



T Level Technical Qualification in Digital Support Services

Occupational specialism assessment (OSA)

Digital Support

Assignment 2

Mark Scheme

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Marking guidelines

General guidelines

You must apply the following marking guidelines to all marking undertaken throughout the marking period. This is to ensure fairness to all students, who must receive the same treatment. You must mark the first student in exactly the same way as you mark the last.

The mark scheme must be referred to throughout the marking period and applied consistently. Do not change your approach to marking once you have been standardised.

Reward students positively, giving credit for what they have shown, rather than what they might have omitted.

Utilise the whole mark range and always award full marks when the response merits them.

Be prepared to award 0 marks if the student's response has no creditworthy material.

Do not credit irrelevant material that does not answer the question, no matter how impressive the response might be.

The marks awarded for each response should be clearly and legibly recorded.

If you are in any doubt about the application of the mark scheme, you must consult with your team leader or the chief examiner.

Guidelines for using extended response marking grids

Extended response marking grids have been designed to award a student's response holistically for the relevant task or question and should follow a best-fit approach. The grids are broken down into bands, with each band having an associated descriptor indicating the performance at that band. You should determine the band before determining the mark.

Depending on the amount of evidence that the task produces, the grids will either be a single, holistic grid that covers the range of relevant performance outcomes (POs), and will require you to make a judgement across all the evidence, or they will consist of multiple grids, that will be targeted at specific POs, and will require you to make a judgement across all the evidence in relation to that particular grid in each case, therefore making multiple judgements for a single task to arrive at a final set of marks. Where there are multiple grids for a particular task, it is important that you consider all the evidence against each of the grids, as although the grids will focus on particular POs, awardable evidence for each grid may come from across the range of evidence the student has produced for the task.

When determining a band, you should look at the overall quality of the response and reward students positively, rather than focussing on small omissions. If the response covers aspects at different bands, you should use a best-fit approach at this stage and use the available marks within the band to credit the response appropriately.

When determining a mark, your decision should be based on the quality of the response in relation to the descriptors. Standardisation materials, marked by the chief examiner, will help you with determining a mark. You will be able to use exemplar student responses to compare to live responses, to decide if it is the same, better or worse.

To support your judgement, the indicative content is structured in such a way that mirrors the order of the different points within the band descriptors. This will allow you to use the 2 in conjunction with each other by providing examples of the types of things to look for in the response, for each descriptor. In other words, the indicative content provides you with a starting point of possible examples and the bands express the range of options

available to you in terms of the quality of the response. You should apply the standards that have been set at relevant standardisation events in a consistent manner.

You are reminded that the indicative content provided under the marking grid is there as a guide, and therefore you must credit any other suitable responses a student may produce. It is not a requirement either that students must cover all of the indicative content to be awarded full marks.

Performance outcomes

This assessment requires students to:

PO1: Apply procedures and controls to maintain the digital security of an organisation and its data

PO2: Install, configure and support software applications and operating systems

PO3: Discover, evaluate and apply reliable sources of knowledge

SAMPLE

Task 1

(18 marks)

Criteria/step in the process	Marks available	Marking guidance
Task 1(a)		
<p>Logged all requests, prioritised in order of importance along with timings.</p> <p>Justified the reasons for prioritising jobs.</p>	3	<p>1 mark – all 3 jobs are logged with details of request and prioritised in order. Some timings have been allocated per job.</p> <p>2 marks – all 3 jobs are logged with details of request and prioritised in order. Suitable timings have been allocated per job, along with some justification of reasons for prioritising jobs.</p> <p>3 marks – all 3 jobs are logged and prioritised in order. Suitable timings have been allocated per job, along with full justification of reasons for prioritising each job.</p>
Task 1(b)		
Fault 1		
Install anti-virus software on the system and run a scan of the external hard drive.	1	Award mark if completed and evidence is provided (via screenshots).
Set up a backup system and ensure that there is suitable scheduling included.	1	Award mark if completed and evidence is provided.
Inclusion of access to cloud-based systems.	1	Evidence/explanation of how this was installed, along with a how to guide for the user.
Instruction on how to encrypt files on a USB device.	1	Accurate description of how to use encryption software (for example BitLocker).
Collaboration software to be installed.	1	Award mark if any of these are installed and evidenced – email client, conferencing software, VoIP, instant messaging software, online workspace, document sharing.
Fault 2		
Ensure automatic updates are turned on.	1	Award mark if completed and evidence is provided.

