T-LEVELS | Institute for Apprenticeships & Technical Education

Employer set project student pack

T Level Technical Qualification in Digital Support Services (Digital Support)

NCFE

Contents

Introduction

If you are a student studying the T Level in Digital Support Services (Digital Support) and preparing for the employer set project (ESP), this support pack is for you.

We know that the ESP can seem daunting and there are so many points to consider and skills to develop, but we are here to help. This support pack contains guides and activities to help with your ESP preparation. These activities are designed to supplement your classes and support your independent learning. The supporting activities range from English writing, reflection, defining key terms, guidance on how to apply the core skills and more.

We do not recommend working through the supporting activities all at once; it can be a lot to digest. The first section is a self-assessment, this is a good place to start to identify areas where you would benefit from more support. Start with these key areas and then work through the others step by step.

Self-assessment

In each of the areas below, give yourself a RAG rating (red – R, amber – A or green – G). Rate yourself 'red' if you are not confident in this area, 'amber' if you have some confidence and 'green' if you are very confident. Once you have completed a section of this pack, come back and rate yourself again, explaining why you have given yourself that rating. If you are still on red or amber, what are your next steps (or actions) to turn this to a green?

Area	Rating before		Rating after		Next steps
	RAG	Why?	RAG	Why?	
Key terminology					
Core skills					
English and maths (E&M) skills in your employer set project (ESP)					
The importance of evaluation skills in your ESP					
The importance of justification skills in your ESP					
Use of troubleshooting frameworks					
Tools used to troubleshoot					
Creating a test plan					

Area	Rating before		Rating after		Next steps
	RAG	Why?	RAG	Why?	
Top tips: preparing for an interview					
Communicating with stakeholders					
Creating a project proposal					
Costing a project					
Identifying security concerns within a project					
Proposing solutions to meet business needs					

Key terminology

Here are some of the key terms from the T Level Technical Qualification in Digital Support Services specification. Once you have covered these areas, or for revision, summarise the key terms in the space provided. There is space at the end for you to add any other terminology you feel would be useful.

Term	Summary
Route core element 1: Business context	
Change management	
Code of conduct	
Digitalisation	
End user needs	
Measurable value of digital services	
PESTLE (Political, Economic, Social, Technology, Legal and Environmental)	
Stakeholders	
Types of hackers	

Term	Definition
Route core element 2: Culture	
Autonomous operation	
Dehumanisation of service	
Ethical and moral impact	
Inappropriate use	
Mitigation techniques	

Term	Summary
Route core element 3: Data	
Access control methods	
Applications of data	
Characteristics of data	
Data access management	

Term	Summary
Route core element 3: Data	
Data flow diagram (DFD)	
Data modelling	
Directory-based structure	
Entity relationship diagram (ERD)	
File-based structure	
Information systems	
Methods of storing data	
Visualising data	

Term	Summary
Route core element 4: Digital analysis	
Characteristics of algorithms	

Term	Summary
Route core element 4: Digital analysis	
Computational thinking	
Decomposition diagram	
Flowchart	
Pseudo code	

Term	Summary
Route core element 5: Digital environments	
Components of physical computing systems	
Cloud services	
Function of Internet of Things (IoT)	
Hypervisor	
Local area network (LAN)	

Term	Summary
Route core element 5: Digital environments	
Methods to create resilience	
Metropolitan area network (MAN)	
Network referencing models	
Personal area network (PAN)	
Protocols	
Virtual private network (VPN)	
Virtual machine (VM)	
Wide area network (WAN)	

Term	Summary
Route core element 6: Diversity and inclusion	
Demographic imbalance	
Digital inclusion	
Diversity	
Equality Act 2010	

Term	Summary
Route core element 7: Learning	
Bias	
Boud, Keogh and Walker's model	
Design thinking	
Emerging technology	
Gibbs' Reflective Cycle	

Term	Summary
Route core element 7: Learning	
Kolb's Experiential Learning Cycle	
Professional development	
Reliability	
Sources of knowledge	
Validity	

Term	Summary
Route core element 8: Legislation	
Computer Misuse Act 1990	
Copyright, Designs and Patents Act 1988	
Data Protection Act 2018	
Controlling the Assault of Non-Solicited Pornography and Marketing (CAN-SPAM) Act 2003 – USA	

Term	Summary
Route core element 8: Legislation	
Digital Economy Act 2017	
Electronic Communications Privacy Act (ECPA) 1986 – USA	
European Convention on Human Rights (ECHR)	
Freedom of Information Act 2000	
General Data Protection Regulation (GDPR)	
Health and Safety at Work etc Act 1974	
Human Rights Act 1998	
Industry standards	
Non-compliance	
Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018	
Waste Electrical and Electronic Equipment (WEEE) Directive 2012	

