his mobile device.

[2 marks]

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**Please turn over for the next question.**

14

Muhammed is the project manager on the development of a new mobile banking app. The project aim is to ensure that the app is digitally inclusive. He has been asked to ensure that the app includes text to speech and the ability to alter the font size and background colours.

Muhammed has highlighted the following two digital inclusion principles as being the priority for the development team when developing the app:

- ensuring no one is disadvantaged by a digital system
- ensuring that it conforms to codes of best practice.

Explain how the **two** digital inclusion principles will be important in helping the team to achieve the project's aim.

[4 marks]

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15

Lily runs a large accountancy business. Recently, a successful cyberattack has caused the business to lose a lot of important customer data, including company accounts, contact and payment details. A server that contained the client database was wiped by the attacker and no adequate backup was available to fully restore the database.

Lily has instructed the IT team to undertake the following activities to improve resilience of the digital environment:

- device hardening
- maintaining effective backup systems.

Explain how **each** activity can be implemented by the IT team.

[4 marks]

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Please turn over for the next question.

**16** Noah owns a business that operates across the world. Noah is very keen for his business to be an ethical employer. He has made equality, diversity and inclusion (EDI) an aim in all areas of his business.

Noah has decided that he would like to focus on the EDI of his workforce initially. Noah has asked the HR team to review the backgrounds of all applicants for jobs at the business in the past year. The data has shown that the business does recruit fairly, but in various locations the business' workforce is not reflective of the wider population for that location.

**(a)** Identify **three** of the characteristics protected by the Equality Act 2010. **[3 marks]**

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**(b)** Discuss how having a more diverse and inclusive workforce will impact Noah's business. **[3 marks]**

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### Section C: learning and planning

This section is worth 22 marks.

Answer **all** questions in the spaces provided.

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**19** Which **one** of the following could lead to increased employment potential **and** job security? **[1 mark]**

- A** Completing a decomposition diagram
- B** Hacking the business
- C** Personal and professional development
- D** Providing display screen equipment (DSE)

Answer \_\_\_\_\_

**20** State **one** principle of project planning used to manage risks and issues. **[1 mark]**

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21

Safia is a project manager. The large team she manages is beginning a new systems development project. The review of their last project shows issues with quality and Safia has been asked to meet with the new project team to make sure everyone is aware of what is expected for this project.

The project has a tight deadline, and an appropriate but inflexible budget has been set by the managing director.

As part of her meeting with the team, Safia will be discussing the issues from the previous project and setting out a clear plan for this project.

Explain **two** consequences of ineffective project planning on Safia's project.

**[4 marks]**

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**Please turn over for the next question.**

22

Jessica is a training and development manager at a business that has just introduced a new tablet device for staff to use. She has been asked to create and deliver a training session to all staff on how the new tablet devices work and how they can be used by each team for their specific jobs. The first team that Jessica will be training is the sales team.

Explain **two** sources of knowledge that Jessica could use when planning a training session for the sales team.

[4 marks]

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23

Marco is the IT manager of a large retail organisation. As part of his role, he must provide onboarding sessions to all new staff on how to access and use the various IT systems in the organisation.

Marco has just completed the latest series of onboarding sessions and some feedback he was provided with includes:

- 'the sessions had too much information in them'
- 'I didn't get to actually do anything, so I still don't know what to do'
- 'I can't remember how to log my timesheets'.

Marco has been asked to review the onboarding sessions and to create an action plan to address the feedback. Marco has decided to use Gibbs' Reflective Cycle to review the process.

Gibbs' Reflective Cycle includes the following stages:

- description
- feelings
- evaluation
- analysis
- conclusion
- action plan.

(a) Explain **three** stages of the cycle that Marco could use to create his action plan.

[3 marks]

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(b) Discuss how Gibbs' Reflective Cycle will help Marco to improve the onboarding sessions.

[3 marks]

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24 A house builder has just been granted planning permission to build 20 smart homes. As part of their planning permission, the builder has been asked to ensure that they are communicating with the stakeholders of the project to ensure that there are no major issues that arise.

The house builder has asked their project manager to use the RACI (responsible, accountable, consulted, informed) matrix to ensure that the views of stakeholders are being addressed.

The three main external stakeholders for the project are:

- the local community
- the new house owners
- the local council.

(a) Explain how using the RACI matrix would enable the **three** different stakeholders' views to be considered.

[3 marks]

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**(b)** Discuss why it is important for the project manager to keep stakeholders updated on progress.

**[3 marks]**

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**This is the end of paper A.**

SAMPLE

# Document information

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## Change History Record

Version	Description of change	Approval	Date of Issue
v1.0	Additional sample materials		November 2022
v1.1	Sample added as a watermark	November 2023	21 November 2023
v2.0	Annual review 2024 – wording changes for Q7 p6, Q14 p13, Q16 p15, Q17 p16, Q19 p20, and Q22 p22.	April 2024	29 April 2024