Criteria/step in the process	Marks available	Marking guidance
Check the system for any operating system (OS) driver and application updates and install if necessary.	1	Award mark if completed and evidence is provided.
Check windows event log for any errors and address as required.	1	Award mark if completed and evidence is provided.
Removal of all data from storage devices in accordance with the Data Protection Act 2018.	1	Award mark if completed and evidence is provided.
Documented procedure for the safe disposal of obsolete storage devices.	1	Award mark if completed and evidence is provided.
Fault 3		
Install business email application and configure.	2	Award 1 mark if completed and evidence is provided for separate business email account. Award 2 marks for proof of successful send and receipt of emails.
Install and configure accessibility tools or settings organised on native software.	2	Award 1 mark if completed and evidence is provided for application installation. Award 2 marks for proof it is working as expected.
Evidence of implementing suitable security measures on the desktop computer when accessing the business email and intranet applications.	1	Award 1 mark if email and intranet applications prompt for security measures (for example, password or biometric identifier, rather than automatic log-in).
Total marks	18	

Task 2

(12 marks)

Band	Mark	Descriptor
4	10–12	<p>An excellent instructional document which contains all the information required for the end user and provides fully detailed explanations.</p> <p>An excellent screen share video which provides consistently clear and detailed explanations.</p> <p>The technical language used is excellent and fully appropriate for the target audience.</p> <p>Excellent use of English throughout. There may be minor errors in spelling, punctuation and grammar but these do not affect the intended meaning.</p>
3	7–9	<p>A good instructional document which contains most of the information required for the end user but is missing some minor points or details.</p> <p>A good screen share video which covers most of the required elements and provides mostly clear and detailed explanations.</p> <p>The technical language used is good and mostly appropriate for the target audience.</p> <p>Effective use of English with minor errors in spelling, punctuation and grammar that may occasionally affect the intended meaning.</p>
2	4–6	<p>A satisfactory instructional document which contains a reasonable amount of information and would be of some help to the end user. The document is missing some key points and details.</p> <p>A satisfactory screen share video which covers some of the required elements. The explanations are sometimes unclear or lacking in detail.</p> <p>The technical language used is satisfactory and sometimes appropriate for the target audience.</p> <p>Satisfactory use of English with some errors in spelling, punctuation and grammar which affect the intended meaning.</p>

Band	Mark	Descriptor
1	1–3	<p>A basic instructional document which would be of limited help to the end user as it is missing many key points and provides only a limited level of detail.</p> <p>A basic screen share video which provides limited guidance. The explanations for the end user are often lacking in clarity and detail.</p> <p>The technical language used throughout is limited and often not appropriate for the target audience.</p> <p>Basic use of English with many errors in spelling, punctuation and grammar which often make the intended meaning unclear.</p>
	0	No creditworthy material.

Indicative content

Students' evidence for the instructional document could include:

- reasons for carrying out workstation and display screen equipment (DSE) assessment:
 - health and wellbeing (eye strain, musculoskeletal disorders)
 - reduce sickness and absence
 - range of accessibility options for the user
 - maximise productivity
- workstation and display screen equipment (DSE) assessment would include the following devices/items:
 - keyboard
 - mouse/trackball
 - display screen
 - furniture (chair and desk)
 - environment
- mentioning of the company having to provide eye sight tests for staff who are users of DSE

Students' evidence for demonstration via screen share video could include:

- optimal screen position
- optimal chair position
- screen brightness controls (physical and via operating system)
- screen contrast controls (physical and via operating system)
- optimal keyboard position with wrist support if required to avoid repetitive strain injury (RSI)

Student's evidence should avoid use of jargon and acronyms wherever possible. Technical language should be used only when necessary and explanations should be given in plain, everyday language as the target audience is non-technical staff.

Use of standard English is clear, concise, and easily understood.

Note: the above is not an exhaustive list; credit should be given to other suggestions as appropriate to the scenario in the brief.

SAMPLE

Performance outcome grid

Task	PO1	PO2	PO3	Total
1(a)	3	0	0	3
1(b)	2	12	1	15
2	1	9	2	12
Total marks	6	21	3	30
% weighting	20%	70%	10%	100%

Document information

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Change History Record

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v1.0	Additional sample material		01 September 2023
v1.1	Sample added as a watermark	November 2023	16 November 2023