Term	Summary
Route core element 9: Planning	
Cost-benefit analysis	
Ineffective project planning	
Project lifecycle	
Project planning techniques	
Project scope	

Term	Summary
Route core element 10: Security	
Commercially sensitive information	
Confidentiality, integrity and availability (CIA)	
Identification, authentication, authorisation and accountability (IAAA)	

Term	Summary
Route core element 10: Security	
Internet security assurance	
Non-technical threats	
Risk mitigation controls	
Technical threats	

Term	Summary
Route core element 11: Testing	
Purpose of testing	
Root cause analysis	
Testing methods	

Term	Summary
Route core element 12: Tools	
Agile methodology	
Communication tools	
Evaluation tools	
Gantt charts	
Power interest matrix	
Presentation tools	
Rapid application development (RAD)	
Spiral methodology	
Waterfall methodology	

Term	Summary
Pathway core element 1: Careers within the digital support services sector	
Job roles	
Responsibilities	
Skills required	

Term	Summary
Pathway core element 2: Communication in digital support services	
Communication factors	
Communication formats	
Communication methods	
Communication techniques	
Interactions with stakeholders	

Term	Summary
Pathway core element 3: Fault analysis and problem resolution	
Fault analysis tools	
Application of organisational frameworks	
Root cause analysis approaches	
Principles of incident management	
Information Commissioner's Office (ICO)	

Term	Summary	RC Number:
Add any additional terms here along with the route core element number it relates to.		

Term	Summary	RC Number:
Add any additional terms here along with the route core element number it relates to.		

Core skills

The employer set project (ESP) brief requires that students apply and contextualise core knowledge through the demonstration of the 4 core skills, and these are demonstrated through the completion of the tasks. These core skills include:

Core skill 1	Communicate information clearly to a technical and non-technical audience
Core skill 2	Work with stakeholders to clarify and consider options to meet requirements
Core skill 3	Apply a logical approach to solving problems, identifying and resolving faults whilst recording progress and solutions
Core skill 4	Ensure activity avoids risks to security

Key core skills terminology

Core skill	Describe this skill in your own words, and how you could demonstrate it
Communicate information clearly to a technical audience	
Communicate information clearly to a non-technical audience	

Core skill	Describe this skill in your own words, and how you could demonstrate it
Meet requirements	
Apply a logical approach to solving problems	
Identify and resolve faults	
Record progress and solutions	
Avoids risks to security	

Employer set project (ESP)

Regardless of the task or activity it is important that you read the project brief carefully before starting any work, so that you get a clear understanding of what is required. You must work independently and make your own decisions as to how to approach the tasks.

The employer set project will assess your knowledge, understanding and skills from across the full core content of the qualification. The maximum time you will have to complete all the tasks is 12 hours 10 minutes.

You will be provided with an overall scenario, such as the one below, that will provide the setting for the employer set project. You should read this and identify any key information (see examples highlighted in yellow) that might help you with your answer.

Scenario

You are working as an IT support technician for Willow Technology.

Willow Technology is a digital marketing and design agency which currently operates from offices in Southampton and has recently opened a satellite office in York. Currently, as new members of staff join the business, computers are purchased ad hoc and joined to the network. There are a mixture of different operating systems and software in use throughout the business, and there are concerns about licensing and out-of-date software on each computer.

For staff to be able to work effectively, they need access to word processing, spreadsheet and presentation software as well as an effective email client/calendaring solution and web browsing.

Design staff require access to software that will allow image and video editing, document production and PDF editing.

With the growth in the business, there is an urgent need to provide consistency of software to allow users to share documents easily and simplify support. It is also important that any computer needs to be up to date so that software can be installed. Computers need to be compatible with internet applications for moderate internet use. All installed software needs to be kept up to date as a matter of course.

Following the office relocation and movement of equipment, one computer that has been relocated is now having connectivity issues when trying to access network resources. The computer has been brought to you for assistance and is now failing to boot at all.

Additionally, you will also see a brief which outlines the role and the requirements throughout the employer set project. You should carefully read this to identify any key information (see examples highlighted in yellow) that might help with your answer.

Scenario role

As part of your role, you are involved in both larger IT projects as well as providing immediate technical support diagnostics and assistance to technical issues experienced by end users. You are due to work on a major roll-out project but must make sure that individual issues are resolved as they are logged.

You have been asked to investigate 2 helpdesk tasks relating to computer issues within the business, identifying and remedying the faults.

Once you have resolved the individual issues, you will need ==to focus on the larger project== and will need to ==research and propose an effective solution== to ensure all company computers are running with ==a consistent operating system and software build that meets the different requirements of staff== within the business. You should ==also plan and show how this will be rolled out== to all users.

Task 1: troubleshooting

For each task you will see an additional scenario that outlines the requirements for each individual task. As before, you should read this carefully and pick out key information (highlighted in yellow) that might help with your answer.

Task scenario

You are working with a colleague who is new to Willow Technology and you have been ==assigned 2 helpdesk tasks.==

The first helpdesk task requires you to troubleshoot and resolve the issue with computer 1. The user of the first computer has explained that they are ==trying to access the internet using the Google Chrome browser but keep getting the following message==:

This ==site can't be reached==. The web page at xxxxx ==might be temporarily down== or it may have moved permanently to a new web address.

The second helpdesk task requires you to support your colleague by undertaking a ==root cause analysis== and then ==designing a test plan== to propose changes ==so your colleague would be able to carry out the appropriate tests== and check if the ==fault has been resolved== with computer 2.

The second computer ==is failing to boot== at all and is ==only beeping when turned on==. The computer ==is a Dell OptiPlex 5040== and when listening, you hear a ==sequence of 4 beeps, 3 beeps and then 1 beep==.

Computer 1

You have been provided with information regarding computer 1 and you should investigate and identify the root cause of the connectivity issue.

You should document your troubleshooting steps, identify the issue and consider:

- the use of troubleshooting frameworks
- tools used during the troubleshooting process

For this part of the task internet access is permitted.

You should consider different ways that you could resolve the problem identified (for example, the website can't be reached). The higher band marking descriptors will look for evidence that a wide range of techniques has been used, how they have been used and what they should identify. For example, you might suggest a range of tests as per the example below.

User details	Test dates	Proposed tests	Expected outcomes	Changes based on test outcomes	Record of diagnosis
User 1	04/04/23	Ping URL	Based on the information provided: Ping error – destination host unreachable	Check network connection and network adapter	If computer is using a wired connection check the cable is connected. Check the cable isn't damaged. Try using a different cable and connecting to a different socket. Check network adapter in system properties for problems with driver or installations.
User 1	04/04/23	Ping IP address	Connection works Website is available indicating that the problem is domain name related	DNS error	This identified that there is no problem with the drivers and cable. There is no problem with the website as able to access it through the IP address so the problem must be related to the domain name.

In addition to this you could consider checking other elements such as ipconfig and network properties.

- The purpose of this task is for you to identify that there could be multiple issues causing the problem and that you are confident in identifying multiple solutions explaining how these could be implemented
- why this would be done
- state the expected outcomes

The key things required for higher band marks are that you:

- demonstrate an excellent understanding of troubleshooting with a highly logical structure, including a wide range of highly relevant steps that may be used to identify computer faults that are comprehensive and highly detailed
- demonstrate an excellent understanding of the troubleshooting process by showing expected results of troubleshooting steps that are comprehensive and highly detailed

Task skill	How confident are you with this? What tools can you use and how would you use them?
Troubleshoot computer-related issues using command line tools?	

Computer 2

Using the information in the scenario and the research that you undertake, you should identify the root cause of the hardware failure and propose a remedy. You should design a test plan that could be followed by your colleague to test that your proposed changes have resolved the fault.

Note: You are not required to undertake the tests.

Your test plan should include the following:

- user details

- test dates

- proposed tests

- expected outcomes of tests

- ability to record changes based on test outcomes

- user acceptance of work completed

For this part of the task you can use the internet to help you research the problem. You have also been provided with the requirements of the test plan, so a recommended method would be to create a test plan using this information and then research the computer model and the error the user is seeing (in this case the beep codes indicate a memory failure).

User details	Test dates	Proposed tests	Expected outcomes of tests	Ability to record changes based on test outcomes	User acceptance of work completed
User 2	04/04/23	Reseating RAM	If error is due to the RAM module becoming loose, then resetting it will result in the computer booting correctly. If beep codes encountered on boot, then issue is still present.	If computer boots then problem is resolved. If computer does not boot and beep codes still present, then proceed to next test	Tested by:

As with the previous part of this task, you are expected to identify a **wide range** of tests and their expected results.

This could include, but is not limited to:

- run diagnostic tool
- swap RAM module
- reseating cables
- power cycle

As we don't know what has caused the problem, additional things that could be considered once the machine boots are:

- confirmation the computer boots correctly from the correct drive
- confirmation that files and applications open correctly
- anti-virus/malware scan result
- confirmation that network features are working correctly (web browser/email)

The key points for higher grades are that you provide a response to the task that:

- includes a test plan that has an excellent design with a highly logical structure, that includes a wide range of elements and/or appropriate steps to test the suggested changes have resolved the fault
- demonstrates an excellent understanding of faults (in relation to the scenario of the brief), supported by an excellent range of highly relevant tests

- demonstrates an excellent understanding of testing (in relation to the scenario of the brief), supported by a comprehensive and highly detailed explanation of expected outcomes

*Tip: notice that the requirement keeps highlighting that the testing is '**in relation to the brief'**. Where possible, make sure that the brief is referenced and used as a basis for all your findings.*

Task skill	How confident are you with this? What tests can you use and how would you use them?
Create a test plan and populate it based on a set of requirements?	

Task 2: interview

As with task 1, there will be an additional scenario that outlines the requirements for this task. As before, you should read this carefully and pick out the key information (highlighted in yellow) that might help with your answer.

Task scenario

You have resolved the individual computer issues and you have been moved ~~you~~ onto a larger project by your team leader. In a team meeting, your team leader informs you that currently the business uses a wide range of different operating systems, computers and software. Willow Technology would like to standardise this, where possible, whilst ensuring that staff have access to computers, software and services they require.

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 Willow Technology's network manager to discuss requirements for the updated computer build and better understand the overall computer 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 team leader and the facilities manager of Willow Technology with your findings by sending them each an email.

In this task you will prepare questions for a simulated interview with the individual identified in the brief, such as the network manager of the company. The network manager most likely will be played by your tutor and purpose of this interview is allow you to ascertain a better understanding of the fault and to inform your planned solutions.

You can break this task into 3 sub-headings:

- pre-interview (1 hour):
  - you will prepare questions to ask during the interview
  - you will have access to internet for research purposes

- interview (10 minutes maximum):
  - you'll be interviewing the network manager and making notes
  - this task will also be audio recorded

- post-interview (1 hour):
  - compose 2 emails summarising your findings, one for a technical audience and one for a non-technical audience

The guidance below will provide you with support on preparations and consideration to bear in mind when:

- preparing for the interview

- conducting the interview

- constructing your emails

Interview preparations

These are the main considerations to keep in mind when planning your interview questions:

- the issues being faced

- the current network, systems, specifications

- the requirements of the organisation in the brief

Focus on the above points during the interview and avoid asking or exploring the different solutions that could work, as that will come with task 3.

Break up technical questions into smaller parts

For technical questions consider asking smaller questions. For example, 'tell me about the different applications and operating system you use, the problems encountered with these and why you use so many' can become:

- what software do you use?

- how many computers do you use, are these desktops or laptops?

- have you encountered any problems and if so, what are they?

This can serve as a double-check for you to see if you are gathering the relevant information. It will allow you more time during the interview to make notes.

Make clever use of your question sheet

Consider creating and adding any relevant fields/tables to your question sheet which can speed up your notetaking during the interview, for example:

Computer type	Applications	Operating system	Other information
10 laptops	Office 365	Windows 10 Pro	
1 desktop	iWork	OSX 10.15 Catalina	There have been issues opening files created in iWork on the Windows computers
2 laptops	iWork and Adobe Photoshop	OSX 10.15 Catalina	There have been issues opening files created in iWork on the Windows computers

Take the lead in the interview

Remember that you are interviewing the network manager and not the other way around, so you may want to begin the interview and provide an overview of the purpose too. For example:

Hello Sasha Melnik, my name is Alex Jensen. Thank you for taking the time to meet me. I just have a few questions to help better understand the problems you're facing, your current set-up and your requirements to help me put an appropriate solution in place.

Show active listening

Do not worry about sticking too rigidly to your questions as you may lose the opportunities to explore options. If there is something that you've not heard, or may have misunderstood, then do speak up; 'Would you mind repeating that please?'

Summarising or double-checking your understanding is another useful method for showing active listening. This could be used in conjunction with the first tip of using smaller technical questions, as this would allow for a recap at the end to show active listening, such as:

'*Can I confirm then that it's 12 laptops in total, 10 running Windows 10 Pro and two running OSX 10.15 Catalina. You also have one desktop running OSX 10.15 Catalina as well and these Macs all use iWorks. The problem you are encountering with this is that you are not able to open iWork files on Window devices?*'

Use some open-ended questions

While it is useful to ask closed questions (questions where the answer would be a short direct answer) for the technical specification queries, you may want to use more open questions when discussing the network problems and their requirements. This would allow you more opportunities to explore the issues and demonstrate active listening.

Here is an example of a closed question and an open question:

Closed question: *How many computers in total is there within the organisation?*

The answer here will be limited, just a number given. This does not give many if any, opportunities for exploring different requirements and determining what is most important.

Open question: *Can you tell me how many computers you currently use across the organisation including the type of device, the operating systems used in each and the applications installed?*

This open question will allow for exploration as the answer might include other aspects like laptops and desktops which could potentially identify remote working. It will also allow more exploration of the different operating systems and applications which will help to identify their working requirements.

Then you can follow up with more closed questions if necessary; '*and will we be able to use one common operating system if we can find applications that would meet the needs?*'

Task skill	How confident are you with this? Have you included both open and closed questions?
Create a list of interview questions based on a set scenario.	

Task 2: emails

There are two emails to construct which should summarise what you discovered from the interview, such as:

- an overview of the questions asked and what you learned

- explanation of the issues being faced by the organisation

- considerations for the solution

Please note that you do not go into detail as to the solutions needed. Your answer should focus on the key requirements and needs of the organisation that any solution needs to include.

Both emails will have similar content and should have a suitable layout too, such as:

- having a suitable greeting and introduction

- making good and effective use of paragraphs to break up the information

- correct spelling, punctuation and grammar

An aspect that will be different in both emails is the writing style as one email is for a technical audience (such as your team leader) and the other for a non-technical audience (such as the facilities manager).

Below is a summary of some considerations for both:

Technical audience	Non-technical audience
More informal style usually (for example, if writing to your line manager) More direct language Makes use of technical terms/acronyms	More formal style usually (for example, if writing an organisation's CEO) More straightforward language Describes concepts/suitably contextualised with technical jargon avoided
Introduction example Hi Jordan, I interviewed the company's network manager today which revealed quite a few issues …	Introduction example Dear Mrs Rossi, I hope this email finds you well and I have spoken with your network manager today regarding …
Use of language and terminology There is currently a wide range of devices that are running various operating systems such as Windows and MacOS. Due to this, there are compatibility issues between the different applications being used	Use of language and terminology The computers currently being used across the organisations consist of laptops and desktops. Unfortunately, they are currently running different operating systems. What this means is that they are using different applications that unfortunately do not work across the two types of devices. This means that something created on one computer might not work on the other…

Task skill	How confident are you with this? How have you adapted your language?
Create a response in both technical and non-technical language	

Task 3: project proposal

As with the other tasks, there will be an additional scenario that outlines the requirements for this task. As before, you should read this carefully and pick out any key information that might help with your answer.

Task scenario

Following your meeting with the network manager, you have been provided with a full specification of requirements (control document A) for the updated software build for company computers by your team leader (technical audience).

Your team leader has asked you to assess the specification of requirements and prepare a project proposal that addresses the needs of the client.

In this task you will be provided with complete details of the requirements (control document), which will contain the same information that the interviewee had in task 2. This is to ensure that the interview doesn't impact your performance on this task, such as if you missed some relevant questions during interview.

You will have access to the internet to allow you to research and develop an effective solution to the scenario.

Your project proposal should include:

- an introduction outlining the current issues

- a detailed overview of how to upgrade the company computers (including future plans)

- a justification of any equipment, software or cloud services

- estimated costs

- proposed software licensing arrangements

- choice of operating systems/software

- any potential cyber security issues and mitigations

- minimising unauthorised access

- any long-term solutions

You may also get additional information to support the equipment and costings such as this:

When identifying costs, the company usually uses PC World Business and Dell as preferred suppliers. Where possible, these suppliers should be used for all equipment or software recommendations before considering other suppliers.

Project proposal

Your project proposal should have a formal writing style for a technical audience, be comprehensive and highly detailed to demonstrate your understating of the following:

- the potential computer and software issues identified

- a range of different options to resolve the computer and software issues

- different decisions when proposing different equipment, software or cloud-based services –credit will be given for the strength of your decisions and justifications

- costing decisions will vary as you may offer different proposals to resolve the issues; however, costings may include:

  o subscription costs
  o capital cost
  o licencing cost

- different cyber security considerations

Making use of different headings for the proposal document can help to support with addressing the above points and below shows an example of how this might work.

Project proposal for new network

Introduction

An overview of the project, purpose, and aims. For example:

This is the project proposal for Willow Technology in relation to the current computer provision and problems they are encountering.

The aim of this proposal is to:

- outline the potential computer and software issues identified

- provide a range of different options to resolve the computer and software issues

- propose different equipment, software or cloud-based services that will be best suited to the business

- provide a costing proposal which considers any new equipment, subscriptions and licensing

- consider any cyber security concerns

Current issues identified

- provide a summary of the issues/problems faced and what is the cause

- make use of paragraphs, tables and sub-headings as appropriate to aid the readability and provide a logical structure to the information

- include any cybersecurity concerns you consider applicable

- use the previous task evidence to support you

Solutions

- outline your solution(s) with justifications given for the choices made for equipment, software or cloud services

- include estimated costings

- if appropriate, mention any timelines for implementation or any continuing professional development (CPD) the staff might need (for example, if staff need to move across from MacOSX to Windows will they need training?).

Resources

This could be incorporated into the above section and includes hardware, software and subscriptions that will be needed to put the solution in place.

This should also include the costs involved, including one-off expenses and ongoing monthly/yearly costs for example if a cloud service is being used with an annual fee.

A table might be helpful to better convey the resources, why it is needed and any associated costs. Below is a very simple example but you should consider any other relevant columns for the scenario.

Resource	Purpose	Cost
Google	Cloud service to allow easy access to files from any location without introducing additional infrastructure and resource management.	£4.00 per TB per month

Do not neglect to determine the overall final costs too, and you may need to account for any ongoing expenses such as annual subscriptions. For example:

Total one-off expenses	£
Ongoing annual expenses/subscriptions	£
Initial year 1 costs will be ££££, but thereafter it will only be the ongoing annual subscriptions	

Summary

If time allows an overall summary might be useful to highlight the key points and make any final justifications.

Task skill	Can you do this?
Create a project proposal	
Include hardware/software recommendations	
Including costings for recommendations made	
Justify your choices	

Task 4: satisfaction survey

As with all other tasks, start by reading the scenario and highlighting key information.

Task scenario

The computer and software upgrade project is nearing its completion and Willow Technology is considering implementing your proposals.

Your team leader (technical audience) wants you to ==prepare for a post-project review== and ==create a sample satisfaction survey== that could be used to ==test end-users' satisfaction== and measure ==if your solution fulfils the desired outcomes==.

For this task you will have access to the internet, and you will need to produce:

- an end-user satisfaction survey that could be used to confirm your solution has been effective

- post project review document to include:

o a brief overview of the key issues presented
o your identified solution
o any security concerns you have mitigated
o a brief evaluation of your own performance, including areas that could be developed or improved in a future project

Satisfaction survey guidance

Purpose

Brief information about the purpose of this survey, such as 'The purpose of this survey is to evaluate the new solution in terms of the ease of use, functionality and any further areas for development'.

User details

Consider what relevant information about the person completing the survey would be useful to capture, such as

- name

- email

- extension number

- department or role

- device used to access the network.

- previous operating system used

- new operating system used

- applications used

Survey questions

Try to use a range of different question types to gather both qualitative and quantitative information, such as:

- yes/no
- multiple choice
- scale
- re-order/priority
- open-ended questions
- close-ended questions

Over the next few pages, there is guidance for when you complete your evaluation.

The importance of evaluation in your employer set project (ESP)

We will now look at evaluation within your employer set project (ESP) as this is important for the completion of the tasks.

Evaluations in your employer set project (ESP)

Evaluation is an important element of the ESP in the T Level qualification. Below are some areas where evaluations are a key component of success.

Evaluation is a key component of both the project plan task and post-project review task.

In the project plan task you need to be able to:

- evaluate the equipment, software or cloud services decisions you make to ensure it meets requirements
- evaluate costs for any equipment, software or cloud services recommended

In the post-project review

- evaluate your own performance, including considering areas that could be developed or improved in a future project

This section covers a range of evaluation examples, use the most appropriate format based on the questions being asked/work being evaluated.

'Evaluation is the collection of analysis and interpretation of information about any aspect of a programme of education or training as part of a recognised process of judging its effectiveness, its efficiency and any other outcomes it may have.'

ELLINGTON, H. PERCIVAL, F. RACE, P. (1993): Handbook of Educational Technology. London: Kogan Page

What is evaluation?

The main types of evaluation are:

Process → Impact → Outcome → Summative evaluation
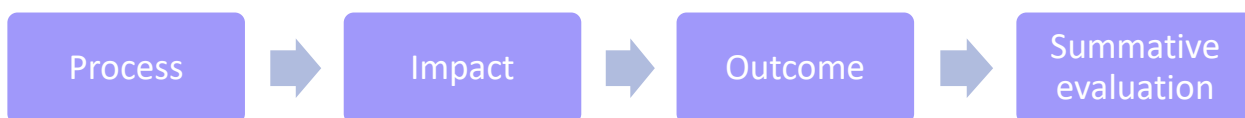
Assessing resources found

Consider the following:

Currency
• the timeliness of the information

Relevance
• the importance of the information for your needs

Authority
• the source of the information

Accuracy
• the reliability, truthfulness and correctness of the information

How to evaluate your own work and others: who, what, where, why and how?

How to evaluate your own work
Where did you gather your research?
What was your topic?
What did the research tell you?
Whom have you cited within your work?
Why was it successful/unsuccessful?
How has this informed your work and conclusions?
How can you implement this?

How to evaluate work of others/sources
Where have you gathered your findings?
What facts/information have you found?
How did you cite the information?
What was the impact?
What is the key takeaway from the source?
How will it inform/conclude your work?
Why was it successful/unsuccessful?
What would you change/adapt, and why?

The importance of justification in your employer set project (ESP)

Justification in your employer set project (ESP)

Justification is an important component of the employer set project (ESP) in the T Level qualification. Below are some areas where justifying is a key component of success.

In the project proposal, you need to produce a balanced and well-justified rationale for the selection, prioritisation, and rejection of a wide range of solutions providing a balanced and well-justified reasoning for all the equipment, software and clouds services showing that you have considered all options and decided on a solution best for the company based on your research and understanding.
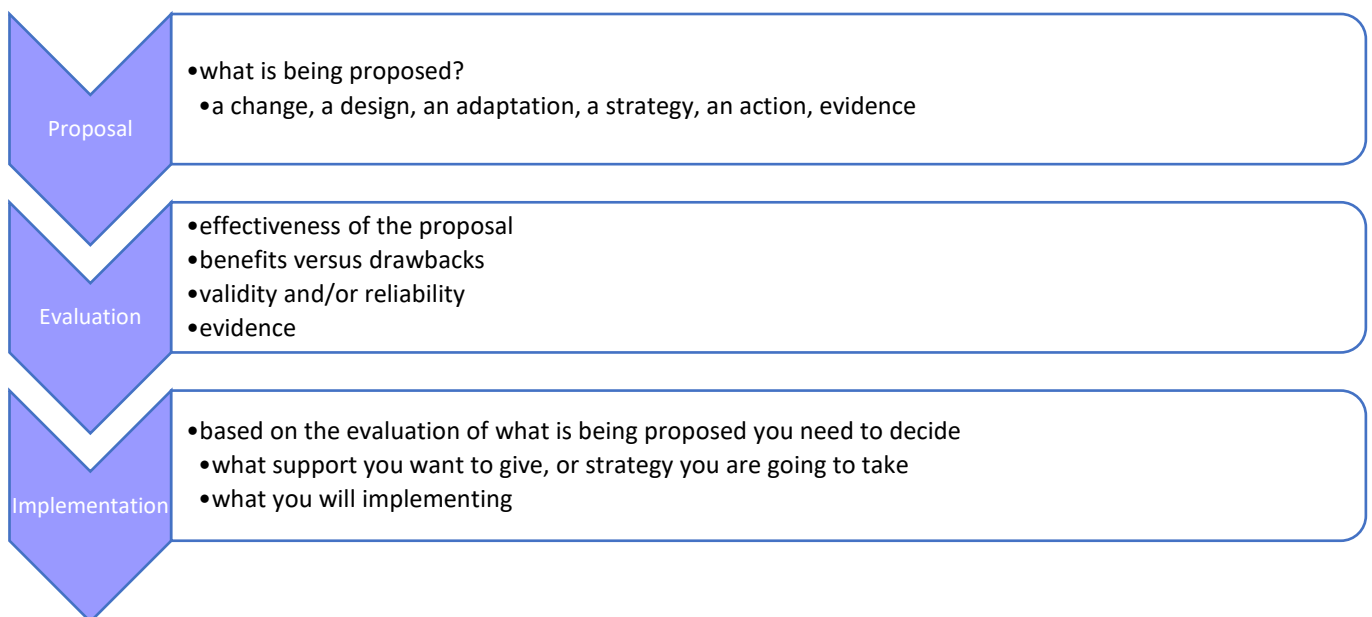
What is justification?

Justification is an important part of your assessment; however, it is also an important part of your professional life. You need to be able to say why you complete each action and your reasoning behind each action, which will then give you the justification for any proposed outcomes.
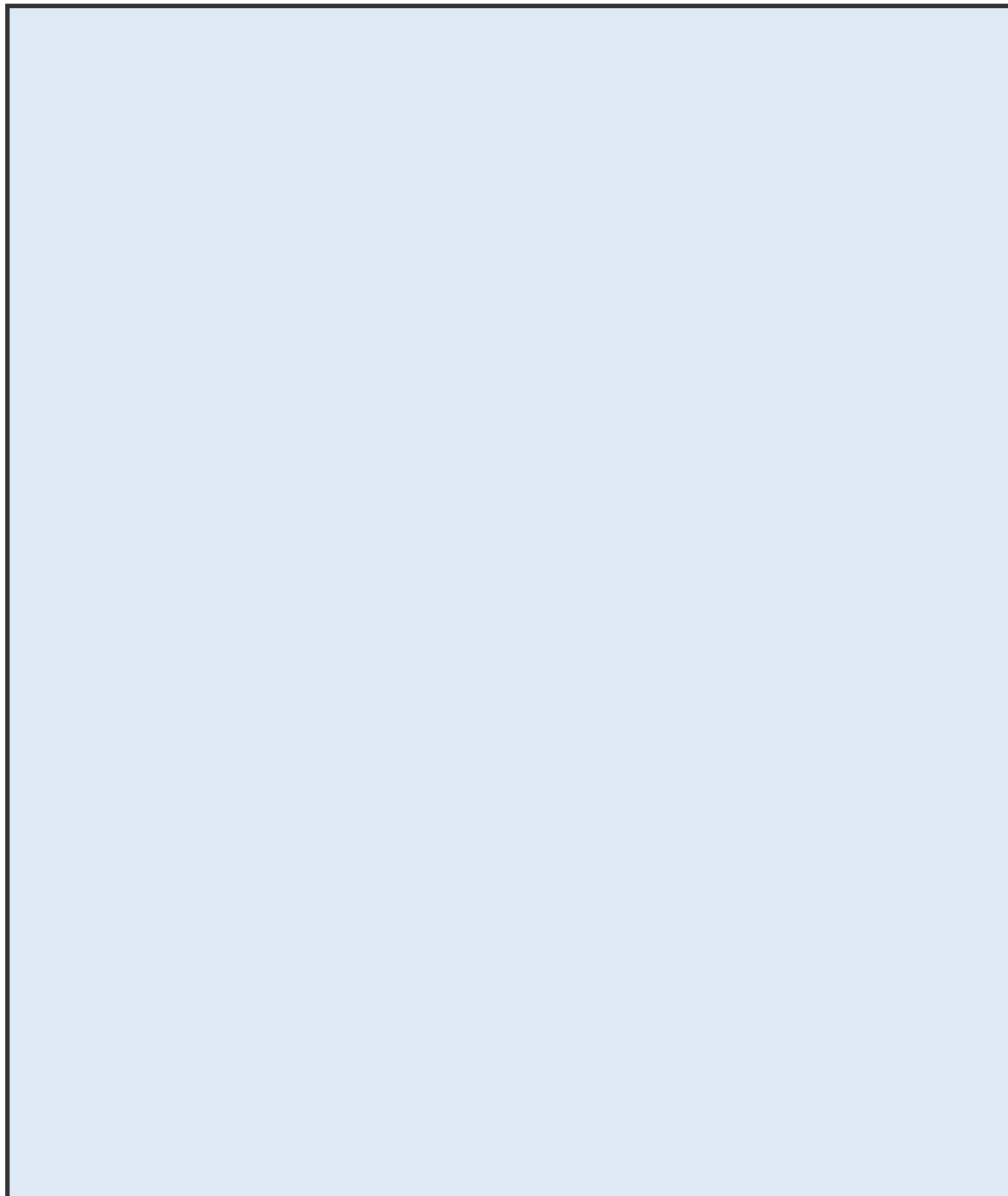
Justifications are an extension of evaluation. When you evaluate, you weigh up the good and bad, justification is evidencing why something is good or bad.

Justification is also about using evidence to defend what your next actions are or sound reasoning behind why you are implementing a change.

Justification flow chart

Proposal
- what is being proposed?
  - a change, a design, an adaptation, a strategy, an action, evidence

Evaluation
- effectiveness of the proposal
- benefits versus drawbacks
- validity and/or reliability
- evidence

Implementation
- based on the evaluation of what is being proposed you need to decide
  - what support you want to give, or strategy you are going to take
  - what you will implementing

Notes

Notes